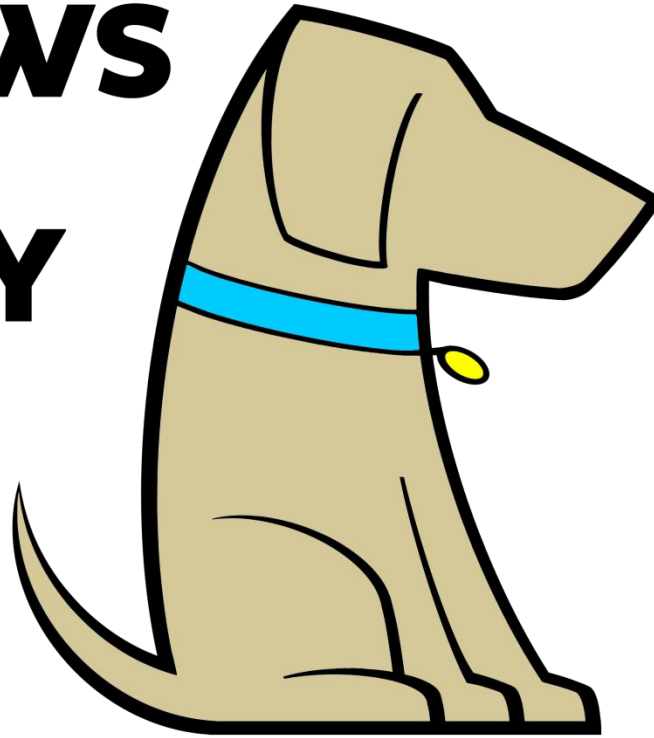


**PAWS
OF
CNY**



**Pet Assisted Wellness Services
of Central New York**



Welcome to PAWS of CNY! Thank you for your commitment to helping those in our community. Your dedication helps us to bring comfort and smiles to thousands of people every month.

To ensure that you have all of the tools and information you need for enjoyable and safe pet therapy visits, please review the contents of this orientation manual thoroughly. There are some mini-quizzes along the way to help you gauge your progress.

At the end of this orientation you will be asked to read and sign a member agreement form and take a brief pass-fail quiz. Your initial \$100 membership fee will be followed by a \$100 recertification fee every two years when you and your pet are re-evaluated.

Once we receive your member agreement and successful quiz results, we will work with you to place you and your pet at a facility where you will complete a three-month facility evaluation.





Who We Are and What We Do

PAWS of CNY, Inc. is a 501(c)(3) non-profit organization located in Central New York that is dedicated to enriching the lives of people and animals through mutually beneficial interaction. Over 100 volunteers across Onondaga, Oswego, Cortland, Madison, and Cayuga Counties bring their pets to visit residents at more than 60 health-related facilities in Central New York, bringing smiles to more than 800 people every month.

We visit at local hospitals, nursing homes, schools, libraries, Syracuse Hancock International Airport, universities and colleges, and corporate wellness events.



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*If you have any questions at any point, contact the Board of Directors
via email at info@pawsofcny.org or voicemail at 315.457.7622.*



What is a therapy dog?

A PAWS of CNY pet therapy certification is **not a service dog certification**. The following slides illustrate the limitations of a pet therapy certification.





SERVICE DOGS

Any dog trained to perform tasks for an individual with a disability.



EMOTIONAL SUPPORT DOGS

Medically prescribed animals providing therapeutic benefit through dedicated companionship.



THERAPY DOGS

Animal-assisted therapy involving animals as a form of treatment.



Understanding Your Pet's Therapy Certification



Your Pet's Therapy Certification

- A pet therapy certification from PAWS of CNY **only permits** members to use their pet therapy credentials **within our organized visits**.
- If you bring your certified pet to any hospital, health care facility, nursing home, assisted living facility, school, library, or place of employment, and the visit is **not** organized and sanctioned by PAWS of CNY, your pet is **not** permitted to wear his/her pet therapy vest/bandana.

