

DENVER PET PARTNERS



MEMBER GUIDE

January 2019



DPP MEMBER GUIDE DEDICATION

This *Member Guide* is dedicated to our DPP teams who willingly give their time to make a difference in the lives of others through animal-assisted activities (AAA) and animal-assisted therapy (AAT). Your role as a Pet Partners team is essential to the success of our organization, and the dedication and commitment with which you serve enable many people's lives to be changed through the power of the human-animal bond.

Thank you for the outstanding job you do to promote human health through therapy animals. Through your work, you bring joy, hope, and healing to the community. I am grateful for the opportunity to team with each one of you and proud that you are a member of the DPP family. Thank you for sharing your pet, your heart, and yourself. Thank you again for your continued commitment. It means a lot.

Wishing you and your Pet Partner all the best,

Diana McQuarrie
Founder and Emeritus Executive Director



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WELCOME

This guide is intended for new members who need to learn about DPP and volunteering as a therapy animal handler. But it is also helpful to those who already are volunteers. There is lots of useful information in here for both new and existing members. If you're a new member, congratulations and welcome to DPP! We're excited to get to know you and your therapy animal. You've completed the workshop, successfully completed the evaluation, registered with Pet Partners, and become a member of DPP. You might be wondering...what do I do now? This guide has been created to answer some of your questions and help you become more familiar with DPP.

If you have any questions that are not answered here, feel free to contact any member of the DPP Board of Directors at any time. The members are listed on the DPP website. The website contains a lot of useful information and you should review it in addition to this guide:

<https://www.denverpetpartners.org/>

ABOUT DPP

DPP is a non-profit, 501(c)(3), all-volunteer organization dedicated to advancing the Human-Animal Bond to improve the quality of life, benefit human-animal interaction and enhance animal-assisted intervention (AAI) services in Colorado. Founded in 2001, DPP has over 150 members, both visiting and supporting, who embrace the DPP Mission "to deliver excellence in animal-assisted interventions (AAI) and enhance the health and wellness of people through AAI services, education, and networking."

DPP members work in a variety of facilities and programs in our community, working with people of all ages. They participate in both Animal-Assisted Activities (AAA) and Animal-Assisted Therapies (AAT). DPP is a Community Partner Organization of the national Pet Partners organization.

OUR THANKS

Thank you to all our handler-animal teams for their efforts in fulfilling our mission statement and goals and presenting to the community the truly unique and wonderful aspects of the human-animal bond and the incredible impact it can have in peoples' lives.

PLEASE GIVE US YOUR INPUT

If there is any important information that is not included in this guide, or if there is an area in which more in-depth information would be useful, please let us know. We always welcome your input. Your suggestions or comments may be sent to info@denverpetpartners.org



OPPORTUNITIES FOR INVOLVEMENT

We need your help! Whether you're a brand-new member or have been with us for years, you have special skills and a unique background. This diversity of skills and experiences makes DPP special. Any time you wish to contribute in addition to your regular visits is most appreciated!

Opportunities for involvement range from one-time events such as health fairs and other public events to recurring opportunities such as assisting with evaluations and workshops, and the DPP holiday party and fundraising. You can help us with: the DPP newsletter; photography at evaluations and special events; event planning and organization; clerical work; securing donations of goods and services in the community; and more! In addition, experienced handlers are needed to act as Team Leads at special events.

Our Board of Directors consists of DPP members. As a member, you are also entitled to serve on the Board of Directors. When a position opens up on the Board, all members have the opportunity to apply for it.

MISSION STATEMENT

To deliver excellence in animal-assisted intervention (AAI) and to enhance the health and well-being of people through:

- AAI Services
- Education
- Networking

VISION STATEMENT

To improve quality of life through animal-assisted interventions (AAI), respecting volunteers, clients, and our animal partners, and delivering excellence in our service.

CORE VALUES

Integrity: We insist upon ethical behavior in all things, inspiring trust by saying and doing what we mean, and taking responsibility for our actions.

Teamwork: We achieve together what none of us could do alone.

Respect for the Individual: We welcome a diverse membership and support one another. We listen to, support, and genuinely care about one another through a mutually-supportive environment. We always advocate for the safety and well-being of our fellow volunteers, animal partners, and clients.



Service Excellence: We are responsive and relevant to one another by continually investing in our members and by nurturing long-term, value-driven relationships with all with whom we collaborate.

GOALS

Prioritize the responsible and ethical treatment of our animal partners

Increase awareness of the positive health effects of animal-assisted intervention

Advance the incorporation of AAI to enhance quality of life

Foster communication and support among AAI volunteers, professional practitioners, and related associations

Promote collaboration with other AAI groups and professional Human-Animal Intervention organizations

Promote the highest professional standards and ethics in the practice of AAI

WHAT IT MEANS TO BE A “COMMUNITY PARTNER” OF PET PARTNERS®

It can be confusing at first to discern whether you are a member of PET PARTNERS® or if you are a member of DPP. The short answer is – both!

Pet Partners® is the national “parent” or “umbrella” organization which DPP affiliates with. As an international leader in AAA/AAT, Pet Partners establishes the standards of practice that govern our training, evaluation, and volunteering. As registered Pet Partners members, our teams are well respected in the world of AAI, since they have been trained and evaluated through this established therapy animal organization.

