

**PETS AS
THERAPY**

our pets and people enriching lives,
one visit at a time

Establishment Guidelines

Welcome from the Chief Executive

I would like to welcome you personally to Pets As Therapy (PAT). On behalf of the Trustees and Head Office team, thank you for registering your establishment.

I'm proud to say that Pets As Therapy Volunteer Teams are now visiting Establishments throughout the UK. Every PAT Volunteer and their pet is hugely appreciated for the part they play in delivering our services to those who need it most.

To avoid any confusion or misunderstanding, Pets As Therapy do not assess or supply working or school pets. Any PAT Volunteer and pet attending a place of work under any other conditions than those laid out in our guidelines, are not covered by PAT insurance and Pets As Therapy accept no liability for any incident that may occur.

If your requirement is to have a pet full-time, this is something you will need to arrange and insure independently.

These guidelines will help you know what to expect from your Pets As Therapy visit and how to support your Volunteer and their PAT Dog or Cat. It's full of information, forms and advice which we know you'll find invaluable.

We hope your Establishment enjoys their Pets As Therapy visits

If you have any queries, please contact Head Office on 01865 671440 or email reception@petsastherapy.org.

Kindest regards

Clare Davis
CEO, Pets As Therapy

Please take the time to read these Guidelines

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Pets As Therapy Contact Details

Pets As Therapy is a Registered Charity in England and Wales 1112194, Registered Charity in Scotland sco38910 and a Registered Company in England 5311186.

Head Office:

Pets As Therapy
Hampden House
Monument Business Park
Warpsgrove Lane
Chalgrove
Oxfordshire
OX44 7RW

Tel: 01865 671440

E-mail : reception@petsastherapy.org

Head Office team:

Meg MacMillan
Helen Brooker
Sheena Kennedy
Ann Taylor
Rachel Clark
Sarah Holdsworth

Please Contact us for:

- Any changes in your Establishment's contact details (new staff contact, phone number, email etc)
- Volunteers without an allocated Voluntary Area Co-ordinator
- Our Read2Dogs scheme
- Pets As Therapy's Phobia work
- Enquiries about booking a Speaker or a Pets As Therapy volunteer to attend an event at your Establishment
- Please tell us about your Pets As Therapy visits, especially good news stories about the benefits they bring so that we can include them in our newsletters and on our website?

General Information about the Charity

About us

Pets As Therapy (PAT) is a nationwide charity that was founded in 1983 and has grown from one PAT Volunteer and her dog to the thousands of supporters we have today. The therapeutic value of human and animal interaction is now well-recognised and we're the largest provider of organised visits by assessed teams in the UK.

Our therapeutic visits:

- Enhance lives in our communities by providing companionship and friendship. They can also help to tackle loneliness.
- Improve the lives of people experiencing mental and physical health conditions and illnesses, including autism, dementia and stroke victims, through animal-assisted interventions as part of a holistic approach to treatment.
- Improve literacy in children and adults by developing their confidence, interest and enjoyment in reading.

Over 6,000 active visiting PAT Dogs and 100 PAT Cats now work in the UK. Every week these calm and friendly PAT Pets give thousands of people, both young and old, great pleasure simply by talking to them and giving them a pat and a cuddle.

Our vision

To offer PAT teams in ALL communities throughout the UK.

Our values

The following values are important in all that we do.

PASSIONATE

We are passionate about our work, our PAT Volunteers and their PAT Pets.

ACCOUNTABLE

We take personal responsibility for using our resources efficiently, achieving measurable results and being accountable to our PAT Volunteers, service users, sponsors, supporters and the Charity Commission.

PRINCIPLED

We are committed to the highest standards of personal honesty and behaviour, never compromising our reputation and always acting in the best interests of the Charity.

INCLUSIVE

We all work together positively, collectively focussed on achieving our vision. We welcome diversity and believe everyone has a valuable contribution to make, regardless of visible and invisible differences.

AMBITIOUS

We are determined to fully exploit the potential of Pets As Therapy for people throughout the UK, constantly developing new and creative ways to deliver our service.

Who benefits from our service?

We pride ourselves on the fact that Pets As Therapy endeavours to visit and help wherever there is a need for our service. Our three main areas are care homes, hospitals and schools. Many PAT Volunteers visit residential care homes, where some residents may feel isolated, confused or lonely. Interaction with a PAT Team can help even the most withdrawn individuals. The companionship of an undemanding animal giving unconditional love is often one of the most missed aspects of residents' lives.

The unique service we provide is also being increasingly recognised by the medical profession. Visits by PAT Volunteers to hospitals not only form an important part of recovery and rehabilitation for patients, they are also much appreciated by staff and patients' family and friends. Research from institutions such as [Lincoln University](#) continues to validate the very real value of the community work undertaken daily by PAT Volunteers and how it complements medical interventions and nursing care.

PAT Volunteers are frequently asked to participate in more proactive ways, such as assisting with phobias (always under professional/clinical supervision), in stroke rehabilitation work, and with people who have severe sensory or physical disabilities or mental health problems.

In 2010, Pets As Therapy launched the very popular Read2Dogs scheme. This helps schoolchildren who find reading aloud in front of their classmates and teacher daunting and challenging. Sharing a story with a PAT Pet, who is non-judgemental and a great listener is different and has been proven to help children enjoy and benefit greatly from the reading experience.

Note: Pets As Therapy do not make visits to private houses due to safety, security, insurance and supervision issues.

Phobia work

Our Volunteers are often asked to participate in more proactive ways such as assisting in the treatment of patients with phobic anxiety of dogs (always under professional clinical supervision) and with people who have severe sensory or physical disabilities or mental health problems.

For more information, please call us on 01865 671440.

Our Volunteers and their PAT Dogs and PAT Cats – assessment and verification

The Charity recognises that busy establishments and their staff need the reassurance of a therapeutic, supportive and professional service and Pets As Therapy recognises that safety and security needs are paramount.