Your Pet's Therapy Certification

- A PAWS of CNY Therapy Pet Certification lasts for two years. Handlers and pets will be reassessed every two years for continued membership, at which point a \$100 recertification fee will be due.
- PAWS of CNY reserves the right to require a re-evaluation of a team if an incident is reported at any time during the two-year period.



Your Pet's Therapy Certification

- We understand that our members interact with their pets at locations and events in the community outside of our organization's programs. The liability insurance carried by PAWS of CNY, Inc. will **only** protect members on approved visits at contracted facilities during events scheduled by PAWS of CNY.
- The PAWS of CNY pet therapy certificate cannot be used to gain admittance for your pet to a health care or educational institution or to gain permission by your employer to bring your pet to work with you. You cannot use the certificate as proof of behavioral and temperament credentialing, or to otherwise leverage your certification for any other personal use.
- If you have any questions regarding these requirements, or would like to discuss a specific need to visit with your pet in a clinical, educational, or occupational setting, please contact the PAWS of CNY Board of Directors.



Quick Review

1. How long is a PAWS of CNY certification?
2. Can your pet wear his/her bandana or vest if you take him/her to your place of employment without PAWS approval?



Member Policies and Procedures

- The Policies and Procedures adopted by PAWS of CNY, Inc. may be amended at any time by a vote of the board of directors. Members will be notified via email of any policy changes.
- Members of PAWS of CNY, Inc. must adhere to all policies and procedures in order to maintain an active pet therapy certification and shall indicate willingness to do so by signing the Member Agreement.



Therapy Pet Wellness Requirements

- Therapy Pets must be at least one year of age to participate in PAWS of CNY programs
- Therapy Pets must have resided with their current owner for a minimum of six months prior to completing the PAWS of CNY pet therapy process.
- A current copy of each pet's rabies certificate must be on file with PAWS of CNY at all times. If an up-to-date copy is not received by the expiration date, the pet will not be allowed to visit at any facility or event until a current rabies certificate has been produced.

Wellness Requirements

- On an annual basis, members must provide a copy of the PAWS of CNY health screening form*, completed by the pet's veterinarian, which includes proof of negative fecal test. If an up-to-date copy is not received by the expiration date, the pet will not be allowed to visit at any facility or event until a current form has been produced.
- Pets that receive any vaccinations, including bordetella ("kennel cough") may not volunteer in any setting, especially with immunocompromised residents/patients, for a minimum of 48 hours.

* The health screening form is available on the PAWS website at pawsofcny.org/report-forms.



Wellness Requirements

- If your pet's health changes in any way that would limit or impede its ability to volunteer, notify the Board of Directors as soon as possible.
- Pets actively receiving chemotherapy for the treatment of cancer are not permitted to attend any pet therapy visits or events. This eliminates the risk of exposure to toxins to patients/residents in an immunocompromised state of health. Pets may resume visits after documentation from a veterinarian has been provided to verify that the pet's chemotherapy regimen has been completed and that the pet is again healthy enough to volunteer.
- Year-round flea and tick prevention is highly recommended but proof of prevention is not required.





Member Requirements

Experience has shown us that there are some common-sense actions that members can follow to help ensure that your visits are successful and that when you and your pet leave the visit, many smiles are left behind. Here are some of our suggestions to make a visit a success.

Member Requirements

- Refrain from using heavily scented lotions or perfumes before a visit as some of the people we visit may be allergic or highly sensitive to them.
- To minimize the risk of spreading germs to the immunocompromised, do not visit if you are sick, have any open sores, rashes, infections, discharge, flu/cold-like symptoms, or any other communicable condition.



Member Requirements

- Members should present a clean, pleasant and courteous appearance. Please refrain from wearing inappropriate clothing such as pants with rips or holes, sweatpants, or yoga pants to visits and events. While we do not require business casual attire while volunteering, remember that you are representing our organization in the community.
- Members are encouraged to wear closed-toe shoes to minimize the risk of having feet or toes injured by wheel chairs or other equipment, and to ensure the greatest ability to maintain proper control of your pet during the visit.

