NCTD Policies and Procedures

In order to ensure safe, effective visits for volunteers, their teammates, and the client, NCTD abides by the Policies and Procedures outlined here.

1. Handlers shall visit with only one animal at a time.
2. Handlers shall visit only with animals registered with NCTD.
3. If teams visit outside of NCTD, they shall do so with the approval of the Director of Volunteers. The facility they are going to must agree to abide by the NCTD Summary of Expectations. This does not apply to Public Relations-type events. These may be approved by the Director of Public Relations or whoever is in charge of the event for NCTD.
4. Handlers shall check in with the staff/supervisor and sign in upon arrival for each visit.
5. Handlers shall observe all rules of privacy and confidentiality.
6. Handlers shall be on time for every commitment made.
7. Handlers shall be responsible at all times for their animal, considering the animal's welfare first. Each handler must stay with his or her animal and be in control at all times. For safety, all animals must wear a collar/harness and be on a lead at all times. The handler must be in control of the lead at all times.
8. Prior to each visit, handlers shall: Assess overall health and attitude. Neither humans nor animals should visit if they are ill or otherwise unable to focus on the visit.
    - Clean and brush the animal according to facility or program requirements.
    - Be sure the animals nails are filed and not sharp.
    - Clean the animal's eyes and ears.
    - Allow the animal time to exercise and eliminate
9. Handlers shall dress appropriately for the volunteer assignment.
10. Handlers shall clean up after the animal inside and outside the facility. They will notify the appropriate staff person of the need for a clean-up if they are indoors in a medical facility.
11. Handlers shall not tie animals to people, equipment, or furniture while visiting.
12. Use of drugs and/or alcohol is strictly prohibited before and during the visit.
13. Handlers shall not routinely give or accept gifts from people they visit.
14. Handlers shall not charge fees for their services.
15. Handlers will keep their own written record of each visit, including time in and out, brief comments re: visit, notes on any unusual occurrence, and estimate of number of people visited.
16. Handlers will attend at least one Open Floor or other approved educational activity per calendar year to remain in good standing.
17. Handlers will participate in at least one activity to assist the organization (for example, assisting with training or screening, serving on the Board of Directors, picnic preparation) per calendar year to remain in good standing.
18. In case of an accident or unusual occurrence, handlers shall:
    - Secure the animal.
    - Get help for the injured person.
    - End the visit.
    - Notify the facility in writing.
    - Fill out all necessary documentation, including the NCTD Report of Injury Form.
    - Notify the organization sponsoring the event.

- Notify your NCTD Facility Coordinator.
- Evaluate the situation for ways to prevent a future occurrence.

19. Handlers will ask other volunteers in the area for permission if they plan to bring out treats or toys (for example for tricks). If another volunteer objects, the handler desiring to use treats or toys will move away a distance which is acceptable to that volunteer or they will not use their treats and toys.
20. Handlers will follow any extra policies of facilities they visit in addition to the NCTD Policies and Procedures.
21. Handlers will work with the NCTD Facility Coordinator and the Facility contact to establish agreeable visit times and will not modify their schedule without approval.
22. Handlers will follow NCTD and facility guidelines relating to infection control. Ask your Facility Coordinator or Volunteer Director for these guidelines.

If you have any questions about these Policies and Procedures, contact us at 301-585-NCTD (6283) or info@nctdinc.org.

Approved by NCTD Board of Directors, October 2011