All PAT Pets must pass an assessment to check that they have a suitable temperament for Pets As Therapy visiting. This is conducted by Pets As Therapy trained assessors or qualified vets. In addition, all animals entering the scheme must be fully vaccinated, wormed and protected against fleas. We do not accept pets fed on Raw Meat Based Diets.

All Volunteers must provide two character references. Once these have been checked and their dogs/cats have passed the assessment and health check procedure, a local Voluntary Area Co-ordinator or allocated contact should be contacted by new Volunteers to activate the visiting process and locate a placement waiting for a Pets As Therapy visit in their area. Voluntary Area Co-ordinators are also Volunteers and this hardworking team of individuals keep in regular contact with a designated number of Pets As Therapy Volunteers in their local area.

Supporting your Pets As Therapy volunteer

Volunteer feedback

We asked our Volunteers what they felt about their visiting experience and how we as a Charity could support them. Here are some of their comments:

“The best part is seeing someone’s face light up when they see the PAT Dog.”

“To see the look on their faces and to pat a dog after a lifetime of owning dogs but not being allowed to have them in the homes makes it all worthwhile.”

“It would be nice to have some feedback from establishments to know that we are doing the right thing on our visits.”

“Knowing that our visit has brought a ray of sunshine on to the ward.”

“We are made very welcome at both venues and made to feel that we make a useful contribution to the peoples’ lives.”

How can Establishments support Volunteers and their PAT Dog or PAT Cat?

The first visit

New Volunteers are often daunted at the prospect of their first visit. They may have little or no experience of being in the type of environments where PAT Dogs and Cats are asked to visit. They may also be unprepared for the condition of patients or clients in that setting. There are fact sheets available for Volunteers covering dementia, disabilities etc.

Where possible, we always arrange for another more experienced Volunteer, or a local Voluntary Area Co-ordinator to accompany new Volunteers on their first visit.

Establishments can help by:

- ✓ The Establishment should nominate a designated member of their staff as point of contact to direct and support volunteers. **Ensuring that someone meets and accompanies the Volunteer on their visit at all times.**
- ✓ Advising the Volunteer what to expect from the patients/clients and which patients/clients would not like a Pets As Therapy visit, as well as those who would benefit most.
- ✓ Ensuring that Volunteers are not asked to lift or move patients as this would invalidate Pets As Therapy’s insurance.
- ✓ Providing a simple orientation for the Volunteer.
- ✓ Giving the Volunteer an opportunity for a simple debriefing or feedback at the end of the visit – even just to say thank you! Both Volunteers and their Pets give a lot during their visits. They are rewarding but tiring.

Orientation

Please point out to your Pets As Therapy visitor where they can find the following:

- Toilet and hand-washing facilities.
- Toilet, rest and exercise areas for their PAT Dog or Cat.
- Who to speak to if they have any questions or problems.
- Any relevant Health and Safety procedures e.g. fire exits and evacuation procedures.
- If there is a safe area to leave their belongings, such as coats/handbags.
- Any protocols that you wish them to adhere to, for example, signing in and out; wearing any of your identification etc.
- Where they can get a drink of water for their PAT Dog or Cat and a cup of tea for themselves!

Please also point out to our Volunteers any of your staff who may have fears, phobias or allergies of dogs or cats. It is useful for the Volunteer to know who to ask for advice, should they encounter any problems on subsequent visits.

Ongoing support

- **Please let our Volunteers know in advance if you do not wish them to visit at the arranged time. Many of our Volunteers may travel some distance with their animal, often on public transport and at their own cost to provide the visit.**
- Please let our Volunteers know if a resident/patient has sadly passed away. Some Volunteers find it extremely hard to deal with this situation when they find out only by entering an empty room.

A named contact

If possible, please provide the Volunteer with a specific person at your establishment with whom they can liaise.

Thank you!

We recognise how incredibly busy you are, and we hope these Guidelines will help provide an efficient, enjoyable and highly beneficial service for all involved.

Insurance, Health and Safety issues

Pets As Therapy carries Public Liability Insurance with an indemnity limit of £10,000,000.

It is a requirement of Pets As Therapy's insurance cover that the Establishment being visited provides information to the Charity, including data such as the type of Establishment and the people who are receiving visits from Pets As Therapy Volunteers.

Please provide Volunteers with details of all relevant Health and Safety procedures and any other regulations that apply.

If you have other specific Health and Safety, or Infection Control Procedures that you wish the Volunteer to adhere to or be aware of, please bring them to their attention and a short induction should be held.

If your Establishment requires further references, special police checks or occupational health interviews, the Volunteer must comply with these requirements if they wish to visit your Establishment, but at no cost to the volunteer.

Nominated member of your staff must accompany the PAT volunteer on their visit, at no time should our volunteer be left alone with patients/residents of your establishment.

Volunteers wear a Pets As Therapy photo ID badge for security at all times during visits and will be happy to wear your additional security or identification badges if required.

ONLY registered PAT Dogs and PAT Cats can be taken on visits under the terms of our insurance. PAT Dogs and PAT Cats should be kept on a lead at all times.

For reasons of safety, security and insurance, Pets As Therapy cannot provide visits to individuals in their own homes.

MRSA

Volunteers often ask us about the relative risk of MRSA to their dogs and cats. Pets As Therapy has an information factsheet which we distribute to our Volunteers. [Factsheet 19 – The care and welfare of PAT Dogs and PAT Cats – MRSA.](#)

However, we would be grateful if you could ensure the following:

- Please inform the Volunteer at the beginning of every visit if there are patients/residents with an active MRSA infection.
- Please provide hand-washing facilities, or alcohol hand gels etc. as appropriate for the Volunteer to use.
- The Charity also provides Infection Control and Risk Management Guidelines. For a copy, please email reception@petsastherapy.org

Keeping in touch

There are lots of different ways that you can support your Volunteer and show them that you value their contribution. Here's how many Establishments support their Volunteers and the Charity.

