



Aggieland Pets With a Purpose is a non-profit volunteer organization dedicated to enriching the lives of the Brazos Valley area residents by enhancing their physical, social, and emotional well-being with the unconditional love of our pets. APWAP provides volunteers and evaluated and trained animals for educational, rehabilitative, and emotional assistance purposes.

**APWAP
PO Box 10941
College Station, TX 77842
Web Site: www.apwap.org**

**Email:
information@apwap.org**

Welcome to APWAP!

We are thrilled that you have become a member of our organization and look forward to you and/or your animal making a difference in our community! We are looking forward to getting to know you and thank you for volunteering your valuable time!

This manual is to help you become familiar with our organization. Included is what is expected of you, what you can expect from us, guidelines and recommendations for you and your animal, and forms to be completed. Some of the forms you may need to make copies of as you will be required to fill them out more than once.

If you have any questions, problems, or suggestions, please let any of us know! We are here to assist you to be a successful volunteer with your animal and want to help you in any way that we can.

Thank you again for helping enrich the lives of those in the Brazos Valley.

Sincerely,

The APWAP Officers

COMMITMENTS

As an APWAP Member, you have a certain responsibility to the facility you visit. Keep in mind that all visits are to benefit you along with the people you visit.

When you make a commitment to be at a facility on a certain day and time – BE THERE! If you don't keep your committed time for visiting, you may disappoint someone that was very much looking forward to your visit. **However, if you find you cannot keep your appointment, you must also notify the scheduling coordinator and tell him/her of your cancellation.**

Many people you are visiting will share stories and some may ask you to "keep a secret." Be aware that you may not be able to keep such a promise, so do what you can to inspire trust and confidence without making a promise you cannot keep. At the same time, you must show a certain amount of empathy – but do not offer to "fix" something or offer to make it better for them. Treat each individual as you would like to be treated. Better yet, treat him or her as a family member.

Adults as well as children just want someone to listen to them, accept them the way they are, and show them affection. This is the very reason we have our pets with us on therapy visits. Our pets accept people for who they are and constantly give unconditional love without judging a person first.

You will walk away from each visit having learned something new every time. Each person has a story to tell or a picture to share. Listen, learn, and come away from each visit feeling fulfilled and glad you made the decision to join the APWAP program.

Patient Rights Policy

General Policy on Patient Rights:

Some patients may choose to refuse a visit with your animal. Do not take offense; simply move on to the next patient. The next time you visit that patient, chances are he/she may welcome you with open arms. Make sure to always honor the patient's wishes.

Patients have the right to privacy:

Comments made by a patient you are visiting, information about medical conditions, and a patient's personal information are always to be kept confidential.

DO NOT!

- Discuss clients or their conditions inside or outside of the facility.
- Take photos or videos without a release form signed by the people involved. (The APWAP officers may supply you with a release form if needed)
- Give stories or pictures to the media without written clearance from the facility's public relations department and the APWAP officers.

Always Respect the rights of residents and staff:

- Always ask the person first if he/she wants to touch or hold the animal.
- If the patient wants to hold the animal, ALWAYS place it on the patient's lap (on a towel or blanket that you have brought along), NEVER in their arms or hands.
- NEVER leave an animal unattended with a patient, for the animal's safety and because the patient needs YOU too.
- Remember personal information you learn about a patient should be kept confidential.
- Make sure to inform someone at the facility if there are any problems with patients.
- Do not bring any people food to give to anyone living at the facility without express permission from the facility.

Change of Facility:

If you find that you need to stop visiting one facility and change to a different facility, contact the APWAP officers and they will assist in placing you and your therapy pet in a different facility. Do not give up on visiting because you feel uncomfortable in, or just prefer not to visit a particular facility. APWAP has several different facilities and wants to help you find the right match for you and your therapy pet.

Requirements for APWAP Animals

APWAP Members must follow all hospital/therapy setting protocols.

While visiting in a hospital, good hand washing techniques or sanitation is recommended following each patient visit.

Do not visit if you are ill with an infectious disease such as a respiratory problem (cold, flu), or skin infection.

If you have an open sore on exposed skin, please keep it covered with a bandage.

If there is any aggressive behavior (or perceived aggressive behavior) shown by your pet during the visit (including growling, snapping, biting), or any scratches or other perceived accidents, you must leave the facility after informing the group and facility. The APWAP member is also required to report this information on an incident or accident report form and provide this to the APWAP officers within 24 hours. If not completed, disciplinary action may be taken.

