

May 7, 2014

Orlando Health Adult Hospitals Pet Therapy Program

Orientation Manual and Agreement for Pet Therapy Volunteers at the Adult Hospitals

The purpose of this document is to provide uniformity in the delivery of animal assisted activities and therapy throughout Orlando Health adult hospital facilities. This document will be used as an educational tool in orienting new pet therapy teams to the Program. In addition to defining expectations and standards of practice, this document also includes an Agreement to be signed by all existing and new Pet Therapy Volunteers. Signing the document commits each Volunteer to a standard of care that will help to ensure a positive and safe experience for everyone involved in pet therapy at Orlando Health adult hospital facilities.



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The Orlando Health Pet Therapy Program - Orientation Manual for Adult Hospitals

The Orlando Health Pet Therapy Program (“Program”) is committed to making a positive impact in the lives of adult patients through animal assisted activities and animal assisted therapy. The Orlando Health Pet Therapy Program strives to deliver animal assisted interactions and animal assisted therapy in a consistent manner throughout all facilities to ensure the safety of all participants. To this end the following Orientation Manual and Agreement have been established for all Volunteer Pet Therapy Teams at Orlando Health adult hospital facilities. This document, in addition to the Orlando Health Policy # 0304, titled Pet/Service Animals Visitation/Therapy and Animal Education serves as guidance for all Program activities.

The Program currently has active Pet Therapy Volunteer Teams (“Volunteers”) at the following Orlando Health facilities:

- Orlando Regional Medical Center (ORMC)
- Dr. P. Phillips Hospital (DPH)
- UF Health Cancer Center at Orlando Health
- South Seminole Hospital
- Outpatient Clinics

The Program is administered by the Volunteer Manager at each facility, and primarily includes animal assisted activities, i.e. meet and greet patients, family members, and hospital staff.

1.0 Maintaining your Orlando Health Pet Therapy Volunteer Status

1.1 Team Registration

All new and existing Volunteer Teams are required to be registered and remain in good standing with one of the following three national organizations, these include:

- Pet Partners
- Therapy Dogs Inc.
- Therapy Dogs International

All existing teams registered with Intermountain Therapy Animals will be grandfathered into the current program and are expected to continue to maintain their registration in good standing.

1.2 Records on File

The Volunteer is responsible to provide the Volunteer Manager with the following documents annually or as required. If these documents are not on file and current you must suspend your Volunteer activities until such records are current.

- Verification of registration and good standing with one of the above four national organizations. Also verification of re-evaluation as required per your organization.
- Annual Pet Therapy Health Certificate signed by a Licensed Veterinarian. Part of Orlando Health Policy # 0304 (attachment to this Manual).
- Signed Pet Therapy Volunteer Agreement, (attachment to this Manual).

1.3 Continuing Education

Both new and existing teams are encouraged to attend one continuing education session per year where Program updates will be provided, and guest speakers on topics relevant to animal therapy will be offered. This will either be an in-person or video session.

2.0 Orientation to the Orlando Health Adult Hospital Pet Therapy Program – Best Practices

2.1 Preparing for Your Visit

2.1.1 Animals should be bathed and brushed within 24 hours of a pet therapy visit with either a wet bath or waterless cleaning wipes with particular attention paid to feet and anal areas. Your dog's feet should have excess hair trimmed away between pads, and toenails should be short and smooth. The animal should be parasite free. Ears and eyes should be clean and clear and teeth should be brushed. The animals' skin should be free of bacteria and dermatitis, and have no open sores. Dogs should receive ongoing preventative treatment for fleas and ticks; however, topical flea and tick medication should not be applied within 48 hours prior to your visit.

2.1.2 Do not visit if your animal is ill, seems stressed or if your dog is in heat. If your animal has broken skin, reschedule your visit when the wound is healed.

2.1.3 The Volunteer Team is required to wear an Orlando Health Pet Therapy shirt, khaki, white or black pants (no capris), closed toed shoes, and an ID badge worn above the waist. The therapy animal should wear an Orlando Health bandana and badge.

