



# Newfoundland Dogs Spreading Hope & Healing

**TIMBERKNOLLS SPIRIT COVE**  
**VOLUNTEER ORIENTATION MANUAL**  
Date of Publication 3/1/2022

## Table of Contents

---

### About Us

- [Mailing Address](#) Page 3
- [Contact People](#) Page 3
- [Program Holidays](#) Page 3
- [Office Hours](#) Page 3
- [Welcome Statement](#) Page 4
- [Non-Discrimination Policy](#) Page 4
- [Mission Statement](#) Page 5
- [Program History](#) Page 6
- [Program Overview](#) Page 7

### Volunteers

- [Volunteer Rights](#) Page 9
- [Volunteer Responsibilities](#) Page 9

### Volunteer Policies

- [Record Keeping](#) Page 11
- [Onboarding](#) Page 11
- [Volunteers as Supervisors](#) Page 12
- [Volunteer/Staff Relationships](#) Page 12
- [Limitations on Volunteer Service](#) Page 12
- [Age Limitations](#) Page 12
- [Interviewing](#) Page 12
- [Orientation](#) Page 12

- [Volunteer Placement](#) Page 12
- [Position Description](#) Page 12
- [Volunteer Position Acceptance](#) Page 12
- [Volunteer Assignment](#) Page 13
- [Probation](#) Page 13
- [On-The-Job Training](#) Page 13
- [Absenteeism and Punctuality](#) Page 13
- [Volunteer Performance Evaluation](#) Page 13
- [Performance Problems](#) Page 13
- [Resignation](#) Page 14
- [Termination](#) Page 14
- [Exit Interview](#) Page 15
- [Animal Assisted Therapy Registration](#) Page 15
- [Confidentiality](#) Page 15
- [Dress Code Humans and Therapy Animals](#) Page 15
- [Smoking](#) Page 16
- [Food, Drugs, Tobacco](#) Page 16
- [Waiver of Liability](#) Page 16
- [Accident Reports](#) Page 17
- [Infection Control](#) Page 17
- [Liability Insurance](#) Page 17
- [Ongoing Education & Training](#) Page 17

**Forms and Other Useful Links**

**Electronic Forms** Page 18

- [Volunteer Portal](#)
- [Volunteer Time Tracking Record](#)
- [Volunteer Therapy Dog Visit Record](#)
- [Volunteer Photo Release Form](#)
- [Pet Partners Therapy Organization](#)
- [Alliance Pet Therapy Program](#)
- [AKC Therapy Dog Title Application](#)
- [In KIND Donation Form](#)
- [Volunteer Handbook Acknowledgement and Agreement](#)

**Paper Forms**

- [Therapy Dog Visit Log](#) Page 19
- [Volunteer Confidentiality Statement](#) Page 20
- [Photo Release](#) Page 21
- [Volunteer Handbook Acknowledgement](#) Page 22

# How to Reach TimberKnolls Spirit Cove

---

563 Orangewood Lane  
Dandridge TN 37725  
(828) 367-9004

## Contact People

---

Some names and phone numbers that might be useful to you:

Patti Sutherland...Co-Founder/Director of Animal Therapy	(828) 775-6396	<a href="mailto:patti@newfietherapy.org">patti@newfietherapy.org</a>
Benita Edds.....Co-Founder/ Director of Animal Training	(828) 775-6393	<a href="mailto:benita@newfietherapy.org">benita@newfietherapy.org</a>
Lisa Schiller..... Co-Founder/President	(843) 291-2227	<a href="mailto:lisa@newfietherapy.org">lisa@newfietherapy.org</a>
Mary Bylone..... Director of Volunteer Services	(860) 908-2909	<a href="mailto:mary@newfietherapy.org">mary@newfietherapy.org</a>
Brian Benton.... Director/Treasurer	(704) 661-9578	<a href="mailto:brian@newfietherapy.org">brian@newfietherapy.org</a>

## Program Holidays

---

### Holidays and Closure Days:

New Years Day	January 1
Memorial Day	Last Monday May
Independence Day	July 4
Labor Day	First Monday September
Thanksgiving	Fourth Thursday and Friday November
Christmas Day	December 25

## Office Hours

---

Monday - Friday 9:00 A.M. - 5:00 P.M.

