



Gillette Children's
Specialty Healthcare

Therapy Dog Team Manual



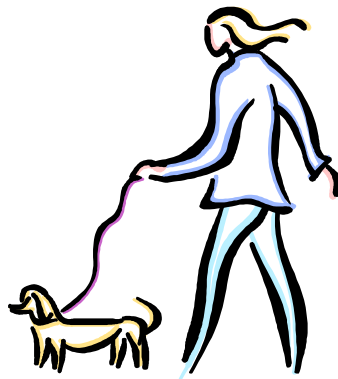
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WELCOME to the Gillette Therapy Dog Program!

Hospitalization can be a stressful time for a child and their family. Therapy dog visits offer a diversion from the hospital routine and provide an enjoyable social activity that is beneficial for the patient and all members of the family. Benefits include:

- Providing patients and families with a diversion from the normal hospital routine
- Promoting a sense of play and humor
- Stimulating physical activity and social interaction
- Diminishing feelings of isolation and loneliness during hospitalization

Specific safety measures have been implemented into the Gillette Therapy Dog Program. These measures will maximize the positive outcome for the patient, their families and the therapy dog teams.



Therapy Dog Handler/Owner Information

Therapy Dog Certification Requirements

Your therapy dog is currently certified through Pet Partners, Therapy Dogs International or Therapy Dogs Incorporated. If your certification lapses, you must wait to visit until your certification is reinstated.

Due to the often challenging environment in our hospital, **Gillette requires that therapy dog teams be re-evaluated and re-certified by their certifying organization every two years.** The re-evaluation fee is paid by the volunteer. Gillette will notify you when your two year evaluation is due. Please submit documentation to Volunteer Services that you and your dog have passed the re-evaluation in order to continue volunteering at Gillette. Failure to complete the re-evaluation within a reasonable time period will result in suspension of volunteer status and visits to the hospital.

Trial Period

When you begin volunteering at Gillette with your dog, you and your dog will complete a three (3) month trial period before full acceptance into the Gillette therapy dog program.

Both Gillette staff and the therapy dog handler have the option to terminate the therapy dog team visits at any time. If you decide to do so, please notify Volunteer Services or Child Life staff of your decision.

Handler Age & Certification Requirements

All handlers must be 18 years of age or older. Only one handler may accompany the dog on the visit even if more than one handler is certified with the dog.

Assignment/Schedule

At the Hospital

You and your therapy dog are assigned a specific day and time to volunteer. You are expected to be here on your scheduled day and time. If you are unable to volunteer, please notify Child Life (651-229-3936) or Volunteer Services (651-229-3937) as early as possible. Please do not come at another time without first contacting Child Life or Volunteer Services staff as there may already be a therapy dog team scheduled.

At a Clinic

You and your therapy dog are assigned a specific day and time to volunteer at the Burnsville, Minnetonka or Maple Grove Clinic. Prior to volunteering you will be given the name and phone number of your contact person at the clinic. Please report any absences, concerns or questions to them.

Required Vaccinations

Handler

TST (formerly referred to as Mantoux Tests) are required annually. Volunteer Services will notify you 30 days prior to your TST due date.

Therapy Dog

Each dog is required to meet their certifying organization's health and vaccination requirements including, but not limited to:

- Verification of current inoculations for: Rabies (1 or 3 years), DHPP (Distemper, Hepatitis, Parvovirus, Par influenza),
- Results of annual heartworm test
- Verification of negative stool exam for parasites

Dogs are to be deemed by a veterinarian to be in good physical and mental health and free of contagious disease.

Documentation will be submitted to Child Life staff when vaccinations are updated.

