

## SLODOG

## Therapy Dog Program

## SLODOG IS A CERTIFYING ORGANIZATION FOR THE AKC THERAPY DOG TITLE



## Caring Canines Handbook

Caring Canines Mission: To Enhance the Quality of Life for Community Members through Well-trained Dogs.
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## SLODOG's Therapy Dog Program; Origin, History and Development

SLODOG's Therapy Dog Program is named Caring Canines (CC). It was developed by SLODOG member Lana Basinger in 1999. She recognized the need for a formal program and developed relationships with care facilities that would allow teams to visit on a regular schedule. She developed the first Caring Canines Manual and established guidelines and expectations for Caring Canines members, within the goals and objectives of SLODOG.

In 2005 Lana and longtime SLODOG member Sharon Mansker began visiting schools initiating the Reading 2 Rover (R2R) program. They were soon joined by Cindy Decker. The Reading 2 Rover program focuses on reading skills for children who may be having a difficult time reading at grade level.

## SLODOG's Caring Canines Purpose

Caring Canines program is designed to bring trained therapy dog teams directly to individuals residing in local care facilities, Reading 2 Rover programs, and College Outreach programs in San Luis Obispo County and northern Santa Barbara County.

Caring Canines Teams bring a friendly smile and well trained dogs to:

- Extended care facilities
- Assisted living communities and senior care facilities
- Public outreach programs
- Elementary schools and Reading 2 Rover programs
- College student services programs.
- Outside activities: including hospitals, medical and hospice facilities, developmentally disabled programs and facilities

Our Caring Canines Teams typically visit in a designated central location at a specified time. Members of these communities look forward to the arrival of the Caring Canines Teams and these visits are often the highlight of their week. The joyful memories of past dogs are quite evident, as they share their personal stories.

Reading 2 Rover Program provides a relaxed and "dog-friendly" atmosphere, which allows students to practice the skill of reading. The children chosen for this program are often self-conscious, when reading aloud in front of classmates. Sitting down next to a dog; threats of being judged are put aside, the child relaxes, pats the attentive dog and focuses on the reading. The child associates the skill of reading with something pleasant and reading skills improve, also increasing self-esteem. Caring Canines Teams participating in Reading 2 Rover Program complete additional training and testing, prior to working with children.

College Outreach Programs bring students and therapy dog teams together. Visits normally take place the week before finals and provide a respite from the stress of studying for these exams. Caring Canines Teams help ease homesickness for students being away from pets and family members.

## Should I Become A Caring Canines Team Member?

Volunteer Caring Canines Teams serve a very important role in the SLODOG community, but not every dog is suited for the role. Please consider the following questions to help decide if being a therapy dog volunteer is the right fit for you and your dog:

- Are you friendly with other people and their pets?
- Do you enjoy interacting with people of all ages?
- Are you in "tune" with the emotional needs of your dog?
- Are you comfortable in a nursing home or medical facility setting?
- Do you have the time and energy to volunteer on a regular basis?
- Do you have the time to continually train and update your dog's skill level?
- Are you able to maintain your dog's appearance and cleanliness for therapy visits?
- Are you willing to keep your dog's veterinary records and shots up-to-date?
- Understand that the people you visit may be in poor health with special needs.


## Is My Dog A Good Therapy Dog Candidate?

Please be realistic when assessing your dog's aptitude to be a Therapy Dog. It's hard work and requires a personal commitment. Therapy dogs must enjoy this type of work! Additionally, we can't stress the importance of ongoing training for Therapy Dogs.

- Is your dog friendly and accepting of strangers?
- Is your dog gentle-natured and confident?
- Does your dog get along with dogs of all sizes and breeds?
- Is your dog calm, able to sit on command, and stay for a long period of time?
- Is your dog comfortable around adults and children? Or prefers one to the other?
- Is your dog able to walk calmly through a crowd?
- Is your dog able to stay focused even with distractions?
- Does your dog enjoy being groomed or petted by a stranger?
- Is your dog confident and carefree?
- Is your dog relaxed even with loud, disruptive noises?
- Does your dog have good manners even when you're not in the room?
- Is your dog comfortable in a new, or changing, environment?
- Has your dog been exposed to multiple social settings with different groups of people?


## Does My Dog Qualify?

SLODOG Caring Canines requires that any therapy dog candidate be at least one year old. Unfortunately, newly adopted dogs are ineligible for SLODOG's Caring Canines Program. You are required to prove ownership of your dog for 6 months or longer before you are eligible to schedule your SLODOG Caring Canines Evaluation. This allows time to build the human/canine bond.

Dogs may be of any breed, mixed, or purebred, though for liability reasons we cannot accept wolf or wolf hybrids into the program.

All dogs should have obtained obedience training to at least the pre-novice level. Formal training may include: Puppy kindergarten, basic obedience training in a recognized training program.

## Certification Processes

First, a potential Caring Canines handler must join SLODOG or currently be a member in good standing. All candidates must read the Caring Canines Manual, complete the application and sign the Code of Ethics. The Caring Canines' applicants are responsible to bring a completed Caring Canines application, signed Code of Ethics, rabies certificate, core vaccination records and verification of current county license to a SLODOG Caring Canines mentor.

## Three paths for testing and evaluation:

## \#1 SLODOG internal process:

The SLODOG Caring Canines candidate and their dog are required to attend one general meeting and a Thursday practice or Saturday run through. They will be evaluated twice by two SLODOG CC evaluators (see Appendix III). The SLODOG Caring Canines evaluation may be scheduled at either one of these and must be by an appointment in advance. The potential Caring Canines handler must also complete and pass the AKC Canine Good Citizen Test. This test is administered by a Certified AKC CGC Evaluator; SLODOG members can help you find a test and tester. To learn more about the AKC Canine Good Citizen test requirements, visit the America Kennel Club online at:
www.akc.org/events/cgc/training testing.cfm

## \#2 Alliance of Therapy Dog Testing:

Alliance of Therapy Dog (ATD) is a national program for therapy dog teams, SLODOG recognizes their testing process as comprehensive and reliable for determining a team is qualified for Caring Canines. Passing the ATD test and joining ATD will qualify a team as a potential Caring Canine. A CC mentor will direct you to the two local testers. The handler and dog will also be required to attend one SLODOG meeting and one Saturday run through or Thursday practice. (A fun day meeting would count for both).