Saturday & Sunday Special Events as scheduled/announced  
All times listed are EST

This is flexible based on special events and organization visiting hours

## Welcome

### **Welcome Volunteers**

TimberKnolls Spirit Cove welcomes you as a volunteer member and hopes your association with our Animal-Assisted Activities & Therapy Program will be a mutually positive experience. This handbook has been designed to acquaint you with TimberKnolls Spirit Cove and to serve as a guide to the operation and procedures of the volunteer program.

As a volunteer, your help and dedicated support enable us to reach a diverse population of Veterans, First Responders, Military Families, HealthCare workers and people overcoming illness or trauma. We need you to help spread hope and healing to as many people as possible.

The information in this handbook will help explain the background and purpose of our program, answer some frequently asked questions, and describe what you might encounter as a volunteer. Also included are the responsibilities that go beyond volunteering. Feel free to discuss program concerns with our staff. There is also helpful information in resources on our website. We know you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by their efforts to help others.

TimberKnolls Spirit Cove encourages maximum involvement of volunteers. Your involvement helps us promote good community relations and allows us to enhance our programs. As a volunteer, you can share your knowledge about TimberKnolls Spirit Cove and the “Newfie Therapy” program with your community.

This handbook will provide information to help you get started as a volunteer in our Animal-Assisted Therapy program. There may be certain volunteer job titles which have additional responsibilities and expectations beyond what is included in this Handbook. Those are detailed in the individual job descriptions which apply to that position.

As a volunteer in TimberKnolls Spirit Cove, you are special. You are willing to give time and energy to someone needing a little hope and healing. You are helping people in your community lead more joyful lives. Your efforts will bring happiness to others, and a sense of personal fulfillment you will find hard to beat.

Thank you for serving!

### **Non-Discrimination Policy**

It is the policy of this organization that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or veteran status. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to your program leader.

# Mission Statement

---

## TimberKnolls Spirit Cove

**Our Mission is simple - To spread hope and healing by providing Animal-Assisted Activities and Animal-Assisted Therapy, primarily with giant breed Newfoundland dogs, to veterans, military, first responders, healthcare workers, their families and people overcoming trauma or illness.**

The TIMBERKNOLLS SPIRIT COVE VOLUNTEER PROGRAM encourages maximum involvement of volunteers with its programs, activities and operations. This involvement promotes good community relations and allows us to maintain a high quality program. The involvement of volunteers helps to do the following:

- \* Provide a greater amount of emotional support and joy through Animal-Assisted Activities (AAA), Animal-Related Engagement (ARE) and Animal-Assisted Therapy (AAT) to Veterans, Military, First Responders, HealthCare workers, their families and people overcoming trauma and illness
- \* Help TimberKnolls Spirit Cove reach more geographic communities
- \* Provide information about TimberKnolls Spirit Cove and its programs to the community.

The goal of the volunteer program is to enable us to expand our volunteer support in the following areas::

Animal-Assisted Interventions (AAI) Including, Animal-Assisted Activities (AAA), Animal-Related Engagement (ARE) & Animal-Assisted Therapy (AAT) Teams  
Social Media/Marketing/Public Relations  
Grant Research/Donor Research  
Grant Writing/Donor Attraction & Retention  
Community Outreach  
Animal Care  
Event Support  
General Administrative Assistance/Data Entry

As you can see, there are many ways your commitment benefits our mission!

# Program History

---

## History

TimberKnolls Spirit Cove provides Animal-Assisted Activities (AAA), Animal-Related Engagement (ARE) & Animal Assisted Therapy (AAT) services, completely on a volunteer basis. We rely heavily on volunteers and are committed to fulfilling the majority of our staffing needs this way.

Our therapy teams are made up primarily of Newfoundland Dogs and a small, but growing Gypsy Vanner horse team. When the ranch is established, (more about that in the future) the animal teams may be expanded to include other gentle therapy animals.