The APWAP member is responsible for cleaning up after their animal and notify environmental services at the facility if the animal defecates, urinates, or vomits on the floor. The APWAP member is also required to report this information on an incident or accident report form and provide this to the APWAP officers within 24 hours. If not completed, disciplinary action may be taken.

Do not visit if your animal is ill.

Requirements for APWAP Animals, continued.

Canine Vaccination Requirements:

- Rabies - annually/triennially
- Bordetella - Annually.
- DHPP (without lepto) - annually or triennially as determined by your veterinarian.
- Leptospirosis (or titer) - annually

Feline Vaccination Requirements:

- Rabies - annually/triennially
- FVRCP- annually/triennially
- FeLV- annually or triennially as determined by your veterinarian.

- All animals **must** have a yearly physical and veterinary screening that includes fecal parasite and heartworm tests. It is the volunteer's responsibility to make sure this is completed and turned in yearly in January of each year.

- You must accept full responsibility for your animal's action and must always be in complete control of the animal.

- All animals must remain on a leash when in a facility. Exceptions only apply when retrieving during therapy, doing tricks, dancing routines, etc.

- No animals may visit until they have passed the APWAP temperament test.

- All dogs and cats must be at least 1 year of age at the time of the temperament test.

- Females may not visit while in heat.

- If there are any open wounds, sores, hot spots, or scabs not fully healed on your animal, you must cancel and re-schedule your visit.

- Must be bathed within 24 hours prior to visiting include eyes and ears.

- All long-haired dogs and cats must be brushed immediately prior to visiting.

- All nails **must** be trimmed & filed.

- All animals must be free of fleas and ticks prior to all visits.

- After any major event in an animal's life (i.e., whelping, surgery, accident, etc.) they must be re-evaluated prior to any therapy or visits.

- The handler must wear proper identification recognizing them as an APWAP member.

Preparing for a Visit

Before each visit, your animal should be clean and well-groomed.

Below are guidelines for preparing for a visit:

Items and Equipment to have with you on a visit:

- Bag or backpack for items listed below.
 - Your ID badge.
 - Baby Wipes/Hand Sanitizer
 - APWAP approved Collar and Leash
 - Water bowl
 - Drool rag
 - Tacky roller to clean up pet hair.
 - Cleanup bags
 - Toys or props for tricks
 - Brush or comb
 - Towel or small blanket
 - Human food treats for your animal (i.e., cheerios, low-sugar cereal)
 - Emergency phone numbers
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- You and your pet need to be neat and clean. **It is required that you wear the APWAP shirt with the group logo and your APWAP badge.** These look uniform, are recognizable and have a professional appearance. Wear shoes that are comfortable and can protect your feet.
 - The image that you and your animal portray is very important because you want to make a good impression. Being prepared will show that you are professional and organized.

Responsibilities when Visiting as an APWAP member:

- Be responsible for your animal's needs along with the patient's/resident's needs. Always stay in control of your animal. Keep at least **3 feet away** from other dogs or cats. Only one animal at a time in a patient/resident room.
- Be present and on time for every commitment you make.
- Remember you may disappoint someone if you do not keep to your scheduled visit.
- Treat people with respect and dignity.
- Promote the human – animal bond you share with your pet.
- Comply with all the APWAP guidelines.
- Be professional. Wear proper identification. (APWAP ID Badge)

RECOGNIZING STRESS IN YOUR ANIMAL – IMPORTANT

Stress is the response of an animal to its environment. This is not always bad since it keeps the animal alert, but you need to be watching for excessive signs of stress which can result in physical problems.

Remember **YOU ARE YOUR ANIMAL'S ADVOCATE!!** If you feel that your animal is truly stressed – make sure you remove him/her from the situation. Watch your animal. If your animal is showing signs of excessive stress on a regular basis, talk to your vet about it so any health problems can be ruled out. A member may need to retire the animal from therapy work if it is truly too stressful. Signs of stress DURING visitation:

- Reduced attention span
- Shying away/hiding behind owner
- Dilated pupils
- Whining
- Excessive panting
- Ears laid back.
- Lying down/reluctance to move

Signs of stress DURING or AFTER visitation:

- Diarrhea or loose stools
- Inappropriate urination
- Vomiting
- Lack of appetite
- Changes in sleep/activity patterns
- Behavior/temperament changes

These are several examples. Know your animal – if he/she is acting abnormally or differently than usual – observe carefully as these signs may indicate your animal is too stressed to visit.