2.1.4 Therapy animals are permitted to wear costumes for special events or holidays if allowed by their respective registering organizations.

2.1.5 When possible have your animal void at home before arriving on Orlando Health property. If the animal must void while on Orlando Health property be sure to do so in a specified area for dogs and remove debris and deposit in a nearby outdoor waste receptacle. Your Volunteer Manager will specify areas outside your home hospital acceptable for animal use.

2.1.6 Acceptable equipment for dogs;

- Leashes, no more than 6 feet in length, that are all-leather or all-fabric
- Premier Gentle Leader or Easy-Walk Harness
- Buckle, snap, quick-release collars (leather or fabric)
- Halti Harness
- Freedom Harness
- Sense-ation Harness
- Sense-ible Harness
- Body or step-in harnesses (leash clips to a ring on the back of the animal)
- Slip collars (Martingales), if they do not include metal links

2.1.7 Unacceptable equipment for dogs;

- Metal collars and harnesses, including martingales with metal links
- Special training collars such as "pinch," "spike," electric, or spray collars
- Metal chain and retractable leashes (e.g., Flexi-leash)

2.1.8 Volunteer to bring a water bowl for the animal, a towel to place on the floor when the animal is drinking water, and baggies for emergency cleanups. In lieu of bringing a towel, paper towels from the bathroom dispenser may also be used to prevent water spillage when the animal is drinking water.

2.1.9 If your animal walks into the hospital, Volunteers are encouraged to wipe the animal's feet with a baby wipe upon entering the hospital, especially if the animal's feet are handled by patients as in "shaking hands," etc. Wipes to be provided by Orlando Health.

2.2 Visiting with Patients, Staff and Family Members

2.2.1 The total duration of a typical pet therapy visiting session at an adult hospital is between 1 and 2 hours. Length of a visit may be shorter as determined by the Volunteer Team handler. Visits should be limited to a reasonable amount of time to prevent animal stress and/or fatigue. Animals should be immediately removed if showing signs of stress or fatigue.

2.2.2 The Volunteer Manager will assign each Volunteer Pet Therapy Team to specific locations within the adult hospitals. Any visits outside the Volunteer's designated area must be cleared by the Volunteer Manager as additional training may be required for certain areas of the hospital.

2.2.3 The Volunteer handler must be in control of their animal at all times. The Volunteer should never ask a patient or staff member to watch their animal while they leave an area. As the Volunteer you are to hold the leash at all times until you and your animal are back in your vehicle. If permitted by your registering organization, you may drop the leash to perform tricks for a patient.

2.2.4 Therapy animals must be kept calm during the entire visit. Do not allow patients to "roughhouse" with your animal. For dogs, vocalizing is discouraged (barking, talking, etc). Under no circumstance is a dog allowed to jump on the handler, patient, or staff.

2.2.5 Encountering other animals will occur such as service dogs and fellow therapy dogs. Avoid animal-to-animal interactions when you encounter another Team working on the same day. Either work at a distance or agree to cover different units to spread out the benefits of having multiple animals in the facility. Your animal should have a neutral reaction to all other animals in the same area.

2.2.6 Always be respectful and courteous when entering a patient's room. Knock on the door; introduce yourself and your animal, asking permission for the team to enter the room. Be aware of and respectful of other cultures that do not interact with animals due to religious beliefs or fear issues.

2.2.7 Before an animal sits in a patient's lap, place a barrier (blanket, sheet or towel) on the lap for stability and comfort. At the end of the visit, remove the blanket or sheet and place in a nearby soiled linen bin.

2.2.8 Before the animal is placed on a bed of a patient who has requested or given permission, either paws-up or entirely on the bed, consult with a team member as needed for the correct location and position to ensure patient safety. Cover the bedding with a blanket, sheet or towel. Remove the barrier at the end of the visit and place in a soiled linen bin.