## \#3 Gentle Touch Pet Training Classes:

Gentle Touch in Arroyo Grande offers therapy dog training classes. Upon completion and passing of the Therapy Dog class a team may be considered as a potential Caring Canine. The handler and dog will also be required to attend one SLODOG meeting and one Saturday run through or Thursday practice. (A fun day meeting would count for both).

## The Final Step for all applicants:

Once you and your dog have completed and passed one of the three paths for tests or evaluation you are ready to begin attending Caring Canines sponsored events as a team-in-training. A new therapy dog handler will be required to complete 10 (ten) mentored visit with his or her dog to achieve fully certified Caring Canines Team status. The CC handler will provide a photo of themselves and their dog to create a photo ID. Caring Canines Teams are required to have an ID, a SLODOG (color) shirt and a "SLODOG blue" scarf, on the dog. A CC mentor can lend you a scarf.

## What If My Dog Doesn't Pass?

Not all dogs are destined to be therapy dogs, and that's okay. First and foremost, our dogs should be loved for who they are and appreciated for enriching our lives.

In the event that your dog does not pass the Canine Good Citizen test and the SLODOG Caring Canines evaluation on the first attempt, don't despair, even the most obedient and even-tempered dogs, may need additional practice and training. There is no limit as to the number of times a potential therapy dog can be tested for either the Canine Good Citizenship or SLODOG Caring Canines Evaluation. If your dog has a difficult time with the testing process, we suggest you focus on the troublesome areas and seek out training to improve performance.

## Recent or Current Member of a Similar Organization (FAST TRACK)

If you are a recent or current member of a similar outreach program like SLODOG's Caring Canines or Reading 2 Rover, you and your dog may be fast-tracked. You must be able to provide proof of your participation from a current board member of the other organization. Your tenure must be at least 6 months long and verified for at least 10 visits that are described as similar to Caring Canines program. This is inclusive of: assisted living or senior care facilities, Reading 2 Rover, or college outreach activities. Your participation in these other program must have been within the last 12 months.

You and your dog must be accepted into the SLODOG Caring Canines program in the usual way and four requirements must be met:

1. AKC Canine Good Citizen test or the Alliance of Therapy Dogs certification must have been passed and documentation of completion provided.
2. The SLODOG Caring Canines Application must be completed in full before being evaluated.
3. You and your dog must also attend a SLODOG general meeting and a SLODOG Public Outreach Program or Activity and pass two evaluations based on the SLODOG Caring Canines' Evaluation Forms (see Appendix III).
4. Current or previous documentation of active participation in a similar Therapy Dog program, signed by a board member or chairperson of the other organization must be provided to the SLODOG Board and Caring Canines Chairperson.

Once the requirements are completed, you may become fast tracked in becoming a certified member of SLODOG's Caring Canines. Please note, certification is not absolute and SLODOG Board of Directors reserves the right to ask teams with existing experience to complete additional supervised visits before obtaining final Board approval.

## New Volunteer Caring Canines Handler Responsibilities

- New volunteers will make their first scheduled visit with a SLODOG mentor. The new volunteer may participate with or without their dogs.
- As a new volunteer, you will participate in our mentoring program, which matches up a volunteer-in-training with an experienced volunteer for at least ten visits.
- Your dog must pass all three-steps of the certification process before attending his or her first visit.
- The team can become a fully certified Caring Canines Team after the ten visits as listed under The Final Step, which is when the handler gets an identification badge and the dog gets a tag identifying him/her as a Caring Canine's Therapy dog member.
- During the mentoring period, the volunteer handler must wear the teal blue SLODOG colors, but is not required to have the embroidered logo until achieving active status.


## Friends and Family Members

- Family members or friends may attend Caring Canines sponsored visits and assist Caring Canines members with dog(s), but they are not allowed to visit patients/clients/residents, without supervision of the Caring Canines member.
- Family members may not act independent of Caring Canines member. If the Caring Canines member is unable to attend sponsored visits, his or her family member may not participate in their absence.
- A family member may become an active Caring Canines member with an already Certified Caring Canines dog, if a family member has been evaluated with the certified Caring Canines dog or is an active SLODOG member who regularly attends run-throughs, general meetings, etc. and they have accompanied the certified Caring Canines Team on at least ten sponsored visits in the past. (at least three in the past 12 months and one in the past 6 months); then the Caring Canines Chairperson or Caring Canines Evaluator may waive the requirement for ten mentoring visits and request an approval by SLODOG's Board of Directors as an active Caring Canines Handler with the previously certified dog. New visits accompanying the primary Caring Canines Team will be counted towards their active status.
- (Note: Chairpersons or Evaluators may not evaluate their own family members for this purpose.)


## Multiple Dog Teams

Multiple Dog Teams are defined as an active member that has several dogs that are all Certified Caring Canines Team Members. They must have been approved by SLODOG's Board of Directors as a Multiple Dog Team. Without Board approval as a Multiple Dog team, only one dog at a time may accompany the member on a SLODOG sponsored visit.

All dogs that will be tested together as a Multiple Dog Team must have individually passed the SLODOG Caring Canines Evaluation tests and passed the AKC Canine Good Citizenship tests prior to taking the SLODOG Caring Canines Evaluation. Prospective multiple dog teams interested in visiting together must evaluated together as a Multiple Dog Team. This evaluation shall occur prior to any Multiple Dog Team therapy dog visits. The Team will additional be evaluated as one unit during their first visits. The Caring Canines Chairperson may require additional supervised visits prior to granting final approval for the handler to make visits with multiple dogs. All Multiple Dog Teams (MDTs) must be approved by SLODOG's Board of Directors and Caring Canines Chairperson.

The key considerations to make before requesting to make multiple-dog visits:

- Handlers must have experience working with their multiple dog team in many different settings including regular attendance of SLODOG activities such as Run-throughs, Fun-Days, Outreach Programs, and meetings.
- Prospective teams must demonstrate solid obedience skills.
- Prospective Multiple Dog Teams need to attend one general meeting and one run-through as a team.
- Pass (as a team) the SLODOG Caring Canines Evaluation.
- The handler must be well versed in the handler duties and dog responsibilities and the realization that these duties are significantly multiplied.


## Reading 2 Rover

Reading 2 Rover is a program where Caring Canines members visit local Elementary schools. The dogs "listen" to the school children read books. The dog's non-judgmental approach results in children's improved self-esteem and reading scores.

