Dear Potential Volunteer,

Thank you for your interest in the Santa Fe Animal Shelter’s Pet Outreach Program!

The SFAS Pet Outreach Application and Veterinary Certificate are enclosed, along with some additional information regarding the SFAS Pet Outreach Program. Please complete this form and certificate and submit them to petoutreach@sfhumanesociety.org 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@sfhumanesociety.org
Application Checklist

STEP ONE: Complete Canine Good Citizen® certification with your dog. Training and testing is available through the SFAS Behavior Team, contact training@sfhumansociety.org or 983-4309 for more information, but you can obtain the certification through any AKC approved evaluator. A list of evaluators is available at http://www.akc.org/akc-clubs-hosting-cgc-eval-search/. More information about the CGC is available on the enclosed flyer.

STEP TWO: Contact Lisa or Sue at petoutreach@sfhumansociety.org to receive the application packet. The application packet is also available on the SFAS website at 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 petoutreach@sfhumanesociety.org. Note: If you have a pet that is certified with Pet Partners, Alliance of Therapy Dogs, or another national 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 us if you have an active or retired assistance dog and we can discuss what is required for these special cases.

If you don’t have a city or county license for your dog, please go to https://sfhumanesociety.org/our-programs/licensing/ for information about how to get a license for your dog.

STEP FIVE: Once your application is approved, you will be sent your welcome email, at home training program, and list of facilities for visits. Please
also contact the SFAS Volunteer Coordinator, at 983-4309 x1128 or volunteer@sfhumanesociety.org to sign up for a volunteer orientation session at the Shelter to learn about being a volunteer with SFAS.

**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 Tecu Tu at the DeVargas Center (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 and return your quiz. 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 all done! Thank you and have fun!
Pet Outreach Volunteer Application

HANDLER PROFILE

Name:_________________________________________________ Date:___________________

Mailing Address:___________________________________ City/State:__________ Zip:____

Phone Numbers: Home________________________ Cell________________________

Email Address:______________________________________________

Emergency Contact: Name:________________________ Phone:____________________

Describe your previous animal experience:
__________________________________________________________________________
__________________________________________________________________________

Describe previous volunteer work:
__________________________________________________________________________
__________________________________________________________________________

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

What are your goals for volunteering with Pet Outreach?
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

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

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:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

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):
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

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

Please indicate which of the following commands your dog knows: ☐ Heel ☐ Sit ☐ Down
☐ Stay ☐ Come ☐ Others: ______________________________________________________
SFAS&HS Volunteer Agreement/Release Form

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

1. Accept and adhere to all policies of the SFAS&HS including those in the Volunteer Handbook and those I learn in any volunteer training class, I understand that failure to do so may result in my immediate termination as a volunteer.

2. Accept the guidance and decisions of the SFAS&HS staff and understand that failure to do so may result in my immediate termination as a volunteer.

3. Maintain the dignity and integrity of the SFAS&HS by supporting the mission statement, keeping confidential information confidential and representing the SFAS&HS in a professional manner, both in person, in writing, and in any form of social media.

4. I understand that because I may handle animals, it is important to discuss any necessary precautions or vaccinations with my physician. I release the Santa Fe Animals Shelter & Humane Society including all its affiliated programs from all responsibility for events that may occur if I do not pursue this matter further. I realize that whatever decision I make is at my own risk.

5. I also understand that there may be a risk of exposure to rabies and other zoonotic diseases when working with animals and understand that it is any associated treatment is at my own cost.

6. I hereby agree and grant permission to SFAS&HS to use any photograph of myself or children under my guardianship for the World Wide Web or publication without further consideration. I also acknowledge SFAS&HS's right to crop or treat the photo at its own discretion and use the image at any time.

7. 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&HS.

8. 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 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&HS, its agents 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&HS 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&HS, including, but not limited to, animal bites, accidents or injuries.

9. SFAS 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.

Volunteer's Signature: __________________________________________________________

Printed Name: _________________________________________________________________

Date _________________
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:** ________________
AKC CANINE GOOD CITIZEN TEST

The CGC TEST consists of 10 skills needed by all well-mannered dogs. All of the exercises are done on a leash.

Test 1: Accepting a friendly stranger
The dog will allow a friendly stranger to approach it and speak to the handler in a natural, everyday situation.

Test 2: Sitting politely for petting
The dog will allow a friendly stranger to pet it while it is out with its handler.

Test 3: Appearance and grooming
The dog will welcome being groomed and examined and will permit someone, such as a veterinarian, groomer or friend of the owner, to do so.

Test 4: Out for a walk (walking on a loose lead)
The handler/dog team will take a short “walk” to show that the dog is in control while walking on a leash.

Test 5: Walking through a crowd
The dog and handler walk around and pass close to several people (at least three) to demonstrate that the dog can move about politely in pedestrian traffic and is under control in public places.

Test 6: Sit and down on command and Staying in place
The dog will respond to the handler’s commands to 1) sit, 2) down and will 3) remain in the place commanded by the handler (sit or down position, whichever the handler prefers).

Test 7: Coming when called
The dog will come when called by the handler. The handler will walk 10 feet from the dog, turn to face the dog, and call the dog.

Test 8: Reaction to another dog
To demonstrate that the dog can behave politely around other dogs, two handlers and their dogs approach each other from a distance of about 20 feet, stop, shake hands and exchange pleasantries, and continue on for about 10 feet.

Test 9: Reaction to distraction
To demonstrate the dog is confident when faced with common distracting situations, the evaluator will select and present two distractions. Examples of distractions include dropping a chair, rolling a crate dolly past the dog, having a jogger run in front of the dog, or dropping a crutch or cane.