Through our affiliation with Pet Partners®, we have the opportunity to collaborate on research, resource development, training, and knowledge sharing on a national level. Our affiliation with Pet Partners national does not benefit DPP financially; Pet Partners does not support DPP financially. No portion of the bi-annual registration fees paid to Pet Partners is shared with DPP. As an independent nonprofit organization, DPP raises 100% of our own operating funds.

Denver Pet Partners is the name of our local organization. We stringently adhere to the Pet Partners’ policies and procedures and strive to align our goals with their goals in order to advance the AAI field as a whole.



At the same time, **DPP** has its own name and brand recognition. Therefore, we promote ourselves as Denver Pet Partners, so when you meet people who are interested in AAI, please refer them to the Denver Pet Partners website for more info:

<https://www.denverpetpartners.org/>

BENEFITS OF MEMBERSHIP

As a nonprofit organization, DPP depends on the financial support of our members through membership dues to help offset our operational costs. DPP membership dues are paid annually, on the anniversary of the date you joined DPP, and your financial support helps cover the cost of:

- Providing DPP handlers with DPP polo shirts and other DPP items (badge holders, patches, lanyards, etc.)
- Providing DPP therapy animal vests to our registered animals
- Providing information and referrals for inquiries on the human-animal bond and animal-assisted interventions
- Maintaining the www.denverpetpartners.org website (which includes a members-only section)
- Conducting training workshops and evaluations, including re-evaluations of our own teams
- Developing new programs
- Supporting continuing education for our teams and creating support materials
- Administering all animal-assisted therapy programs, including Acute Care, Long-Term Care, Education, Child Welfare, Mental Health, Literacy Mentorship, and work in Judicial systems

As a DPP member, you receive the following benefits:

- Membership in the Pet Partners Community Partner program, which provides you a discounted registration fee with Pet Partners
- Additional liability coverage through DPP's provider, in addition to Pet Partners liability insurance
- Access to the members-only portion of DPP website
- Opportunity to serve on the Board of Directors
- Assistance with finding a place to visit
- Annual holiday party and volunteer appreciation event
- Regular team meetings featuring presentations from subject matter experts in AAI
- Our e-newsletter
- A collaborative support system and sense of belonging within the AAI community

RENEWING YOUR DPP AND PET PARTNERS MEMBERSHIPS



DPP (annually)

Each year, prior to the anniversary of the date you joined DPP, you will receive email notification that it is time to renew your membership.

PET PARTNERS (every other year)

A few months before your membership (and badge) expires, Pet Partners will send you a notice reminding you to schedule your re-evaluation. Upcoming evaluation dates are available on the Upcoming Courses and Evaluations page of our website, www.denverpetpartners.org. Once you successfully complete the re-evaluation, submit all required paperwork to Pet Partners along with your membership dues and your membership will be in place for **two more years**. To receive the affiliate discount, provide the DPP Community Partner ID number (91087) with your Pet Partners registration.

RESPONSIBILITIES OF VOLUNTEERS

As a Pet Partners volunteer, you will be in a helping relationship with other people. In any therapeutic setting, establishing helping relationships with others can assist them in their growth toward personal goals and in strengthening their ability to cope with life. You can encourage freedom, responsibility, and individuality. As a volunteer, you can facilitate this process by fulfilling the following responsibilities.

The most important thing you can do for others is to help them:

- Help themselves
- Reach their potential
- Learn how to use their own resources
- Learn problem-solving techniques

LIVE UP TO YOUR COMMITMENT

Volunteering is not something that can be done in a few odd hours when there is nothing more exciting to do. Rather, it is a job - with responsibilities that require a definite allotment of time, energy, intelligence, preparation, and follow through.

BE RESPONSIBLE AT ALL TIMES FOR YOUR ANIMAL

Consider the animal's needs first and provide humane care. Always stay with the animal and be in control of the situation. Do not hesitate to remove your animal from the situation if necessary. Remember YAYABA – you are your animal's best advocate.

BE ON TIME FOR EVERY COMMITMENT YOU MAKE

The lives of many of the people you visit have little variety and few distractions, and therefore each outside contact assumes larger than usual proportions and importance. What may be a minor part of your week may be the single event that someone has been eagerly waiting for all week. Remember, if you don't come, those who were expecting you will be disappointed. If you find yourself unable to meet an obligation for any reason, notify your facility or your Team Lead as far in advance as possible. This allows for ample time to make temporary arrangements that will help maintain consistent levels of



service to the clients and facilities. Of course, you should never visit if you or your animal are ill or injured.

BE ETHICAL AND MAINTAIN CONFIDENTIALITY

If a helping relationship is formed, clients may want to tell you “secrets”. These discussions are only to be shared with the person’s treatment team if necessary. Never promise that you “won’t tell anyone” - that is a promise you might not be able to keep. Remember that in certain environments, HIPAA confidentiality applies.

SHOW EMPATHY, NOT SYMPATHY

Relate honestly to the people you meet and try to understand each person’s feelings without getting overly involved.

BE RESPECTFUL

Treat others as you would like to be treated. Each person you encounter is unique and has a distinctive way of doing things and responding to people and situation.