## Requirements in addition to Caring Canines

- The AKC Advanced Canine Good Citizen (ACGC) Test or Urban Canine Good Citizen Test (CGCU) must be passed and documentation provided to the Caring Canines Evaluator.
- 15 total visits are required for Reading 2 Rover candidates; 10 for CC certification followed by 5 additional visits, not senior center visits.
- Reading 2 Rover candidates must make a minimum of 5 (five) mentored visits in the Elementary classroom setting before being certified.
- The handler must confirm their visit schedule by the 5th of each month for the following month to the Reading 2 Rover Liaison.
- A list of teams available as substitutes will be maintained by the R2R liaison.
- The Reading 2 Rover Liaison and/or Caring Canines Chairperson will make the final decision on the teams' approval for continued participation in the Reading 2 Rover program.


## Working Positions and Descriptions of Responsibilities

## Position: Caring Canine Team Member

## General Statement:

Under the general direction of the Caring Canines Chairperson, SLODOG Caring Canines Team Members are the backbone of the therapy dog outreach program. Team Members are the face of the program and provide service to individuals residing in Extended Care Facilities, Reading to Rover program, College Outreach and other SLODOG sponsored events. Team Members are ambassadors to the importance and mental and physical benefits of Therapy Dog programs. Any member may apply to join as a Caring Canine Team member with their dog and must pass Caring Canines Certification process.

## Duties \& Responsibilities:

## Dress:

- Dress comfortably and wear your SLODOG shirt (colors for newbies) for all visits. Display your Caring Canines nametag and the scarf for your dog. This is absolutely necessary for insurance and liability issues.
- Do not use heavy perfumes or other scents on you or your canine due to patient sensitivities.
- Caring Canines Team handlers will wear the SLODOG approved clothing when acting on behalf of the club. Approved clothing is a shirt, polo or vest in color teal or turquoise with the embroidered SLODOG logo.
- Caring Canines Team members are responsible for the purchase of the approved shirt/vest/polo and embroidery of the SLODOG logo.


## Health:

- Be in good health when attending a scheduled visit. Many of our clients have compromised immune systems and must be protected from exposure to colds, flu, etc.
- Ensure your dog is up-to-date on all required vaccines, county licensing, and flea control.
- Notify the Chairperson of any dog illness that could affect other dogs and or people. Therapy teams will not be allowed to participate in SLODOG Caring Canines events until a vet clearance is provided to the Chairperson.


## Responsibilities and Expectations:

- Dogs must be on leash at all times while on all SLODOG CC organized visits, maximum 6', 4' leash is preferred.
- Keep a personal log of all visits.
- Remain with the Caring Canines group as designated by the leader of the visit and the venue regulations.
- Outside Group Participants must report their activities directly to SLODOG's Recording Secretary by month's end.
- Understand SLODOG rules and regulations as they apply to SLODOG Caring Canines sponsored activities.
- Follow through with all scheduled commitments.
- Communicate with SLODOG Caring Canines Chairperson any identified or potential problems.
- Identify the number of visits you can comfortably attend and discuss with SLODOG Caring Canines Chairperson for scheduling purposes.
- Maintain control of dog at all times without the use of aversive corrections and/or raising voices.
- Follow the two foot rule whenever possible, keeping two feet distance between your dog and other dogs.
- Do not allow your dog to interfere with the behavior of another dog.
- Demonstrate basic obedience behaviors when in facilities.
- Abide by the Chairperson's decision to remove dogs from visits if it is determined the dog is unwell or fails to meet Caring Canines Code of Ethics.


## Dog Specific Expectations:

- Manage your dog's behavior at all times
- Ensure that your dog is physically and mentally up to visits.
- Ensure your dog is clean, well groomed, odor free, with nails trimmed and smooth.
- Ensure your dog has ample time to relieve (potty) itself offsite prior to entering facilities.


## Policies:

- When making visits or attending events as a representative of SLODOG Caring Canines, only one therapy dog per therapy dog handler, unless approval is obtained by SLODOG's Board of Directors and the Caring Canines Chairperson.
- An active member may have multiple Certified Caring Canines dogs, but unless they have certified as a Multiple Dog Team by SLODOG's Board of Directors and Caring Canines Chairperson only one dog at a time may accompany the member on a SLODOG sponsored visit.
- An active Caring Canines member with a NEW DOG will be required to complete the first three (3) certification steps for the dog before the first Caring Canines mentored visits. The team must complete two (2) Caring Canines mentored visits in order to evaluate the dog's ability to handle the setting. Approval and full Certification are by the Caring Canines Chairperson. The DOG then receives their Caring Canines ID tag and the team is a fully Certified Caring Canines Team.
- SLODOG's Caring Canines reserves the right to revoke a team's participation in our programs at any time for just cause or for violation of our Rules, Regulations, Policies, \& Procedures. Article X (Discipline) of the SLODOG By-Laws will apply.
- We also reserve the right to re-evaluate any previously certified therapy dog for just cause.
- The Caring Canines Chairperson or their designated representative will have authority to suspend participation in Caring Canines programs pending the outcome of any disciplinary proceedings or reevaluation of certification.
- Only scheduled Caring Canines Teams approved visits are covered by SLODOG Insurance.
- To maintain active status, a Caring Canines Team must make at least one visit in every six-month period and three visits in every twelve-month period.
- An inactive Caring Canines Team must be reinstated before making any further visits by completing the following steps: visit one SLODOG run-through and one general meeting with the dog to be reinstated. Contact the Caring Canines Chairperson to discuss plans for reinstatement.


## Position: Caring Canines Regional Liaisons

Regional liaisons will help build the Therapy Dog Program for continued growth of SLODOG's Caring Canines Program. Liaisons will serve one of the three geographic areas of: North County (above the Grade), San Luis Obispo/North Coast, and South County (Arroyo Grande \& South into Santa Maria). These areas benefit from expanding services. Any member can verbally volunteer or be nominated as a Caring Canines Regional Liaison and be approved by SLODOG's Board of Directors for an immediate appointment at a general meeting.