Volunteer Dress Code

Both you and your dog will wear Gillette ID badges while volunteering. The Gillette dress code requires business-casual attire. Please dress appropriately when visiting with your dog:

Acceptable clothing includes:

- black or white jeans, casual or dress pants.
- t-shirts with no writing or logos
- nice shirts or blouses
- sweaters
- closed-toe shoes are required — neat, clean athletic shoes are great
- socks must be worn at all times

For appearance and safety reasons, we do not allow:

- blue jeans or scrubs

- hoodies or other casual sweatshirts with writing on them
- tight/clinging tops and pants
- shorts or short skirts
- flip-flops/sandals

For safety reasons, please tie back shoulder-length or longer hair and do not wear dangling earrings or necklaces.

Patient Information and Confidentiality

Patients and family members often share their story or concerns with volunteers. Please offer a listening ear to them but remember that:

- What you see or hear at the hospital, stays at the hospital! Please **do not** share protected and private patient information. Sharing this information will result in the loss of your volunteer position.
- Protected information can be in a written, verbal or electronic format and includes patient name, diagnosis, treatment, billing information, medical notes, medical records, etc. This information cannot be shared without permission from the patient and/or parent.
- Do not ask questions such as why they are a patient, what surgery they had or when are they going home.

Infection Control

The following infection and safety measures are for the patient's, your dog's, and your own protection. Please follow them while volunteering with your dog.

- Your dog is fed a commercially prepared or a cooked, home-made diet. Dogs cannot be on a raw protein diet due to shedding of pathogenic bacteria (an increased risk of disease to immune-compromised, very young or elderly persons).
- Your dog is clean and well groomed for visiting. This includes being bathed (wet or dry bath) 24 hours or less before your visit, being brushed, nails trimmed, ears clean and free of odor, eyes and teeth cleaned.
- Dogs do not lick or "kiss" patients without permission from patient or family member and may lick **ONLY** on the hand, not the face or mouth. They never lick an open sore, wound or incision.
- Treats can be given with a spoon or other instrument, not directly by hand. Show the patient how to use the spoon and then let them offer the treat.

- Alcohol hand foam/gel for sanitizing hands and hand lotions for skin protection are available by every patient room, at nursing stations and at the information desk.
- Please carry sanitizing gel with you while volunteering. Offer the gel to anyone who pets your dog and use it frequently on your own hands.
- Please wash your hands or use the hand sanitizer:
 - before and after you enter a patient's space
 - before and after patient contact
 - after using the restroom
 - after sneezing and coughing
- Do not come in to volunteer if you:
 - are ill
 - have a fever over 100°
 - have diarrhea
 - have cold or flu-like symptoms
 - recent exposure to chickenpox
 - have H1N1 symptoms or recent exposure to H1N1

IMPORTANT: If your dog is not feeling well, is in heat, recovering from surgery, or has an open wound, please do not come in with your dog.

Please call to let us know if you are not coming in: Child Life 651-229-3936 or Volunteer Services 651-229-3937.

Safety

When visiting a nursing unit, check in first with the nurses station for any special instructions (i.e., who NOT to visit, who has specifically requested a dog visit, etc).

- Do not leave your dog alone or under the control of anyone else. You are responsible at all times for your dog's behavior.
- Do not go into rooms with isolation signs posted outside their door.
 - Family members of patients in isolation are not allowed to touch your dog.
- Do not transfer (lift) patients in or out of bed. If a patient wants to get out of bed to see or pet your dog, ask a nurse or other staff to assist the patient.
- Do not bring food or drink to a patient without staff approval. Do not give candy or gum to patients.

Incident Procedure:

In the event of an injury or other adverse incident:

- Immediately secure your dog so you can manage the situation
- Get help for the person involved
- End your visit immediately. Leave the room.
- Report the incident to Child Life Supervisor or staff before leaving the hospital
- Fill out the hospital incident report
- Complete Delta, TDI or TDInc required reports and provide a copy to Gillette

Other Policies

Cell Phones

Cell phones may be used in lobby areas only. Please leave your cell phone in a locker in the Volunteer Office.