What to do if your animal is exhibiting signs of stress:

- Remove your animal from the situation. Give him/her a break, go outside, let him/her get a drink of water, etc.
- After your animal relaxes and seems to have returned to normal, resume visiting with praise and encouragement.
- If, after returning to the visit, your animal shows signs of stress again, excuse yourself, and take your animal home.
- Talk to an APWAP officer regarding the situation. It is possible your animal is not feeling well or has visited a little too long that day.
- Do not forget that if your animal is not enjoying it, you may need a break for a while. and attempt the visit again at a later date.

REPORTING ACCIDENTS OR INCIDENTS

Reporting Accidents or Incidents:

Procedures are in place to assure a standardized reporting practice of any situation that causes or may cause injury to a patient, client, staff member, volunteer, or animal. If a situation occurs that could be perceived as the cause of injury, information involving the situation must be documented in writing within 24 hours of the accident or incident.

Procedures:

Any actual or perceived situation involving an APWAP member, or animal that may cause bodily or perceived bodily injury to another person, must be reported in writing to:

1. The facility (hospital, nursing home, youth rehabilitation centers, etc.).
Follow the specific institution's guidelines.
2. The APWAP officers

TO BE COMPLETED BY VOLUNTEER:

APWAP Member Name: _____ Date and Time of Visit: _____

Contact Person at Facility: _____ Name of visiting animal: _____

Facility Visited: _____ Facility Phone: _____

Facility Address: _____

Briefly describe the accident/incident or injury and list individual(s) involved: _____

**APWAP
PO Box 10941
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Suspension and Expulsion

When infractions of the APWAP guidelines occur, the officers will meet to discuss the violations and determine the appropriate action. Any member who violates the guidelines will have an opportunity to discuss and defend his or her actions at a scheduled meeting.

Violations calling for immediate suspension or expulsion will create the need for a special meeting. Such a meeting will occur within 10 working days of the alleged infraction.

The Suspension and Expulsion Process:

This process is in place to provide an objective manner in which suspensions or expulsions may be heard and appropriate action may be determined.

- All infractions will be described in writing and remain in the APWAP files. The individual(s) involved will receive complete copies of the infraction and the resolution.
- Policies, procedures, and guidelines are found in other sections of this manual. Should there be violations of three policies, procedures, or guidelines (the same or different) within a 12-month period, the team member will be suspended for a period of time not to exceed three months. The team may not visit as an APWAP member, nor will it be covered under the program during this period.

Violations causing immediate suspension:

- Verbal or physical abuse of a team member's pet during a visit
- Verbal or physical abuse of another team member or their pet during a visit
- Verbal or physical abuse of a patient/client or professional staff member during a visit
- Inappropriate discussion of a patient's illness or background with anyone other than a professional staff member
- Language or behavior deemed inappropriate by a professional staff member during a visit.

Identification Badge

The identification badge is mandatory and although the cost is included in the membership fee, it is the responsibility of the new member to provide us with the necessary information.

We will make every effort to take a picture of your animal at the temperament test. Should that not happen for any reason, it is your responsibility to get a digital photo of your dog e-mailed to us at information@apwap.org. We will also need your name, your animal's called name, date of birth, and breed.

APWAP Member Volunteer Insurance

APWAP Therapy Volunteer Insurance:

When acting as a volunteer for APWAP within the scope of their duties as a volunteer you are insured by the APWAP liability insurance. That means that if either human or animal causes a covered loss at a location where the member is visiting, and that covered loss results in a claim for which APWAP is legally liable, the APWAP liability insurance carrier will defend and pay expenses of the claim.

The liability insurance will be primary and will provide coverage first. However, if the amount of any covered loss exceeds the limits of APWAP liability insurance, then the volunteer may be personally liable.

The liability insurance has a \$3,000,000 total limit and a \$1,000,000 limit per incident. That includes a medical expense limit of \$25,000 for any one person.

Explanation of Coverage:

One of the benefits of being an APWAP member is that we provide liability and personal accident insurance when you are visiting, making presentations, or doing other activities to promote APWAP.

As an APWAP member, you will be covered on the organizations insurance policy when you are doing volunteer work. In cases where professionals are using animals in the context of their jobs, the APWAP insurance for volunteers does not provide coverage. It is important that you understand your coverage.

What is considered for a Claim:

Insurance issues are complex, and each claim presents unique issues. The general rules stated above describe your coverage while representing APWAP as a volunteer. However, each claim is evaluated on a case-by- case basis. All factors, including any negligence by the handler, are considered and may influence whether the general liability insurance would provide coverage.

