



Dear Potential Volunteer,

Thank you for your interest in the Santa Fe Animal Shelter's Pet Outreach Program! As you may have heard, we are now requiring all applicants to the program to have passed the Canine Good Citizen® test. Please refer to the enclosed flyer from Santa Fe Tails Dog Academy & Daycare for more information regarding Canine Good Citizen® training and testing opportunities. Although we refer potential volunteers to Santa Fe Tails, the test is a standardized nationwide test and you are welcome to obtain your certificate from any approved evaluator.

The Pet Outreach Application and Veterinary Certificate are enclosed, along with some additional information regarding the Pet Outreach Program. Please complete this form and certificate and submit them to me at the address below along with a copy of your dog's Canine Good Citizen® certification and proof of current licensure.

All other details of the application process are included in this packet – please contact me if you have any questions or need further information.

I am confident that you will find the program very rewarding. The therapeutic value of pet visits to the facilities we serve is priceless and the benefits to the volunteer and the animal are beyond description.

We look forward to welcoming you and your pet to our team!

Sue Burnham  
Pet Outreach Coordinator  
[petoutreach@sffhumanesociety.org](mailto:petoutreach@sffhumanesociety.org)  
4220 Howling Wolf Lane  
Santa Fe, NM 87507  
Phone: 505-820-9955



## Application Checklist

- STEP ONE:** Complete Canine Good Citizen® certification with your dog. Training and testing is available at a discount through our partnership with Santa Fe Tails Dog Academy & Daycare, but you can obtain the certification through any AKC approved evaluator. More information about Santa Fe Tails is available on the enclosed flyer.
- STEP TWO:** Contact Sue Burnham, SFAS Pet Outreach Coordinator at 820-9955, (email: [petoutreach@sfhumanesociety.org](mailto:petoutreach@sfhumanesociety.org)) to receive the application packet. The application packet is also available on the SFAS website at [www.sfhumanesociety.org](http://www.sfhumanesociety.org).
- STEP THREE:** Make an appointment with your veterinarian to have the veterinary certificated filled out. You can also get your certificate completed at the SFAS's Clare Eddy Thaw Hospital for a discounted rate of \$45 for the exam and fecal test (any updates needed to vaccinations and flea/tick preventative will be additional charges). Call 505-982-2755 to make an appointment, and don't forget to bring your dog's vaccination records (and a stool sample) when you go.
- STEP FOUR:** Complete application and submit it with Canine Good Citizen® certificate, veterinary certificate, and proof of city/county licensure to the Pet Outreach Coordinator (4220 Howling Wolf Lane, Santa Fe, NM 87507). Note: If you have a pet that is certified with the Delta Society, or another therapy dog organization, you may submit your current paperwork for that group in lieu of our veterinary certificate, and the Canine Good Citizen® certificate is not required, but you must still fill out the volunteer application and provide proof of licensure. Please contact me if you have an active or retired assistance dog and we can discuss what is required for these special cases.
- STEP FIVE:** Once your application is approved, you will be sent your welcome email and given a list of facilities who welcome Pet Outreach volunteers. Please contact the facilities directly to set up visits. Please also contact Devin White, Volunteer Coordinator, at 983-4309 x128 (email: [dwhite@sfhumanesociety.org](mailto:dwhite@sfhumanesociety.org)), to sign up for a volunteer orientation session at the Shelter.

- STEP SIX:** Complete the C-Barq questionnaire. Details on how to complete the questionnaire will be included in your welcome email.
- STEP SEVEN:** Once approved, and for a fee of \$35.00, volunteers may also purchase a personalized Pet Outreach vest for their dog. These vests can be ordered through Teca Tu at the Sanbusco Marketplace (982-9374). Bandanas may also be requested at Tecu Tu at no charge. Please bring a copy of your approval email when you visit the store.
- STEP EIGHT:** Complete the self-paced at home training program. Details for the program and curriculum will be included in your welcome email. You can begin visiting while you are still working on the training program.
- STEP NINE:** Once you have completed all of the steps above, you are ready to start visiting! Thank you and have fun!
- BONUS STEP:** If you are interested in participating in our Words & Wags program, or in visiting at the hospital, please contact Sue Burnham for the application for our Masters level registration, which is required for these two programs.



# Pet Outreach Volunteer Application

## HANDLER PROFILE

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ City/State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Numbers: Home \_\_\_\_\_ Work \_\_\_\_\_ Cell \_\_\_\_\_

Email Address: \_\_\_\_\_

Emergency Contact: Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Describe your previous animal experience:

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Describe previous volunteer work:

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List any training, experience, or skills you have that you would like to put to use:

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What are your goals for volunteering with Pet Outreach?

