



Ethical Standards & Guidelines

Rights of Volunteers

- Understand their responsibilities
- Be provided with clear information
- Be shown appreciation
- Work in safe environments
- Withdraw from voluntary work at any time without giving a reason

Responsibilities of Volunteers

- Strive to ensure that they and their dogs are never put at risk
- Act in accordance with the advice and wishes of the establishment staff but within Therapy Dogs guidelines
- Conduct themselves in accordance with the values of Therapy Dogs
- Respect patients' confidentiality, dignity, wishes, and privacy
- Keep their Therapy Dog well groomed, clean and healthy so as to not cause concern to an establishment, patients, or carers

Rights of Therapy Dogs Pets

- All pets should be treated with care and respect
- Dogs should be given exercise and toileting opportunities prior to the visit
- Dogs should have access to water during their visit
- Dogs are never to be exploited or put in situations where they are physically or temperamentally unable to cope

Therapy Dogs reserves the right to:

- Request references for Therapy Dogs Volunteers
- Decline offers from applicants at our discretion
- Terminate the services of any Therapy Dogs volunteers at its discretion, without question or appeal

Rights of people being visited by Therapy Dog Volunteers

- Any person at an establishment has the right to refuse to be present at the time of, or in the same room, as the Therapy Dog Volunteer team
- Be treated with dignity, respect, and kindness during their visit

Failure to adhere to good practice and the principles in this handbook will result in immediate termination of membership with Therapy Dogs and require that any Therapy Dogs merchandise be returned to Therapy Dogs.