Member Requirements

- There can be no more than two certified members per pet per visit.
- You may only handle a pet during a visit with whom you have been certified.
- In cases where multiple family members would like to visit with multiple pets, each family member must be certified with each pet they intend to handle.
- For the safety of everyone participating in the event, certified members may only handle one certified pet per visit to ensure that total attention and focus is given to the pet.



Member Requirements

Any non-certified individual attending a PAWS of CNY visit with a certified handler must sign a non-volunteer waiver agreement, which can be found on our website. *

To prevent pet burnout and stress, the following visit limitations are **highly recommended**, at the discretion of the certified member handler:

- Visit with your pet no more than two hours in any one day.
- Visit with your pet no more than two times in any one week.

* http://pawsofcny.org/wp-content/uploads/2016/11/Non-PAWS_Volunteer_Waiver_Form_112013.pdf



Member Requirements

- Visit during scheduled hours only unless express permission from PAWS of CNY, and the facility is given.
- If you are unable to attend your regularly scheduled visit, please contact your assigned group leader as soon as possible to notify him/her that you will be unable to attend. If you are the only volunteer assigned to your facility and are unable to attend your regularly scheduled visit, please contact the Activity Director at the facility as soon as possible to notify him/her that you will be unable to attend.



Member Requirements

If you find yourself unwilling or unable to make the majority of your scheduled visits, then you may need to reassess your situation. You may possibly find a better fit at a different facility, you may need to reduce your number of scheduled visits, or may need to withdraw from the program.

You can contact a board member at any time to discuss your concerns and we will always do our best to meet your needs while continuing to serve in the best interest of our program.



Member Requirements

The visiting status of a member and his/her therapy pet will be changed to inactive if there is a period of six months or more between visits or in between the initial evaluation and the pet's first visit. Inactive members/pets are not permitted to attend pet therapy visits. To regain an active status, the member must be re-certified. This process includes the following steps.

- Pass the PAWS of CNY evaluation test; and
- Potentially pay a re-certification fee; and
- Successfully complete a three-month facility evaluation (if visiting at a new facility); or
- Successfully complete a two-month facility evaluation (if visiting at a previously attended facility)



Quick Review

True or False? Pets actively receiving chemotherapy for the treatment of cancer are permitted to attend pet therapy visits or events.

True or False? You can only handle a pet during a visit with whom you have been certified.

True or False? PAWS recommends that you attend visits with your pet no more than two times in any one week.

The Pet Visit and Facility Evaluation Process

After completing this orientation process, you will begin the final step of the PAWS of CNY Pet Certification process—the facility evaluation.

Facility Evaluations

During facility evaluations you will complete three visits at your assigned facility (one per month for 3 consecutive months):

Visit one: You will visit without your pet so you can shadow the Group Leader and learn what to expect when you bring your pet to future visits. Your familiarity with the facility and procedures will help your pet be more at ease and prepare you for the best possible success during the remaining two visits.

Visits two and three: You will bring your pet. The Group Leader will evaluate you as a team in the “real life” setting.

Your group leader is a volunteer who is responsible for the overall success of the pet therapy visit, and serves as the liaison between PAWS of CNY, you, and the associated facility.



The Pet Visit

- Allow your pet to go to the bathroom before you visit. Bring plastic bags to clean up feces that occur outside of the premises and dispose of the bag appropriately. Leave no feces on premises. In case of accidental urination or defecation inside a facility, notify staff immediately. Clean up any elimination inside the facility immediately upon occurrence.
- Plan on arriving to your visit with your pet a few minutes early to meet all group members and begin the visit together.