- Include them in newsletters or articles. PAT Dogs and PAT Cats are very photogenic!
- Nominate your visiting PAT Dog for Pets As Therapy's PAT Dog of the Year.
- Invite the Volunteer and their dog to your Establishment's social events or open days.
- Include them in your basic training days (e.g. on health and safety).
- Send them a birthday card.
- Become a non-visiting supporter.
- By sponsoring a Volunteer.

Paperwork

Please must complete, sign and return all pages of our Visit Confirmation and Acceptance Form (PAT7) to Head Office if you are receiving a Pets As Therapy visit.

This notifies us that you have read and accepted these Guidelines. A copy of the form is at the back of these Guidelines and can also be downloaded from our website, under the 'Contact' section in the 'PAT Team Support Area'.

If a Pets As Therapy Volunteer stops visiting your establishment, please email reception@petsastherapy.org to let us know.



DBS Checks

Pets As Therapy does not have a legal obligation or entitlement to routinely undertake DBS checks on Volunteers. In many visits, a DBS check is not required; however, if it is, the Establishment will always take the responsibility for undertaking these additional security checks.

Child Protection and Safeguarding

Pets As Therapy Volunteers must never work unsupervised with children, vulnerable adults or people within mental health settings. Our [PAT Safeguarding Children Policy](#) and [Safeguarding Adults at Risk Policy](#) are included in these Guidelines.

Pets As Therapy Volunteers must be accompanied by a member of your staff at all times during their visits.

Further information about the work of Pets As Therapy

What about PAT Cats?

Pets As Therapy began registering cats for visits in 1998. Over 100 PAT Cats have been registered since. Although there are more cats per household than dogs in the UK, only a very small proportion make ideal PAT Cats. Very few cats will wear a harness and lead with comfort or travel well. So, the Charity is especially pleased when each new PAT Cat registers. Cats must undertake an assessment test too and the rules of visiting apply to both species.

What else do Pets As Therapy Volunteers do?

Many Volunteers do lots of other things to help the Charity. These are just a few:

- Helping on show stands, locally or nationally.
- Joining Pets As Therapy Parades at major shows (Crufts, local events etc).
- Becoming a Temperament Assessor.
- Becoming a Voluntary Area Co-ordinator.
- Getting involved with their local group for socialising and events.
- Local fundraising activities.
- Recruiting new Pets As Therapy Visitors or Non-Visiting supporters.
- “Buddying” new Volunteers.
- Giving talks or being involved with special projects to raise awareness.

Non-visiting supporters

The Non-Visiting Supporters’ scheme is for individuals, joint supporters, clubs, societies and schools etc. who are not able to commit to visiting with a dog but would like the chance to support the work of Pets As Therapy. We are inviting all our Establishments to become non-visiting supporters to help raise the profile of the Charity and support our ongoing work. The Non-visiting supporters’ scheme does not include the right to visit with a dog.

Training

Pets As Therapy provides training for its Assessors, but no training is required for Pets As Therapy Volunteers. However, many Volunteers have benefited from in-house training provided by the Establishment, if this is appropriate to their role.

Pets As Therapy’s research activities

Scientific research evidence is increasingly demanded by the medical profession to gain acceptance of the therapeutic contribution of the Charity’s Volunteers and their pets. We are involved in supporting research projects to further validate the very real health benefits PAT Dogs and PAT Cats bring into the lives of those people who are ill, isolated or disabled.

In January 2006, the Charity undertook a research project with the Sunderland Royal Hospital to evaluate the benefits of using PAT Dogs to treat childhood phobic anxiety of dogs. Since then, we have supported several student

projects and continue to do so.

Publicity

Publicity is an extremely useful tool that enables us to further promote the good work that Pets As Therapy Volunteers do on a regular basis. Without good publicity we would not be able to grow. The more Volunteers we can recruit the more people can benefit from this invaluable service. The more supporters we can attract the more funding we have for expanding the Charity. We really appreciate your help in promoting Pets As Therapy and hope that you enjoy the opportunity and your moment of fame - you deserve it!

Below is a list of the Guidelines that we need Volunteers to adhere to for the benefit of the Charity. A copy of the Volunteer handbook is available upon request. If you have any questions, please do not hesitate to ask. Many thanks!

Publicity means that any articles or photographs that are published can be used in the public domain and this can include magazines, newspapers, leaflets, social media and television, or publicity on stands/stalls at events. For this reason, we need to be very careful that all articles and photographs submitted for use are screened to ensure that they represent the Charity to the highest standard. Negative publicity can have a devastating effect, so we need to ensure that all images show Volunteers and their pets in the best possible light.

All articles and photographs must be approved by Pets As Therapy Head Office before their use in any form of publicity.

Charity name: Always refer to the Charity as **Pets As Therapy** (please observe the capital 'A' in the word 'As') - never use the word 'PAT' as this is not the registered Charity name. When speaking about the Charity, Volunteers, and staff, the term 'Pets As Therapy' must be used. Pets may be referred to as a **PAT Dog or PAT Cat**.

Volunteer Uniform: If a Volunteer wishes to appear in an image submitted for publicity, they should be wearing an item of current official Pets As Therapy uniform. Photographs cannot be accepted unless the volunteer is wearing this. The logo on the item of clothing must not be obscured.

The Dog's/Cat's Uniform: The PAT pet should be wearing an item of current official Pets As Therapy uniform. The PAT pet must be on a lead, which must be held by the Volunteer at all times, even if the Volunteer is out of shot.

Only one PAT pet per registered Volunteer is allowed in a photograph.

The Photography Consent Form: Always obtain a signed 'photography consent form' for each person included in the photograph. A single form is required for each person including the Volunteer. (see page 22).

Parents must sign on behalf of their child. If a school is signing on behalf of the pupil, then a signed letter must accompany the form on the school's headed paper giving the authority to sign on the student's behalf.

If a client/patient is unable to sign the form, a relative or legal guardian can sign on their behalf. Once you have received completed permissions forms from everyone included in the image/s, you will need to forward these forms along with the photo/s to the Pets As Therapy Head Office. Please ensure that you cross reference the photographs and forms to enable us to identify them. Submitting a permission form/s does not mean that you have clearance to use the image/s. If Pets As Therapy is happy for this image to be used, you will be notified of the Official Clearance. Photographs must accompany the consent forms and include where they are to be used.