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Are there any groups or places you would prefer not to visit?

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How often would you like to volunteer? \_\_\_\_\_

Specific Days/Hours? \_\_\_\_\_

**PET PROFILE**

Pet's Name: \_\_\_\_\_ Pet Type/Breed: \_\_\_\_\_

Pet's Age \_\_\_\_\_ Weight \_\_\_\_\_ Sex:  Male  Female Spayed/Neutered? :  Yes  No

Pet's Veterinarian: \_\_\_\_\_ Phone: \_\_\_\_\_

Currently licensed with the City (required for liability insurance)?  Yes  No

Any health issues?  Yes  No If yes, please explain:

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List any obedience instruction, classes or certifications you and your dog have completed (dogs must be Canine Good Citizen® certified before applying to the program):

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Have any of the following people or situations alarmed or unduly excited your pet?

Men  Women  Children  Crowds  Cats  Dogs  Birds

Slippery Floors  Loud Noises  Strange Objects  Food/Treats  Stairs

Is your pet reliably housebroken?  Yes  No

DOGS ONLY: Please indicate which of the following commands your dog knows:  Heel

Sit  Down  Stay  Come  Others: \_\_\_\_\_

**Santa Fe Animal Shelter Mission Statement**

Guided by the humane ethic, and in recognition of the bond between humans and animals, the Santa Fe Animal Shelter (SFAS) exists to promote humane principles, compassionate care, and the prevention of cruelty to animals by:

- Providing humane care and treatment to the animals brought to the Shelter by citizens and animal control;
- Offering educational and volunteer programs to encourage awareness, understanding, and practice of the humane principle;
- Advocating for the interest and welfare of animals and protecting animals from neglect, abuse, and exploitation;
- Inspiring awareness and compassion for all living things.

The Santa Fe Animal Shelter is an open admission shelter. Unlike limited-admission groups, we accept all animals brought to us. Due to pet over-population the SFAS does have to perform humane euthanasia.

## Volunteer Agreement/Release Form

I, the undersigned, hereby agree to accept a position as a volunteer for the Santa Fe Animal Shelter (SFAS), and in doing so, agree to:

1. Accept and adhere to all policies of the SFAS and understand that failure to do so may result in my immediate termination as a volunteer.
2. Accept the guidance and decisions of the SFAS staff and the Pet Outreach Coordinator.
3. Maintain the dignity and integrity of the SFAS and honor confidential information.

I acknowledge that my services are provided strictly on a volunteer basis, without pay or compensation of any kind, and without liability of any nature on behalf of the SFAS. I accept that my pet may be retested to determine eligibility for participation in the program at any time.

Pet Outreach volunteers visit only with their pet(s) which has (have) passed the screening program. **Pets who have not been screened may not visit.** I accept all responsibility and liability for any incident which may occur if I allow my dog off-leash while volunteering.

I recognize that in handling animals and performing other volunteer tasks, there exists a risk of injury, including physical harm to me and my pet(s). All services to be performed by me and my pet(s) are at my own risk. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify, and hold harmless the SFAS, its agents, servants, and employees from any and all claims, causes of actions, or demands of any nature or cause, including costs and attorney's fees incurred by the SFAS in connection with the same, based on damages or injuries which may be incurred or sustained in any way connected with my services for SFAS, including, but not limited to, animal bites, accidents or injuries.

**Signed:** \_\_\_\_\_ **Printed Name:** \_\_\_\_\_

**Date** \_\_\_\_\_



## SANTA FE TAILS

DOG ACADEMY & DAYCARE

learn • work • play

### **Canine Good Citizen Training and Testing**

Santa Fe Tails Dog Academy & Daycare is proud to be a part of the Santa Fe Animal Shelter's Pet Outreach program. Our goal is to provide you and your dog with the education needed to succeed on your journey to achieve the American Kennel Club's Canine Good Citizen<sup>®</sup> (CGC) certification. Through a variety of modern, effective and progressive training practices, we can prepare, educate and train you and your dog to pass the 10-step CGC test. We offer a few different training routes that stress responsible pet ownership for owners and basic good manners for dogs.

#### **Training & Testing Options:**

***Canine Good Citizen Preparation Class*** – Clients who do not have an extensive background in obedience or CGC requirements and testing should consider taking this prep course. All behaviors that are evaluated in the CGC test are covered in this eight-week class, as well as preparation for the testing procedures. Practice tests are given throughout the class to ensure clients understand all requirements necessary for successful completion of the CGC certification.