### **Our Inspiration - The Hudson Ambassadors**

The Hudson Ambassador program was a brainchild of Co-Founder Patti Sutherland. As an Administrator in the North Carolina school system, she was keenly aware of the social and academic struggle that many high school children faced as they navigated early adulthood. As a Newfoundland dog owner and breeder, she was also aware of the positive impact that these gentle giants had on the people that met them, and from that knowledge, this unique program was created.

First of its kind in the country, Patti developed a therapy dog program where students were trained to be ambassador dog handlers. These students would have the honor of taking their Newfoundland partner to one of their classes during the day. Once the student's hands were on the leash they kept an oath to Hudson of coming to school each day, participating in class, doing their homework, passing their course work and they couldn't have another discipline referral.

This program started with a goal of reducing high school dropout statistics and the program ended up boasting a 100% graduation rate, but there were other benefits. The dogs helped create a sense of acceptance and safety in a way that no other person had accomplished for these students. Many of whom faced the reality of poverty, abuse, suicidal intentions, death, and health challenges.

These dogs didn't just interface with the students who were trained as handlers, but they interacted with the entire student body. In the course of one week:

1 dog had 4 handlers each day taking them to classes of an average size of 28 students or 112 students per day

4 dogs would interact with 448 students per day and 2,240 student interactions per week

In one school year, 4 dogs would have over 80,640 student interactions

Hudson was the star of the program, he had the innate ability to know what anyone needed and was able to provide that support and unconditional love without hesitation. Tess, who was able to challenge even the most difficult student, bringing out the best in them, Oscar the loveable goofball and Ellie the princess with excellent manners who loved to be pampered, joined him. Sydnee was the first puppy who grew up in the program. Boone, was a very old soul, and Harrison, the sweetheart in the group, was just a puppy when the program concluded.

This team of very special Newfoundland therapy dogs helped a group of high school students who may easily have been forgotten by the system... graduate from high school and more than that, they developed support systems through friendships called the Hudson Ambassador Family that have lasted for many years.

**The Hudson Ambassador program was so successful that a core group of these formerly at-risk teenagers have come back to TimberKnolls Spirit Cove to pass forward the gift of healing they**

**themselves received. Many have become pet therapy handlers themselves. A real-life example of paying it forward!**

## **Program Overview**

Animal-Assisted Activities (AAA), Animal-Related Engagement (ARE) & Animal-Assisted Therapy (AAT)

TimberKnolls Spirit Cove has over 50 Newfoundland therapy dogs teamed up with therapy handlers who are in different stages of therapy training & registration and are committed to serving communities in SC, NC, MO, CT, CO, and TN. The location of teams is expanding constantly. These special teams are dedicated to reducing stress, creating joy, and helping heal, through their unconditional love, kindness, and compassionate spirits. Visiting veterans' organizations, hospitals, fire and police stations, our volunteer Newfie Teams spread hope for those who have served or are living with PTSD or illness. New teams are joining our volunteers and helping us to reach more people who can benefit from our therapy program.

**Since our formal inception as a 501c3 in 2018, TimberKnolls Spirit Cove Newfie Therapy teams have helped almost 47,000 people! Including;**

**3379 Active Military/Veterans**

**3893 First Responders**

**5824 Hospitalized Adults and Children**

**1281 Students**

**12,811 Healthcare workers**

**PTSD & Trauma survivors spent over 20,000 hours with the Newfie Therapy teams**

As we continue, we will grow the number of teams, increase the number of people we reach and expand our geographic presence. Along with the expansion into other states, our goal is to purchase or build a small ranch that will be based in the Asheville, NC area where our core team of Newfoundland therapy dogs and Gypsy Vanner horses will be based. On-site, we will:

Provide AAA, ARE & AAT support to Veterans, First Responders, Healthcare workers & their families who are based in Western, NC. Day retreats will be offered to families of deployed service members, giving those that support the ones who serve, a serene environment where families can play with the therapy dogs and horses and be loved on by them, providing stress relief, hope, and emotional healing. The ranch will also provide training and onsite evaluations to Newfoundland therapy teams who are located and committed to volunteering in other parts of the country.