WORK COLLABORATIVELY

One of the goals of DPP is to make volunteer placement as successful and meaningful as possible. If problems occur with a particular visit or placement, you are expected to discuss them with your facility contact person, or the DPP Team Lead for that facility. Address issues in a professional manner as they arise. Turn challenges into learning experiences. You may find that the place you are volunteering is not the best match for you or your animal or perhaps for the people you are visiting. DPP’s Program Director can help you find a more suitable visiting environment.

BE PART OF THE TEAM

The importance of clear communication and professional conduct cannot be overemphasized. Maintain up-to-date communication between volunteers, staff, clients, and other DPP members. Be open-minded about learning from everyone around you and accept supervision from professional staff. Avoid showing partiality to one staff member or client over another.

BE CONCRETE

Be specific and refer to recent events. Use open-ended questions, which usually begin with a word like “who”, “what”, or “when”. In general conversation, try to avoid questions that elicit only a “yes” or “no” answer.

PROVIDE A SUPPORTIVE, ENCOURAGING EMOTIONAL CLIMATE

Always remember that your role as a volunteer is to first meet the needs of the person you are visiting, rather than your own. In many instances this means listening more than talking. Respect a person’s need for privacy and withdrawal. Don’t force yourself on him or her. Be a sincere listener. Sometimes silence is truly the best response. Don’t think you need to fill every space with words. Also, remember you are not there to diagnose or treat the client; you are simply there to listen and facilitate the visit with your animal.

BE GENUINE



Be yourself. People appreciate being treated sincerely. Relate to the person, not to his or her circumstances.

ENJOY THE COMPANY OF OTHERS

Sharing with another person is a unique and exciting experience. There is something to be gained by both parties in any relationship. You have a unique opportunity to help other people.

PRINCIPLES AND PERFORMANCE

The growth of animal-assisted activities (AAA) and animal-assisted therapy (AAT) relies on your credibility and professionalism as a volunteer. Pet Partners and DPP require all volunteers to consistently abide by the code of ethics for AAI, the standards of professional conduct, and the Pet Partners policies and procedures that follow. Handlers who fail to do so might have their status revoked by Pet Partners.

CODE OF ETHICS FOR AAA AND AAT

1. Perform duties commensurate with your position and training.
2. Abide by the professional ethics of your profession and organizations.
3. Demonstrate a belief in and attitude of reverence for all life.
4. At all times, treat all animals, all people, and the environment with respect, dignity, and sensitivity, maintaining the quality of life and experience for all who are involved.
5. Be informed and educated on the aspects and issues that are related to AAI.
6. Demonstrate commitment, responsibility, and honesty in all phases of your activities.
7. Comply with all local, state, and federal laws and Pet Partners® Policies that govern AAI.

STANDARDS OF PROFESSIONAL CONDUCT

Pet Partners® and DPP have a deep regard and respect for their therapy animal teams and the important role that they play in meeting the needs of the people with whom they interact. Pet Partners and DPP also have high expectations regarding conduct of its teams. Handlers are expected to conduct themselves in a professional manner at all times and to treat our clients and other teams with respect and consideration.

If concerns about unprofessional conduct arise, Pet Partners will make every effort to promptly obtain an incident report from all parties that are involved, as appropriate. Pet Partners® will investigate and determine a course of action.

NOTE: The team's activities, including visits, might be put on hold until the investigation is completed.

The following types of unsatisfactory conduct are serious enough that violations might result in termination from the Pet Partners® Therapy Animal Program.

- Breach of client confidentiality.



- Abuse of any client or animal or conduct that's detrimental to the Therapy Animal Program or Pet Partners®.
- Theft or removal from the premises, without proper authorization, of any property that belongs to a facility, a client, staff, or another team.
- Unauthorized use or possession of intoxicants, narcotics, or other drugs while volunteering as a handler.
- Being unfit to volunteer because of the influence of alcohol or illegal drugs.
- Harassment of any type.
- Using the Pet Partners® vest to gain public access or otherwise misrepresenting your animal as an assistance animal.

PET PARTNERS VOLUNTEER POLICIES AND PROCEDURES

The key to our ability to serve the community with such impact is the ongoing commitment of our teams to uphold the highest standards of practice. The following policies and procedures are designed to ensure our success in offering the safest, most effective animal-assisted interventions possible.

You're responsible for following them at all times. The team registration packet includes an agreement to adhere to these policies and procedures. Every member must sign this agreement.

1. I will abide by all Pet Partners policies and procedures, and I will adhere to the guidelines that are set forth in the Pet Partners Handler Student Guide and in associated updates at <https://petpartners.org/volunteer/our-therapy-animal-program/volunteer-policies-procedures/>
2. I will represent the program in a professional manner: for example, by observing rules of privacy and confidentiality, being on time for visits, not being under the influence of illegal drugs/alcohol, and being well-groomed and professionally dressed in accordance with facility dress codes.
3. I will uphold the code of ethics.
4. I will visit only with animals that are registered with Pet Partners and with only one animal at a time. I understand that, for safety and liability reasons, visiting may not exceed two hours per team per day.
5. I will make sure that each facility that I visit has access to these Pet Partners policies and procedures so they understand what guidelines I already follow as a visiting team.
6. I will abide by all policies, procedures, and precautions of Pet Partners and each facility I visit. If Pet Partners and my facility have two different policies on the same topic, the more conservative of the two will apply.
7. I will be responsible for my animal at all times, considering its needs and humane care first.
8. I will always stay with my animal and remain in control of the situation with the lead in my hand. I will never tie animals to people, equipment, or furniture while visiting.
9. I will clean up after my animal both inside and outside the facility, and I will abide by any facility



required cleanup rules.

