

Please fill out the information in both the Prerequisites and Service sections of this application and submit to the PAWS office for consideration for the PAWS Master's Certification. When your data has been verified, we will schedule an appointment with you to complete the Performance & Demeanor requirements. You may submit your answers to the written exam at that time.

Name

Pet's name

Street Address

City, State, Zip

Phone number

email address

MASTER'S CERTIFICATION REQUIREMENTS

Please check the items below which have been completed and include the relevant dates.

PREREQUISITES

- _____ 1. Active member of PAWS for at least 9 months (Tier 1) or 12 months (Tier 2)
Agreement date _____
- _____ 2. Completed PAWS' Basic Training – Basic Training date _____
- _____ 3. Completed PAWS' Advanced Training – Advanced Training date _____
- _____ 4. Achieved Advanced Level of Standards of Excellence Testing – STEx date _____

A. PERFORMANCE & Demeanor

- _____ 1. Personality Traits - Human _____ Pet _____
- _____ 2. STEx Test – Master's Level of Difficulty (passing all 6 aspects of this level of testing)

B. SERVICE

- _____ 1. **Visiting Hours** – 50 hours completed (Tier 1); 100 hours (Tier 2) completed at PAWS approved sites - PLEASE LIST SITES VISITED

- _____ 2. **Community Outreach** - Participation in at least 5 different community events - signed off by PAWS

1. _____	4. _____
2. _____	5. _____
3. _____	6. _____

- _____ 3. **Service to PAWS** - 25 hours of service to PAWS as an organization – signed off by PAWS' rep
List type/s of volunteer service and approximate hours for each

C. KNOWLEDGE DEMONSTRATED

- _____ 1. Human conversant about PAWS in public situations
- _____ 2. Written exam – passing both objective and open-ended sections

Signature _____ Date _____

MASTER'S CERTIFICATE PROGRAM CHECKSHEET

PREREQUISITES

_____ Active member of PAWS for at least 12 months _____ Achieved ADVANCED STEX
_____ Completed both Basic & Advanced Training _____ Completed all parts of Masters Certification

A. PERFORMANCE AND DEMEANOR

1. PERSONALITY TRAITS

_____ **Human:** Confidence in self and pet - patient and compassionate - PAWS knowledgeable
_____ **Pet:** Responsive to handler - comfortable and friendly in all situations - reliable and consistent in performing behaviors and in public

2. STEX TEST – Master's Level

_____ Behavior/demeanor/appearance _____ Food
_____ Pet assessment _____ Visit
_____ Crowd _____ Solutions to difficult situations

B. SERVICE

1. VISITING HOURS

_____ 100 hours volunteered in visiting at PAWS approved sites
_____ Volunteer Coordinator signature _____

2. COMMUNITY OUTREACH/SERVICE

_____ 5 different community events
_____ Director of Community Engagement signature _____

3. SERVICE TO PAWS

_____ 25 hours volunteer service participating in the life of PAWS
_____ Office Manager signature _____

C. KNOWLEDGE DEMONSTRATED

_____ Conversant in public situations of PAWS history, programs, and training process
_____ Written test
_____ Objective section
_____ Open-ended section

D. COMMENTS

Completed _____
Therapy Team signature _____ Date _____ Executive Director signature _____

PAWS Certification Master's Level

PAWS Master's Certification is a three-part Certificate Program testing the therapy team's visiting skills, demeanor in public, and knowledge and service in representing PAWS for People.

Our expectations of a PAWS Master's Level Therapy Team

- superior level of performance and precision
- well-informed (about PAWS), interested, engaging handler
- friendly, people-focused pet
- demonstrate experience with visiting in partner sites as well as in community situations

PREREQUISITES

- must be an active member of PAWS for at least 12 months
- must have completed PAWS' Basic and Advanced Training
- must have achieved Advanced Level of our Standards of Excellence Testing

A. PERFORMANCE AND DEMEANOR

1. PERSONALITY TRAITS

- ____ **Human** - Confidence in self and pet
 - Patient and compassionate with other people and with pet
 - Knowledgeable about PAWS and able to convey what PAWS is and does
- ____ **Pet** - Responsive to handler
 - Reliable and consistent in performing behaviors in public
 - Comfortable and friendly in all situations

2. STEX TEST – Master's Level

Test conducted in a facility or other public place

BEHAVIOR/DEMEANOR/APPEARANCE

- ____ **Pet** – continually/reliably calm and well behaved through all 4 sections of certification
- ____ **Human** - confident of pet's behavior, in control at all times, attentive to pet
- ____ **Both** – friendly and interested but not intrusive

FOOD

- ____ **Leave it** - person drops food in front or to the side of dog, dog obeys "leave it" command, if pet licks shoe, floor, whatever - stops on command
- ____ **Acceptance of treats** - gentle with closed fingered delivery