## Helping Veterans & First Responders

We believe there will be Veterans and First Responders who will want an opportunity to own a Newfoundland and maybe even become a registered Pet Therapy Team themselves. TimberKnolls Spirit Cove will work with these individuals to acquire a Newfoundland and help them to train and begin to provide therapy to others. For those service members interested in volunteering and working with dogs, but who are not interested or in a position to adopt their own, they may apply to work directly with a member of the Spirit Cove Newfoundland Team. Training in water rescue activities will also be provided to these new therapy teams to help provide support through community activities and additional bonding with their partner Newfoundland. These activities will help reduce isolation, stress, anxiety, and depression.

## Why this work is so important

Research shows that positive interactions with animals increase endorphins, oxytocin, prolactin, and dopamine. These are the hormones associated with blood pressure regulation, pain relief, stress relief, and joy. Visits from therapy animal teams can normalize stays away from home for hospital patients, improve motivation to participate in treatment protocols, and lessen worry, anxiety, unhappiness, and pain.

In addition, we have structured this program to have maximum impact. We have done conservative estimates of the program's reach and we believe we can touch the lives of over 120,000 people in a year's time using conservative numbers!

# Volunteer Rights and Responsibilities

---

## Volunteer Rights

Volunteers are viewed as the most valuable resource of this organization, its staff, and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, and the right to effective supervision. Volunteers have the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the organization and operate according to its procedures.

## Volunteer Responsibilities

- To be open and honest regarding intent, goals, and skills.
- To accept and have a clear understanding of the job.
- To carry out duties promptly and reliably.
- To document visits and provide records of volunteering activities.
- To dress professionally and appropriately for all volunteer activities.
- To refrain from using foul language (swearing, etc.) while volunteering or participating in organizational activities or representing the organization in any and all ways.
- To maintain professional and positive communication skills on all social media in relation to activities relating to the organization.
- To accept the guidance and direction of volunteer leadership.
- To participate in any training required.
- To respect confidentiality.
- To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the Director of, or support person of volunteers.
- To be punctual, and notify your support person of absences as much in advance as possible.
- To be alert, sober, and drug-free while volunteering.
- To be kind, compassionate and respectful of all volunteers, staff, sponsors and clients at all times.

**All Animal-Assisted Activities and Animal-Assisted Therapy handlers are also responsible for adhering to the rules, regulations, and policies of the organization for which they were registered. They will be expected to maintain their registration in active status and be up to date on all required veterinary health certificates and vaccinations.**

**The preferred pet therapy organizations for registration are the Alliance of Therapy Dogs & Pet Partners. If these organizations are not available in your geographic area then approval from TimberKnolls Spirit Cove Leadership team will be required.**

**These organizations provide critical insurance to Cove volunteers and their animals during official therapeutic visits.**

We also strongly encourage all volunteers to carry an umbrella policy with their renters or homeowners policy. These are very inexpensive and will cover volunteers and their animals when they are not on 'official visits' as determined by their certifying animal therapy organization.

---

# Volunteer Policies

---

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to TIMBERKNOLLS SPIRIT COVE clients. This manual is also designed to assist you in answering questions you may have regarding operations at TIMERKNOLL'S SPIRIT COVE.

Thank you for the time, devotion and caring you are willing to share. We appreciate your efforts.

## RECORD KEEPING

### Pet Therapy Visits:

You will complete a [THERAPY VISIT RECORD](#) for each visit. You can do this on your phone or computer using the link provided. You can also keep a paper list and a copy of that log is included in the "FORMS" section of this handbook. It is very important that you return the form by the last day of each month. Monthly report forms provide information for the following:

- \* Statewide statistics.
- \* Total time on record for job recommendations and personal recognition.

### Reimbursement for Expenses:

If you have been pre-approved for reimbursement of certification related expenses or other reimbursable expenses, you will be required to submit an expense form which will be provided to you and a receipt within 60 days of the expense being incurred unless you have specific approval, in writing from one of the organizations leaders specifying otherwise.

If you would like to make an in-kind donation to TimberKnolls Spirit Cove, for any expenses, including milage, please complete the [IN KIND VOLUNTEER DONATION FORM](#)

### Other Related Volunteer Time:

There are other ways to volunteer your time and we want to make sure these opportunities are captured. These activities include training, grooming, helping the team with data entry, cleanup of the property, parades...well the list is endless. You can enter this information on your phone or computer using this link: [VOLUNTEER TIME TRACKING](#) or you can complete a paper list and a copy of that log is included in the "FORMS" section of this handbook. These forms must be completed by the last day of the month.