2.2.9 In the event of an accident or injury mandatory and immediate reporting on that unit to a Nurse, Assistant Nurse Manager (ANM) or Nurse Operations Manager (NOM) is required. The incident must also be immediately reported to the Volunteer Manager.

2.2.10 Practice hand hygiene. Request that people who interact with your animal sanitize their hands before and after they pet your dog. This prevents the animal from transmitting germs from one patient to another.

2.2.11 Animals should be discouraged from licking patients and patients should be discouraged from asking for a kiss from the animal.

2.2.12 For the safety of others and your animal, your animal should either be carried or walk by your side at all times to prevent accidents around corners or tripping people coming out of blind doorways and hallways. Also, look ahead as you are walking down a hall or entering a patient's room to ensure there are no spills on the floor, either wet or dry, that your animal might step in. This will give you the opportunity to redirect your animal around such stains or spills that could potentially be harmful to your animal. Assume all spills or liquids are infectious.

2.2.13 If your animal voids in the hospital, immediately clean up after the animal. Then ask a team member to contact Environmental Services to disinfect the area and wait for an Environmental Services worker to arrive, in order to identify the area.

2.2.14 Animals are not permitted to drink out of public drinking fountain. Handlers may not fill or empty portable bowls at the drinking fountains to avoid the spread of infection and water spillage in hallways. Animals should be offered water in restrooms or a non-patient area with a bowl placed on a towel (or paper towels from bathroom dispenser) to prevent a water spill. Prior to entering a restroom or non-patient area the Volunteer should ask if anyone in the restroom objects to the animal entering. If so, the Volunteer is to find a different restroom or wait for others to leave.

2.2.15 Animals are permitted to be in hospital cafeterias, however, not in areas where food is being prepared such as in the kitchen.

2.2.16 Animals are allowed on elevators, however before entering the elevator, the Volunteer should ask others on the elevator if they are comfortable with an animal being on the elevator. If any one indicates they are not comfortable, please wait for the next elevator.

2.2.17 Volunteer teams are working from the moment they get out of their car to when they are back in their car. All animal interactions in parking garages and/or outside the hospital should be treated as an internal hospital visit and all best practices implemented.

2.2.18 If an incident or injury occurs outside the hospital and someone is injured due to an interaction with your animal, you must call 911, and then call the Volunteer Manager. Hospital security/emergency staff does not provide support to areas outside the hospital.

2.3 Managing Your Emotions and Patient Needs

There is no “typical visit.” While Volunteer handlers can prepare for things in a general way, they should always expect the unexpected by remembering a set of general communication rules, and have Chaplain/Counselor information on-hand should a patient make a request for this information.

2.3.1 Volunteers are to be considerate and always listen carefully to everyone they meet on their visits. They are to treat every person with respect. Be friendly, courteous and sensitive to the needs of each person.

2.3.2 Volunteers are not to play the role of social worker, nurse, doctor, lawyer, spiritual advisor, etc. However, Volunteers should become familiar enough with the resources at their home hospital, so that they may be helpful should basic questions arise, such as where is the Learning Center, or who to call to request a Chaplain to visit.

2.3.3 When interacting with a patient or a patient’s family it is important to be open, honest, sensitive and interested in the person. Avoid conversations about the patient’s medical condition; keep the conversation light, friendly and positive.

2.3.4 For patients, family members and employees, a Pet Therapy visit may be the highlight of their day. Volunteer handlers need to be dependable, responsible and never promise more than they can deliver and set realistic expectations of the visit and its frequency.

2.3.5 The tone of pet therapy interactions should be light and friendly. Discussions should not lead to complaints about clinical care, parking, billing, etc. These concerns should be referred to relevant staff team members. Also, keep visits to a period of time typical of an animal assisted interaction, generally between 5 and 15 minutes.

2.3.6 Volunteer handlers are not permitted to photograph patients, family members or staff and must abide by all HIPAA rules, unless a consent form is signed. It is at the Volunteer's discretion to allow photographs taken by others of the Team and/or therapy animal with patients, family member or staff.