The Logo: As the logo is a registered trademark, permission must be obtained before using the logo in any way.

Conduct: The Volunteer must never be photographed showing a dog accepting treats, pawing a person, jumping up, straining at the leash, doing tricks, or laying or sitting on a patient's bed. The Volunteer must never let anyone other than themselves hold the lead (unless two leads are attached and the Volunteer must be holding one of them).

The Volunteer must be shown holding his or her own **REGISTERED PAT Dog or PAT Cat**. The pet must appear relaxed and comfortable. No photograph will be accepted if the dog appears stressed in any way i.e. ears flat to the head, noticeably hot, or looking aggressive by showing teeth etc.



Photography hints

- ✓ Ensure that the **PAT Dog or PAT Cat** is a healthy, happy animal.
- ✓ Always position the PAT Dog or Pat Cat sideways proudly displaying their uniform.
- ✓ Find an area that is light. If you need to use a flash you may find that the glare (red eye) from an animal's eyes is hard to remove.
- ✓ Try to find a background that is not busy. Avoid including too many people or you will have to get consent for their image to be used.
- ✓ Make sure that Pets As Therapy logos are as clear and visible as possible.

Please note:

We may not be able to give clearance due to factors involving the environment in which the photograph is taken. The photograph may show content that is upsetting or distressing for certain reasons. They may also contain embarrassing or compromising situations that would not be considered suitable for publicity.

Pets As Therapy has the discretion to permit or refuse any images submitted for publicity.

Volunteer and Voluntary Area Co-ordinator Details sheet

Please use this sheet in your department to record the contact details of your visiting Pets As Therapy Volunteer and PAT Dog or PAT Cat team.

Volunteer Name

—

Volunteer ID number and expiry date:

Name of PAT Dog or PAT Cat:

Normal visiting day and time:

Volunteer's contact telephone number(s):

—

Name of Local Voluntary Area Co-ordinator:

—

Voluntary Area Co-ordinator's telephone number(s):

—

Volunteer Checklist

Checklist	Tick answer		Further information	Action Taken
	Yes	No		
Has the volunteer received local induction?			<ul style="list-style-type: none"> Ensure that the Volunteer receives local induction on the first day of their placement and ensure it is recorded. 	
Have local policies, procedures and safe systems of work been explained?			<ul style="list-style-type: none"> Explain and provide the person with local policies, procedures and safe systems of work. 	Agreed with wards and clinics in advance
Has the procedure for reporting incidents been explained?			<ul style="list-style-type: none"> Person informed of the incident reporting system and the importance of reporting any incident they are involved in or witness to. 	Volunteer to report incident to member to staff and PAT Head Office immediately
Does the volunteer know who to contact in an emergency?			<ul style="list-style-type: none"> Provide a list of emergency contact numbers including: First Aider, Security, Cardiac Arrest Team, Fire Brigade 	Local link person – or volunteer services staff
Have arrangements been made for supervision of the volunteer?			<ul style="list-style-type: none"> Ensure that the person has a supervisor allocated and record who it is. Visits cannot take place without supervision 	
Is the volunteer aware of their roles and responsibilities			<ul style="list-style-type: none"> Ensure that the person is aware of what their role and responsibilities are and that any restrictions/limitations are clearly identified. Ensure any limitations/restrictions are specified. 	
Does the volunteer have any specific needs to enable them to do the job?			<ul style="list-style-type: none"> Record any specific needs and ensure that they are met 	
Are department/ward risk assessments in place and up-to-date?			<ul style="list-style-type: none"> Ensure that all risk assessments are up-to-date 	



Child Protection and Safeguarding Policy

Pets As Therapy's policy towards child protection and safeguarding is to ensure that no encounter with any child up to the age of 18 inclusive, made by any employee or volunteer of the Charity, or by any animal registered with the Charity for the delivery of the Charity's service, shall result in harm: medical, physical, mental or psychological, to that child.

No departure from this policy or from the following procedures for applying it will be condoned by the Charity's Board of Trustees.

1. The Board reserves the right to liaise with the host establishment and the Disclosure and Barring Service at any time with regards to any volunteer of the Charity or for any applicant who applies to be a volunteer or employee of the Charity.
2. No volunteer is accepted into the Charity unless at least two written references have been obtained certifying that the applicant is of good character. References are obtained from a person independent of the applicant and are checked by the Charity in the event of any doubt either directly with their signatories or, if doubt remains, with the police.
3. Pets As Therapy volunteer visits may only be made to establishments registered with the Charity.
4. Volunteers who make visits to registered establishments must display the correct photographic ID badge issued by the Charity throughout the visit. Any animal accompanying that volunteer must be wearing their corresponding photographic ID badge as issued by the Charity identifying that animal and recording its certification as of sound health and suitable temperament.
5. Throughout any visit to an establishment, the Pets As Therapy volunteer must hold their pet on a secure lead at all times.
6. No volunteer visit may be made on behalf of the Charity to any child in the care of an establishment without the presence of a member of the establishment's staff in attendance at all times.
7. No volunteer visit may be made on behalf of the Charity to any child who is in medical isolation.
8. Any volunteer visit made to any child that is not on behalf of the Charity will not be covered by Pets As Therapy's third party insurance.
9. Any volunteer visit made to any child, with an animal which is not registered with the Charity, will not be covered by Pets As Therapy's third party insurance.

Please contact Head Office immediately (details below) if you have any concerns about any aspect relating to Child Safeguarding.



Safeguarding Vulnerable Adults Policy

Aim

The aim of this policy is to raise awareness of the issues relevant to the prevention of abuse of vulnerable adults and to advise Pets As Therapy Volunteers on what action to take if they witness, suspect or are told of abuse of a person/s that they are visiting on behalf of Pets As Therapy.

Definitions

'A vulnerable adult is any person aged 18 years or over who is or may be in need of community care services by reason of mental, physical, or learning disability, age or illness AND is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.'