Test 10: Supervised separation
This test demonstrates that a dog can be left with a trusted person, if necessary, and will maintain training and good manners. Evaluators are encouraged to say something like, “Would you like me to watch your dog?” and then take hold of the dog’s leash. The owner will go out of sight for three minutes.

Equipment
You’ll need to bring your dog’s brush or comb to the CGC test. In the CGC test, dogs must wear a buckle collar or slip collar.

For details regarding equipment, expanded descriptions of the exercises above, and how the CGC Test is administered, see:

http://www.akc.org/events/cgc/training_testing.cfm

American Kennel Club

The American Kennel Club is dedicated to upholding the integrity of its Registry, promoting the sport of purebred dogs and breeding for type and function. Founded in 1884, the AKC and its affiliated organizations advocate for the purebred dog as a family companion, advance canine health and well-being, work to protect the rights of all dog owners and promote responsible dog ownership.

To find an AKC Club near you, see:

http://www.akc.org/clubs/search/index.cfm

American Kennel Club
8051 Arco Corporate Drive
Raleigh, NC 27617
www.akc.org
(919) 233-9767
info@akc.org

AKC Canine Good Citizen Program
cgc@akc.org

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AKC Canine Good Citizen (CGC℠) Program

What Is It?

AKC Canine Good Citizen (CGC) Program

At the American Kennel Club, we’re not just champion dogs, we’re the dogs’ champion. We believe that all dogs deserve training and a responsible owner and our goal is to reward responsible dog ownership.

The AKC’s Canine Good Citizen Program is designed to recognize dogs who have good manners at home and in the community. This rapidly growing nationally recognized program stresses responsible dog ownership for owners and basic training and good manners for dogs. All dogs who pass the 10 step CGC test may receive a certificate from the American Kennel Club.

The Benefits of Training

The AKC CGC Program provides an excellent foundation for training in other fun activities such as Rally, Obedience, and Agility and results in a well-mannered dog who is a joy to live with. Some therapy dog groups require passing the CGC Test as a prerequisite, some insurance companies recommend CGC training, and an increasing number of apartments and condos are requiring CGC training for resident dogs.

How It Works

You can attend a basic training or CGC class to teach your dog the CGC behaviors, or if you have the skills and knowledge, you can teach your dog the CGC skills.

When your dog is ready, you’ll sign up for a CGC test administered by an AKC Approved CGC Evaluator. Tests are held at AKC dog shows, at some training classes, at a number of pet super stores, or some evaluators will make an appointment to test your dog.

When your dog passes the CGC test, the evaluator will give you the paperwork to send to AKC to request the CGC certificate.

To find an evaluator near you, see:

http://www.akc.org/events/cgc/cgc_bystate.cfm

AKC CGC RESPONSIBLE DOG OWNER’S PLEDGE

I will be responsible for my dog’s health needs. These include:

- routine veterinary care including check-ups and vaccines
- adequate nutrition through proper diet; clean water at all times
- daily exercise and regular bathing and grooming

I will be responsible for my dog’s safety.

- I will properly control my dog by providing fencing where appropriate, not letting my dog run loose, and using a leash in public.
- I will ensure that my dog has some form of identification when appropriate (which may include collar tags, tattoos, or microchip ID).
- I will provide adequate supervision when my dog and children are together.

I will not allow my dog to infringe on the rights of others.

- I will not allow my dog to run loose in the neighborhood.
- I will not allow my dog to be a nuisance to others by barking while in the yard, in a hotel room, etc.
- I will pick up and properly dispose of my dog’s waste in all public areas such as on the grounds of hotels, on sidewalks, parks, etc.
- I will pick up and properly dispose of my dog’s waste in wilderness areas, on hiking trails, campgrounds and in off-leash parks.

I will be responsible for my dog’s quality of life.

- I understand that basic training is beneficial to all dogs.
- I will give my dog attention and playtime.
- I understand that owning a dog is a commitment in time and caring.
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. 1606, emailing 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

SFAS 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. SFAS 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 SFAS 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. The SFAS can provide 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, the Alliance of Therapy Dogs, or another nationally recognized group that provides insurance 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 or Lisa at petoutreach@sfhumanesociety.org or the Volunteer Coordinator at SFAS to obtain a new volunteer application packet. Everything you need to know will be in the packet.
Does SFAS 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 SFAS Pet Outreach Program, can I take him into the grocery store and to restaurants?

No. SFAS 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.assistancedogsofthewest.org.

I looked for the SFAS Pet Outreach Coordinator at the Shelter and they said that she wasn’t there. Where are the people who work on SFAS Pet Outreach?

Sue and Lisa are volunteers, just like many of you, and SFAS Pet Outreach does not have an office at the shelter. Sue and Lisa run the program in their free time from home, so there may be a delay in responding to emails or getting information to you. Please be patient with us and someone will return your email or call soon!

If you have any other questions about the SFAS Pet Outreach Program, or would like to obtain more information and a new volunteer application packet, please contact Sue or Lisa by email at petoutreach@sfhumanesociety.org or talk with the Volunteer Coordinator at SFAS.
Volunteer Guidelines

• All visiting animals must be cleared for participation in the Santa Fe Animal Shelter’s Pet Outreach Program. SFAS Pet Outreach animals are not the same as service or assistance animals (such as a guide dog). While SFAS 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. Retractable leashes and pinch or prong collars are not permitted while volunteering. 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 (but are not required) 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
  ➢ **Nose to Nose, A Memoir of Healing**, by Barry J. Schieber