



## Policies and Procedures for Therapy Animals of Utah Teams

*The following policies are designed to ensure your success in the field. Please review and sign the confirmation of agreement when completed. Return the signed original to TAU, 2459 West 300 North, Provo, UT 84601 or [director@therapyanimalsutah.org](mailto:director@therapyanimalsutah.org).*

### General Policies and Procedures

- To represent TAU at any function, you must be a dues-paying member.
- To work as a therapy team with TAU you and your teammate must be currently registered Pet Partners<sup>®</sup> with the animal partner. Please contact the Executive Director (801-706-1389) with your registration number and expiration date.
- TAU membership must be renewed annually; Pet Partner<sup>®</sup> registration is renewed every two (2) years.
- Proof of current vaccinations, parasite tests and heartworm prevention are required for your animal at time of renewal.
- It is common practice for a facility to require a handler to undergo a background check prior to beginning an assignment due to the confidential nature of the facility. If required by the facility and the facility will absorb the cost, the handler is not responsible for the cost. TAU will not be responsible.
- If you feel uncomfortable about anything during a visit, contact the Area Coordinator or the Executive Director (801-706-1389) as soon as possible.
- Animal-Assisted Therapy visits **must** be documented with your cooperating therapist; please send a team session reflection after every visit to the e-mail or postal address above.
- Animal-Assisted Activity visits do not need to be documented but please send a team session reflection after every visit to the e-mail or postal address above.

### General Requirements

- Always present yourself in a professional manner.
- **Always observe all rules of confidentiality and privacy.** Never take photos without the written permission of the client and your facility staff supervisor. Do not discuss clients in any way that could identify them except with appropriate facility staff.
- TAU handlers must only work in TAU approved facilities. If you wish to visit a particular facility that is not approved by TAU, contact the Executive Director and every effort will be made to do a site assessment in order to allow you to serve the facility.
- Teams may represent TAU in uniform only in approved facilities. If you wish to visit a particular facility that is not approved by TAU, contact the Executive Director and every effort will be made to do a site assessment for you. If you choose to visit in a facility that has not been assessed and approved by TAU, please wear Pet Partner<sup>®</sup> or other professional-looking clothing and leave your TAU uniform at home.
- Contact the Executive Director regarding any public relations media coverage such as:
  - Television or radio interviews
  - Newspaper articles or any published material

## Grooming and Clothing Requirements for Handlers

- Handlers are required to wear clean, approved TAU uniforms and ID while working in the field and representing TAU. The uniform is a green or white polo embroidered with the TAU logo, worn with black or tan slacks. Contact Embroidme at <https://stores.inksoft.com/TAU> or call Lesly Williams at 801-943-1819 to order your shirt.
- When working with your teammate, soft-soled shoes are recommended to eliminate noise and protect your feet. Sandals, open-toed shoes, and clogs are unsafe for visiting and prohibited during visits.
- When working with children, it is recommended that ID badges not be worn on your uniform shirt- you may clip them to your gear bag instead.
- Maintain appropriate personal grooming habits, including:
  - Keep fingernails short and clean
  - Keep your hair neat and clean. Long hair should be tied back (loose hair falling over the shoulders or in your face can pose a safety risk to you because children and confused adult clients may pull your hair.
  - Do not wear perfume or excessive jewelry (rings or dangling earrings could cause injury).

## Grooming and Animal Health Requirements

- In addition to your own state of health, it is your responsibility to assess the health of your animal before a visit. If a handler decides a visit would be counterproductive or possibly risk a client's health by exposure, it is your responsibility to notify the facility and cancel the visit as soon as possible or within 24 hours of the visit.
- Clean your animal prior to each visit by making sure its nails are clipped and filed, teeth are brushed, ears and anal area clean, coat is sprayed with dander remover and is brushed and clean. Animals should be bathed within 24 hours before a visit to a facility where medically ill patients reside. Please see "Suggested Grooming Requirements for Animal-Assisted Therapy Teams In Health Care Settings" handout for more specific grooming recommendations.
- Always clean up after your animal, inside and outside the facility. Remove any hair, saliva, urine, and fecal matter left by your animal. This includes meetings, presentations, and activities you and your animal attend as a representative of TAU. (Always allow your animal an opportunity to relieve itself prior to entering a facility even if it has done so before arriving, they get nervous just as we do)
- A female animal is not allowed to work if she is in heat.

\*You may be requested to obtain a written release from your veterinarian stating that the animal is healthy enough to return to work if your animal has had surgery or has been ill.

## Proper Therapy Animal Equipment

The following TAU standard equipment is required when training and working as a team:

- Black buckle, limited slip, head halter, or approved front buckle collar that was worn during the team evaluation.
- Black leash
- Approved TAU scarf should be worn by the animal. *Scarves should be washed after each visit.*
- Appropriate identification for an animal on a visit should consist of the Pet Partner<sup>®</sup> ID on the animal's collar. You should wear your Pet Partner<sup>®</sup> photo ID in plain view (unless inappropriate for the therapy visit). Pet Partner ID tag should be worn on the animal's collar. No other tags should be worn on the working therapy collar. Animals may not wear costumes on visits.

- Special equipment such as travel carts can be used inside the facility only if they were previously approved by the Pet Partner Evaluator Committee and used during the Team Evaluation.