Department of Health (2000) No Secrets: Guidance on Developing and Implementing Multi-Agency Policies and Procedures to Protect Vulnerable Adults from Abuse

'Abuse is the harming of another individual, usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional, or it may be directed at exploitation in more vulnerable ways (e.g. misuse of his/hers financial resources).'

Centre for Policy on Ageing (1996)

Types of abuse include:

- Physical e.g. bodily assaults, or medical maltreatment
- Sexual e.g. assault or harassment of a sexual nature
- Psychological/emotional e.g. threats of harm, humiliation, isolation or bullying
- Neglect e.g. ignoring or deliberately withholding medical or basic care needs
- Financial or material e.g. theft and fraud, or exploitation
- Discriminatory e.g. racist or sexist behaviour or language

Signs of abuse

There are many signs that abuse may be occurring and these include:

- Psychological/emotional signs e.g. isolation, poor self-care, withdrawn or agitated
- Neglect e.g. poor physical condition, or clothing, inadequate diet
- Financial/material signs e.g. sudden inability to pay bills, unusual or unexplained withdrawal of money from accounts
- Discriminatory e.g. lack of respect shown towards an individual

Other signs

- Inappropriate use of restraints
- Disclosure by the person themselves
- Sensory deprivation e.g. of glasses or hearing aid
- Restricted access to facilities e.g. toilet or bathing facilities
- You may directly witness something happening

Advice for volunteers on what to do if you suspect that abuse may be occurring, if you witness something, or if someone discloses something to you during a Pets As Therapy visit.

General Guidelines

- All allegations should be treated seriously

- No abuse is acceptable; some are criminal offences
- Every individual has a duty to take action
- Volunteers should not be expected to cope with the situation alone

Appropriate courses of action to take

Volunteers with concerns should discuss them discreetly with their point of contact within the Establishment, or a senior staff member

The priority is to ensure the safety and protection of the vulnerable adult. If the situation presents an immediate danger, take urgent action by calling the relevant emergency services e.g. Police or Ambulance. Remember to have regard for your own safety – leave the situation if it is not safe for you.

Pets As Therapy advises the following:

DO:

- ✓ Stay calm
- ✓ Listen patiently
- ✓ Reassure the person involved that they are doing the right thing by telling you
- ✓ Explain what you intend to do
- ✓ Report your findings to the relevant person
- ✓ Write a factual account of what you have seen or heard immediately

DON'T:

- ⊗ Appear shocked, disgusted or angry
- ⊗ Press the individual for further details
- ⊗ Make comments or judgements other than to express concern
- ⊗ Promise to keep secrets
- ⊗ Confront the alleged abuser
- ⊗ Risk contaminating any evidence

It is not necessary, or advisable, for you to seek any further evidence.

Tell someone in authority

Make it clear that you will need to tell someone (i.e. your point of contact e.g. Manager, Ward Sister etc within the Establishment). However, if the adult states that they do not wish their concerns to be pursued, this should be respected if it is possible to do so. This is only appropriate when consideration has been given to the level of risk to the individual and others and their mental capacity to understand that decision. Their wishes can be overridden in some circumstances, but this is a decision for your point of contact to make, not you.

Please notify Head Office immediately (contact details below) of any safeguarding incident. We're here to help.

For further information, The Volunteering England Website or the Charities Commission website

Please note that Pets As Therapy also has a separate Child Protection and Safeguarding Policy.

Raw Meat Based Diets (RMBDs)

Pets As Therapy has rigorously considered the potential risks posed when feeding Raw Meat Based Diets. Raw meat can contain not only parasites, but also the bacteria causing such serious infectious diseases as E-Coli, Salmonella and Listeria which can be extremely dangerous to humans. These bacteria are NOT killed by freezing the meat.

In the light of recent scientific and medical advice from a number of veterinary consultants we have updated our guidelines with the aim of minimising any health risks associated with PAT pet visits to the young, the elderly and the immuno-compromised recipients of our service.

The Royal College of Nursing, and an increasing number of NHS Trusts and education authorities now state in their Infection Prevention and Control Policies that they will not accept visits from therapy dogs fed on raw meat. In order to ensure that PAT dogs are considered safe to visit schools and hospitals in future, it is our duty of care to comply.

Therefore, PAT pets should NOT be fed raw meat - or unpasteurised milk. This will reduce the potential risk of diseases such as E-coli, Salmonella and Listeria being transmitted to humans from our pets.

Vaccinations for PAT dogs

Pets As Therapy has undertaken a review of its vaccination protocols as part of our ongoing duty of care to minimise any risk to our clients and be pro-active in Infection Control and Disease Prevention. We aim to provide the best and safest possible service to the people in hospitals, care homes, hospices, schools and other establishments we visit every day, many of whom are children, the elderly and the immuno-compromised.

We operate within strict and frequently updated agreements in partnership with NHS Trusts, education authorities and private long-term care establishments. Minimising the risk to patients and residents from zoonotic diseases which can be passed to humans from visiting animals is one of our highest priorities.

Zoonotic diseases in dogs include Leptospirosis, therefore all dogs visiting establishments on behalf of Pets as Therapy **must** receive an initial course of inoculations against Leptospirosis.

Leptospirosis booster vaccinations must be administered annually.

A copy of the dog's current vaccination certificate must be forwarded to PAT's Head Office as part of the annual volunteer renewal process.

We also highly recommend that dogs visiting establishments on behalf of Pets as Therapy **should** receive inoculations against Distemper, Hepatitis and Parvovirus at the frequency recommended on the product data sheets as recommended by your vet.

Homeopathic vaccinations

Pets as Therapy do not accept vaccinations using homeopathic prophylactics for PAT dogs.

Current advice from experts in this field is that the effectiveness of protection provided by homeopathic nosodes is not proven. They consider the risk this represents to public health is unacceptable.



PAT Volunteer Team Visit Agreement (PAT7)

Pets As Therapy brings regular animal companionship to people in hospitals, hospices, nursing homes and prison and fosters reading confidence in children in schools with or through visits from volunteers and their registered, temperament-tested pets.