***One-hour Private Training Session*** – Clients who do have a background in obedience or are already familiar with the CGC test may choose this training option. In this private one-hour session, we will cover all CGC testing rules and behaviors needed for certification. This is also a good opportunity to address any issues that need work and practice before the actual test.

***Canine Good Citizen Test*** – Clients with an extensive background in advanced obedience or who are very familiar with the requirements of CGC certification, may choose to schedule a time at our facility to take the test. Testing times and availability will vary.

Please contact Santa Fe Tails for current schedules and pricing.



## PET OUTREACH CANINE VETERINARY CERTIFICATE

Santa Fe Animal Shelter

100 Caja del Rio Road, Santa Fe, NM 87507

Phone: 505.983.4309 Fax: 505.820.6901

www.sfhumanesociety.org

This certificate is to be completed by a licensed veterinarian.

Owner's Name: \_\_\_\_\_ Dog's Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ ZIP: \_\_\_\_\_ Telephone: \_\_\_\_\_

Sex of Dog:  Male  Female Spayed/Neutered?  Yes  No Age: \_\_\_\_\_ Weight: \_\_\_\_\_ Breed: \_\_\_\_\_

### VACCINATIONS

Rabies (required): Date Given \_\_\_\_\_ Expires \_\_\_\_\_

The following vaccinations must have been given at least once in the dog's lifetime in order to participate in the program:

Distemper/Hepatitis: Date Given \_\_\_\_\_ Parvovirus: Date Given \_\_\_\_\_

Parainfluenza: Date Given \_\_\_\_\_

### SKIN AND FECAL SCREENING

After examination, dog appears to be free of contagious skin diseases and/or parasites:  Yes  No

The result of the fecal screening was:  negative  positive. If positive, treated with \_\_\_\_\_

Flea and tick preventative was applied:  Yes  No Flea and tick preventative was dispensed:  Yes  No

If flea and tick preventative was not applied or dispensed, please explain why: \_\_\_\_\_

Veterinarian's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ NM License Number: \_\_\_\_\_ Telephone: \_\_\_\_\_





# Santa Fe Animal Shelter Licensing Department

100 Caja del Rio Road, Santa Fe, NM 87507  
505-983-4309 ext. 606    licensing@sfhumanesociety.org

## Pet License Application

Thank you for complying with Santa Fe's pet license ordinance. It is the goal of the SFAS to make complying with the pet licensing ordinance convenient and simple for you.

### What You Need to purchase a pet license.

1. This form completed.
2. A valid rabies certificate from your vet.
3. Proof of spay/neuter if applicable.
4. Payment; we accept cash, checks, and credit cards.

### License Fees

<b>City</b> (dogs and cats)*	Spayed/Neutered	\$10 per year/\$5 for seniors 65+
	Un-spayed/Un-neutered	\$50 per year
<b>County</b> (dogs only)	Spayed/Neutered	\$3 per year
	Un-spayed/Un-neutered	\$10 per year

Animal Name	Dog or Cat	Breed	Color(s)	Sex	Spay/Neuter	Area City/County	1, 2, or 3 years City only	License Amount

I would like to make a donation to the Santa Fe Animal Shelter & Humane Society in addition to my license fee.

Total Enclosed

Owner: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Physical address: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Work: \_\_\_\_\_ E-mail: \_\_\_\_\_

\* City residents can purchase a 1, 2, or 3 year license.



## Statement of Insurance

In order to provide liability insurance to our volunteers while volunteering, the Pet Outreach Program must meet the following requirements as established by our insurance carrier:

- Any trained attack dogs, guard dogs or dogs bred for fighting (including Schutzhund) may not participate in the program.
- Any dog that has been known to be harmful or dangerous, or has a prior history of causing bodily harm/injury may not participate in the program.
- All dogs participating in the program must have a current dog license as applicable for the area in which the dog resides. All dogs living within the city or county limits of Santa Fe must have current pet licenses. More information regarding obtaining a dog license can be obtained by calling the SFAS Licensing Department at 983-4309 ext. 114, emailing [licensing@sfhumanesociety.org](mailto:licensing@sfhumanesociety.org), or visiting the SFAS licensing website at <http://sfhumanesociety.org/our-programs/licensing/>.