10. For safety reasons, my animal must wear a collar or harness and be on lead, and I will hold the lead at all times, including during breaks.

11. Before each visit, I will abide by the Pet Partners grooming guidelines (refer to the Pet Partners website for grooming guidelines).

12. I will visit only in accordance with the Pet Partners health requirements.

13. I understand that animals must not be on a raw meat diet or fed raw meat foods at any time during their role as a therapy animal, and that animals from a household where a raw meat diet is fed are precluded from participating in the Therapy Animal Program.

14. I understand that I am required to wear my Pet Partners identification badge (in addition to any identification required by the facility) while providing or promoting AAI as a registered team.

15. I will not borrow money or personal items or receive any personal gratuity or gift, such as money or jewelry, from the people that I visit. Likewise, I understand that it isn't routinely acceptable to give gifts to the people that I visit, even small gifts such as candy and cookies.

16. I will not charge a fee for services that I perform in my role as a therapy animal handler.

17. In the event of an incident, accident, or unusual occurrence, I will stop visiting immediately. I will report, without reservation, all details of the incident to Pet Partners and follow Pet Partners' direction, with the understanding that all information will be treated sensitively and with complete confidentiality.

18. I will not take photographs or video of the people that I visit without first obtaining signed consent of the client or a legal guardian or custodian of the client. I will use the Pet Partners photo and video release waiver provided on Pet Partners' website to obtain the client's consent unless a facility provides its own photograph and video release form. Instant photos might be acceptable, but only if the photo is left with the client and if permission has been granted by the client and the facility.

19. I understand that I must obtain approved written permission from Pet Partners for each proposed use of Pet Partners' logo or name in conjunction with the logo or name of any other organization.

20. I understand that, as a handler, I am not authorized to administer the Pet Partners Skills Test (PPST) or the Pet Partners Aptitude Test (PPAT) unless I am currently a licensed team evaluator. In addition, I am not authorized to teach the Pet Partners Handler Course unless I am currently a licensed instructor.

21. When approaching a facility for the first time, I will find out whether any other teams are already visiting there or if there are facility animals present. If there are, I will respect those existing relationships while also making the responsible choices for myself and my animal.



22. I understand that my animal must visit in the same type of equipment that it was evaluated in, and that a change in equipment requires a re-evaluation.

23. I understand that, any time that I am re-evaluated, the team qualification rating from the new evaluation will supersede the rating from the previous evaluation. The new rating applies immediately, even if the team's registration period hasn't yet expired. For example, if a renewing team is scored "Not Ready," the team's registration period expires early.

24. I understand that I must receive formal notification from Pet Partners about my registration status and qualifications (for example, an acceptance or renewal letter) before I may visit as a registered therapy animal team.

25. I understand that therapy animals can wear a seasonal or holiday scarf when making visits; however, for the safety of the clients and the animals, animals and handlers may not be dressed in costumes when making visits.

QUARTERLY MEETINGS

In order to provide continuous learning and a fun opportunity to meet other teams, DPP holds quarterly volunteer meetings. The DPP website contains specific information each meeting.

Quarterly meetings are mainly attended by active handler teams. Registered therapy animals are permitted at most meetings with some exceptions. We encourage you to bring a friend, spouse, or anyone else interested in the human-animal bond.

Each meeting features a different educational presentation. From multi-media presentations to guest speakers, the educational opportunities we provide enhance your understanding of the work we do. Guest speakers include professionals such as veterinarians; therapists representing the physical, recreational, speech, occupational and mental health disciplines; animal chiropractors; animal behaviorists; trainers; and more.

Since we all conduct our volunteer visits independently, these meetings are a great way to share ideas, learn about other types of visits, and keep in touch with the entire organization.

WHERE CAN I VISIT AS A THERAPY ANIMAL-HANDLER TEAM?

DPP teams are visiting, or have visited, at the following types of facilities:

- Acute care (hospitals)
- Long-term care (nursing homes, assisted living facilities)
- Hospice care (people with terminal illnesses)
- Group homes (residential treatment services for children)



- Education (schools serving both the general population and children with special needs, such as autism or multiple disabilities)
- Literacy (school and library programs in which children read to therapy animals to improve self-esteem and increase reading skills and comprehension). DPP is an affiliate of R.E.A.D. – Reading Education Assistance Dogs.
- Judicial programs (assisting victims and witnesses during trial preparation)
- Other/Government (homeless shelter, youth correctional facility, veteran programs)

For information about the programs in which we volunteer, contact DPP's Program Director.

As a DPP member, you are not restricted to visit at these facilities. The choice of where you wish to volunteer is entirely up to you. However, we strongly recommend that you choose facilities which are affiliated with DPP and as such, operate according to standards of practice and have policies and procedures in place to protect you and your therapy animal from a risk management and infection control perspective.

