

PAT dog Volunteer

Job title:	PAT dog Volunteer
Hours of volunteering:	2-3 hour placement (hours to be arranged in advance with Volunteer Services Coordinator). One session per week
Location:	Various wards
To whom responsible:	Voluntary Services Manager
Job summary:	To enhance the quality and comfort of the patient's stay and to lift the patient's mood with the visiting PAT dog under direct supervision from the qualified nursing staff

Role purpose:

The value of pet 'therapy' and animal visits is widely accepted as a powerful aid to stimulation and communication. Studies have shown the presence of companion animals can improve the well-being of patients and lower the rate of anxiety, simply by making the hospital environment happier, more enjoyable and less forbidding.

- Increasing contact with patients
- Reducing boredom
- Reducing the anxiety of patients and improving their mental well-being

Key duties and responsibilities:

- **It is essential that dogs have passed a 'Pets as Therapy assessment'. You do not have to have done this before applying as we can provide information and support you to do this.**
- To visit hospital wards with your dog to interact with the patients.
- To be able to confidently engage in talking to patients and allowing patients to spend time with your dog
- To be mindful of if a patient's wishes to receive a visit
- To deal sensitively with those people who may be upset
- Therapy dogs need to be calm and good natured, they also need to be obedient and happy and comfortable being petted by strangers.
- Visits should be restricted to the ward bed space and communal areas

- It is the responsibility of each owner to assess the health, temperament and suitability of their animal before visiting the hospital.
- **The dog must be properly supervised by its owner and kept in sight at all times**
- To report to the Ward Sister/ Nurse in Charge on arrival and ask for advice regarding whether it is safe for patients to have contact with animals.
- There must be stringent hand washing measures in place for anyone handling the animals before and after contact.
- **The dog should not come into contact with open wounds or any indwelling devices such as catheters, stomas, etc.**
- **The dog should not come into contact with dummies, baby bottles, toys, etc.**
- **The dog must not be allowed access to kitchens or other food preparation areas**
- Animals should not have contact with patients who are eating.
- **If the animal urinates or defecates, it is the responsibility of the clinical staff to ensure that contamination is cleaned up immediately, using sanitizing wipes**
- Dogs must be registered with PAT (Pets as Therapy charity) and approved by Volunteer Services. Visits will only be allowed to take place with the prior agreement of senior ward staff.
- Complete volunteer sign in and activity sheets to record activities
- Alongside a CUH member of staff, if required, the volunteer would be happy to participate in a promotional event either onsite or offsite

Useful skills/qualities/abilities

- To have a friendly and approachable manner
- To be understanding and flexible in responding to people's needs
- To be able to engage with a diverse group of people
- To have strong communication and interpersonal skills
- To be able to present yourself in a professional manner to members of the public, patients and their families, and staff.
- To be able to work as part of a team
- To be organised, patient and calm and cope in a busy or stressful environment
- To understand Ward and Hospital etiquette
- To be able to work with patients whom have dementia

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-Safe | Kind | Excellent