Key Points:

- The APWAP policy is for liability not personal property insurance.
- To be covered, the member must follow the APWAP policies and act within the scope of duties as a volunteer.
- The member must be in volunteer status, i.e. receive no compensation for its time.

*Please feel free to contact us if you have any questions regarding this policy

MEMBERSHIP INFORMATION

APWAP Membership and Dues:

FULL & Family Membership:

A full member is someone who has passed the temperament test with their animal. All members will pay an initial fee of \$60.00 for the first animal and \$15.00 for each additional animal.

Family membership is \$60.00 plus \$15.00 for each child

Annual renewal fees will be \$30.00 (plus \$7.50/child) plus \$5.00 for each additional pet.

These dues include:

- Photo ID badge
- Polo shirt with logo
- Martingale collar
- 4-foot lead
- Volunteer Liability/Accident insurance

COLLEGE STUDENT MEMBERSHIP:

College students (with proof of school attendance

Full Member initially \$30.00/year. Annual renewal fee is \$15.00/year.

Information for all members

All members are requested and strongly encouraged to attend our quarterly meetings. At least 2 meetings per year are required. "The meeting dates take place on the 2nd Monday of January, April, August, and October unless another date has been designated by the leadership team."

All members must visit with their pet at least every three months to maintain active membership in the APWAP Team. If an animal has not visited in that period, they must be re-tested by the temperament evaluation team and a \$10.00 re-instatement fee will be charged.

All visiting members are required to visit an APWAP approved facility. If there is a facility a member would like that is not currently registered with APWAP, please ask the APWAP officers to assist you in setting up that facility.

All new members are required to have an officer or approved member visit with them on their first 3 visits for observation. This is for the safety of the volunteer team as well as the facility residents.

All members must agree to only visit with their pets that have been tested and approved by APWAP.

If your animal has been injured, had surgery, or given birth, they are required to pass a modified "hands-on" temperament retest to reinstate their visits.

TEMPERAMENT TESTING

Temperament testing is done at least once each quarter. All people wanting to test an animal must first complete two visits without their animal.

There are two (2) levels of passing the temperament test.

VISITATION: Animals that pass for visitation may only visit facilities that are indicated as such. These are facilities where the volunteer and their animal visit individuals or groups without specific goals set for the patients or residents. The animals are there to encourage & cheer up those they are visiting. This is an important part of animal assisted therapy.

THERAPY: Animals that pass for therapy may visit all facilities (including going just for visitation). These animals have a higher level of qualification and are used to help patients work towards and achieve specific goals in physical, occupational, and speech therapy.

Each volunteer's ID badge indicates whether the animal is a visitation or therapy animal. If an animal has passed for visitation – the volunteer may gladly schedule the animal at any temperament test to re-test them for therapy.

AAA/AAT (Animal Assisted Activities/Animal Assisted Therapy)

If your animal has passed the temperament test as a visitation animal, you can visit any facility that is listed as a visiting facility. If your animal passed the temperament test as a therapy animal you can visit anywhere plus you can do therapy work, like assisting in rehabilitation of a patient. Therapy animals require better training/control than visitation animals. Before being able to do therapy work, you and your animal will have to pass training especially for therapy work.

Kit Darling oversees this training. Contact her for dates and times for these training sessions.

APWAP Orientation

General Requirements:

1. Passed temperament test and veterinary health screen; health screen must be done yearly at a minimum.
2. Paid dues and signed Volunteer Indemnity Agreement
3. Three supervised visits with a member of the supervision team

Handler Requirements:

1. Healthy with no symptoms of any infectious disease.
2. Dress appropriate for the facility – APWAP shirt, ID badge, shoes, and slacks appropriate for the facility (Juvenile Detention Center requires slacks or jeans and closed toed shoes; shorts may be appropriate for some places in the summer but never wear short shorts).
3. Work with the staff of the facility to determine how the animal's interaction will benefit the patient/resident/student.
4. Always ask if the person wants the pet to visit.
5. Make sure your pet has an opportunity to eliminate before entering the facility. Please carry a bag to pick up any waste, place it in the trash and wash your hands or use alcohol hand rub.
6. The primary job of the handler is to watch their pet for signs of stress and remove the pet from the situation before it becomes too stressed.
7. There should be one handler per animal.
8. Do not allow your animal to visit with other animals during a visit. A good recommendation is to keep 3 feet between animals when possible. Only one animal in a room at a time.
9. Report any bite or scratch incident to the facility and to an APWAP officer.

