

People-Animal Connection Service Description

Teams work with healthcare providers to provide opportunities for motivational, supportive, and/or therapeutic benefits to enhance quality of life. Areas for participation include inpatient units, outpatient clinics, as well as outpatient therapies. Physical therapy, occupational therapy, speech therapy, psychology, and emergency room activities are among those suitable for those activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

PAC teams assist a variety of nurses, doctors, and therapists (child life, physical, occupational, etc) while promoting teamwork and demonstrating care with sensitivity and respect. Volunteers also provide services as follows:

- Understand and exceed customer expectations
- Keep and maintain healthy dogs for use in the program
- Ensure dogs are physically and mentally sound and maintains registration with an approved pet therapy organization
- Ensure dog receives veterinary care and maintains medical records for hospital compliance
- Bathes/grooms dog within 24 hours of visit to the hospital
- Work with health care professional(s) to establish specific goals for the session when appropriate

REQUIRED QUALIFICATIONS:

Dogs must pass behavioral screening tests and be registered with an approved pet therapy organization. The pet handler must have highly developed dog-training and handling skills. He/she must exhibit a strong bond with his/her dog, as well as an understanding of basic animal behavior.

Other qualifications include:

- Must be able to carry out volunteer assignments independently
- Be committed to volunteer on a consistent basis (minimum of twice per month at hospital, not including special events)
- Must not assume any nursing duties, such as giving patients food or drinks or moving patients unless directed and accompanied by a staff person
- Must not give personal number or ask for patient's phone or address, nor take a photo with your own phone/device/camera with any Protected Health Information in view. You may take a photo using the patient's phone, or a polaroid camera if you give the patient the photo.
- Be friendly, courteous, and able to relate to all patients who may be under stress, and act as an active, supportive listener if a patient shares personal medical information. You must share information with the patient's nurse if you feel it necessary. You may not share any information the patient shares with you, with others.
- Must abide by HIPAA laws

- Genuine interest in people and a desire to help patients and their families
- Sensitivity to the needs of others — patients, families, staff, other volunteers
- Willingness to follow hospital regulations
- Willingness to accept supervision
- Willingness to accept the limit of a volunteer’s role
- Willingness to be flexible and adaptable

PREFERRED QUALIFICATIONS:

- Bilingual skills

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by a volunteer to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to stand, walk, stoop, squat/crouch, climb stairs, reach, twist/turn, pull, push, lift up to 25 pounds, speak, hear, and grasp.

PAC volunteers must be able to control their dogs in any situation. Furthermore, the pet activities may include climbing stairs, repetitive movements, lifting their dogs and/or carrying supplies in tote bag.

Signature: _____

Date: _____