## Duties and Responsibilities:

- Liaisons can be nominated by any SLODOG member for approval by the SLODOG Board of Directors. These nominations and appointment will occur at General Meetings and be recorded in the meeting minutes.
- Liaisons will collaborate with the SLODOG Caring Canines Chairperson to identify past, existing, and potential sites for Caring Canines, Reading 2 Rover, and other Therapy Dog visitations or activities for SLODOG Board approval.
- Establish contacts with extended care facilities, assisted living, and retirement centers to promote canineassisted visitations in their area.
- Liaisons will report to the SLODOG's Recording Secretary the activities for each area and the members that are in active participation on visits for Caring Canines by month's end.
- Coordinate visits in their area with Care Facility Staff prior to visits.
- Communicate with SLODOG Caring Canines team members for their area visits.
- Remove dogs from visits if it is determined the dog is unwell or fails to meet the standard in Caring Canines Code of Ethics.
- Liaisons will work in developing in-house training support for new and potential Caring Canines members in coordination with the SLODOG's Board and the Caring Canines Chairperson.
- Assist the SLODOG Caring Canines Chairperson in other activities needed to support the Caring Canines program and SLODOG.
- Have adequate cleaning supplies available in case of potty accidents.


## Position: Caring Canines Evaluators

This position is designed to streamline and standardize the process by which dog-handler teams are qualified for participation as Caring Canines Teams. The Caring Canines Evaluators have the ability to analyze and evaluate the teams. Any member can verbally volunteer or be nominated as a Caring Canines Evaluator and be approved by SLODOG's Board of Directors for an immediate appointment at a general meeting. The SLODOG Recording Secretary and the Caring Canines Chairperson will maintain a list of these individuals. Please note: Evaluators cannot evaluate their own dog(s) or a family dog(s) for Caring Canines, Reading 2 Rover, or the College Outreach programs.

## Attributes of Caring Canines Evaluators can consist of:

- Have attended classes and seminars on dog behavior and training techniques.
- Active members of SLODOG or a similar organization for several years.
- Must be well versed in the Caring Canines Handbook and procedures.
- Have trained several of their own dogs and obtained titles.
- Has experience in obtaining and passing AKC Canine Good Citizenship and/or Advanced Canine Good Citizenship tests.
- Possess good communication skills.
- Must demonstrate an innate ability to detect subtle signs exhibited by canines when they are uncomfortable, anxious, or impatient, as well as happy, relaxed, and content.


## Duties and Responsibilities

- Attend monthly General Meetings and SLODOG Public Outreach Programs and SLODOG Activities to conduct evaluations.
- Provide an objective evaluation of the dog-handler team utilizing a prescribed evaluation form.
- Submit necessary documentation and evaluations to the Caring Canines Chairperson and the Recording Secretary as needed in a timely fashion.


## Position: Caring Canines Chairperson

Under the general direction of the SLODOG's Board of Directors, the Caring Canines Chairperson is responsible for the planning, coordination and scheduling of the Caring Canines outreach program. Caring Canines Program include: Extended Care Facility visits, Reading 2 Rover program, and College Outreach. The Chairperson and the Liaisons are points of contact for individuals interested in gaining more information on SLODOG's Therapy Dog Programs. Any member can verbally volunteer or be nominated as a Caring Canines Chairperson and be approved by SLODOG's Board of Directors for an immediate appointment at a general meeting.

## Duties and Responsibilities:

- The Caring Canines Chairperson will inform the Board of Directors of Liaison vacancies.
- The Caring Canines Chairperson will coordinate with all the Liaisons for a smooth and effective program.
- Establish contacts with extended care and retirements facilities to promote canine-assisted visitations.
- Maintain open communications with SLODOG Caring Canines team members.
- Coordinate visits with Assisted Living and Retirement Care Facility Staffs prior to Caring Canines visits.
- Remove dogs from visits if it is determined the dog is unwell or fails to meet the standard in the Caring Canines Code of Ethics.
- Notify the SLODOG Board of upcoming meetings and outreach events.
- Provide the Board of Directors and the Caring Canines members with a detailed schedule of visits (name of location, address, date and time) over the next 3 months.
- Develop annual needs assessment \& budget to be presented to the SLODOG Board by November for the upcoming year.
- Confirm that a Caring Canines Evaluator will attend monthly General Meetings and SLODOG Public Outreach Programs and SLODOG Activities to conduct evaluations.
- SLODOG Meetings and Run-through, if needed.
- Track Caring Canines Teams attendance.
- Submit articles to the Newsletter recognizing participant milestones and achievement.
- Assist in developing in-house training support for new/potential CC members.
- Coordinate the delivery of Canine Good Citizenship test approval, rabies vaccination records, and County licensing documents and signed Code of Ethics to SLODOG's Recording Secretary for scanning for the teams permanent record.
- Will keep records for club recognition i.e. patches, dog tags, and certificates. Note: SLODOG's Recording Secretary is responsible for keeping all records of all visits for Caring Canines.


## Desired Qualifications

- Desire to lead and shepherd the Caring Canines Program
- Strong verbal and written communication skills
- Good organizational skills
- Ability to work with diverse volunteer and canine members.
- Ability to promote and recognize the achievements of Caring Canines Teams.
- Knowledge of canine behavior and stressors.
- Desire to promote the human/canine bond during community outreach visits


## Position: Reading 2 Rover Liaisons

Under the general direction of the Caring Canines Chairperson, the Reading 2 Rover Liaisons are responsible for the planning, coordination and scheduling of the Reading 2 Rover Program. The Liaison is the point of contact for individuals interested in gaining more information on Reading 2 Rover programs within SLODOG. Any member can verbally volunteer or be nominated as a Reading 2 Rover Liaison and be approved by SLODOG's Board of Directors for an immediate appointment at a general meeting.

## Typical Duties

- Assist Caring Canines Chairperson with implementation of the Reading 2 Rover program within San Luis Obispo County
- Coordinate teams and schools.
- Identify potential Reading 2 Rover teams from current Caring Canines members.
- Evaluate potential Reading 2 Rover teams and provide documentation to SLODOG's Board of Directors for approval
- Assess performance of participating Reading 2 Rover teams as needed.
- Provide Caring Canines Chairperson with documentation of attendance at Reading 2 Rover visits.
- Liaison with schools and communities as needed.
- Coordinate communication lines among Reading 2 Rover members
- Develop recognition and reward system for Reading 2 Rover members.
- Provide budget and needs proposal to Caring Canines Chairperson by November for the New Year.
- Provide SLODOG's Board of Directors, Caring Canines Chairperson and the Reading 2 Rover members with a detailed schedule of visits (name of location, address, date and time) over the next 3 months.