The Pet Visit

- Please note, pets are not to interact in any way at any time during the visit. Keeping strict boundaries and space from one another will keep your pet focused on interacting with the residents/patients and ensure a calm, safe visit for all involved. Barking inside a facility can frighten people and leave a bad impression for the rest of the visit and for the program in general.
- It is recommended that handlers be vigilant about avoiding one other while at visits in order to maintain a comfortable distance between themselves and other teams when in the facility.



The Pet Visit

- The purpose of a pet therapy visit is not socialization between the teams; rather it is to focus on interaction between the teams and the residents/patients. If your pet is not getting along with another animal at the visit, take your pet immediately to another area to avoid conflict or dismiss yourselves from the facility for the remainder of the visit.



The Pet Visit

- All therapy pets must be clean, well-groomed, free of mats, debris, and foul odor. Patients going through certain medical treatments may have a heightened sense of smell, and may be particularly sensitive.
- If your pet needs bathing, it should be done at least two days prior to a visit. Bathing will help to loosen dead hair, which will proceed to fall out over the next couple days.
- Nails must be kept short and blunt. Fresh cut nails are very sharp and can rip fragile skin very easily.



The Pet Visit

- There must be no discharge from eyes, ears or genitalia of your pet. Abnormal discharge could mean an illness and your pet should not visit. There must be no open cuts, sores, or rashes.
- If your pet's behavior is altered for any reason on the day of the visit, it may not be a good idea to go as the visit could add stress and cause your pet to react unpredictably.



The Pet Visit

- If you have a very active pet, we encourage you to exercise him/her prior to visits to reduce nervous or excess energy. If you have a low energy, very relaxed pet, you may want to avoid a walk immediately prior to your visit as your pet could become too tired to enjoy the visit.
- All therapy pets must wear PAWS of CNY identification in the forms of a yellow bandana that will be provided upon the completion of the PAWS of CNY Therapy Pet Certification, or a standardized vest that you may purchase through PAWS of CNY.



The Pet Visit

- All therapy pets must be on a collar or harness and leash. Leashes must be nylon or leather and non-retractable. Leashes may not be longer than 6 feet. Retractable and chain leashes are **not** permitted. Metal collars (e.g., metal choke or prong collars) are **not** permitted.
- Handlers must **never** give the leash over to anyone at the visit, including residents, students, or facility staff members. If you need to leave the visit, **always take your pet with you.**



The Pet Visit

- Handle your pet with care. Yelling and physical corrections are not permitted. Excuse yourself if your pet becomes agitated for any reason. You may decide to leave for just a few minutes or for the remainder of the session.
- When the facility requires room-to-room visits, it is recommended, at the discretion of the Group Leader, that no more than one pet should be in a clients/patient's room at the same time.



The Pet Visit



- Handlers must be completely attentive to their therapy pet for the duration of the visit and the handler must have full control of his/her pet at all times.
- Volunteers should not talk or text on a cellular or mobile phone or any other communication device while volunteering or otherwise allow themselves to be distracted from their pet during the visit.

The Pet Visit

- Members should not participate in a pet therapy visit while on duty at their place of employment. This is to ensure proper focus on the pet therapy visit for the safety of all involved
- Treats are to be used at the discretion of the handler and the Group Leader. Some pets are so food driven that anothers' treats can cause unnecessary distraction. Please be respectful of the other pets. Your Group Leader will tell you if treats are permitted during your visits.



The Pet Visit

- For dogs, the "Leave It" command should be consistently obeyed with verbal cue from you. This is not just an obedience requirement but more importantly, **it is a safety issue**, as your dog can grab an inappropriate item from the floor in a matter of seconds, including medications that could be toxic.
- Certified therapy pets should not demonstrate excessive barking, whining or mouthing. Pets demonstrating this act of agitation will be asked to go home by their group leader or should dismiss themselves. The incident will be reported to the Board of Directors by the Group Leader and you may be required to be re-evaluated in order to continue your regular visitation schedule.