PET ASSESSMENT

- ___ Accepting a friendly stranger - calm and holding still on handler's command
- ___ Hard stare - longer than 3 seconds, does not have to hold eye contact
- ___ Sitting politely for petting - calm, interested but not overly excited
- ___ Appearance and grooming - fresh, clean, and well-groomed - both human and pet
- ___ Loose leash walking - almost a heel but need not be as rigid
- ___ Sit on first command and remain seated for 1 minute, with distractions
- ___ Down on first command and remain down for 1 minute, with distractions
- ___ Staying in place - stay as handler moves to side and talks with someone for 30 seconds
- ___ Coming when called - from across the room
- ___ Comfortable in all of the following visiting scenarios:
 - ___ Person in wheelchair
 - ___ Person using walker or cane
 - ___ Person in bed
 - ___ Person with respirator/"noisy" equipment
- ___ reaction to another dog/animals – calm acceptance of another creature

CROWD - could be several things going on at once

- ___ Jerky movements - staggering, hands raised
- ___ Loud/angry noises - very loud, very angry and then a petting immediately after
- ___ Accepting approach/touch from behind - surprise underbutt grab from behind
- ___ Reaction to several distractions - metal tray, fire bell, lots of commotion or crowd
- ___ Crowding - several people crowd the dog, like kids would crowd a pet
- ___ Distractions - someone carrying something unusual approaches
- ___ Reaction to child petting it
- ___ Person - comfortable and confident, aware of pet's reactions, reassuring
- ___ Pet - quick recovery if startled or wary

VISIT – at least a 3 minute visit

- ___ Use of "tricks of the trade" - head on lap, lean, sitting close to visitee, eye contact showing real attentiveness in a doggie/pet kind of way
- ___ Person: express interest in visitee, not discuss only pet
 - ___ Able to talk about PAWS comfortably, knowledgeably
 - ___ Mentions PAWS by name and offers info about who we are and what we do
- ___ Approach with smile, strong voice, intro to person, therapy pet, PAWS for People
- ___ Interested in person, stays close, sits or stands quietly for petting

SOLUTIONS TO DIFFICULT SITUATIONS

- ___ Looking for appropriate use of solutions - naturally by pet or on command
 - ___ "Watch me"
 - ___ Lean
 - ___ Directed eye contact
 - ___ Head in lap
 - ___ Sit, down, stay, settle
 - ___ Paw gently on knee/on side of bed
- ___ Use of treat to lure pet or form bond with person

B. SERVICE

1. VISITING HOURS/SERVICE

____ Baseline requirement of 100 hours of pet therapy visiting done at PAWS approved sites

2. COMMUNITY OUTREACH/SERVICE

____ Required participation in at least 5 different community events

____ Signed off by PAWS' rep

____ Use of PAWS leash and Please Pet Me Tag and PAWS nametag

____ Friendly greeting to everyone

____ Introduction of self, therapy pet, and PAWS

____ Ability to engage people in discussion

____ Have current knowledge of PAWS training process, programs, sites

____ Confident maneuvering of pet in crowded or distracting situations

____ Use of pet etiquette rules and guidelines as taught in training

____ Advocate for pet in potentially dangerous or anxiety-producing situations

3. SERVICE TO PAWS

25 hours volunteer service participating in the life of PAWS beyond visiting/community outreach

- Signed off by PAWS' rep

____ Serve on a committee

____ Create a fundraiser

____ Assist in planning/advising

____ Volunteer in the office

____ Spend time helping PAWS in some way (creativity counts here)

C. KNOWLEDGE DEMONSTRATED

1. SPEAKING IN PUBLIC

____ Ability to speak knowledgeably and accurately about pet therapy and PAWS for People

- Community events - Public presentations - Workshops or conferences

2. WRITTEN EXAM - Human must pass the following exam



WRITTEN EXAM QUESTIONS – Master’s Certification

Part 1 – Answers for this section may be bulleted or in phrases

- 1 – List the 4 parts of our PAWS for People mission statement and explain how those parts influence everything you do as a PAWS therapy team
- 2 – Discuss briefly what “individualized therapeutic visits” means in a PAWS’ visit
- 3 – When was PAWS founded, by whom, and why?
- 4 – List the steps involved in the membership/training process from the initial information request to the assisted first visit.
- 5 – Choose 5 of the PAWS culture words: explain how they reflect who PAWS is and how we do what we do.
- 6 – List 3 of our 5 staff members and briefly explain what their roles are.
- 7 – Define “incident” in light of PAWS visiting and explain what must be done when one occurs.
- 8 – List at least 5 benefits of pet therapy for each of our following clients
 - A hospital patient - A family member of that patient - A staff member
 - The facility itself - Your therapy companion - You
- 9 – List the major sources of income that fund PAWS programs, staff, and general operations.

Part 2 – Please share your thoughts and opinions freely.

- 10 – How has pet therapy changed your own life? Please explain.
- 11 – What value do you think PAWS has in the community? Please explain.
- 12 – What is the most valuable outcome of your work in pet therapy? Please explain.
- 13 – Discuss briefly your most successful visiting technique. Why is it successful?
- 14 – What aspect of your visit (both you and your pet) would you like to improve? Explain.
- 15 – Please share with us something about PAWS that you feel is weak and could be improved.
- 16 – Why are you interested in achieving this Masters Level Certification?