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Evaluators' Guide for Post Orientation Review

Have teams answer question 1 as part of their introductions.

Use this to cover the topic of calming signals.

1. List 2 or 3 of your pet's calming signals to indicate stress, fatigue or overstimulation and how you would anticipate or respond to these during a visit?

- a. Panting or scratching excessively
- b. Yawning
- c. Lip-licking
- d. Changing facial expression / showing whale eyes
- e. Looking, turning away or avoiding the situation or person
- f. Trembling legs or body
- g. Hiding behind or jumping on handler for security
- h. Freezing in position
- i. Seeking an exit
- j. Lacking desire to socialize
- k. Ears and/or tail pressed close to body

If your pet is uneasy and exhibiting any of the above signs you should look to see what might be the cause. If it's the person petting your dog causing this distress, you can counter balance by petting your dog while they pet your dog. This may give your pet comfort and let him know he's doing a good job. Shorten the time spent in this situation.

Also, be aware that there may be a medical reason for your pet's feeling of unease.

If these signs persist, most importantly, shorten or end the visit promptly

2. How do you correct or redirect your pet's undesirable behavior? Please give an example.

Use this question to address positive vs negative training & importance of being aware of pet at all times. Use the methods described below to address the examples each team gives.

Handlers should be very aware of and ideally anticipate their pet's behaviors. Redirect by repositioning, using good leash handling skills, using obedience commands and positive reinforcement. Harsh physical or verbal corrections should **not** be used. Be proactive with your pet and use your body position, eye contact, physical contact and verbal reassurance to ensure that your pet enjoys the visiting experience.

3. After verifying that a patient would like to meet your dog,

a) What should you do, if they are in a wheelchair?

If the patient can move the wheelchair, ask that the wheels be locked before you bring your pet near.

If a power chair, ask that it be turned off. This is important to prevent injury to your pet.

b) What should you do, if they are using a cane or walker?

Be certain the patient is steady enough to reach your pet, you may suggest that they be seated.

4. Describe what you should do after arriving at a facility before entering with another team.

- a) You are responsible for your pet as soon as you reach the facility and exit your vehicle, and until the dog is back in your car.
- b) Dogs must be kept on lead and at least two feet from another dog and other animals at all times while representing KPETS on a visit or event. This is to prevent any chance of a dog to dog incident.
- c) When encountering a new or strange dog, or when arriving at an event with multiple dogs, approach with your dog from the *side* and not directly head on. Approaching from the side is less threatening to the dogs and much safer.
- d) If you can, go for a walk with your dogs, keeping the dogs apart by having the humans in the middle. When they are walking abreast, there is little chance of an incident and you're actually creating a pack. Doing this will allow the dogs to get to know each other without having to have close contact.

5. Where should your dog be if you approach or pass someone in a hall and their body language is telling you they do not like dogs? Put your dog on the side of you away from them so that your body is between them and your dog. Give them a friendly greeting. They may enjoy seeing a dog trick if available.

6. What is the purpose/intent of HIPAA and how does it apply to you as a volunteer?

HIPAA protects the patient/resident/clients personal information. As a volunteer, what I see and hear within a facility stays within the facility. I cannot tell anyone" I saw Sally Smith at the nursing home when I was doing a KPETS visit and did you know she had a stroke?"

7. List the basic obedience commands you are required to perform at the therapy dog workshop.

Loose leash walking, sit, down, stay, come, leave it

8. What type of equipment is permitted for KPETS visits?

- **Leash:** 4 feet is recommended, must be 6 ft or less, no retractable, long leads or chains permitted
- **Collar:** flat buckle collar (fabric or leather), all cotton martingale, head halters (Gentle Leader)
- **Harnesses:** Easy Walk, Sensation, "H", Step-in / Quick release buckle recommended for flat collars. No chain on any part of collar or leash is permitted

9. List five or more things to have with you when you go on a visit.

Dog, collar or harness, leash, copy of shot records, KPETS ID badge, KPETS dog attire, water and bowl, towel, blanket, brush, dog treats, pickup bags, hand sanitizer, KPETS card, props for tricks, folding stool, stroller, extra leash, backpack or shoulder bag to carry all

10. The KPETS insurance coverage does not cover you or your dog during a visit. What does it cover and what is the requirement for coverage to be in effect?

- KPETS insurance is liability insurance and covers third parties involved in an incident. It does not cover you or your dog in anyway. Insurance is valid when acting on behalf of KPETS in a volunteer role and following KPETS guidelines.
- Logging volunteer hours (when and where) may be required should a claim be submitted. Be sure to report your hour at a minimum of monthly.

11. Describe the appropriate response to these situations:

a) You are visiting a facility and you need to use the restroom. What do you do with your pet?

You are solely responsible for your pet and must take them with you

b) What do you do if someone wants to pick up your small dog and place him on a resident's lap?

You are solely responsible for your pet and must be the one to handle him. If he is the appropriate size to be on a lap, place a blanket or towel there first. Settle your pet in a position so he can be still. Continue to hold the leash, and keep a hand on your pet to encourage them to stay still and prevent jumping.

12. Describe the appropriate response to these situations:

a. You are doing a visit and a resident asks for a drink.

b. A resident at the facility you are visiting asks you to take them outside for some fresh air.

Ask for assistance from an aide/ nurse/employee of the facility. Use a call button if available. You may not give food or drink to anyone or move anyone.

c. A resident will not let go of your dog. In addition to seeking help, re-assure your pet while trying to remove resident's grip. Another visitor may assist and perhaps provide a distraction. Sometimes offering another object to hold is effective. If necessary, use the leash to make a loop to serve as a temporary collar and release collar if that is what is being gripped.

d. Your pet accidentally scratches the person you are visiting.

You must report this to the facility so that they can care for the individual, AND also file a report with KPETS.

13. Describe the difference between therapy dogs and service dogs, including where they are permitted to go with their handlers.

KPETS therapy dogs are the handler's pet and can visit only where they have permission. KPETS animals should only wear their KPETS vest or bandana while on a KPETS visit.

Service dogs are trained to help their disabled owners and have public access, allowing them anywhere their owner may go.

14. How do you record your KPETS volunteer hours? How often should you do this?

Volunteer Hours Time Tracking link is available on website. Hours should be recorded at a minimum of monthly. This information is critical should a claim be filed.