Thank you for recognizing the need for us to strictly adhere to these requirements in order to continue to provide insurance for this program. **Although the liability insurance covers you and your dog while volunteering, we strongly encourage all volunteers to carry homeowner's or renter's insurance to cover any incidents that may occur with your dog while traveling to a facility or when not volunteering.**



## Frequently Asked Questions

Pet Outreach is a volunteer program that screens and coordinates teams of people and pets for visiting in the community and providing animal assisted activities and therapy. Pet Outreach is a great way for you and your pet to make a difference in someone's life by assisting in their rehabilitation and healing or by simply providing a friendly ear and a furry paw to someone who needs some cheering up.

### Frequently Asked Questions

*Where do Pet Outreach pets and people visit?*

Currently, we have Outreach programs at nursing and retirement homes, hospice, the youth shelter, and the hospital. Our Words & Wags program also brings teams into schools and libraries to work with children on reading. We are always looking for new places to send volunteers to help with therapy or to brighten someone's day.

*What sort of training does my dog need to have?*

We require all dogs applying to the program to have earned a Canine Good Citizen® certification. We have established a partnership with Santa Fe Tails Dog Academy & Daycare for discounts on training and testing, but the certificate may be obtained through any evaluator approved by the AKC to administer the test. Dogs that have been approved by Pet Partners or Therapy Dogs, Inc. do not need to have Canine Good Citizen® and are waived into the program with completion of the volunteer application and submission of their national registration paperwork. People with active or retired service dogs should contact the Pet Outreach Coordinator for details on the paperwork required for these special cases.

*How do I get my dog into the program?*

Contact Sue Burnham, the Pet Outreach Coordinator, at 820-9955, or the Volunteer Coordinator at the Shelter to obtain a new volunteer application packet. Everything you need to know will be in the packet.

*Does Pet Outreach have any restrictions on dog breeds?*

No. We were restricted for a time by our insurance carrier, but thankfully we now have a new insurance policy that does not have any breed restrictions.

*If my dog is accepted into the Pet Outreach Program, can I take him into the grocery store and to restaurants?*

No. Pet Outreach dogs are only cleared to visit in facilities that have agreed to allow them to visit - they are not given "public access" credentials. The only dogs that allowed in all public places are assistance dogs.

*I have a bad back and would like to train my dog to help carry my purse. Can I do this through the Outreach Program?*

No. What you are describing is the work of an assistance dog. For more information about assistance dogs, please contact Assistance Dogs of the West at 986-9748 or at [www.assistedogsofthewest.org](http://www.assistedogsofthewest.org).

*I looked for the Pet Outreach Coordinator at the Shelter and they said that she wasn't there. Where in the world is Sue Burnham?*

Sue is a volunteer, just like many of you, and she does not have an office at the shelter. If you call Sue, you are calling her home. She works at a full time job and coordinates the program in her free time, so you may not hear back from her until the weekend. Please feel free to call or email her at any time.

If you have any other questions about the Pet Outreach Program, or would like to obtain more information and a new volunteer application packet, please contact Sue Burnham by phone at 820-9955, by email at [petoutreach@sfhumanesociety.org](mailto:petoutreach@sfhumanesociety.org) or talk with the Volunteer Coordinator.



## Volunteer Guidelines

- All visiting animals must be cleared for participation in the Santa Fe Animal Shelter's Pet Outreach Program. Pet Outreach animals are **not** the same as service or assistance animals (such as a guide dog). While Pet Outreach animals are cleared to visit at facilities that have an animal-assisted therapy program, they are **not** granted the same privileges that service animals have, such as access to all public places.
- Volunteers are required to be prompt, reliable and neatly dressed for visits. Your clothing should be neat, but suitable for kneeling and bending. Some facilities can be very warm. You may want to dress in layers so that you can "peel off" to be comfortable. Comfortable shoes with non-slip soles are important as well.
- If you are unable to attend your scheduled visit, please call the facility contact person to advise them. The clients we serve look forward to our visits and a phone call can help minimize their disappointment. Regular and predictable appointments are key to building up relationships with facilities and the clients that you visit.
- Volunteers are required to monitor and maintain their animal's health. An animal showing signs of ill health (such as lethargy, loss of appetite, vomiting, diarrhea, coughing, hair loss, excessive scratching or "hotspots") should not be taken on a visit.
- Volunteers are expected to maintain flea and tick preventatives for their pet in order to reduce the risk of transmission of zoonotic diseases. The SFAS Pet Outreach program strongly recommends that you obtain a reliable flea and tick preventative from your veterinarian.
- Animals should always be clean and well-groomed for their visits. Fur should be brushed, nails trimmed and rough edges filed, and ears clean.
- Accidents can happen, even with the best pet and the most attentive handler. You **must** report any negative incident that happens while you are visiting with your pet, no matter how minor, to the contact at the facility and the SFAS Pet Outreach Coordinator. Full disclosure will help minimize misunderstandings and keep a good relationship between the facility and the program.