For insurance purposes, all establishments receiving visits from PAT Volunteer teams must be registered with us. Online registration is easy, it takes a couple of minutes and can be accessed [via this link](#).

PAT Volunteer Team Visits – Summary terms and conditions

Pets As Therapy asks that the establishments agree to ensure that our volunteers and their PAT pets are treated with respect and dignity during their visits. They are bound by our PAT policies and procedures. They should never be asked to contravene these or put their PAT pets or themselves at risk in any way.

- PAT volunteers will bring one registered PAT pet only on each visit. Our volunteers are not insured to visit with an unregistered pet or multiple animals.
- Establishments must make the PAT volunteer aware of all Health and Safety procedures and regulations that they are required to follow.
- In the interest of animal welfare, each PAT Volunteer visit must be no longer than 2 hours.
- The Establishment should nominate a designated member of their staff as a point of contact to direct and support our volunteer.
- PAT Volunteer Teams must be supervised by a member of the establishment's staff at all times during their active visits and never left alone with a recipient.
- PAT Volunteers are instructed to refuse unsupervised situations and remove themselves from any visit situation where supervision is inadequate.
- The PAT Volunteer will keep their PAT dog on a lead at all times to ensure that they have control of their pet in any circumstances.
- The PAT volunteer and their pet must display the correct photographic PAT ID badges as issued by the Charity.
- The Establishment must check that the PAT volunteer's badge is still in date and valid. Volunteers with old badges are no longer covered by PAT insurance.

In the event that there is an incident where a PAT volunteer or their pet is involved, they are required by Pets As Therapy to notify Head Office.

If you require a copy of the Volunteers Handbook or any other information or have any concerns which you would like to discuss, please call Head Office on 01865 671440.

RISK ASSESSMENT

IDENTIFYING THE RISK	RISK RATING	CONTROL MEASURES	OUTCOME
COVID-19 - Contact with others	Medium/ Low	<p>PAT volunteer and establishment must adhere to the latest government COVID-19 guidelines at all times.</p> <p>Establishments must undertake a risk assessment for volunteers signed by whomever is responsible for the implementation of COVID-19 precautions in the establishment and by the volunteer. If the establishment has additional testing or PPE requirements, they must supply to the volunteer.</p> <p>If PAT volunteer returns a positive test, they must cease visiting for 10 days, no visits can be undertaken during this time. The PAT volunteer must inform their establishment if they return a positive test.</p>	Low
Risk of spreading virus or bacterial infection via contact with PAT Pet	Low	<p>The establishment must implement, and the PAT volunteer must comply with all hygiene measures to limit spread as laid out in the current government guidelines.</p> <p>Members of staff, patients, residents and students must observe normal hygiene measures when before handling the PAT pet i.e. wash/sanitise their hands before and after contact with a PAT pet.</p> <p>The PAT volunteer must ensure that there is no 'casual' contact with their pet as they move around the establishment. This will help minimise the risk of transmission of any unwanted pathogens.</p>	Low
Will the volunteer be exposed/come into contact with any specific/unusual hazards/risks	Low	<p>Ensure that the volunteer is informed of these risks and precautions necessary.</p> <p>Ensure that a risk assessment exists for the particular hazard.</p>	Low
Members of staff inexperienced around dogs	Low	<p>The PAT volunteer will control the dog at all times in accordance with the Pets As Therapy volunteer handbook.</p>	Low
<p>Hygiene issues from dogs</p> <p>Allergies to dogs</p>	Low	<p>Only registered Pets As Therapy Dogs to be involved as they are vaccinated, wormed and flea protected in accordance with Pets As Therapy Policy.</p> <p>Recipient to use hand gel after touching dog.</p> <p>Owner to ensure dog has opportunity to relieve itself outside premises.</p>	Low

We hope that you will receive many visits from our very special volunteers and their companion animals and that all your staff and patients/clients will feel the proven benefits of our service.

Pets As Therapy is a charity registered in England & Wales number 1112194 and in Scotland number SC038910.

We are a company limited by guarantee registered in England & Wales, number 5311186, registered office:

Hampden House,
Monument Business Park,
Warpsgrove Lane,
Chalgrove,
Oxfordshire, OX44 7RW.

Pets As Therapy (PAT) is a fully self-supporting charity. We rely solely on the hard work of our visiting volunteers, the generosity of fundraisers and the support of corporate sponsors.

If you would like to make a donation to support Pets As Therapy, there are four easy ways to do so:

- 1) BACS – Electronic Bank Transfer to NatWest,
Account No: 70057605,
Sort Code: 53-61-55
please include your establishment name in the payment reference so we can acknowledge your donation.
- 2) Via our website <https://petsastherapy.org/information/support-us/donate>
- 3) By credit card over the phone, please call 01865 671440.
- 4) By cheque, payable to Pets As Therapy

Many thanks, your donation will help us to continue to support our communities.

PETS AS THERAPY

VISIT CONFIRMATION AND ACCEPTANCE – PAT7

Please complete and sign as confirmation that you have read the PAT Volunteer Team Visits Agreement and Risk Assessment and agree to the conditions as laid out in this document.

ONLY FORMS SIGNED BY THE A MEMBER OF THE ESTABLISHMENT MANAGEMENT TEAM OR ESTABLISHMENT VOLUNTEER COORDINATOR WILL BE ACCEPTED AS A VALID AGREEMENT.

ESTABLISHMENT DETAILS	BLOCK CAPITALS PLEASE
ESTABLISHMENT NAME:	
POSTCODE:	ID NO:
CONTACT NAME:	POSITION:
EMAIL:	TEL NO:
SIGNATURE:	DATE:
VOLUNTEER DETAILS	BLOCK CAPITALS PLEASE
NAME:	
PAT REFERENCE NO:	PET'S NAME:
SIGNATURE:	DATE:

Please return the signed form by email to:
reception@petsastherapy.org

or by post to:

Reception (Ref: PAT7)

Pets As Therapy
 Hampden House
 Monument Business Park
 Warpsgrove Lane
 Chalgrove
 Oxfordshire OX44 7RW



PAT School Visit Agreement (PAT7)

Pets As Therapy brings regular animal companionship to people in hospitals, hospices, nursing homes and prison and fosters reading confidence in children in schools with or through visits from volunteers and their registered, temperament-tested pets.