The Pet Visit



- Dogs are not permitted to jump up on a patient, resident, or staff member at any time. If a dog jumps during a visit, the incident will be required to be re-evaluated in order to continue your regular visitation schedule.
- If a dog bites any person, at any time while on a visit, their certification will be revoked and they will be permanently dismissed from the PAWS of CNY pet therapy program.

The Pet Visit

- Direct any comments or concerns you have about the program or participants to the designated Group Leader at your facility or to a member of the Board of Directors.
- If you are approached by someone requesting information about PAWS of CNY for written publication, television, or radio, please advise them to contact PAWS of CNY directly at info@PAWSofCNY.org or our telephone number (315)457-7622.



Quick Review

1. Briefly describe each of your three facility visits.
2. True or False? You are allowed to let your pet off leash during the visit.
3. True or False? You should never turn your pet over to someone else during a visit.
4. True or False? It's okay for your dog to jump up on patients, residents or staff members to show how happy they are about visiting.
5. To whom should you direct any of your own questions or concerns?



Interaction Requirements and Best Practices

The following best practices are primarily intended for nursing home visits, as that's where your first interactions will take place, but can be used as guidelines for other types of therapy visits.

Interaction Requirements and Best Practices

- Be prepared to see a variety of physical appearances and levels of function among patients/residents and treat everyone you meet with respect.
- Be aware of the patient/resident's body language as it will give you an idea of their comfort level when you are approaching with your pet. If they seem a little reserved or quiet, they may be intimidated or fearful of your pet. Do not be offended. Chat with them and when they seem to look a little more at ease, introduce your animal and then ask them if they would like to pet your animal. They may be happy just looking at your pet.



Interaction Requirements and Best Practices

- Do not assume that every person is there to have direct contact with your pet. They may be more interested in chatting with you or just watching the pet interactions.
- Always ask permission from a resident before entering his/her room, if a facility staff member does not accompany you.
- Be aware of caution tape and signage that may be outside of individual resident rooms, warning of infection precaution status. Do not visit in these rooms. Ask the activity director at the facility if you have any questions or concerns.



Interaction Requirements and Best Practices

- Members visiting with small dogs or cats must bring a towel to place on the patient's lap or bed before placing the animal in such place (with the patient's permission).
- When entering a facility or a room, the therapy pet must be at the handler's side (or in the handler's arms, if a small pet). Pets should never lead a handler into a building or room.
- To minimize the chance of a fall, encourage resident/patient to sit down to interact with your pet, rather than lean over toward the ground, especially to pet a small dog or cat.



Interaction Requirements and Best Practices

Suggested topics of conversation with residents/patients include:

- Your Pet
- Other pets you may have at home
- Pets the person may have had in the past
- Holidays, seasonal events
- The weather
- Hobbies
- Other activities going on at the facility

Avoid the following topics of conversation:

- How the resident/patient feels about the facility
- The resident's/ patient's medical or cognitive conditions



Interaction Requirements and Best Practices

During a visit, you should always be aware of:

- Where your pet is in relation to other pets in the room
- Where your pet's paws and/or tail is in relation to wheelchairs, doors, catheters, feeding tubes, oxygen tubes, IVs, and other equipment.
- The presence of medical equipment such as wheelchairs, walkers, canes, and crutches.



Interaction Requirements and Best Practices

When visiting with patient/resident with Alzheimer's or Dementia:

- Introduce yourself and your pet.
- Speak softly, slowly, and in simple sentences.
- If patient/resident becomes confused, **do not argue with them** over facts they may have incorrect
- Do not be offended by things they may say or do.
- If the person seems to be getting restless, try to comfort or soothe them as best as you can, then excuse yourself and move on.



Interaction Requirements and Best Practices

- Always be **very aware** of where your pet is and how the animal is responding to the patient/resident. If your pet seems fearful or timid, or not themselves for any reason, remove them from the situation immediately, and try again later if you feel comfortable doing so. **Never** force your animal to visit if they are visibly uncomfortable, for the safety of the person receiving the visit as well as the emotional wellbeing of your pet.
- Speak to a staff member at the facility or your Group Leader if you have any questions or concerns.



