



Standards/Guidelines for Volunteers

As the face of TOTO, you have a responsibility to uphold certain standards. All guidelines set in place are to ensure the safety of the public and of the volunteers, and to maximize the impact of our TOTO ministry. As a TOTO volunteer, you are asked to adhere to the following:

Appearance

- You are responsible for the hygiene of your dog. Your dog must be clean, well groomed, free of internal/external parasites, brushed, and in good general health. Nails must be trimmed and filed.
- If you apply a topical flea/tick and/or heartworm preventative, please apply it a minimum of three days before a therapy visit. Flea and tick prevention collars are not allowed during therapy visits.
- Owners/handlers must dress appropriately in accordance with OC policy.

Gear

- Your dog must wear the TOTO **vest and leash** while in the office and during all therapy visits on campus. Do not use the vest on your dog anywhere else.
- Your dog must be kept on leash at all times when making a therapy visit; even when your dog is resting next to your desk (unless otherwise specified by your department.)
- Your dog must wear appropriate identification (your name and phone number) at all times when making a therapy visit.

- If your dog wears a halter, a collar is still required. Acceptable halters include: head/body halters/harnesses made with fabric webbing or leather with metal or plastic buckles (anything with Velcro or snaps is not allowed).
- If a pet is inside of an OC building, the pet is officially working and must wear all necessary equipment. Equipment must be worn outside if the pet is working, but if the pet is NOT working, all TOTO identification must be removed.
- TOTO vests are property of the University and must be returned to the University if you withdraw from the program.

General

- You and your therapy dog are expected to participate in yearly in-service re-training as determined TOTO Committee.
- If at any time you do not follow these standards/guidelines, the TOTO Committee reserves the right to remove you from the program.
- If an incident or injury occurs to you, your dog, an employee, or visitor during a therapy visit, immediately contact the TOTO Program Director. If the incident is a suspected bite, end the visit immediately. Document the incident on all required program forms.
- You must always have your dog's therapy certification documents with you while making therapy visits. You should also keep emergency phone numbers for your dog available and easily accessible. In case of an emergency, this information may be crucial.

Therapy Visits

- Please act in a professional and courteous manner at all times. You represent OC as well as TOTO.
- You will work with your department to determine the work schedule of your therapy dog and the role your dog will play within the department.
- The volunteer will be asked to record all campus visits and number of student contacts in order to assess program reach and impact.
- Be sure to exercise your dog before a therapy visit or as needed. Therapy dogs must be able to settle and have good manners at all times.
- Do not allow your dog to run loose, be unattended at any time, or be a nuisance to others.

- Always clean up after your dog, both inside and outside a building. All fecal material must be discarded immediately in an appropriate waste receptacle. Carry wipes with you to clean your dog if necessary.
- Please carry your proof of certification with you on all therapy visits. And, you must have a copy of your dog's **vaccination record** in your backpack or in your dog's vest.
- Your dog may not walk in front of you down halls, around corners, at doorways or at stairways. Stand back while waiting for an elevator door to open. When the door opens, wait to ensure safe exit of passengers. If the elevator is occupied, you must ask permission to enter with your dog.
- When making therapy visits as a group, dogs must be kept **two feet apart**. Do not allow them to interact, play together or stare at each other. No barking or jumping on people!
- Always ask **before** your dog approaches someone. Your dog should remain at your side while you are asking.
- Always ask the meeting host **before** you bring your dog to a meeting, either within or outside your department.
- Never force your dog to interact with another person. This should be a pleasant experience for you, your dog, and other people.
- Do not become so comfortable in your environment that you become careless. Stay alert and excuse yourself from any situation you do not believe will be a positive experience for all involved, including your dog.
- Be aware of items on the floor and be ready to give the "Leave It" command. You are responsible for protecting your dog.
- Keep your dog well hydrated; bring water and a bowl to every therapy visit. Folding fabric or plastic bowls are perfect for taking along on visits.
- If your dog is "mouthy" when taking a food reward, do not let someone else give your dog a treat. Only you can give a food reward.
- Be alert to signs of stress in your dog and in yourself. Signs of stress in your dog may include: excessive panting, jumping or climbing on you for security, hiding behind you, shaking or developing tremors in the body or legs, pressing the ears and tail close to the body, yawning or changing facial expressions, looking for an escape route or doorway, or refusing to socialize. If you see any of these signs during a therapy visit, excuse yourself and give your dog a break.

- No therapy visits for female dogs during estrus. Maternity leave is required for pregnant females from 30 days prior to whelping date to 60 days after whelping.

Wellness

- Please ensure that your dog has adequate nutrition through proper diet (free of any raw meat) and clean water at all times.
- Please provide your dog daily exercise, regular bathing, and grooming.
- Ensure your dog receives routine veterinary care, including check-ups, vaccines, and preventative medication.
- All veterinary records for your dog (regardless of reason) must be documented and kept on file with TOTO.
- Your dog must live indoors in a smoke-free home.
- Properly control your dog by providing fencing where appropriate, not letting it run loose, and using a leash in public and other identifying items required by the program when your dog is on campus.
- Protect and properly restrain your dog during travel, and only allow its transport in the passenger area of any vehicle.

Incidents

- An “Incident Report” is provided for you with other TOTO documents. The Advisory Board needs to know about any and all incidents that happen with or around TOTO animals. The report must be filed as soon as possible following an incident
- Incidents include a broad spectrum of events:
 - Dog bites
 - Dog jumping up, barking excessively, making messes, etc. - any behavior the dog has been trained not to do that may cause discomfort for students.
 - Any time a student or other bystander is clearly disturbed by the presence of an animal
- Incident reports help the Advisory Board be proactive. Please feel free to ask about possible incidents and err on the side of caution.