## Onboarding

People come to TimberKnolls Spirit Cove with a variety of experience and knowledge. Your orientation will be individually constructed to prepare you for the volunteer work you have agreed to at the time of onboarding. You may be assigned to a more experienced volunteer/mentor or staff member for this introduction. If this is the case, an introduction meeting will take place and then you can begin your work.

## Volunteers As Volunteer Supervisors

A volunteer may act as a support person for other volunteers after appropriate training for the position has been completed.

### **Volunteer/Staff Relationships**

Volunteers and staff are partners in fulfilling the mission and programs of TimberKnolls Spirit Cove. Each has an equal but complementary role to play.

### **Limitations On Volunteer Service**

Volunteers serve TimberKnolls Spirit Cove at the sole discretion of the organization. Volunteers may leave at any time.

### **Age Limitation**

The minimum age for volunteers is 15 years. Volunteers under the age of 18 are not allowed to work with equipment prohibited by state law. Volunteers under the age of 18 may be certified as pet therapy handlers but the rules and regulations of therapy handling is governed by the organization that the volunteer is certified/registered.

### **Interviewing**

All volunteers must be interviewed by the volunteer coordinator before any volunteer service. The interview will determine volunteer interests and skills, and appraise volunteers of agency needs. The interview will either be in person or by video call, and preferably include the support person(s) who will be working with the volunteer.

### **Orientation**

All volunteers receive an orientation. It will include information about TimberKnolls Spirit Cove, our policies and procedures for volunteers and requirements for the position they are accepting.

### **Placement**

Volunteer interests and desires, and organization needs must be weighed in the interview process to insure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs.

### **Position Description**

You will receive a written position description before you begin your volunteer assignment. Your position description includes a description of the purpose and duties of the position, a designated support person and work site. Also included is a time frame for the completion of the job, a listing of job qualifications, and a description of job benefits. Every effort is made to place you in an assignment matching your abilities and interests. This position description will be used in evaluation efforts.

### **Volunteer Position Acceptance**

The volunteer will be notified in writing/in person/by telephone of their acceptance as a TimberKnolls Spirit Cove volunteer within 10 days of their interview. Before starting your volunteer duties all forms and paperwork given you at the interview must be completed and returned to the volunteer coordinator. Upon receipt of the paperwork you will receive the equipment, volunteer registration card and name badge needed to fulfill your volunteer duties.

### **Assignment**

You are considered on an official assignment when the volunteer coordinator or program leader has requested that you provide a service. It is important to remember that only the volunteer coordinator, program leader or other volunteer program staff can make official assignments. Other staff, clients, or organizations cannot authorize an assignment.

### **Volunteer Probation**

Volunteers will be placed for a probationary period of 90 days. Following the probationary period a second interview will be held with the volunteer coordinator. They will decide permanent placement in the volunteer position, reassignment to a new position or suitability of service with TimberKnolls Spirit Cove.

### **On-The-Job Training**

Besides our formal training procedures, volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your support person, a qualified volunteer or our volunteer coordinator as appropriate.

### **Absenteeism and Punctuality**

In general, if you are scheduled to provide a therapy visit, you should notify the agency where you were expected of any change in your schedule including late arrival or absence for any reason. If your volunteer work is related to TimberKnolls Spirit Cove, you should contact the Director of Volunteer Services or the individual you were assigned to work with for that day.

You are expected to arrive on time for your scheduled session.

Do not volunteer in any capacity if you are ill. Notify the appropriate party as soon as you are aware you will miss the assignment.

### **Volunteer Performance Evaluation**

Volunteers will receive an annual evaluation by the Director of Volunteer Services or their designee. The evaluation will include discussion of quality of work, work habits, and areas of growth. The evaluation will provide an opportunity for the volunteer to make suggestions on how best to improve their position and the tasks involved.