2.3.7 If an incident occurs while volunteering, the Volunteer handler must immediately report the details to the Volunteer Manager via phone, call, text and a follow-up email. Incidents include: for example, disruptive barking, growling, snapping, biting or any other demonstration of aggressive behavior.

2.4 Pet Therapy Visiting Areas

For all adult hospital locations and departments, Pet Therapy Teams are restricted from visiting any patient in isolation. Teams are also restricted from entering draw stations, and rooms with imaging equipment such as MRIs, CT Scans, etc. The following areas are semi-restricted and the Volunteer should consult the Volunteer Manager at the specific hospital regarding site specific restricted areas.

Emergency Department ICU

3.0 Pet Therapy Volunteer Agreement

As an Orlando Health Pet Therapy Volunteer you are agreeing to the following;

Participate in the Pet Therapy Program for a minimum of six months, and a minimum of two visits per month.

Provide the Volunteer Manager with your schedule on a monthly basis and provide at least 24 hours notice of any changes to your schedule.

Know your animal and understand its capabilities and limits. Be proactive to spot and or report a problem or incident.

Maintain current insurance coverage provided by your registering organization and immediately notify the Orlando Health Volunteer Manager if the policy is reduced, suspended, terminated or otherwise lapses.

Know your registering organization's rules and procedures for animal assisted interactions and/or therapy and act in accordance with your organization's rules and procedures.

Proactively coordinate with the Volunteer Manager regarding your status, records, or any changes that may affect your ability to provide pet therapy volunteer services to Orlando Health facilities.

Acknowledge that if the Volunteer Manager feels that your conduct or the conduct of your animal in any way is disruptive or jeopardizes the integrity of this program, the Volunteer Manager reserves the right to terminate your volunteer status.

Notify the Volunteer Manager by telephone and email in the event of any problems or concerns during a visit.

Acknowledge that if a complaint is filed regarding your animal, such as excessive barking or growling at another dog or person, you may be asked to seek additional training and/or take additional measures to remedy the unwanted circumstances. You may be asked to suspend visits until the circumstance is modified.

The term of this Agreement shall commence on the date set forth below and shall continue for as long as the Volunteer Team is engaged in Pet Therapy activities at Orlando Health Facilities.

Volunteer _____ Date _____



1414 Kuhl Ave.
 Orlando, Florida 32806
 321.843.7000

Title: **PET VISITATION/THERAPY AND ANIMAL EDUCATION** Policy #: **0340**
Attachment B-Canine Companion Health Certificate

Canine Companion Health Certificate

Date of Examination: _____ (must be examined **annually**)

 Handler's Last Name First M.I. Phone Number

 Address City Zip Code County

 Dog's Name Breed Color Age Sex

This is to certify that the animal described above was examined by me on the date indicated and found to be free from symptoms of infectious, contagious or communicable disease or known exposure thereto, and that all vaccines necessary for a pet therapy program for this species have been administered within the past year.

Shots: DHLPP: ___ yes ___ no RABIES: ___ yes ___ no

BORDATELLA (twice per year) ___ yes ___ no

Visual Stool Sample is Normal: ___ yes ___ no Eyes are clear: ___ yes ___ no

Skin and Coat are Normal: ___ yes ___ no Activity Level is Normal: ___ yes ___ no

Respirations are Normal: ___yes ___no

External Parasite Control Being Regularly Used: ___yes ___no

(Name of Flea and tick product being used _____)

DHLPP/DA2PLP Schedule of vaccinations:

Puppy shots were given according to schedule: ___yes ___no

Fecal Flotation to check for:

Hookworms, whipworms, roundworms, tape worms and giardia: ___neg ___pos

 Licensed Veterinarian **D.V.M.** Florida License Number

 Address City Zip Code County

 Phone Number

Pet Facilitated Program volunteers are responsible for having their dog re-certified annually and returning this form.