## Position: College and University Liaisons

Under the general direction of the Caring Canines Chairperson, and the College and University Liaisons are responsible for the planning, coordination and scheduling of the College visits. The Liaison or Contact is the point person for individuals interested in gaining more information on College Outreach programs within SLODOG. Any member can verbally volunteer or be nominated as College and University Liaisons/Contacts and be approved by SLODOG's Board of Directors for an immediate appointment at a general meeting.

## Typical Duties

- Assist Caring Canines Chairperson with implementation of College visits within San Luis Obispo and Northern Santa Barbara Counties.
- Coordinate teams and schools outreach programs for Allan Hancock, Cal Poly, and Cuesta Colleges.
- Provide SLODOG's Recording Secretary with documentation of attendance at College visits.
- Liaison with schools and communities as needed.
- Coordinate communication lines among participating colleges and universities.
- Provide a budget proposal to Caring Canines Chairperson by November for the New Year.
- Provide SLODOG's Board of Directors, Caring Canines Chairperson and the Caring Canines members with a detailed schedule of visits (name of location, address, date and time) over the next 3 months.


## Outside Group Activity Participation

Caring Canines Team members may participate in other service area visits with Outside Group Activities and receive recognition to maintain their active status in Caring Canines.

The term Outside Group Activity visits would include: hospital visits, group visits by similar associations such as Dignity Health's Therapy Dog Programs associated with Marian Regional Medical Center, French Hospital, and Arroyo Grande Community Hospital; and Pawsitive Connections associated with the San Luis Obispo County Behavioral Health Department affiliated with United Cerebral Palsy Association; etc.

Requirements would be that the members' recognition would be for fully Certified Caring Canines Teams:

- A full description of this other group purpose and a copy of their insurance policy or written statement signed by their Board of Directors confirming their insurance must be provided to SLODOG's Board of Directors to obtain approval.
- These Outside Group Activity visits and the participants must be approved by SLODOG's Board of Directors prior to any visits being recognized to maintain their Caring Canines membership.
- The Outside Group Activity participating visit must consist of 2 or more members of that outside organization. At least one of which is a Caring Canines member.
- The Caring Canines members will communicate and provide documentation of such visits to SLODOG's Recording Secretary.
- SLODOG clothing is not required for Outside Group Activities.
- Lack of participation by a team that has not made any Caring Canines visits over a six-month period, or has made fewer than three visits in the preceding twelve months will be placed on the inactive list. SLODOG's Recording Secretary will maintain the Caring Canines Team eligibility list.


## Board of Directors Waiver Policy

The Board of Directors reserves the right to accept any Obedience class or Therapy Dog experience in lieu of the specific required classes or experience listed in this Handbook. The Board of Directors may allow a Medical Leave of Absence for the handler or canine in maintaining the active status of a Caring Canines Team for any length of time when requested in advance or within a reasonable amount of time.

## The Privacy Rule (HIPAA)

The HIPAA Privacy Rule establishes national standards to protect the privacy of personal health information, and sets limits and conditions on the uses and disclosures that may be made without patient authorization.

HIPAA does not directly apply to Caring Canines visits. SLODOG is not a covered entity or business associate as defined by the Code of Federal Regulations at 45 CFR 160.103. At SLODOG, we respect patient's privacy and never discuss health or personal information with anyone. Photos should not be taken without written permission of the subject (or guardian) and a facility representative.

More information on the Privacy Rules is located in the CFR at 45 CFR 160 and Subparts A and E of Part 164.
Resource: http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html

## Reporting Problems, Incidents, and Injuries

An incident report or accident report is a document that is completed to record details of an unusual event that occurs at a facility, such as an injury to a patient. The purpose of the incident report is to document the exact details of the occurrence while they are fresh in the minds of those who witnessed the event.

Most incident reports that are written involve accidents with patients, such as patient falls. But most facilities will also document an incident in which a staff member or visitor is injured.

## Steps in Reporting an Incident (Dog Caused)

1. As soon as you notice there is a problem, stop the activity and, if possible, take the client to a staff person or get a staff person.
2. Explain the incident to the staff person and let them provide first aid, if necessary.
3. If appropriate, stop the animal's visit for that day.
4. Explain the incident to the Chairperson(s) and the contact person at the facility.
5. A written report of the incident must be given to the Chairperson(s) within 24 hours.
6. The Chairperson(s) of Caring Canines and SLODOG President will make a determination of further actions.
7. Depending on the severity of the incident and the actions that caused it, the Chairperson(s) of Caring Canines may impose the following actions:
a) Request the animal be reevaluated for temperament by an approved evaluator (Dog owner will be responsible for the cost of the evaluation).
b) Recommend that the animal undergo a six month probationary period of no visits under SLODOG's title, during which NO Insurance Coverage will be available thru SLODOG for Caring Canines visits by the CC team. Handler will be notified in writing of this action and given eligibility date for re-entry into the Caring Canines program, and the dog must pass reevaluation before active re-entry. However, handler and another Caring Canines dog will be allowed to participate in visits during said probation.
c) The animal's visiting privileges with SLODOG may be permanently revoked if deemed necessary by the SLODOG Board of Directors.
8. All incidents need to be reported to our insurance company within 24 hours by the President.

## Caring Canines Visitation Protocol

When we are invited to a facility our dogs must show the best dog behavior possible. Therefore, it is each handler's responsibility to be aware of his/her dog's behavior at all times.