### **Performance Problems**

When a volunteer's performance is below the standards required by TimberKnolls Spirit Cove, or when rules are violated, the Director of Volunteer Services may issue a verbal or written warning outlining the problem. TimberKnolls Spirit Cove has identified two categories of inappropriate behaviors and their consequences—performance problems and serious violations. Examples cannot be listed to Cove every situation. The director may deal with problems and violations not specifically mentioned here.

The following are considered performance problems and are not acceptable:

- \* Conducting personal business while volunteering.
- \* Excessive personal telephone use.
- \* Littering or otherwise creating unsanitary conditions.
- \* Safety violations.
- \* Repeated Tardiness for scheduled volunteering.

- \* Unauthorized operation of equipment.
- \* Unfriendly or uncooperative attitude in dealing with clients, staff members, or volunteers.
- \* Unsatisfactory work performance.
- \* Waste, misuse or damage of property.

Consequences:

1. First Incident: The volunteer will be notified of the problem and the changes required.
2. Second Incident: The volunteer will be issued a second warning.
3. Third Incident: The volunteer will be placed on probation for a period of four weeks. During that time an evaluation will be done to determine if continued volunteering will benefit the volunteer. The volunteer will be provided goals that must be accomplished to resolve the situation. The volunteer coordinator may meet with the volunteer to provide feedback. If the problem is not corrected following this process, a dismissal notice will be given.
4. Cancellation of volunteer status.

For serious problems, steps 3 or 4 may be carried out immediately.

Note: It may be found that the performance problems of a volunteer are the result of the inappropriate placement. Every attempt will be made to help him or her find and train for another volunteer position.

Serious Violations

The following are considered to be serious violations and are grounds for cancellation of volunteer status:

- \* Falsifying reports, records or expenses.
- \* Physical or sexual harassment.
- \* Negligent or willful damage of property.
- \* Theft.
- \* Unlawful discrimination.
- \* Willfully endangering the safety of others.
- \* Working under the influence of intoxicants.

Consequences:

Anything considered a serious violation may be cause for immediate action.

**Resignation**

If you plan to stop volunteering you are expected to give notice in advance of any scheduled volunteer assignments. This should be done in writing and sent to the Director of Volunteer Services.

**Termination**

If a volunteer needs to resign his/her volunteer position, the volunteer coordinator should be notified as well as his or her support person. Volunteers are asked to give at least one week notice when terminating their volunteer service. Volunteers are also asked to go through an exit interview upon termination. The

exit interview is an opportunity for the volunteer to state reasons for leaving and for the agency to learn other volunteer concerns.

The services of a volunteer may be terminated by the volunteer coordinator for reasons including, but not limited to: violation of TimberKnolls Spirit Cove policies and procedures, impaired ability to function in a safe and prudent manner, or violation of the privacy of the clients or staff of TIMBERKNOLLS SPIRIT.

## **Exit Interviews**

An exit interview will be conducted with volunteers leaving volunteer service. Included in the interview will be questions about reasons for leaving, suggestions for improving TimberKnolls Spirit Cove, and possibilities for future involvement with TimberKnolls Spirit Cove.

## **Animal-Assisted Therapy Registration**

All dogs scheduling therapy visits must have active registration with an approved Animal Therapy Organization. (i.e. Pet Partners, Alliance of Therapy dogs, etc.) Proof of active registration is required and is kept on file for each therapy team. Certain activities do not require this registration and the decision as to which activities this pertains to is made by the TimberKnolls Spirit Cove leadership team.

---

## **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of information relating to a staff person, volunteer, client, or other person or program business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency, or other corrective action. Violations of this policy also may result in personal liability. Each volunteer signs a CONFIDENTIALITY STATEMENT. A copy of this form is available in the "FORMS" section of this handbook.

## **Dress Code Humans and Therapy Animals**

Volunteers are expected to dress in professional attire. Shoes should be low-heeled and comfortable. Clogs and similar shoe styles without heel straps are prohibited. Shorts, cutoffs, short skirts, overly casual attire and sweat suits are prohibited unless the event requires this attire such as water training.

Volunteers are expected to wear their Pet Therapy organization's PHOTO ID when performing therapy visits. Dogs will wear the approved vest with patch unless instructed to do otherwise for the particular event. Dogs will be on a leash at all times when engaged in therapy visits.