Launched in 2010, Read2Dogs is a scheme developed to help children gain confidence in reading. Some school children find reading in front of their classmates and teacher daunting and can become nervous and stressed, however when a PAT Dog enters the group, they often become less stressed and self-conscious, relaxing as the dogs are non-judgemental. PAT Dogs provide comfort, encourage positive social behaviours, enhance self-esteem, motivate speech and inspire young people to have fun. It has been proven to help children gain confidence and they enjoy and benefit greatly from the reading experience.

Our PAT teams can only visit schools that are registered with us. If you have not done so, please visit our site and complete the [registration form](#).

PAT Volunteer Team Visits – Summary terms and conditions

Pets As Therapy asks that the establishments agree to ensure that our volunteers and their PAT pets are treated with respect and dignity during their visits. They are bound by our PAT policies and procedures. They should never be asked to contravene these or put their PAT pets or themselves at risk in any way.

Our volunteers are aware that you, as a school accepting our service, may require further references, special police checks, or occupational health interviews and they have declared that they will abide by your policies and procedures if they commit to visiting there.

Please make sure that you give our volunteer your Health and Safety and Fire procedures and any other regulations that you might require them to follow.

- PAT volunteers will bring one registered PAT pet only on each visit. Our volunteers are not insured to visit with an unregistered pet or multiple animals.
- Establishments must make the PAT volunteer aware of all Health and Safety procedures and regulations that they are required to follow.
- In the interest of animal welfare, each PAT Volunteer visit must be no longer than 2 hours.
- The Establishment should nominate a designated member of their staff as a point of contact to direct and support our volunteer.
- PAT Volunteer Teams must be supervised by a member of the establishment's staff at all times during their active visits and never left alone with a recipient.
- PAT Volunteers are instructed to refuse unsupervised situations and remove themselves from any visit situation where supervision is inadequate.
- The PAT Volunteer will keep their PAT dog on a lead at all times to ensure that they have control of their pet in any circumstances.
- The PAT volunteer and their pet must display the correct photographic PAT ID badges as issued by the Charity, these must be worn in addition to any security badges you may require them to wear.
- The Establishment must check that the PAT volunteer's badge is still in date and valid. Volunteers with old badges are no longer covered by PAT insurance.

Read2Dogs Visits

- The students will be selected by their teachers as those who would benefit most from this intervention; normally young people who lack confidence or have difficulty with reading or attention deficit. The teacher chooses and provides appropriate books.
- Teachers are in charge and in attendance constantly during Pets As Therapy visits.
- It is suggested that the sessions for each young person should be no longer than 15 minutes.
- The PAT Dog is taken into a classroom is under the control of the PAT Volunteer, who initially introduce themselves and their PAT Dog – his name, breed, age and what they enjoy, and a little about them being a special visitor. The students are also told how much the dog enjoys hearing stories and spending time with people.
- The PAT Volunteer holds their PAT Dog on a lead at all times, but the pupil(s) should be allowed to sit close so they can interact with the dog.

The PAT Dog can then be used in many ways e.g. the teacher may say “Buster can’t hear you and would really like to hear this story, can you speak up so that Buster can hear?” Or, “Buster doesn’t know that word Peter, can you tell Buster what it means?” The PAT Dog can also be shown pictures and the student explains to the dog what the pictures are.

There is also the option for children to learn how to care for a pet, how to behave around animals for example, in a Therapy & Nurture visit, promoting social skills and confidence both in and outside of school.

We hope that you will receive many visits from our very special volunteers and their companion animals and that all your staff and pupils will feel the proven benefits of our service.

Pets As Therapy is a charity registered in England & Wales number 1112194 and in Scotland number SC038910.

We are a company limited by guarantee registered in England & Wales, number 5311186, registered office:

Hampden House,
Monument Business Park,
Warpsgrove Lane,
Chalgrove,
Oxfordshire, OX44 7RW.

Pets As Therapy is a fully self-supporting charity. We rely solely on the hard work of our visiting volunteers, the generosity of fundraisers and the support of corporate sponsors.

If you would like to make a donation to support Pets As Therapy, there are four easy ways to do so:

- 5) BACS – Electronic Bank Transfer to NatWest,
Account No: 70057605,
Sort Code: 53-61-55
please include your establishment name in the payment reference so we can acknowledge your donation.
- 6) Via our website <https://petsastherapy.org/information/support-us/donate>
- 7) By credit card over the phone, please call 01865 671440.
- 8) By cheque, payable to Pets As Therapy

Many thanks, your donation will help us to continue to support our communities.