- All volunteers are required to have a veterinarian complete the health screening certificate at the time they join the program. Annual updates are also required and new forms will be sent at renewal time each year.
- Volunteers must supervise and maintain control of their pet at all times. When moving through a facility, dogs must be on a leash and cats or other small animals in a carrier. Smaller animals may be held. If you decide to let your dog off leash while volunteering, you are assuming all responsibility for any incidents that occur while your dog is off leash. At no time may a visiting pet be left alone with facility staff, program participants, or other visitors. *These rules are designed to protect the safety of the animals as well as the people involved.*
- Volunteers wishing to bring a guest with them on the visit should obtain permission from their facility contact person or the SFAS Pet Outreach Coordinator. At no time should the visitor act as the primary animal handler.
- A new or additional pet **must** also be screened before they can go on Pet Outreach visits. This is required for the program's insurance coverage. Please contact the Pet Outreach Coordinator to obtain information on screening for new or additional pets.
- Please remember that 99% percent of the people who work with this program, both through the shelter and at facilities, are either volunteers or are working with us in addition to their regular job responsibilities. We all need to remember that we should use the same care and patience that we show while visiting with our dogs when we are interacting with our co-volunteers.
- If you have an idea for a new place to visit or something you would like to do to make the program better, please let the SFAS Pet Outreach Coordinator know – we are always looking for volunteers who want to go the extra mile and help improve the program.



## Volunteer Tips for Visits

- Make up a “doggie bag” for visits. Each facility will present a different situation, but some items you might find helpful to have with you include plastic bags, paper towels, pre-moistened towelettes, your pet’s brush, your pet’s favorite toy, pet treats, a water bowl, a pen and notebook, or a camera (always ask the facility regarding their policy on pictures, and the individual for permission, before taking any pictures).
- Remember to watch for cues from your pet. Like all of us, sometimes your pet will not feel like visiting on some days, or not be interested in visiting with a specific person at the facility. You know your pet best - if it is not a good day for your pet, explain to the contact at the facility that you will come another day; if your pet is not connecting with someone, gently excuse yourself from the interaction and move on to another person.
- If you are visiting a retirement or nursing home, please remember that the average age of these residents is 83 years. The foremost reason for nursing home admittance is mental confusion, often referred to as senility, or Alzheimer’s Disease. The residents often feel some degree of anger, alienation and depression due to the loss of their independence and homes. Be prepared to hear the same stories every time you go, but listen to them as if you are hearing them for the first time. Residents should be encouraged to reminisce about the happy times in their lives.
- Acknowledge the feelings of dislike or fear of animals from staff and residents. Always be polite and respect anyone’s decision not to have contact with your dog. Do not assume that everyone loves dogs as much as we do and that everyone will want to interact with your dog. Ask “Would you like to meet my dog?” before allowing your dog to approach anyone at a facility.
- Each facility will present a unique experience – both to you and your dog. Expect that you will need to be persistent as well as creative to make the visits a successful experience. The staff at facilities change frequently, so re-education about the SFAS Pet Outreach program may be necessary. Some Outreach members have learned that it is best to select one or two people who seem particularly receptive and just plan to visit them. Others may warm to the idea later. Other Outreach members simply let people know that they will be visiting in the lobby or meeting room at a particular time and that they should come to them if they are interested. Each situation will be different. The only constant is that initiative and flexibility will be required on your part. It is worth the effort to find a way to make the situation work for the people that

you are visiting and for your pet. Doing so can make the Outreach visits the highlight of your week.

- Recommended Reading (many of these books are available to borrow from the Pet Outreach Coordinator):
  - **Therapy Dogs: Training Your Dog to Reach Others**, by Kathy Diamond Davis
  - **A Dog Who's Always Welcome: Assistance and Therapy Dog Trainers Teach You How to Socialize and Train Your Companion Dog**, by Lorie Long
  - **Where the Trail Grows Faint: A Year in the Life of a Therapy Dog Team**, by Lynne Hugo
  - **The Pet Partners Team Training Course Home Study Manual**, available at [www.petpartners.org](http://www.petpartners.org)
  - **Nose to Nose, A Memoir of Healing**, by Barry J. Schieber
  - **Handbook on Animal-Assisted Therapy, Third Edition: Theoretical Foundations and Guidelines for Practice**, by Aubrey H. Fine (Editor)