It is important that hair be clean and well contained in a simple style. If beards and mustaches are worn, they must be short and neatly trimmed. Use of deodorants is recommended. Use of heavily scented perfumes and lotions should be avoided. Teeth and nails should always be clean. Dogs should be clean, having had a recent bath and should be brushed out and mat free. Nails should be trimmed and ears clean. Dogs with open sores will not be permitted to participate in therapy visits.

## Smoking, Eating, Alcohol and Drugs

### Smoking

To help ensure a healthy environment for clients, visitors, volunteers, employees and staff, TIMBERKNOLLS SPRIT COVE is a “smoke-free” site. To accommodate visitors, clients, volunteers and employees who must smoke, designated outdoor smoking areas may be established.

Volunteers will abide by the smoking policies of the organization in which they visit. Most of the places where therapy visits take place are smoke-free.

### Food, Drugs, Tobacco, Alcohol

Never bring unauthorized articles such as drugs, tobacco or alcoholic beverages onto TimberKnolls Spirit Cove properties or event spaces. If a volunteer is a smoker, it is requested that their clothing and hair be free of heavy smoke when volunteering.

### Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties.

### Waiver of Liability

**TimberKnolls Spirit Cove Volunteers (TKSCV) agree to comply with all of the rules and regulations which may be established from time to time by the NewfieTherapy, including that all volunteers age 18 and under must be accompanied by a parent/guardian. TKSCV acknowledge services are provided strictly on a volunteer basis, without any pay or compensation of any kind, and without liability of any nature on behalf of Newfie Therapy. All services will be performed at TKSCV own risk, recognizing, in handling animals and performing other volunteer tasks, there exists a risk of injury, including physical harm caused by the animals. TKSCV agree on behalf of their heirs, personal representatives and executors, to release, discharge, indemnify, and hold harmless Newfie Therapy, its directors, officers, employees, agents and volunteers, from any and all claims, causes of action, or demands, or any nature or cause, including costs and attorney’s fees incurred by Newfie Therapy in connection with the same, based on damages or injuries which may be incurred or sustained by a TKSCV in any way connected with services for Newfie Therapy, including, but not limited, to animal bites, accidents, or injuries. Insurance: TKSCV, understand that, except as otherwise agreed to by Newfie Therapy in writing; Newfie Therapy does not carry or maintain health, medical, or disability insurance Coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance Coverage in addition to upholding Pet Partners or Alliance of Therapy Dogs commercial general liability insurance, or as noted below, and in specific circumstances where a volunteer is registered with another pet therapy organization that provides the same and where a legal representative of Newfie Therapy has approved in writing the therapy organization.**

### Accident Reports

If a volunteer is injured while performing volunteer activities, the accident must be reported at once to the agency where the activity is taking place and to the Director of Volunteer Services. Follow the procedures of the agency for appropriate documentation and follow up. The agency will instruct you related to injuries requiring medical care. An ACCIDENT REPORT must be completed within 24 hours and a copy of this form can be found in the “FORMS” section of this handbook. Volunteer must also follow the procedures for reporting ‘incidents’ as their Animal-Therapy Registration organization requires.

### **Infection Control**

Hand washing and the use of hand sanitizer is the single most important preventive measure! Volunteers must wash their hands:

- \* Before preparing food or assisting with lunch and snacks.
- \* After toileting.
- \* After handling “contaminated” articles (Kleenex, handkerchiefs, etc.).
- \* Upon entering and exiting all therapy sessions

Clean uniforms, clothing and good personal hygiene must be maintained to safeguard the health of our clients. Volunteers are requested to call when ill or when a contagious illness is suspected.

Volunteers will use “Universal Precautions” on all clients. All clients will be treated as potentially infectious with a blood-borne pathogen disease, i.e., Hepatitis B, AIDS. Gloves will be worn for all contact with patient mucous membranes or body substances, i.e., blood, feces, urine, etc. These are available in all clinical areas.