## Conducting a Therapy Visit

- Only a registered Pet Partner<sup>®</sup> team may conduct an AAA or AAT visit.
- A handler may have control of only **one** registered therapy animal at each visit. Multiple animals may visit a facility, however each should have its own handler, should be kept 5 feet apart when possible, and should not be allowed to interact with each other during visiting time to help them focus on their clients.
- Always be on time.
- Be responsible for your animal at all times. Consider the animal's need and humane care first. Always stay with your animal, keep your leash in hand, and remain in control of the situation.
- Enter a facility with your animal in the heeling position. In some instances it will be necessary for your animal to walk on your right side for safety reasons. Small animals such as cats, rabbits, and very small dogs may be carried, but should wear a collar or harness and leash with the handler holding the leash.
- Under no circumstances should an animal's lead be attached to any medical equipment such as a wheelchair, bed, IV pole, gurney, or client.
- Never conduct a therapy visit without appropriate staff supervision.
- Animals must not be allowed to lick a client without their permission, and must never lick faces.
- Photographs of clients may be taken from facility only with signed permission from the client or their legal guardian. See Area Coordinator or Executive Director for forms.
- Use of drugs and/or alcohol is strictly **prohibited** prior to conducting a visit.
- Handlers should **not** routinely give or accept gifts from people they visit.
- Handlers may not charge fees for their services.
- Dog choke chains, pinch or prong collars, collars or leashes with metal links, and flexi-leads are **prohibited** during visits.
- In compliance with the recommendations of the American Veterinary Association and American Journal of Infection Control, it is highly recommended that you visit for **no longer than an hour** at a time for therapy animal and client safety. Please take care to spend some time de-stressing your animal after the visit. Observe carefully for signs of stress, especially diarrhea or excessive sleeping. Though some animals can visit for an hour, others will be happier and healthier with shorter visits.

In the case of an accident or unusual occurrence handlers must:

- End the visit.
- Secure the animal.
- Get help for the injured person.
- Notify your facility contact person in writing so that it can be documented in the person's medical file.
- Fill out all necessary documentation at the facility.
- End the visit.
- Notify the TAU Executive Director. The Executive Director will then assist you in filling out the appropriate forms for Pet Partners.
- Evaluate the situation for future prevention and submit a copy of your Pet Partners report to the Executive Director of TAU.
- Stop visiting with the animal involved in the incident until contacted by Pet Partners.

## Important Contact Information

Executive Director <a href="mailto:director@therapyanimalsutah.org">director@therapyanimalsutah.org</a>	Deborah Carr	801-706-1389	
Program Coordinator <a href="mailto:programassistant@therapyanimalsutah.org">programassistant@therapyanimalsutah.org</a>	Joanna Posey	801-368-2110	
Salt Lake Area Coordinator	Susan Hamada	801-979-6334	<a href="mailto:shamada626@gmail.com">shamada626@gmail.com</a>
Salt Lake Area Coordinator	Jenny Smullin	801-821-0694	<a href="mailto:jenny@wrenfarm.net">jenny@wrenfarm.net</a>
Ogden Area Coordinator	Vickie King	801-627-2307	<a href="mailto:jamiesyra@msn.com">jamiesyra@msn.com</a>
Ogden Area Coordinator	Marian Evans	385-319-4661	<a href="mailto:marianevans@smartfella.com">marianevans@smartfella.com</a>
Park City Area Coordinator	Doug Ridges	801-598-9739	<a href="mailto:douglasridges@comcast.net">douglasridges@comcast.net</a>
Park City Area Coordinator	Melodie Green	435-640-7957	<a href="mailto:mel_green@hotmail.com">mel_green@hotmail.com</a>
Logan Area Coordinator	Dion Dostaler	801-791-0205	<a href="mailto:bdr@msn.com">bdr@msn.com</a>
Utah County Area Coordinator	Jeannine Thalman	801-361-2101	<a href="mailto:jthalman18@gmail.com">jthalman18@gmail.com</a>
Utah County Area Coordinator	Susan Bona	801-386-351	<a href="mailto:susanhbona@gmail.com">susanhbona@gmail.com</a>

Evaluations Coordinator [TAUEvaluations@gmail.com](mailto:TAUEvaluations@gmail.com)

TAU Website <http://therapyanimalsutah.org> Resources Page

Upcoming events - see calendar on the website or contact: [volunteers@therapyanimalsutah.org](mailto:volunteers@therapyanimalsutah.org)



## Whistleblower Policy for Members

If any member has reason to believe that a policy, practice or activity of Therapy Animals of Utah is in violation of any law or policy and procedure of the organization or Pet Partners, a written complaint may be filed by that member with the Executive Director or President of the Board.

Therapy Animals of Utah is committed to adhere to all laws and regulations that apply to the organization. The main purpose of this policy is to support the organization's goal of legal compliance. The support of all members is necessary to achieving compliance with various laws and regulations. A member is protected from retaliation if the member reports the alleged unlawful activity, policy, or activity to Therapy Animals of Utah and provides Therapy Animals of Utah reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below only is available to members that comply with this requirement.

Therapy Animals of Utah will not retaliate against a member who, in good faith, has made a protest or raised a complaint against a practice of Therapy Animals of Utah, that the member reasonably believes is in violation of a law, rule, regulation or policy mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare or protection of the environment.

A background check of public record will be performed at no cost to the members.

TAU supplies your information only to Pet Partners and members of the leadership team who assist you in your volunteer work. We do not share it with any third party or mailing list without your permission.

My signature below indicates my receipt and understanding of this policy. I also verify that I have been provided with an opportunity to ask questions about the policy.

**Your signature below confirms that you have read and agree to the Pet Partners and TAU Policies and Procedures, guidelines and Whistleblower policy. The decisions you make and your behavior reflects upon the reputation of Pet Partners, Therapy Animals of Utah, the facility in which you serve, and your animal's species and breed.**

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Signature

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Date

*Please make a copy of this for your records and return the signed original to:*

*Therapy Animals of Utah  
2459 West 300 North  
Provo, UT 84601  
director@therapyanimalsutah.org*