Quick Quiz

True or False? Sometimes a patient or resident may be happy just looking at your pet.

True or False? Topics of conversation to avoid are:

- How the resident/patient feels about the facility
- The resident's/ patient's medical or cognitive conditions

Understanding Signs of Stress in Your Pet



Signs of Stress

The experience of a pet visit should be a win-win for everyone involved. If your therapy pet is not willing to engage with patients/residents or shows any signs of stress, the animal should not be forced to visit at that particular time. If the pet consistently displays this behavior, you must seriously consider if visiting is in your pet's best interest.

We trust that each handler knows their pet and recognizes when their pet is experiencing stress or discomfort. The following provides a general outline of pet behaviors that may indicate your pet is experiencing stress that, if not addressed, could escalate into a reactive incident.

Signs of Stress

- Avoiding the task at hand
- Avoiding physical contact such as petting
- Dilated pupils
- Licking Lips
- Refusing to enter a room/facility
- Ears laid back on head/tail tucked
- Hackles all the way up the back
- Hiding behind handler
- Pulling the handler in the opposite direction



More Signs of Stress

- Panting and salivating
- Shaking as if cold
- Sneezing
- Sweating through the pads of the feet
- Tight face
- Unwillingness or inability to follow commands
- Vocalization
- Yawning



DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"
look away/head turn



STRESSED
yawn



STRESSED
nose lick



"PEACE!"
sniff ground



"RESPECT!"
turn & walk away



"NEED SPACE"
whale eye



STALKING



STRESSED
scratching



STRESS RELEASE
shake off



RELAXED
soft ears, blinky eyes



"RESPECT!"
offer his back



FRIENDLY & POLITE
curved body



FRIENDLY



"PRETTY PLEASE"
round puppy face



"I'M YOUR LOVEBUG"
belly-rub pose



"HELLO I LOVE YOU!"
greeting stretch



"I'M FRIENDLY!"
play bow



"READY!"
prey bow



"YOU WILL FEED ME"



CURIOUS
head tilt



HAPPY
(or hot)



OVERJOYED
wiggly



"MMMM...."



"I LOVE YOU,
DON'T STOP"

Important Forms



Important Forms

The next few frames are examples of three of our important forms:

Incident Report Form Incident reports must be filed when there is any injury to an employee, resident, animal or attendee during a sanctioned PAWS of CNY, Inc. event or visit. pawsofcny.org/incident-report-form/

Complaint Form Any member of PAWS of CNY may file a complaint with the Board of Directors concerning alleged misconduct, improper or unsafe handler and/or dog behavior, violation of PAWS of CNY guidelines, policies, etc. pawsofcny.org/complaint-form/

Facility Evaluation Form The criteria that will be used by your Group Leader at the end of your three-month facility evaluation is outlined on this form. pawsofcny.org/wp-content/uploads/2013/03/PAWS_Facility_Evaluation_Form_05_2015.pdf



Incident Report

Incident reports must be filed when there is any injury to an employee, resident, animal or attendee during a sanctioned PAWS of CNY, Inc. event or visit.

Procedures if an incident occurs:

1. Remove the animal from the situation promptly.
2. Immediately contact the facility's supervisor on duty.
3. Document the incident on all required forms for the facility.
4. As soon as possible, contact a PAWS of CNY Board Member and report the incident.
5. Fill out this PAWS of CNY incident report form and return via mail, email, or fax.

Please provide the following information:

Name: _____

Date of Incident: _____

Address: City: _____

State: _____

Zip: _____

Phone: _____

Email: _____

Animals involved in incident: _____

Please provide complete and detailed information of incident. Include facility, dates, evaluator or Group Leader, volunteer information and any contact information): _____

Describe what action was taken at the facility (if any)?