Animals used in therapy visits should be bathed frequently, brushed out and mat free. Hair on the paw pads should be trimmed flush with the bottom of the pet’s foot. Ears should be clean and free of wax build up. No animal should visit if there are open areas or wounds present. All clients/patients must put on hand sanitizer before patting therapy dogs, and given some hand sanitizer after patting.

### **Liability Insurance**

Each volunteer is responsible to carry their own insurance. It is strongly advised that volunteers also obtain an umbrella policy rider to their homeowners or renters insurance policy. This is intended to address any liability that may occur due to an animal causing an injury, such as a scratch on a person’s arm, or knocking them over.

### **Ongoing Education and Training**

Periodically, TimberKnolls Spirit Cove will hold educational seminars or identify necessary ongoing education. It is expected that the volunteer will attend when directed. The costs for mandatory training will be Covered by TimberKnolls Spirit Cove. Should a volunteer identify an appropriate educational event, they may apply to have it approved and Covered by submitting a written request to the Director of Volunteer Services for review.

## Forms and Other Useful Links

---

Electronic Form Links:

[Volunteer Portal](#)

[Volunteer Time Tracking Record](#)

[Volunteer Therapy Dog Visit Record](#)

[Volunteer Photo Release Form](#)

[Pet Partners Therapy Organization](#)

[Alliance Pet Therapy Program](#)

[AKC Therapy Dog Title Application](#)

[IN KIND Donation Form](#)

[Volunteer handbook Acknowledgement and Agreement Form](#)

## TimberKnolls Spirit Cove Therapy Dog Visit Log

Volunteer Name \_\_\_\_\_

Phone Number \_\_\_\_\_

DogName \_\_\_\_\_

Hours Donated Per Month Total:  
\_\_\_\_\_

Email \_\_\_\_\_

Organization Registered/Certified With: \_\_\_\_\_

Hospital (patients & families/staff)

Visit	Date	Facility Name/Type	Hours	Vets	1 <sup>st</sup> Resp.	Students	Adults	Children	Staff	Total Served
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										



# Newfoundland Dogs Spreading Hope & Healing

## ACKNOWLEDGEMENT OF CONFIDENTIALITY OF CLIENT INFORMATION

I agree to treat as confidential all information about clients or former clients and their families that I learn about during the performance of my duties as a TimberKnolls Spirit Cove Volunteer, and I understand that it would be a violation of policy to disclose such information to anyone without checking first with the Director of Volunteer Services or her designee.

Signature of Staff Member/Volunteer \_\_\_\_\_

Date \_\_\_\_\_ Printed Name \_\_\_\_\_



# Newfoundland Dogs Spreading Hope & Healing

## Photo/Video Release form

I, the undersigned, do hereby consent of my own free will, without coercion or inducement of any kind, to grant to TimberKnoll's Spirit Cove, a Tennessee corporation, their partners and successors and those acting under their permission, to reproduce, copyright, publish, circulate or otherwise use photographic reproductions or likenesses or videotape segments of me and or my name. This authorization and release Coves the use of said material in any published form and any medium of social media, advertising, publicity or trade in any part of the world for ten years from the date of this release. Furthermore, I for myself, my heirs, executors, or administrators, sell, assign and transfer to the organization and its successors all my rights, title and interest in and to all reproductions taken of me by representatives of the organization. This agreement fully represents all terms and considerations and no other inducements, statements or promises have been made to me. I fully understand that no monetary payment will be made to me for such uses as described above.

**Printed Name of Person in photograph/video**

**Signature**

**Signature Date**

**Does the photo feature a minor?**

Yes  No

**Address or email address**



# Newfoundland Dogs Spreading Hope & Healing

## VOLUNTEER HANDBOOK ACKNOWLEDGEMENT AND AGREEMENT

I, the undersigned, have read and understand the Volunteer Handbook, version 3/1/2022. I agree to abide by all of the policies as stated. If, for any reason or at any time, I am no longer able to comply with the policies contained in this handbook, I will immediately cease all activities related to TimerKnolls Spirit Cove and notify the Director of Volunteer Services or another member of the Leadership Team.

---

Printed Name

---

Signature of Volunteer

---

Date of Signature

PLEASE SIGN AND DATE AND RETURN TO THE DIRECTOR OF VOLUNTEER SERVICES.