1. Dogs must be on leash at all times.
2. Dogs must be calm, tolerant, and accepting of other dogs close to them while in the company of our patrons. The handler must be able to quiet an unruly dog with a command or touch.
3. Maintain the two foot rule whenever possible, keeping two feet distance between your dog and other dogs.
4. The dog you select to become a therapy dog must have a positive personality. The dog that is out- going and people-oriented has the best chance of being a successful therapy dog.
5. Canine-assisted visitations must emphasize controlled sociability over obedient precision, i.e., a dog that cooperates willingly and comfortably, not out of fear of punishment.
6. The dog must like people, must accept and even enjoy socializing with patrons, caregivers, and other handlers.
7. Dogs should appear to be charming, socialized, trained, and groomed. Dogs that represent breeds with a reputation for being dangerous can have their images softened with a bow, hat, or scarf.
8. You and your dog are partners and the two of you work together as a team. Be respectful of your dog's moods at all times. Your dog is your primary concern.
9. When you or your dog are not up to making a visit, or to continue with a started visit, excuse yourself and contact the Caring Canines Chairperson, or designated representative. They will understand your decision and respect you for making it.
10. Physical corrections may never be given during a visit. Remove the dog from the situation if behavior cannot be controlled calmly and with a simple command.
11. Training the dog to do special tricks can make the difference between a successful visit and a highly successful visit. Simple tricks such as Wave, Rollover, and Sit-up are always a hit with clients and children.
12. The dog should be able to demonstrate the following behaviors:
a. Walk on leash at the handler's side, without pulling.
b. Practice Simple Commands: Sit-Stay, Down-Stay, Stand-Stay.
c. Recall: Come on command.
d. Wait at doorway before entering.
e. Leave-It: Drops an item or moves away from an item on the floor on command. This stops the dog from inappropriate action, such as eating a pill left on the floor.
f. Easy/Steady/Settle: Commands that slow down and calm the dog.
g. Go Visit: Sends the dog forward to greet a client
h. Paws-up: Allows medium-sized dogs to stand against a bed rail or wheelchair for a visit. If the floor is
slippery, the dog will need support on their back and hind feet.
13. Training advanced obedience skills, as well as Fly ball and Agility, allow the handler to use additional commands that are educational and entertaining. Activities that can be used during visits include: Jumps, Retrieves, Scent Discrimination, Signal Exercises, Agility Commands, and Fly ball Demonstrations.

## Visiting an Extended Care, Nursing Home, or a Health Care Facility

1. ALWAYS be sensitive to your dog, its mood and feelings. Every now and then they may not wish to socialize. They, too, can have a bad day. Respect your dog and let them enjoy their day of socializing. The two of you are a "team". If for any reason your "partner" is not $100 \%$, discontinue the visit. Leave before the dog gets tired.
2. Therapy dog teams must strictly adhere to all rules and regulations in each facility. If these rules are unclear, ask a staff member or activities director to explain them.
3. Do not give food, water, or assistance to a patient or client, even if asked. Notify a staff member if help is needed.
4. Read and obey all warning signs on room doors, such as "ISOLATION" or "INFECTIOUS, DO NOT ENTER." Handlers must stay alert to their surroundings at all times.
5. The handler must know and strictly adhere to the facility policy concerning dogs on any furniture, including, but not limited to, chairs, couches, wheelchairs, beds, physical therapy beds/pads, using clean linens on the lap or bed either provided by the facility or personal pads brought along, etc.
6. Therapy dogs are not allowed onto any occupied bed, chair or wheelchair unless that practice is allowed by the facility and the client/patient has given permission.
7. Only with this permission, may the handler lift the dog onto and remove it from the occupied bed, chair or locked wheelchair in the same fashion without injury to the client/patient. The handler must also control the dog's head while in this position.
8. For safety reasons, allow only one dog at a time on any occupied furniture as described above. Be cautious with patients who might have existing or recent injuries or surgery with regard to placement of the dog so as not to cause an injury with the dog's feet or body weight. Always ask if the person has a sore spot or if there is an area which you should avoid when placing the dog. Remember to watch for tubes, lines, and other medical equipment.
9. Observe rules of privacy and confidentiality as stated by HIPAA. Never discuss a patient's health or personal issues with the patient or anyone else. Photos may not be taken without prior written permission of the subject (or guardian) and a representative of the facility.
10. Respect other dog/handler teams who are currently visiting in a client's room/bed by waiting until they leave the area. In turn, all team members must self-limit individual visits and rotate to other clients as much as possible.
11. Monitor all dog/client interactions and be prepared to intervene or redirect as needed for the safety of the client or the dog.

## The Nice Stuff

1. Always be yourself. Be friendly, courteous, sensitive to the needs of the client (i.e. talking less and listening more, attentiveness, etc.) and be open and honest.
2. Trust your feelings. Some people like to touch and be touched. Do what feels right for you. Your comfort or discomfort will communicate itself, so it is important for you to be yourself.
3. Please be dependable. The clients are in a controlled environment with few distractions and very little variety. It is essential to know that they can count on someone to stop by and say hello. Never promise more than you can deliver. What may be a small part of our effort may be the most important part of our patrons' days or weeks.
4. Include staff members in your visits; it builds rapport with the facility.
5. Try to make a voice contact. (Example: Hi, I'm $\qquad$ from Caring Canines and I have
$\qquad$ with me; would you like a visit?
6. A slow, sensitive approach is important. But always respect the wishes of the patient.
7. Get the animal into a position where there is the most physical and mental contact possible:
a. Stand the dog next to or in front of the person's chair.
b. After asking permission, place the dog's paws on the side of the chair or bed. If it is a small dog, place the dog on the patient's lap if they're in a chair or on the side of the bed, some clients may have had surgery and can't have any weight "on them". Always keep your hand on the dog. Help the patient stroke the animal.
c. Talk calmly and reassuringly to the patient. (Example: "That's fine; you're doing well", or "The dog likes you.")
d. ALWAYS stay near and be aware of the situation so you can intervene immediately if necessary.
8. Watch the person for signs of fatigue or loss of interest.
9. Use cues from the patient for discussion. Be a considerate listener. Always remember that your function as a volunteer is to first meet the needs of the client rather than your own. In most instances this means listening more than talking. It may also include non-judgmental listening to outbursts of anger, frustration, and resentment. BEING JUDGMENTAL WILL EFFECTIVELY DESTROY THE RAPPORT YOU ARE TRYING TO BUILD.
10. When you leave, reassure the person you will be back and that it was a good visit, you enjoyed them and the animal likes them, etc. Leave with a good feeling, a feeling of success and a feeling of temporary closure.
11. Always treat the client with courtesy, respect and dignity. Do not talk down to them. Treat the client, as you would wish to be treated. Treat them as a friend, because they are the reason we volunteer.
12. Create a harmonious bond with clients. Do not give solicited or unsolicited advice no matter how you feel about a family's way of dealing with their situation. You are not there to condone or condemn the family's actions.

## Working With And Around Special Populations

## For Clients with Speech and Comprehension Difficulties

1. Approach the client with a calm reassuring manner.
2. Understand that written messages can sometimes be understood even if spoken ones cannot.
3. Point to objects and use gestures as much as possible to show what you want to say.
4. Speak slowly using simple sentences. Do not bombard client with too much speech.