Regardless of where you choose to volunteer as a Pet Partners team, please log your visit hours anytime you are engaged in a visit or event at which you represent yourself as a registered therapy animal team. Visit statistics is very important information to capture. It quantifies the work we do and the impact our teams have in helping build healthier communities. We use these statistics in grant proposals.

VISITING BAG SUPPLY IDEAS

You're prepared with your list of essential supplies to bring on a visit such as a leash, identification, hand sanitizer, etc. But what else can you put in your bag of tricks to make it a special visit? Here are some examples of special items your fellow members bring on visits, depending on the type of visit:

GENERAL VISITS/AAA

- Small photo album of your pet
- Brush/comb for grooming
- Treats – note that if you declined the treat during your team evaluation, you cannot use treats when visiting
- Hand Sanitizer
- Favorite toy for your pet to play with
- Extra leash (or double leash)
- Ball
- Water bottle/dish
- Lint remover
- Waste bags
- Wipes or hand towel for dog's paws
- Paper towels
- Blanket or mat for dog (and you) to sit on
- Pet first aid kit
- Dog's business cards



- Journal to note special memories
- Doggie rain coat/snow boots
- Booties for dog for walking on slick floor

CHILDREN/LITERACY

- Children's book(s) with dog or animal theme
- Dog breed information books with pictures
- Bookmarks with dog's photo to give away
- Dog craft item to make
- Stickers to give away (dog or holiday themed)

AAT

- Felt vest for your dog to wear while the patient spells different words with Velcro letters, numbers, shapes, etc. that adhere to the vest
- Different colored leashes to practice hooking and unhooking
- Various bandanas to practice tying
- Tug toy to build arm strength
- Extra leash for the patient to walk your dog while you hold the other leash
- Lint brush to practice motor skills — and remove fur from patient's clothing

ITEMS FOR YOU

- Mints
- Notepad and pen
- Dog's health papers (proof of current vaccinations)
- Tissues
- Bottle of water
- Spanish (or other language) phrases
- Important phone numbers
- Volunteer handbook



DRESS CODE DURING VISITS

When you and your therapy animal are visiting, your animal should be wearing a DPP therapy animal vest or bandana. There are some exceptions, such as very small animals, or birds, who are not comfortable wearing anything. In this case we'll work with you to create some kind of DPP branded item that will identify your animal as a DPP therapy animal (such as a patch on your rabbit's basket). DPP provides a therapy animal vest to each registered therapy animal. Remember to keep your animal's vest clean and wash it frequently.

DPP handlers are expected to be wearing a DPP shirt with collar and short or long sleeves (no sleeveless apparel). DPP provides a polo shirt to each member and members can order additional apparel, at their own cost, from the DPP storefront on the Lands' End Business website:

<https://business.landsend.com/store/dpp/>

DPP also provides DPP badge holders, lanyards, patches, general information cards, and other logo merchandise free of charge. DPP tote bags are available for purchase from the DPP Membership Director. They make great visit bags.

When visiting, you should always wear khaki or black pants (no shorts) and closed-toe shoes. You want to give a professional appearance, and you and your animal should be easily recognizable as a DPP therapy animal-handler team.

ORDERING CARDS FOR YOUR THERAPY ANIMAL

Many handlers like to give out "trading cards" featuring a picture of their animal and some information about their animal. These cards also contain contact info for DPP. You may order these cards, at your own cost, from our Director of Marketing and Communications.

USE OF THE DENVER PET PARTNERS LOGO

There are specific standards for the DPP logo in order to maintain consistency in the branding of our name and registered trademark. If you're interested in using the logo for apparel or promotional materials, please contact our Director of Marketing and Communications for more information.

Your production ready final proof must comply with the graphic standards. Thank you.

FAQ's - QUESTIONS FREQUENTLY RECEIVED DURING VISITS

So, you're finally ready to visit! When you get to your facility, everyone will be very excited to see your pet and have lots of questions for you. From people in the parking lot, to staff, to your patient or client, everyone will want to know more about your pet and AAA/AAT.



During the training workshop, you learned the answers to many of the typical inquiries you may receive, but we thought it would be helpful to have a refresher on frequently asked questions — and answers — that you may encounter during a visit. We've provided brief answers for those times like riding in an elevator when you may not have time to explain thoroughly. Answers may vary depending on the type of facility you visit.

CAN I PET YOUR ANIMAL OR IS SHE/HE WORKING?

S/he would love to be petted! As opposed to a service or guide dog, s/he is a registered therapy animal who is here to visit patients and staff.

IS THIS YOUR ANIMAL?

Yes, s/he is my personal pet who I went through training with to provide animal-assisted activities and therapy.

ARE YOU IN TRAINING?

No, we're a part of Denver Pet Partners, which is an organization which provides animal-assisted activities and therapy — we volunteer here.

WHAT DO YOU DO HERE?

We have been invited by the facility to visit the patients and staff here as a registered therapy animal team. S/he brings comfort to those who miss their pets or just need to smile.

CAN I BRING MY DOG HERE?