RISK ASSESSMENT

IDENTIFYING THE RISK	RISK RATING	CONTROL MEASURES	OUTCOME
COVID-19 - Contact with others	Medium/ Low	PAT volunteer and establishment must adhere to the latest government COVID-19 guidelines at all times. Establishments must undertake a risk assessment for volunteers signed by whomever is responsible for the implementation of COVID-19 precautions in the establishment and by the volunteer. If the establishment has additional testing or PPE requirements, they must supply to the volunteer. If PAT volunteer returns a positive test, they must cease visiting for 10 days, no visits can be undertaken during this time. The PAT volunteer must inform their establishment if they return a positive test.	Low
Risk of spreading virus or bacterial infection via contact with PAT Pet	Low	Members of staff, students and pupils must observe normal hygiene measures when handling the PAT pet i.e. wash/sanitise their hands before and after contact with a PAT pet. The PAT volunteer must ensure that there is no 'casual' contact with their pet as they move around the school. This will help minimise the risk of transmission of any unwanted pathogens.	Low
Hygiene issues from dogs Allergies to dogs Animal bites, scratches and animal parasites	Low	Only registered Pets As Therapy Dogs to be involved as they are vaccinated, wormed and flea protected in accordance with Pets As Therapy Policy. Child to use hand gel/wash hands after touching dog. Handler to ensure dog has opportunity to relieve itself outside school premises. PAT volunteer to have access via alternative door and to avoid walking through the school. All pupils having contact with a dog to have written parental consent	Low
Pupils being left unaccompanied during the session.	Low	Parents/Guardians of all pupils participating in must have given consent and the school undertakes that a member of staff will always be present leading the session.	Low
Pupils may have behavioural problems	Medium	Clear expectations for behaviour explained to pupils in advance of visit. The PAT volunteer must have control of the dog at all times and dog is to be kept on lead which must be held by the volunteer. If the PAT volunteer or school is concerned about the behaviour of pupils towards the PAT dog, they may end the visit at any time, both parties should discuss how to improve for future visits.	Low
Members of staff inexperienced around dogs	Low	Pets As Therapy Volunteer will control the dog at all times in accordance with the Pets As Therapy volunteer handbook.	Low
Fear of dog harming child	Low	Staff present to supervise children at all times. Child instructed and supervised how to approach dog by the Pets As Therapy volunteer.	Low

Child Protection and Safeguarding Policy

Pets As Therapy acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and Charity Commission requirements.

This policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children have a positive and enjoyable experience in a safe and child centred environment and are protected from abuse whilst participating in an activity with a Pets As Therapy Volunteer.

Pets As Therapy acknowledges that some children, including disabled children, young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding children policy Pets As Therapy will:

- Promote and prioritise the safety and wellbeing of children and young people.
- Ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people. This forms part of the memorandum with establishments.
- Ensure appropriate action is taken in the event of reported incidents/concerns of abuse when reported and support provided to the individual/s that raise or disclose the concern.
- Ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- Ensure robust safeguarding reporting mechanisms to the local safeguarding children leads are in operation and concerns are reported without delay.
- The Board reserves the right to liaise with the host establishment and the Disclosure and Barring Service at any time with regards to any Volunteer of the Charity or for any applicant who applies to be a Volunteer or Employee of the Charity.
- No Volunteer is accepted into the Charity unless at least two written references have been obtained certifying that the applicant is of good character. References are obtained from a person independent of the applicant and are checked by the Charity in the event of any doubt either directly with their signatories or, if doubt remains, with the police.
- No PAT Volunteer visit may be made on behalf of the Charity to any child in the care of an establishment **without the presence of a member of the Establishment's staff in attendance at all times.**
- Only PAT Volunteer visits with animals registered with the Charity and made on behalf of Pets As Therapy are covered by Pets As Therapy's third-party insurance.

Please contact Head Office immediately on 01865 671440 if you have any concerns about any aspect relating to our children safeguarding policy.

PETS AS THERAPY**SCHOOL VISIT CONFIRMATION AND ACCEPTANCE - PAT7**

Please complete and sign as confirmation that you have read the School Visit Agreement and Risk Assessment and agree to the conditions as laid out in that document.

ONLY FORMS SIGNED BY THE HEAD OR DEPUTY HEADTEACHER OR SENCO WILL BE ACCEPTED AS A VALID AGREEMENT.

SCHOOL DETAILS	BLOCK CAPITALS PLEASE
SCHOOL NAME:	
POSTCODE:	ID NO:
CONTACT NAME:	POSITION:
EMAIL:	TEL NO:
SIGNATURE:	DATE:
Please indicate if you require Read2Dogs and/or Therapy & Nurture visits.	
Read2Dogs <input type="checkbox"/>	Therapy & Nurture <input type="checkbox"/>
VOLUNTEER DETAILS	BLOCK CAPITALS PLEASE
NAME:	
PAT REFERENCE NO:	PET'S NAME:
SIGNATURE:	DATE:

Please take a copy of the completed form for your records, then email or post:

Ann Taylor (Ref: PAT7)
 Pets As Therapy
 Hampden House,
 Monument Business Park
 Warpsgrove Lane
 Chalgrove
 Oxfordshire OX44 7RW

Tel: 01865 671440
 Email: ataylor@petsastherapy.org



our pets and people enriching lives,
one visit at a time

Photography Consent Form

By completing the form below, you indicate by your signature that you have given consent for THE PHOTOGRAPH taken during a Pets As Therapy visit / promotional event / publicity / any photograph involving a Pets As Therapy Dog/Cat representing the charity; to possibly be used to promote the beneficial work of the charity. The photograph may be used in several ways; i.e. in articles both local & national / newsletters / leaflets & promotional literature / website / DVD's etc. This is by no means an extensive list. A Separate form is required for each individual in the photograph*.

Please complete in BLOCK CAPITALS	
Name of person in the photo	
Name of PAT Dog/cat & ID from the tag in their collar	
<i>If you are under 18 years old or require the signature of a legal guardian, the below TWO sections must be completed</i>	
Name of person signing & given consent	
Relationship to person in the photo	
Contact phone number & email address	
Signature	Date



our pets and people enriching lives,
one visit at a time

Incidents whilst representing Pets As Therapy

In the unlikely event that you and your **PAT Dog or PAT Cat** are involved in even a minor incident Pets As Therapy require that a report should be completed and returned to the *Registration Office* as soon as possible. Please describe the incident as fully as you can and include the time, date, and who else was present and any action taken by the establishment. This is for our records and without prejudice. Please describe the incident on reverse of the form. Please sign and date form.

INCIDENT REPORT - whilst representing Pets As Therapy

Volunteers Details		
Title:	First name:	Surname:
I.D. Number.		Address:
Address:		
Town:		County:
Postcode:		Name of :
Email address		Phone Number:

Establishment Details	Block Capitals please
Establishment Name:	Title:
First Name:	Surname:
Address:	
Town:	County:
Postcode:	Position of Authority:
Establishment Phone Number:	Date of Incident:

Please give full details of the incident:

Volunteer's Signature:	Date:
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