Signature: _____ Date: _____



Complaint Form

Any member of PAWS of CNY may file a complaint with the Board of Directors concerning alleged misconduct, improper or unsafe handler and/or dog behavior, violation of PAWS of CNY guidelines, policies, etc.

Once the Board of Directors has received your formal complaint all of the information will be reviewed and you will receive a written response within 60 days.

Please be aware that PAWS of CNY will not pursue complaints of a personal nature.

Please provide the following information:

Name:

Date:

Address:

City:

State:

Zip:

Phone:

Email:

Please provide detailed information of the complaint.

Have you tried to resolve this situation yourself? If so, how?

What would you suggest as a resolution to this problem?

Please use a blank sheet of paper for additional information/comments



Facility Evaluation Form

Please familiarize yourself with the following criteria which are the criteria that will be used by your Group Leader at the end of your three-month facility evaluation, to verify whether or not you and your pet meet the final requirements for therapy pet certification by PAWS of CNY. Remember, the facility evaluation is **pass or fail**.

During each visit, the pet must not, at any time, display any overt displays of inappropriate behavior. Inappropriate behavior in dogs and cats includes, but is not limited to: growling, hissing, raising of lips in a snarl, biting, clawing, attempts to pull handler away, continuously backing up, excessive urination, excessive whining/crying, and/or two or more of the following: raised fur, flattened ears, stiff-legged posture. **Such displays will be grounds for immediate dismissal.**

1. PROLONGED INTERACTION The pet must be able to quietly tolerate and give attention to 15 minutes of one-on-one interaction with various facility residents. It is not acceptable for the pet to continuously attempt to pull away from the handler and/or resident during this period. During a normal visit the pet should be able to visit for at least 15 minutes at a time with a short break in between if necessary.

2. FRIENDLY APPROACH The pet must approach people it does not know in a friendly manner, which includes an overall lack of fear and apprehension.

3. COMFORT ON VARIOUS SURFACES The pet is able to tolerate various surfaces. If the pet will be walking through the facility, it must be able to walk on tiled, linoleum, wood or carpeted flooring without signs of stress or attempts to get off the surface. Small animals, including small dogs or other animals, who will be held during their visit must be able to tolerate being on surfaces such as a person's lap, bed, table and chair unless the handler is able to securely hold the animal for the entire visit in a position that enables residents to pet it. If the pet is unable to tolerate various surfaces, it may be approved for outdoor visits only.



Facility Evaluation Form, Continued

4. **MULTIPLE INDIVIDUALS** The pet must not display any signs of aggression or fear when approached by or presented to multiple people.

5. **APPARATUS** The pet must not display any signs of aggression or irresolvable fear when approached by or brought beside or in front of a person using a wheelchair, walker, crutches cane and/or other medical articles.

6. **HANDLER CONTROL** The handler must show ability to control his/her pet by maintaining possession of the pet at all times and displaying constant awareness of where his/her pet is.

7. **PLACEMENT OF ANIMAL** The handler must show ability to position the pet appropriately and without force so that the pet can be reached for petting or interaction with humans in various positions, such as sitting in a wheelchair or at a table, lying in a bed, or standing.

8. **LEAVE IT (for canines only)** When presented with a desired item such as a toy or food, the dog must be able to "leave it" on command. If there is no such item already on the floor at the facility at any of the visits, the handler will demonstrate the dog's ability to perform this action by placing a toy or food that he/she has brought and then issuing the command.

THE OVERALL DETERMINATION FOR THIS PET IS (circle one): PASS FAIL



Next Steps

You've come a long way and just a few steps are left!

1. Take the REAL orientation quiz, and score 100% correct, at this URL [>> Start the Quiz](#)
2. Read the member agreement on the next 3 pages.
3. Sign and return the 3rd page of the agreement to us (email, snail mail, fax)
4. Include with your member agreement a check for \$100 made payable to PAWS of CNY, Inc.