## For Clients Who Might Have Difficulty Speaking

1. Talk to the client in a normal way. Raising your voice will not help the client understand.

Maintain eye contact and eye level.
2. Explain the purpose of visit - remember that the client can understand you and is most likely not confused.
3. Allow client time to try to speak to you. They may be able to speak some words.
4. See if the client can write messages. Sometimes the client can still write when they cannot speak.

## For Clients Who May Have Vision and or Sight Issues

1. Don't shout. The client is vision impaired, not deaf.
2. Always ask sight-impaired person if they want or need assistance.
3. When showing a sight-impaired person to a chair, merely put their hand on the arm or back of it. They can seat themselves.
4. When you enter a room where a sight-impaired person is, say something at once so you don't surprise them and let them know you have a dog with you.

## For Clients that Might Have Mobility Issues and May Use a Wheelchair or Walker

1. Always ask the wheelchair/walker user if they would like assistance before you help. The chair/walker is an extension of the person and should never be moved without permission.
2. Don't hang or lean on a person's wheelchair because it is part of the wheelchair user's personal body space.
3. Speak directly to the person in the wheelchair, not to someone nearby as if the wheelchair user did not exist.
4. If conversation lasts more than a few minutes, consider sitting down or kneeling to get yourself on the same level as the wheelchair user.
5. When a wheelchair/walker user "transfers" from the wheelchair/walker to a chair or bed do not move the wheelchair/walker out of reaching distance.
6. Avoid classifying persons who use wheelchairs as sick. Wheelchairs are used for a variety of non- contagious disabilities.
7. Don't assume that using a wheelchair/walker is in itself a tragedy. It is a means of freedom that allows the user to move about independently.

## Definitions:

| Active Caring Canines Member | Active member is a Caring Canines Team member who has completed 10 supervised visits, has a primary dog he or she is working with, has demonstrated handling skills, and has passed the Caring Canines evaluation with their dog and has SLODOG Board Approval and continues to meet the minimum visits requirements. |
| :---: | :---: |
| AKC | The American Kennel Club (AKC) is a registry of purebred dog pedigrees in the United States. Beyond maintaining its pedigree registry, this kennel club also promotes and sanctions events for purebred dogs; the AKC oversees the Canine Good Citizen (CGC) evaluation process. |
| Caring Canines | Santa Lucia Open Dog Obedience Group's (SLODOG) internal Therapy Dog Program is named Caring Canines |
| CGC | The Canine Good Citizen (CGC) program, established in 1989, is an American Kennel Club program to promote responsible dog ownership and to encourage the training of wellmannered dogs. A dog and handler team must take a short behavioral evaluation and dogs who pass the evaluations earn the Canine Good Citizen certificate. |
| CGCA | American Kennel Club program to promote responsible dog ownership and to encourage the advanced training of well-mannered dogs. An advanced dog and handler team must take a short behavioral evaluation and dogs who pass the evaluations earn the Canine Good Citizen Advanced certificate. |
| Certified Caring Canines Team | Certified Caring Canines Team is defined as an active Caring Canines member and their Certified Caring Canines dog. |
| HIPAA | The Health Insurance Portability and Accountability Act of 1996 (HIPAA; Pub. L. 104-191, 110 Stat. 1936, enacted August 21, 1996) was enacted by the United States Congress and signed by President Bill Clinton in 1996. This act gives the right to privacy to individuals. The covered entity or business associate must have a signed disclosure from the affected before giving out any information on provided health care to anyone. Caring Canines is not a covered entity or business associate by definition. |
| Obedience Training | Usually refers to the training of a dog and the term is most commonly used in that context. Obedience training ranges from very basic training, such as teaching the dog to reliably respond to basic commands such as "sit", "down", "come", and "stay", to high level competition within clubs such as the American Kennel Club, and United Kennel Club, where additional commands, accuracy and performance are scored and judged. Obedience implies compliance with the direction or command given by the handler. For a dog to be considered obedient rather than simply trained in obedience, it must respond reliably each time its handler gives a command. |
| Reading 2 Rover | The main objective of this program is to pair students and trained dogs together in a relaxed and "dog-friendly" atmosphere. Reading 2 Rover is a program where Caring Canines members visit local Elementary schools. The dogs "listen" to the school children read books. The dogs none-judgmental approach is reflected by improved self-esteem and reading scores in the children, which allows students to practice the skill of reading |


| Service Dog | The Americans with Disabilities Act (ADA) defines a service animal as one that has been <br> individually trained to provide assistance or to perform tasks for the benefit of a person with <br> physical or mental disabilities that substantially limits one or more of their major life <br> functions. Service Dogs go into public places that otherwise do not allow dogs. Additionally, <br> misrepresenting a dog as a Service Dog is considered a violation of CA Civil Code 365.7. |
| :---: | :--- |
| SLODOG | Santa Lucia Open Dog Obedience Group is commonly known as SLODOG; effective May 13, <br> 2013 is a public charity under section 509 (a) (2), and is exempt from Federal Income Tax <br> under section 501 (c) (3). |
| SLODOG | SLODOG Activities are prearranged and designated functions and undertakings of our <br> organization such as: Campouts, Fun days, Run-throughs, and Thursday Morning North |
| Activities | County Practice sessions. These activities are strictly for the benefit of our members and are <br> not fundraising activities. |
| SLODOG | SLODOG is a public charity and we raise funds through various activities. Our primary source <br>  <br> Play - Summer, and our UKC Obedience and Rally Obedience Dog Show. We use all member <br> volunteers to make these events successful. |
| Activities |  |
| SLODOG | SLODOG Public Outreach programs are planned activities of the club in which we provide <br> public exhibitions and education on the benefits of responsible dog ownership. Public <br> Outreach programs have included: 4-H Dog Show sponsored by SLODOG, 'Dog Fest' <br> sponsored by the Morro Bay National Estuary Program, 'Dogtoberfest' hosted by Parks \$ <br> Pups organization, 'Morro Bay K9 Dog Walk' sponsored by The Friends Of The Morro Bay <br> Police Department organization, 'Morro Bay Pups' Dog Park Association fundraiser, 'Puttin' |
| on the Dog' hosted By Five Cities Dog Park Association, 'Paso Robles Dog Jog' hosted by Parks |  |
| 4 Pups organization, and 'Wiggle Waggle Walk' hosted by Woods Humane Society. |  |$|$

## SLODOG's Caring Canines Code of Ethics

This form can be filled out online, it can't be saved. Complete and print this form before closing it.
As a member of SLODOG's Caring Canines I will present myself and my $\operatorname{dog}(s)$ in accordance with the rules and regulations and policies of Caring Canines.