Only animals that are registered therapy or service dogs are allowed in the facility. But if you're interested in learning what makes a good therapy dog, please visit our website, www.denverpetpartners.org to learn more about it.

I DON'T THINK DOGS SHOULD BE HERE!

I'll keep him/her away from you, but other patients/clients/students really enjoy and benefit from a visit from a registered therapy dog. Research has proven that there are many mental and physical benefits that people receive from animals, but I understand it's not for everyone.

HOW MUCH TRAINING DO YOU HAVE TO GO THROUGH?

It depends on how obedient your dog is, and how experienced you are at handling your dog. Once your dog has reliable obedience skills, you attend a handler training course to learn about animal-assisted interventions (AAI). Then, you and your pet must pass an evaluation to determine your skill and aptitude for doing AAI. If you're interested in learning more, you can visit our website at www.denverpetpartners.org

CAN I GIVE YOUR DOG SOME OF MY FOOD? COME ON, PLEASE?

(If it's okay with you, you can accept, otherwise here are some ideas for the insistent sharer.) I'm sorry, s/he can't have that because: a) we don't give her/him food while s/he's working; b) s/he has food allergies; c) we only feed him/her dog food. But would you like to give him/her one of his/her special treats that we brought?



CAN YOU COME VISIT MY DAUGHTER UPSTAIRS - SHE'S A PATIENT ON THE Xth FLOOR?

(If it's a location that we are allowed to visit, check with the nurse's station first and if they approve, sure!) I'm sorry, currently we're only approved to visit floors x and y. But if you're interested, mention it to your nurse so we'll know which other floors would like to receive visits in the future. In the meantime, here's one of his/her business cards to give your daughter and tell her we said hello!

HOW TO END A VISIT

The length of a visit will vary depending on how many patients you have to see, how much the patient is enjoying the visit, and how much your therapy animal is enjoying the visit. Additionally, you may be interrupted by a meal delivery or a nurse/doctor visit. So, use your judgment on when it's time to make an exit. Sometimes there will be a natural end, where the patient thanks you for bringing the dog, and/or stops petting the dog. Other times, the patient will still be into the visit, but you need to move along. In those cases, you can wrap it up with phrases such as:

- "Spot sure enjoyed seeing you and thanks you for the pets. Have a good day."
- "We better get going to see the other patients, but thanks for the pets and we'll see you soon."
- "I hope Spot has made you feel a little better. She/he sure enjoyed visiting with you. See you later."
- "We need to visit some other patients, but Spot wanted you to have one of his business cards, so you can remember him. Have a good afternoon."

HOW TO DEAL WITH REQUESTS AND CONTACTS FROM THE MEDIA

The media is a great way to get the word out about our services. Whether it's a written article or live news segment, the first thing to do if you get a request from the media or an opportunity to publicize animal-assisted therapy is to contact our Marketing and Communications Director, who will work with the media outlet to determine the specific nature of the request and help you present our organization and the work we do in the most consistent, accurate and professional way possible. The Director can also provide you with general information cards that you can hand out to interested parties.

For confidentiality purposes, we must obtain permission from both the facility and the patient/student/client before taking any photographs or videotape. A "Waiver of Liability" form from DPP will also need to be signed by all participants. By signing this form, the subject gives his or her consent to be photographed/filmed/interviewed for the purposes of publication. Contact the Director of Marketing and Communications for more information. As a reminder, members are prohibited from disclosing any medical information about the individuals we visit.



DPP WEBSITE

Our website, www.denverpetpartners.org, is a valuable resource for both new and existing members. We encourage you to visit the site regularly to stay current on the latest news and information from DPP.

Some of the information housed on our website includes:

- Upcoming events such as course, evaluations, team meetings, and community presentations
- Photos of your fellow teammates
- How to donate to our program
- Calendar of events
-

The site also has a Members Only section to which you will receive access. This additional section allows access to proprietary documents such as membership rosters, policies, and strategic plans.

E-NEWSLETTER

Another web-based communication tool from DPP is our online newsletter. We will email you the latest issue, which will include upcoming events, news and educational information. This is an automatic benefit of your membership, but you may choose to opt out of receiving it if you wish. Simply click on the Unsubscribe link at the end of the newsletter.

LOGGING YOUR VISITS

WHY DO WE LOG VISITS?

1. To provide quantifiable statistics required for grant proposals. This is critical for raising the necessary funding to sustain/continue the work we do.
2. To track individual team stats and recognize members for their contributions.
3. To have an accurate record of an animal's contribution when he or she retires.
4. To have a good gauge of who is visiting where so we can add teams and facilities where and when they're needed.

HOW DOES IT WORK?

Visit statistics are logged in the DPP Volunteer Portal timesheet which is enabled by an online application called Volgistics. As part of becoming a DPP member, a profile was created for you in the Volgistics database and you should have received your personal login credentials. Please read the



instructions in **Appendix A – Using the DPP Volunteer Portal** to understand how to use the portal to verify/update your profile and log your time.

FAQs ABOUT TRACKING YOUR VISITS

Q: What about grooming and travel time?

A: Time entered in the timesheet should be inclusive of grooming, travel and visit time. You should also enter the mileage incurred traveling to provide any service on behalf of DPP, such as visiting.

Q: What constitutes a visit?

