

Carrying out therapy visits as a volunteer



Please ensure that both you and your dog are wearing WAG identity badges – this is required to ensure you are both covered by WAG's public liability insurance. You should also be 'smart/casual' wearing your WAG gillet and/or polo shirt (no ripped jeans or very short shorts please). Your dog should be wearing his WAG bandana and lead



Dogs must not undertake a visit if they have shown any signs of illness, including vomiting and/or diarrhoea, within the previous 24 hours. Please ensure their coats are clean and well groomed and their nails are not excessively long or sharp. **Female dogs should not undertake visits when in season. Dogs are not permitted to undertake visits for six weeks following kennel cough immunisation.**



Please also make sure you are carrying 'poo' bags and your dog has been given the opportunity to relieve himself before you arrive at the establishment to start your visit



Please arrive promptly – if for any reason you will be late or need to reschedule a visit please let the establishment know as far in advance as possible. Visits should be for 30 minutes maximum to ensure that your dog does not get tired



Only one dog registered with WAG should visit an establishment at any one time
If you are asked to take in another animal at any time – please explain that only animals assessed and registered with WAG are covered by the charity's public liability insurance



Please keep your dog on a lead throughout the visit & ensure that he doesn't enter food preparation areas



If yours is a small dog it may, with the permission of the establishment, be lifted and safely placed on a chair, a patient's bed or their lap. In which case please first put in place a WAG branded towel, cushion or blanket for him to sit on, either provided by you or by the establishment. Do make sure the dogs nails are short and smooth.



Unless you hold a valid DBS (Disclosure and Barring Service) check on visits to mental health units or with vulnerable adults or children you should be accompanied at all times by a member of staff. Visits to residents in their rooms in care homes must be accompanied by another adult, either a member of staff or the resident's relation or friend. A DBS certificate is required to visit schools.



Watch your dog doesn't pick up anything from the floor – it could be a dropped pill or something sharp. In the unlikely event that there should be an incident or injury please report it to a member of staff straight away, and to WAG as soon as possible following your visit. The establishment may ask you to complete an Incident Report in which case please ask them to send a copy to us.



Confidentiality and respect for individuals' feelings is paramount. Please treat others as you would like to be treated yourself. At all times abide by the establishment's Health & Safety policy.



If you or the establishment have any concerns, wish to alter the frequency of your visits or stop them altogether please contact us