Patient Photos

Patients may ask to have their picture taken with you and your dog. If you feel comfortable, please say yes. However, you cannot take pictures of our patients to share with your family, friends or anyone outside of the hospital. This includes photos taken with your cell phone.

If you want to take pictures that would be used for publicity purposes, please contact our Public Relations Department for the appropriate information and permission forms.

Parking During Your Visit

Parking at the Hospital

All hospital therapy dog teams park in the Region's West Ramp accessed from Region's Hospital west driveway. Please wipe off your dog's feet before visiting patient rooms (especially in winter!). Wipes are available in the Volunteer Office.

Parking at Off-Site clinics

Free parking is provided at all off-site clinics. Staff will give you any required information.

Visiting With Your Therapy Dog

Hospital Therapy Dog Guidelines

Please walk your dog prior to coming into the hospital to reduce the chance of toileting accidents. Outdoor space is provided by the West parking ramp on Level B (street level) and along Jackson Street outside the 205 building. Please do not walk your dog immediately outside the Gillette employee door of the 205 building. If your dog has an accident, please notify housekeeping immediately for cleanup.

Where to visit in the hospital

Areas to visit in the hospital include:

- Rehab Therapies waiting room in 205 Building
- Out-patient waiting area on 4th floor
- Orthopedics/Surgical nursing unit
- Adult nursing unit on 7th floor
- Rehabilitation nursing unit
- Neurosciences nursing unit

Do not visit in:

- Imaging/Surgery Waiting Room on 3rd floor
- PICU = Pediatric Intensive Care Unit, 4th floor
- Isolation rooms
- Rooms with “no dogs please” signs on the door
- Ronald McDonald Family Room

Visiting Guidelines

When visiting a nursing unit, check in first with the nurses station for any special instructions (i.e., who NOT to visit, who has specifically requested a dog visit, etc).

When visiting patient rooms:

- Knock on door before entering room.
- Stop in doorway of room, explain you have a therapy dog with you and wait for patient or family member to invite you in.
- Smile! And say “Hello”
 - Use a friendly tone
 - Make eye contact
 - Introduce yourself

- Ask patient's name
- Listen patiently. Give the patient time to answer or respond.
- Sit or crouch down to the patient's level
- Introduce your dog
 - Tell them about your dog
 - Breed, age, name
 - Training they've had
 - Tricks and cute quirks
- When interacting with patients
 - Watch the patient carefully. Be aware of their body cues and body language and terminate your visit when appropriate.
 - Leave quickly and appropriately if patient becomes upset, frightened or unhappy.
 - Use appropriate conversation, questions and humor for patient's age.
 - Do not ask questions about why they are in the hospital, when they are going home.
 - Respect directions from family members, patient and/or staff such as keeping the dog off the bed.
 - Help the patient interact with your dog by lifting the dog up to the patient's eye level, teaching the patient how your dog likes to be petted, etc.
 - Ask permission before moving furniture to allow easier access for the dog.
 - Replace the furniture at the end of your visit.
 - Be aware of diverse patient populations: cultural, language, developmental, physical limitations, etc. Be respectful at all times.
 - Watch for patient being too "rough" on your dog. Stop the activity immediately and show the patient how the dog likes to be petted, or leave the room if the activity continues.
- Say "Goodbye!"
- Control your dog. You are responsible at all times for your dog's behavior.
 - With other visiting dogs
 - With patients
 - No jumping on patients
 - Dog is calm and approachable
 - Keep dog away from medical equipment, tubes and bandages
- Leave the patient's room immediately when medical staff enters.
- Relate any questions or concerns you may have about a patient to nursing staff.

- If the patient wants your dog to get up on their bed, put a barrier on the bed before allowing the dog to do so. A towel from their bathroom works well. Put the used towel in the laundry bin before leaving the room.
- Do not sit on the patient's bed.

Reminder: Please keep visits with staff to a minimum. You are here for the kids!