A: Our donors envision a visit as spending quality time with a client — having a meaningful exchange, no matter how brief. However, while fleeting interactions in an elevator or hallway are important, they are not trackable for statistical purposes.

Q: Can I do a bulk entry to catch up on the last month or quarter's visits that I haven't had a chance to log?

A: Yes! Instructions for entering time for a range of days are included in the Volunteer Portal Instructions above (the PDF file).

Q: What if I need to make a change to the information I submitted?

A: If you need to correct information you've submitted, simply create/submit another entry with the correct information and send a note to one of the administrators with instructions to remove the incorrect entry. The administrators are Paul Rogalla (paulr@denverpetpartners.org) and Ken McQuarrie (kenm@denverpetpartners.org).

Q: Can the portal automatically fill in my information?

A: All you need to enter on the timesheet is the visit information (dates, facility, hours, clients impacted, and mileage). Your personal information (name, etc.) are automatically associated with the timesheet record once you login to the portal.

Q: Where do I find my ID number?

A: It's located on your Pet Partners badge.

Q: What if I visit at more than one place during a specific visit?

A: Complete one timesheet record for the visit regardless of the number of units/departments you may have visited at that facility. If you visit at more than one facility, time should be reported for each. If you cannot find your facility on the Assignment Preferences section of your profile, please contact an administrator so it can be added.

Q: What if my visit time is around 45 minutes or some other quarter-hour interval?

A: The timesheet allows you to enter time in hours and exact minutes if you like. However, rounding is acceptable as well.

Q: Do I distinguish between patients and visitors on the form?



A: There is no need to do so; please enter in the total number of meaningful visits you had.

Q: Do I log my visit at the facility in addition to filling out this online form?

A: Facilities need a record of our visit, so you will need to sign in and out during your visit. For any questions regarding check-in procedures at your specific facility, please see your team lead.

Q: Do I track other related time in addition to visits?

A: Yes, all the time you spend on animal-assisted therapy/activities should be tracked via the portal timesheet. For example, monthly meetings should be logged, as well as any other special projects you may participate in, such as helping with evaluations, presentations, etc. The instructions provide guidance on how to select those “assignments” at which you spend time and how to get those added to your timesheet. If an event or facility is not listed in the Assignment Preferences on your profile page, please contact an administrator.

Q: What if my animal does not accompany me to an DPP event — do I still track that time?

A: Yes, log the time you spend at the event and do not include your partner’s name so the hours are linked to you, but not to your partner.

Q: What are the rules for logging mileage along with my time?

A: Since mileage incurred as part of providing a volunteer service can be used as a tax deduction, only report mileage that is associated with delivery of a service on behalf of DPP. That includes conducting AAI visits, community events at which you are representing DPP, etc. Do not report mileage for non service-related events such as attending a quarterly team meeting.

Thank you for regularly logging your hours so we can accurately track the number of lives we impact and the number of hours we volunteer to help build healthier communities!



APPENDIX A – USING THE DPP VOLUNTEER PORTAL (VOLGISTICS)

What is the Volunteer Portal?

The Denver Pet Partners (DPP) volunteer portal is a place for DPP Members to share information about yourself and the programs and facilities you serve. The DPP volunteer portal uses Volgistics as a repository for member and facility information. Information about Volgistics can be found at <http://www.volgistics.com>.

The portal is an online tool which allows volunteers to:

- Review and update profile information provided on your annual membership application forms
- Report visit statistics (e.g., location, hours, and number of lives impacted)
- We also plan to add functionality to allow "coordinators" (Volgistics' term for team leads) to schedule volunteers for their facilities as well, and possibly allow for self-scheduling by volunteers.

The DPP volunteer portal is administered by Ken McQuarrie (kenm@denverpetpartners.org) and Paul Rogalla (paulr@denverpetpartners.org). Please contact one or both if you have questions concerning the portal or problems working with anything outlined in these instructions.

Logging into the Portal

Before you can login to the Portal for the first time, you will need to get a password from Volgistics. This is contained in an email you should have received from Volgistics. If you did not receive such an email when you were accepted for membership to DPP, please contact an administrator to have a password email sent to you. *(NOTE: Although administrators can see your membership and visit information, they do not receive a copy of the password email sent to you and cannot tell you your password if you forget.)*

To get to the portal, navigate your Web browser to the Denver Pet Partners website. Under the More tab at the far right of the page, click on "**DPP Volunteer Portal**". The portal will open in a new tab in your browser. In the new tab, you should see the screen below:



DENVER PET PARTNERS



Login

Enter your email address and your volunteer information center password, and then click the Go button.

Login name:

Password:

Your login name will be the email address at which you received the email from Volgistics, and the password will be a 6-8 digit number provided in the same email. Once logged in, you will be taken to your personal portal home page:

DENVER PET PARTNERS



DPP Volunteer Portal

Volunteer information for Paul Rogalla

- [Home](#)
- [My Profile](#)
- [My Schedule](#)
- [My Service History](#)
- [Time Sheet](#)
- [Account](#)

[Check your schedule](#)

[Post your hours](#)

Statistics

Overall

Volunteers: 153

Cumulative hours of service:
(as of yesterday) 385.00

News

Welcome to the Volunteer Information Center. This new online feature gives you an easy way to keep-in-touch with the volunteer program. You can:

- * edit your profile,
- * check your schedule,
- * post your volunteer service,
- and more, anytime, and from any Internet connected computer.

