

Volunteer role outline

Role	Pet Visitor
Responsible to	The service manager or designated staff member
Disclosure and Barring Service (DBS) level required	Enhanced + Adults

Aim of the role

The role is intended to enhance the experience of those people using our inpatient services by them having a visit from/spending a little time with a pet.

What the role involves:

- Give patients time with a pet
- Visit at a mutually agreed time
- Follow the set protocol attached
- Inform staff of any issues that arise during their visit.
- Discuss with staff on arrival if anyone is present that may have issues with pets visiting the ward/unit.

The knowledge, skills and attributes required for the role:

- Good communication skills.
- Pet registered with Pets as Therapy
- Punctuality and reliability.
- Ability to effectively engage with service users, carers and staff

In order to maintain the health, safety, privacy, dignity and wellbeing of everyone, all volunteers are required to:

- Attend our initial volunteer mandatory training or complete the National Volunteer Certificate and keep up to date with the training.
- Attend any relevant training identified in your supervision.
- Adhere to relevant policies.
- Undertake a local induction.
- Attend regular supervision with your named supervisor.
- Report any concerns to your supervisor or other staff member

What we hope you gain from the role

- Our thanks and appreciation
- New skills and knowledge
- Satisfaction from helping others

We look forward to you joining us and making a difference.

Volunteer Pet Visitor Protocol

The following protocols must be observed:

- Only registered PAT pets and their owner should undertake this role.
- Owners will be recruited as volunteers in line with Trust policy.
- Owners of registered pet will provide records of certification/registration, vaccination, boosters, worming and flea control etc.
- Visits cannot commence until the volunteer's recruitment is complete and all relevant documentation in regards to the pet has been provided.
- The owner must present their pet well groomed, clean, claws neat and trimmed and in good health.
- The pet must be controlled and its behaviour acceptable whilst on the premises. It must be kept under control (on a lead) and not allowed to roam.
- Under no circumstances are pets or volunteers allowed in service users bedrooms.
- Under no circumstances must the dog be allowed into clinical or kitchen/food areas and should avoid visits at meal times.
- The pet should not require feeding during its visit but if a drink is required during hot weather the owner will carry a visiting pack. Equipment from the kitchen must not be used for this purpose. It is preferable that pets are given water outside the building.
- Anyone touching the pet will be offered hygienic hand rub to use immediately afterwards.
- Staff must wash their hands well with soap and water after contact with the pet.
- The feelings of patients and staff who do not like dogs or may have allergies must be taken into consideration.
- Owners should follow the advice and guidance from Pets as Therapy in relation to visits etc.