Burnsville, Maple Grove & Minnetonka Clinics Therapy Dog Guidelines

Clinic Staff will:

- Define the area the dog has access to (waiting room, exam rooms, etc)
- Inform you as to type of patients, ages, or any information you should know about specific patients
- Establish shift times (length of visit of 1 hour is suggested but can be longer if appropriate)
- Give you the name and phone number of the contact person at the clinic
- Submit therapy dog team hours to Volunteer Services every month
- Inform Volunteer Services of any changes in the volunteer schedule, any concerns about the therapy dog team, etc.

Volunteers

- Your clinic will have a Volunteer Sign-In Sheet that you will fill in every time you volunteer. Clinic staff will then send the sign-in sheet to Volunteer Services to record your hours in the database.
- If your clinic does not have a sign in sheet, it is your responsibility to record your hours and to submit that information to Volunteer Services. Records can be emailed to pcronquist@gillettechildrens.com, faxed to 651-312-3167 (please write "To Volunteer Services" on the cover sheet) or mailed to Volunteer Services, Gillette Children's Specialty Healthcare, 200 University Avenue East, St. Paul, MN, 55101.
- If you do not submit your hours to the office, you will not get credit for your visits.

Check in with staff at the clinic for any special instructions about your visit.

Reminder: Please keep visits with staff to a minimum. You are here for the kids!

Appendix A

Pet Therapy Position Description

Responsibilities: Under the direction and supervision of a Therapeutic Recreation/ Child Life Specialist and the Volunteer Services Manager. You and your certified therapy dog provide one-on-one visits with Gillette patients.

Duties

1. Assist patient and their family members to interact with therapy dog in a safe and controlled environment.
2. Wash hands frequently!! Wash hands before entering a patient room, in between visits with each child and when assignment is completed.
3. Practice “good” safety techniques as indicated in “Volunteer Handbook”.
4. Check doors and wheelchair trays for “no dog visits” signs.
5. Turn in copies of registration and vaccination records as they are updated.
6. Hand out photo stickers to patients.

Limitations

1. Nurse permission is required before any patient is allowed to leave a unit.
2. Volunteers are not allowed to take a patient off of the 4th floor.
3. Volunteers **may not visit** patients in the PICU.
4. Volunteers **may only visit** isolation rooms from the doorway, if appropriate. However, isolation patients and their family members **may not** pet the dogs.

Confidentiality Policy: Patients have a right to privacy and volunteers (as well as paid staff) must respect that right. Specific information regarding patients, nature of illness and patient’s condition is the responsibility of the attending physician and hospital staff. Avoid any comments in this area. Information you receive from patients and families should be kept confidential. If you feel information you have been told should be known by paid staff, encourage the patient and/or family member to discuss that with a nurse, social worker or Child Life/Therapeutic Recreation Specialists. Volunteers may also share information with CL/TR staff that is learned from patients and families.

Qualifications:

- *TDI, Pet Partners or TDInc Certified team
- *Willing to work hard
- *Looking to have fun
- *Independent individual

- *Friendly
- *Outgoing
- *Organized
- *Able to work with a wide variety of people

Volunteer Signature

Supervisor Signature

Date

Revised 1/2008
12/2010

Appendix E Therapy Dog Agreement

I agree that my dog and I will follow the program guidelines set forth by Volunteer Services and Child Life/Therapeutic Recreation staff.

I have read and understand all information in the Therapy Dog Handbook.

I will provide updated copies of vet records and pet therapy certification in a timely manner. I understand that I will not be able to volunteer if these have lapsed.

I also agree to the following requirements:

- Bathing my dog within 24 hours of scheduled visit time (wet or dry bath)
- Visiting during my scheduled shift
- Notifying volunteer and/or child life/therapeutic staff if I need to miss a session
- Following HIPAA and patient confidentiality guidelines
- Not visiting if my dog is ill or in heat

By my signature I declare that I have read, understand, and agree with all parts of the Therapy Dog Agreement.

Volunteer signature

Date