Watch this space for more volunteer news!

Your Assignments

- Bemis Library Paws to Read (Assigned)
- Board of Directors (Assigned)
- Englewood Library Paws to Read (Substitute)

Portal Navigation

Take a few moments to click on each of the tabs to see the information shown under each tab. When you are finished, click on the Home tab to return to the screen above. *(Note: We have not had very much luck using the browser's Back button with this home screen, it seems to behave better if you just click where you want to go, and remember, you can always click on the Home tab.)*

Take a look at the tabs under your name, and the two extra-wide buttons on the left-hand side of the page. These buttons are simply shortcuts which will take you to one of the tabs. Clicking on



"Check your schedule" takes you to the My Schedule tab, and "Post your hours" takes you to the Time Sheet tab. Just different ways to get to the same place.

Portal Tabs

Account

The Account tab is essentially a place to change your password. This is the last tab on the page but appears first here because it is something that would likely be done on your initial visit to the portal, but infrequently after that. Your password must be at least 6 characters long but does not require any numbers or special characters (such as _ or ! or #). The administrators have set passwords to never expire, so once you have settled on a password you should not have to visit this tab, unless you want to. If you DO forget your password, you may click on "Forget your Password?" at the Login page and Volgistics will send you an email with your current password.

My Profile

Click on the My Profile tab. For the sections marked "Contact Information" through "Operational Area Interest", this should be the same information you provided to Denver Pet Partners when you submitted your annual membership application. Please feel free to update or complete any of the information shown on this tab at any time. If you provided any facility names under the Handler Information section of your application, these have already been added as assignments for you. If you wish to add additional facilities, simply click the checkbox next to the appropriate facility name on the Profile page. This includes events as well, such as the team meetings or community events). The combination of assignments and preferences selected at this tab will create your facilities list on the Timesheet tab. Information regarding all the programs listed in this section is available by clicking on the "DPP Member Guide" in the members-only section of the main DPP website.

If you wish, you may complete the Emergency Contact Information, as well as upload a photo or a social media link. *(Note: the Social Media Link textbox is identified by "Web Site", but it can be any type of link you want, web site, Facebook or LinkedIn address, Twitter handle, etc. At this time, you may only enter one link.)*

We have also uploaded the photo we have on file for you. You may change this photo at any time by clicking the Upload link under the Photo section near the bottom.

Time Sheet

The Time Sheet page is where you will log time doing visits and participating in other events such as the team meeting or helping with evaluations. Reporting your time is one of the most important things you do. Visit data is the primary means of quantifying our impact on the community. It is mandatory for annual activity reports as well as essential information for grant proposals we submit to obtain funding. Reporting your visit stats helps sustain DPP and expand our programs.

The Time Sheet page is laid out in the following fashion:



What was the **beginning** date of your service? April 1 2014

What was the **ending** date of your service? April 1 2014

Which assignment did you serve in? Choose one

How many hours did you serve? 0 hours, 0 minutes

How many Clients? 0

How much Mileage (round to half mile)? 0.0

Continue

You may report visits for a single date or for a range of dates. If you report a range of dates, your service record for that period will be listed with the beginning date only. For example, if you report a months-worth of visits from April 1-April 30, the lump sum of Hours, Clients, and Mileage will be listed as April 1. For the Hours and Mileage boxes, it is sufficient to round your values to the half-hour or half-mile, even though Volgistics will let you report to the minute or tenth-of-a-mile.

Please fill in the boxes for:

- * Beginning date
- * Ending date
- * Assignment (the facility you visited or the event in which you participated). If you do not see an assignment listed, go back to the My Profile tab and select it under the Assignment Preferences section. Then come back to the Timesheet tab – it will then be available for you to enter time against.)
- * How many hours you volunteered in total over the duration specified by the beginning and ending dates
- * How many people you visited, and
- * Estimated mileage traveled to and from the facility or event in total over the duration specified by the beginning and ending dates.

After entering the visit data, click the big green Continue button. You may also notice that your last five entries are listed at the bottom of the Time Sheet page.

The facility list will initially show all facilities. When we have all members matched with assignments to facilities, only the facilities to which you have assignments will appear in this list.

We have submitted an enhancement request to Volgistics to add a text box for general visit notes, similar to that on the previous DPP web form.

IMPORTANT NOTE: If you find that you have incorrectly reported a visit (i.e. listed the wrong day, time range, or facility), it is not possible to change the visit log once it is submitted. If this happens, please a) re-enter the visit with the correct information, and b) contact an administrator to have the incorrect record removed.



My Service History

At this tab you can see your yearly and lifetime totals for Hours, Visits, and Mileage. This is not a page which requires you to do anything, it is simply informational (e.g., for your personal tax filing).

We hope you find the DPP Volunteer Portal helpful and easy to use. Again, if you have any questions about how something works, suggestions for format changes, or features you would like to see, or other feedback about the portal, please contact Ken McQuarrie at kenm@denverpetpartners.org or Paul Rogalla at paulr@denverpetpartners.org.