



## PET PARTNERS POLICIES AND PROCEDURES

The following are the Policies and Procedures for Pet Partners which you are responsible to follow at all times. All registered Pet Partner teams sign an agreement to adhere to these policies and procedures as part of their registration packet. Following these will make your Pet Partner volunteer experience a successful and fulfilling one.

1. **I will abide by all Pet Partner policies and procedures**, and will adhere to the guidelines as set forth in the Pet Partners Team Training Student Manual (PPN300/302).
2. **I will represent the program in a professional manner.**
3. I will **uphold the code of ethics** for AAA and AAT.
4. I will **visit only with animals registered with the Pet Partners program.**
5. I will **visit with only one animal at a time.**
6. I will **ensure that each facility I visit has policies and procedures in place** regarding AAA and AAT. If there are no policies and procedures in place, I must provide the facility's program coordinator with a copy of the Pet Partners Facility Agreement.
7. I will **abide by all policies, procedures, and precautions of each facility** visited.
8. I will **check in and sign in, as well as sign out when leaving, with the staff or supervisor for each visit.**
9. I will **observe all rules of privacy and confidentiality.**
10. I will **be on time for every commitment** made.
11. I will **be responsible at all times for the animal**, considering the animal's needs and humane care first. I will **always stay with the animal and be in control of the situation.**

12. For safety, **all animals must wear a collar or harness and be on lead at ALL times.**

- A facility may in rare circumstances approve an animal to be off-lead, with the written understanding that the facility is assuming liability for off-lead work.
- Cats and small animals such as rabbits, guinea pigs, etc. shall be carried in a basket or on a towel. They must wear a collar or harness and must be on lead at all times.
- Caged birds that leave their cage for visits must be in a harness and on lead at all times. Caged birds that visit in their cage do not require a harness.

13. Prior to each visit, I will **abide by the Pet Partners grooming guidelines.**

14. I understand **dogs and cats are not to be on a raw protein diet** at anytime during their role as a Pet Partner.

15. I will **be well-groomed.** Comfortable and casual clothing is acceptable, with an emphasis on neatness and professionalism. Adhere to the dress code of the facility where I am visiting, e.g. blue jeans, sleeveless tops, and open toes shoes are not acceptable in some hospital settings.

16. I will **clean up after the animal inside and outside** the facility.

17. I understand as a handler, I am **required to wear the Delta Society Identification badge and my animals must wear their Delta Society identification tag** (in addition to any identification required by the facility) while providing or promoting AAA/AAT as a Pet Partner. This ensures that it is clear whom I am representing should an incident occur.

18. I will **not tie animals to people, equipment, or furniture** while visiting.

19. I will **not be under the influence of alcohol and/or illegal drugs** during a visit.

20. I will **not borrow money or personal items or receive any personal gratuity, gift, or tip** such as money or jewelry from people I visit.

21. I understand, it is **not routinely acceptable to give gifts to the people I visit**, even small ones such as candy, cookies, etc. If any doubt exists, a Pet Partners area coordinator or facility contact should address the appropriateness of all gifts.

22. I will **not charge a fee for services in my role as a Delta Society Pet Partners team.**

23. In **case of an accident or unusual occurrence**, I will follow the Delta Society's set procedures for these types of situations.

24. I will **not take photographs of people I visit without first obtaining a photo release waiver signed by the client and the facility contact.** Photo release waivers are provided by the facility, not Delta Society. (Polaroid photos may be acceptable only if the photo is left with the client and permission has been granted by the clients and the facility.)

25. I understand I **must obtain approved written permission from Delta for each proposed usage of the Delta's logo, Delta and/or Pet Partner name.**

26. I understand **Delta materials are copyrighted, approved written permission must be obtained from Delta for each proposed usage of the materials.**

27. I understand that as a Pet Partner I am **not authorized to administer the PPST/AT unless I am a current Team Evaluator.**

28. When approaching a facility for the first time, I **will find out if there are any Delta Society Affiliates, Pet Partners teams or individuals already visiting there, if so, I will respect and follow proper protocol by going through the appropriate channels prior to visiting with my pet.**

29. I understand that as a Pet Partner I am **not authorized to teach the Pet Partners Team Training course unless I am a current Pet Partners Instructor.**