- I will pay my SLODOG membership dues in a timely manner in January of each New Year.
- I will keep my dog on leash while on SLODOG CC organized visits.
- I accept the supervision, guidance, and instruction of the Caring Canines Chairperson and facilities staff while on any Caring Canines visits, staying with the group and following rules of each venue.
- My dog will be in good health, clean, well-groomed, and odor free when accompanying me to these facilities. I understand that the health and wellbeing of the patrons may be affected by the health and cleanliness of my dog.
- I will present my identification and wear my nametag and any other gear prescribed by Caring Canines Chairperson when making Team visits.
- I will keep my dog under control at all times, following the two foot rule whenever possible. My dog will not be permitted to display or act out any aggression or disruption toward another dog or person. In the event that my dog cannot be adequately restrained I will not make or continue any visits scheduled by Caring Canines.
- I will take responsibility for training my dog. I will assure that the dog is adequately socialized to people and other animals before making visits with Caring Canines.'
- I will keep all vaccination and licensing records current, including rabies. Such records will be made available for review by the Caring Canines Chairperson upon request.
- I will protect my dog and be aware of my dog's behavior at all times during visits to facilities. I will take appropriate action to insure that my dog is calm and controlled during visits.
- My dog is housebroken and if there is an accident I will clean it up. I will assure that my dog is prepared for visits by taking time for them to relieve themselves off-site and to get sufficient exercise beforehand.
- I will get pre-approval by a Liaison or Caring Canines Chairperson before making a Multiple Dogs Team visit.
- I will notify the Chairperson or their designee of Caring Canines of the need to leave in the middle of a visit.
- I will assume responsibility for all guests that accompany me on visits.


## I hereby certify that I have read the entire Caring Canines' Handbook and agree to abide by this Code of Ethics.

Date

Date
$\overline{\text { First Name }} \overline{\text { M.I . }}$
Last Name

Printed Name

SLODOG Caring Canines Representative Printed Name

## Santa Lucia Open Dog Obedience Group SLODOG Caring Canines Application

This form can be filled out online, it can't be saved. Complete and print this form before closing it..

## Applicant Information

Full Name:


Has your dog had its annual vet exam?
Is your dog current on all vaccines?
If yes, when?
Has Your Dog Completed CGC test?
Have you and your dog attended obedience classes?
If yes, when?

Does your dog have a current County license?
How long have you been a member of SLODOG?
Dog Information


It is required that you bring copies (not originals) of your rabies and vaccination records, County license, and Canine. Good Citizenship Certificate with you to you first Caring Canines evaluation.

Appendix
SLODOG's THERAPY DOG PROGRAM

CARING CANINES FLOW CHART


Appendix II

## SLODOG Caring Canine’s Therapy Dog Evaluation

This form can be filled out online, it can't be saved. Complete and print this form before closing it.
Test Description and Scoring Guidelines:
Evaluation date:


## SLODOG Caring Canines Guidelines For Evaluations Of Dogs

The evaluation is fairly easy, the dog must obey some basic orders, for examples sit, come, stay, down, and so on. A therapy dog must also remain calm among strangers and other dogs; any indication of aggression is not allowed. Treats are not allowed during the test, except for the "Meet and Greet."

Evaluations take approximately 30 minutes and are a role play of a visit. The Team Evaluation process evaluates the animal/handler team; how well the handler interprets and manages the animal's behavior and how well the animal responds to the handler. The main emphasis being that the animal is under control at all times.

This process allows SLODOG a way to identify teams that will be safe and successful in the community. Be prepared to discuss your animal's stress signs and how you can mitigate stress in your dog.

The SLODOG Team Evaluator will complete a score sheet that will be submitted with your registration paperwork. There are three possible scored outcomes: Incomplete, Needs Work and Excellent.

- Incomplete (Not Appropriate for Visiting, Not Ready to Visit). A dog with 3 or more incompletes on the score sheet will be offered the opportunity to spend some time preparing and try again in the future.
- Needs Work: A dog with 2 or more needs work can be accepted into Caring Canines, but will be reevaluated after the second facility visit and retested for improvement.
- Excellent (Qualified to Visit in a Predictable Environment, Qualified to Visit in a Complex Environment).

Your evaluator will discuss your results with you at the end of the evaluation.

## Equipment:

Collar: Flat, buckle or limit slip (martingale) are acceptable and can be fabric or leather. Pinch, martingales with a chain, and training collars (choke chains) are not acceptable.

Leash: No more than 6' and can be fabric or leather. Flexi and Chain style leashes are not acceptable.
Body Harness: Such as Premiere Gentle Leader Easy Walk harness, Halti Harness and Freedom Harness are acceptable.

Head Halters are not allowed.


## THERAPY DOG

 CHECKLIST

## Caring Canines Team Certification Requirements:

- Become a member of SLODOG
- Complete the SLODOG Caring Canines Application, include all the required dog records
- Sign SLODOG's Caring Canines Code of Ethics form and read the entire Caring Canines Handbook
- Complete and pass one of the three test \& evaluation procedures.
- Participate with the Caring Canines group and complete ten (10) mentored visits.
- Attend one business meeting and one Saturday run through or Thursday practice.
- Caring Canines Teams are required to have an ID and must provide a close-up photo with the handler and the dog. The handler must be wearing the SLODOG shirt, and your dog should be wearing a SLODOG blue scarf.


## Reading 2 Rover Team Certification Requirements:

- Pass the AKC Advanced Canine Good Citizen test or the AKC Urban Canine Good Citizen test.
- Participate with the Caring Canines group and complete the initial (10) visits for Caring Canines certification followed by 5 additional visits outside the senior venues.
- Once the 15 visits are completed Reading 2 Rover candidates must make a minimum of 5 (five) mentored visits in the Elementary classroom setting before being certified.
- The total $\mathbf{2 0}$ visits must be acceptable by the mentors in attendance