When we receive the results of your quiz, the signed member agreement and your check, one of our board members will contact you to set up your facility visits.

email to: info@pawsofcny.org

snail mail to : PAWS of CNY, PO Box 6936, Syracuse, NY 13217

fax: 315.883.1365



Member Agreement

I have read and understand all of the PAWS of CNY, Inc. protocols and policies. I agree to comply with all of the protocols and policies as they are now written or may be amended in the future. I am aware that PAWS of CNY reserves the right to terminate my member status if I violate the organization's policies. Further, I understand that if my member status is terminated for any reason, I agree not to use or wear PAWS of CNY identification for the purpose of animal assisted activities/therapy, or for any other services similar to that which PAWS of CNY provides. If terminated, I will not hold myself or my pet out as a member for PAWS of CNY for any purpose.

Confidentiality

PAWS of CNY strives to provide the community with the best quality of pet therapy possible while displaying a high level of professionalism and courtesy. Unlawful use or disclosure of information may expose PAWS of CNY to civil and criminal liability meanwhile contradicting the corporation's fundamental beliefs. If a member commits a breach of confidentiality as described herein, his/her membership with PAWS of CNY may be immediately terminated.

Confidentiality is the protection of all information in regards to any person(s) we provide services to. Protected information includes, but is not limited to, information about person(s) we serve, such as name, address, medical condition, financial information, family matters or any other information acquired by a member whether inadvertently or with intent. The protection of the information described herein is to be upheld when a member leaves the visit or therapy session. This means a member cannot discuss the information described above with family members, friends, etc. **Every community member we serve is entitled to rights of privacy.**



Confidentiality, con't

Use of cameras, digital or video recording of any kind is not permitted unless a signed release/consent form is obtained from person(s) receiving our services or the persons' legal guardian. Permission must also be obtained from the facility. Photos or video footage of PAWS of CNY pet visits or any other PAWS of CNY event may not be displayed on the internet or any other public forum without first receiving consent from the PAWS of CNY Board of Directors along with the signed release/consent form from each person(s) in the photo or video.

Waiver & Assumption of Risk

I am aware that there are inherent risks and hazards involved in therapy pet activities, and I am voluntarily participating in these activities with knowledge of potential dangers. I am aware that any pet, regardless of training, handling, or environmental circumstance, is capable of biting and I expressly acknowledge the risks therein.

In order to participate in pet therapy, animal-assisted therapy, or other activities, I, being fully informed of such risks and hazards, agree to assume all risks of such occurrences. I hereby waive any and all claims or actions that I or my guardians or representatives may have, from any and all personal injury to myself, my pet, children in my charge, or harm to property or person caused directly or indirectly, through action or inaction of self or others, by acts that might occur in therapy pet activities. I agree to indemnify PAWS of CNY and its members, board, and affiliates from any and all claims by myself, member of family, or any agent while within therapy pet visits, within my home property, or in the general public as a result of any action or inaction, of either my pet or any another.



Waiver & Assumption of Risk, con't

I also agree to assume sole responsibility for injury or damage caused by myself, children in my charge, or by the pet I own or handle and further agree to indemnify, defend and hold the organization harmless from any damage, loss, liability or expense, including legal cost and attorney's fees, which result from damage caused by myself, children in my charge, or by the pet I own or handle.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AS WELL AS A CONTRACT BETWEEN MYSELF AND PAWS OF CNY, INC. AND/OR ITS MEMBERS AND I HAVE SIGNED IT OF MY OWN FREE WILL.

Member's Signature & Printed Name _____

Date_____

Signature of Parent/Guardian (if member is under 18) _____

Date_____



THANK YOU

Thank you for joining PAWS of CNY. We hope your experiences with your pet bring you many hours of enjoyment. We know you and your pet will bring many smiles to the faces of those you visit.

If you have ideas, suggestions, or concerns, please contact either your group leader or a member of the Board of Directors. We are all here to help each other.

