

## During a visit and in public settings

### **Always, always, and did I mention ALWAYS???**

- Wear your PAWS nametag and use the green leash
- Keep your pet close by your side on a short leash (using the 2 hand hold)
- Remember to use your 2-step approach and treat everyone with respect
- Introduce yourself and tell folks you are with PAWS for People – pet therapy

### Pet control

- Everyone else has the right of way
- Keep your pet in your area of vision and under your complete control
- Be vigilant going around corners, coming out of elevators, entering and exiting doorways
- When other pets are near, watch for signs of aggression and avoid confrontation - break eye contact between pets, move away, take a break outside/return to a different spot in the room
- Be an advocate for your pet – watch for signs of fatigue, thirst, nervousness, distress of any kind and respond immediately
- More advocacy: instruct people in the proper way to handle your pet (gently), give treats (open palm), where to pet (away from eyes/tender spots), what your pet enjoys
- **It's not only your right, it's your responsibility...to tell people the limits they must observe.**

### Pet relief

- Let your pet relieve themselves BEFORE you go in and hourly if needed
- Clean up after your pet and dispose of waste in outside trash can (carry bags)
- Clean up any accidents and report the incident so the site can sanitize accordingly

### Good grooming - you and your pet

- Your pet should look, feel, and smell good – clean, brushed, trimmed nails, cleaned ears
- So should you! Clean clothes, no low cut tops (you do a LOT of bending over), closed toed shoes

### Medical concerns - for both you and your pet

When you are visiting, you come in contact with lots of people who are susceptible to the germs we carry in with us. Here are some considerations to remember before you visit:

- **Humans** – If you have any of the below illnesses or issues, please call and reschedule your visit. You may be feeling better by the time of your visit, but you may still be contagious. **NOT visiting is actually kinder than visiting if you infect the folks you visit.** What is a minor cold or medical condition for you may turn into pneumonia or something unpleasant for them.
  - Fever on the day or night before your visit – wait a few days
  - A cold and/or are coughing – wait til you are no longer coughing or have a runny nose
  - A rash, such as poison ivy, even if you keep it covered – wait til you are rash-free
- **Pets**– If your pet isn't feeling well, please reschedule. It is far kinder to care for your pet, than make them visit when they are uncomfortable or afraid. People will understand.
  - Diarrhea/vomiting
  - any open wounds such as hot spots or cuts and scrapes
  - is afraid of thunder, lightning, or an impending storm

If you have any concerns or questions call the PAWS office and ask them. If no one is available to answer your questions, call your visiting site. They will explain their policy.

## **PAWS Event Etiquette**

You are actually WORKING when at a public event so always present a dog that is well-socialized and clearly under YOUR control.

Keep your dog at your side, close to you, right at your knee, at all times

### **When approaching another team**

- ASK if you can get close to visit
- If the answer is NO – keep moving
- Allow just a few seconds of sniffing --- extended sniffing is asking for trouble
- Encourage your own pet with petting and talking

### **When sitting in a workshop**

- Situate your pet so you can see their whole body
- Pay attention to where your pet is looking – remember they are short and can engage eye contact with another pet below your radar
- Be aware of challenging eye contact
- Respond to signs of discomfort/aggression - IMMEDIATELY

### **On an elevator**

- Always ask if it's ok to join the other riders
- Get on and off LAST whenever possible
- Reassure your pet with petting and praise – elevators can be scary

### **Electric sliding doors**

- Sliding doors can be a new and scary thing for your pet
- Reassure your pet with petting and praise

### **Treats and toys**

- Be aware of other dogs around you when treating your dog
- Noisy containers/toys can be a distraction – to other pets and people
- Don't bring popular toys (bones/tennis balls) – it creates envy and excitement
- Keep noise/distraction to a minimum OR  
move to the rear of the room to avoid teasing other pets

### **Potty breaks**

- Please take a potty break any time needed
- Get up quietly and when you return, settle in quickly
- Move far away from building/landscaping
- Clean up after your pet and use outside waste containers to dispose of droppings

### **What is NOT ACCEPTABLE when visiting and at events**

- ANY jumping, barking, growling, snarling
- If ANY of these behaviors occurs, attend to your dog IMMEDIATELY
  - Break eye contact right away
  - Turn them away from the other dog
  - Get their attention with kind words or treats (always carry really good treats)
  - Move away and stay away from other dog
- Some days just aren't good days for dogs and public events – recognize any signs your pet is giving you and respond immediately  
It's better to go home early before something happens, than to wish you had.