

PET PATROL

VOLUNTEER ORIENTATION OUTLINE

10/24/07

Pet Patrol Training 10-25-07

Introductions

Job

Hobbies

What Kind of Pet do you have?

Self

Board

Volunteers

Review of Pet Patrol organization and Mission - + History
"To help people with chronic and life threatening diseases maintain their relationship with their pets"

Do Social Work/Loss Exercise [if you have time]. [RICH HAS]

If your house was on fire what would you take?

Where do Pet Patrol clients come from?

Low income

Significant challenges

Overview - Assisting Vulnerable Populations

Priorities:

We NEVER want you to be in harm's way. Excuse yourself if you are uncomfortable.

Volunteers DO NOT represent authority figures - De - authorize yourself before contact. "Servant Posture"

Sometimes you must "BITE YOUR TONGUE"

Client maintains control of decision making process

Systematic release of control within vulnerable populations

Elig:
< \$1,200/mos.
chronic/life th illness
Value diff -
Why have pet if can't afford it?

Volunteers non judgmentally assist

Everyone has different value systems regarding care of their animals and surroundings.

Clients sometimes have dementia or diminished mental capacity -- *Wasting Syndrome + dementia*
can starve their pets unintentionally

What constitutes abusive treatment of animals?

Neglect – failure to provide basic care [food, water, shelter, veterinary care]

Intentional cruelty -- intentional mistreatment

Cruelty -> Domestic situation problem?

In either case observe specifics and contact Pet Patrol BOD members AFTER visit. Do written documentation immediately after visit if possible. Be objective not subjective -- deal with FACTS rather than EMOTIONS.

Client Confidentiality [esp with HIV] ~ *form*

Health information shared with you

Living situation info shared with you

Family situations shared with you

Pet information shared with you

Inquiries from neighbors: "Mrs. Jones and I are visiting with each other today."

Volunteer Caveats

WHEN OPENING AN OUTSIDE DOOR – ALWAYS LOOK @ YOUR FEET FOR ESCAPING PETS.

REMEMBER, YOU ARE NOT THE "DOG WHISPERER!"

Dogs are naturally protective. Be aware of growling at the door.

Be aware of the specific situation as it relates TO THE PET

Litter Box

Pets Water Bowls

Other cues that may help you

Hearing Deficit – devices? Volume of TV, radio or phone?
Is client “In one room?”

One time assessment may not be valid -- May be a “bad day.” Visit more than once. Don’t be an ALARMIST.

However, if you have concerns refer them to Pet Patrol BOD – we can address broader issues if needed.

When with a client be PRESENT in the moment and dedicated to and focused on that client

Turn off your cell phone
Empathize, but keep your problems at home
Listen 80%, Talk 20%
Use open ended questions in conversation

Don’t talk OVER the client

Establishment of clear organizal/personal boundaries from onset -

Restrict your involvement/interventions to Pet Patrol related activities only

“This is what I/we are able to do for you today.”

Ask permission for EVERYTHING you do. Don’t assume client wants/needs it done.

Respect the clients’ DIGNITY at all times

BASIC RULES TO REMEMBER:

Remove yourself immediately from situations with which you are uncomfortable or feel endangered

Do not engage in conflict of any kind with client – refer to BOD

Do not accept give substantive gifts or money

Do not solicit

Do not offer to foster an animal without approval

Do not remove an animal from a situation

Realize that there are liabilities associated with your involvement and that given the size of this organization, you will be responsible for them. Take an EXTRA MEASURE OF CARE.

Dealing with the pet:

You MAY want to have food or litter with you but you are NOT obligated to do so. You can get supplies from Volunteer Coordinator if needed.

HINT: Supplies you may want to have on hand - I keep in a plastic pet bin

- Paper towels
- All purpose pet brush
- Leash
- Adjustable collar
- Treats
- Dog/ Cat food
- Bag of Kitty Litter
- An old towel

Basic rules:

REMEMBER – “FLUFFY” may be sweet but he is still an unpredictable piece of LIVESTOCK.

ANY PET CAN AND WILL BITE

THE ANIMAL WILL DETERMINE IF YOU ARE A THREAT OR NOT,
NOT YOU

Asses the level of animals socialization

- Enquire of the owner: “Is the anything that makes Fluffy afraid?”
- Animals sometimes carry owner’s characteristics and dislikes

Upon approach [even outside the home] use the pets name in a friendly voice loud enough for them to hear

If an animal is timid or shy don't force the situation – let them come to you

Let the owner give you toys or treats to give to Fluffy.

Some pets are protective of older owners

Some pets are old themselves and have similar deficits -- Hearing
Vision

Again, de-authoritize yourself -- submit to the animal

[Posture/ tone of voice}

Don't turn your back on a dog, even if it's aggressive stay still or back
away slowly

Never pet a dog without letting them see/sniff your PALM

Don't disturb a dog that is eating, sleeping or with its pups

CARING FOR THE PET

FEEDING:

Time consistency

Food Consistency – don't change food all @ once 2-3 days if possible.

Treat OK with permission

If possible, NO HUMAN FOOD and NO CHOCOLATE

Feed bowls and feeding area clean

Feed separate from other animals

Cat food separate

WALKING/EXCERSIZE

Caveats:

The minute the pet leaves the owners property YOU become responsible for its safety and liable for its actions

Don't try to control a dog that is stronger than you

NEVER let a dog run off a lead

ALWAYS make sure a dog has a secure collar and ID tag – Check collar and leash before you leave – [Frayed or weak?]

TRANSPORTING THE PET

Best with owner PRESENT and pet CONTAINED

ALWAYS with owner's permission

Dogs on a leash – even in the car or in a crate

Cats in a carrier or pillowcase

GROOMING [DO THIS SECTION IF YOU WANT TO OR HAVE EXTRA TIME – OPTIONAL]

Keep owner in line of sight

If inside, is there a vacuum available?

If you are outside, lead rules apply

Advance from brushing -→bathing over time

Most dogs loved to be brushed + attention

Avoid knots or mats – let a professional groomer handle those

Be careful of ears, face, tail, groin areas

Feet, esp. toenails – dogs remember previous close cuticle cuts

From top → Bottom and Front→ Back

BATHING

DO NOT BATHE A CAT -- UNLESS YOU HAVE A DEATH WISH

Commit to 2 hours total time

Bring all supplies – be self contained -- don't make additional work for the client

Don't rush the animal into bathing

INSIDE or OUTSIDE?

If INSIDE:

- Prepare the bathroom first
- Place supplies within reach
- Have 3 – 4 of YOU OWN large towels – bring large garbage bags to transport dirty towels back home
- Non skid tub floor - In a pinch doormat works

- Have tepid/warm h20 running gently [so the pet knows what's in there]
- Portable rubber shower attachments are great
- Keep the collar on
- If possible Have owner bribe dog into tub
- Close the bathroom DOOR
- Don't put a lot of water on face or head – this can disorient the pet, use a wet washcloth.
- Use pet shampoo or “No Tears” baby shampoo SPARINGLY – Don't want to dry skin out.
- Wash from front → back and top → bottom
- Washcloth works best
- Rinse gently but thoroughly -- dried soap irritates the skin
- Don't use electric dryers -- too risky

If OUTSIDE

- Keep pet on the lead and keep lead secure
- Wet dogs tend to go nuts, keep them on a lead and air dry

Questions? Comments?

Contact info for Pet Patrol

Next steps → Volunteer Assignments

THANK YOU