Animal Requirements:

1. Do not visit if your animal has any wounds, skin conditions, gastrointestinal issues or any other health conditions that might be transmitted to people. An animal that is not feeling well will not enjoy the visit and may have inappropriate behavior.
2. Free from internal and external parasites.
3. Bathed within 24 hours of a visit.
4. Ears are clean.
5. Nails are trimmed and filed.
6. Do not feed a raw diet.
7. Have good dental hygiene.
8. Animals must wear APWAP collar or harness and leash.
9. Do not allow the animal off the leash unless it is demonstrating a trick or is asked to retrieve a toy. Keep in mind what is safe and appropriate for the visit. We want both the people and our animals to be safe.
10. If an animal is allowed in a patient's bed, a barrier such as a disposable cloth, towel or sheet should be placed between the animal's coat and the patient's linen.
11. Do not allow your animal to lick a person's wound or devices. Discourage licking in general.
12. Only allow people to give a treat to your pet by using an open hand.
13. Keep your pet from eating anything off the floor in a facility.
14. Have the person use an alcohol hand rub or wash their hands after contact with your pet.

Aggieland Pets with A Purpose Canine Veterinary Screening

Owner's Name: _____

Dog's Name: _____ Age: _____ Breed: _____

Address: _____

Phone #'s: _____ E-mail address: _____

ATTENTION VETERINARIAN:

The owner and dog listed above are participating in a pet facilitated therapy program. This involves working closely with children and adults of all ages who suffer from serious illness, psychiatric conditions, or who have been involved in a serious accident. It is imperative that the health of the dog be excellent and the temperament sound. Please evaluate the dog carefully and note your findings.

<u>Proof of Vaccinations:</u>	<u>Date given</u>
DHPP	_____ (yearly/3 year)
Leptospirosis (or lepto titer annually)	_____ (yearly)
Rabies	_____ (yearly/3 year)
Bordetella	_____ (Intranasal yearly/Oral/6mon)

Last date checked for internal parasites: _____ **Negative Positive**

Skin Condition and coat: **normal abnormal** _____
Condition of teeth and gums: **normal abnormal** _____

Check for external parasites: absent present
Is this pet on a heartworm preventative consistently? **Yes No**
Is this pet on a flea/tick preventative consistently? **Yes No**

Please describe the dog's behavior during the exam:

Friendly Outgoing Reserved Shy Nervous Snappy Aggressive

Have you observed this dog exhibiting aggressive tendencies with people or other animals? **Yes No**

Overall does this dog appear healthy. **Yes No**

I certify that all the above information is correct to the best of my knowledge.

Veterinarian Signature: _____

Date: _____

Veterinarian Stamp or address/phone:

Aggieland Pets with a Purpose Feline Veterinary Screening

Owner's Name: _____
Cat's Name: _____ Age: _____ Breed: _____
Address _____
Phone #'s _____ E-mail address _____

ATTENTION VETERINARIAN

The owner and cat listed above are interested in participating in a pet facilitated therapy program. This involves working closely with children and adults of all ages who suffer from serious illness, psychiatric conditions, or who have been involved in a serious accident. It is imperative that the health of the cat be excellent and the temperament sound. Please evaluate the cat carefully and note your findings.

Proof of Vaccinations:

Date given

FVRCP _____ (every 1-3 years)

Rabies _____ (yearly/3 year)

FeLV _____ (every 1-3 years)

Last date checked for internal parasites: _____ **Pos Neg**

Is this cat on flea/tick preventative consistently **Yes No**

Skin Condition and coat: **normal abnormal** _____

Condition of teeth and gums: **normal abnormal** _____

Check for external parasites: **present absent** _____

Please describe the cat's behavior during the exam:

Friendly Outgoing Reserved Shy Nervous Snappy Aggressive

Have you ever observed this cat exhibiting aggressive tendencies towards people or other animals?

Yes No

Overall does this cat appear healthy. **Yes No**

I certify that all the above information is correct to the best of my knowledge.

Veterinarian Signature: _____

Date: _____

Veterinarian Stamp or address/phone:

New Member Evaluation Form

Member _____ Animal _____ Date _____
 Facility _____ Evaluator _____

	Score	Comments and Suggestions
member's appearance		
animal's appearance		
signs of stress from animal		
reaction to noise and/or equipment		
reaction to other animals		
control of animal by handler		
animal's interaction with clients		
member's interaction with clients		
animal's comfort level in setting		
member's comfort level in setting		
Total score and grade		

Score 1 to 10 (poor to excellent) total score and grade

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
0 - 59	F

Member signature _____

Evaluator signature _____