



**HAPPY TAILS PET THERAPY, INC.  
DOCUMENT OF UNDERSTANDING**

This document outlines the operations and responsibilities of Happy Tails Pet Therapy, Inc. (Happy Tails) and the relationship between Happy Tails and (Facility)

**Facility Contact**

Happy Tails will work with the facility contact to schedule visits, and to review our performance.

<div style="text-align: center; margin-bottom: -10px;">j ↓</div> Client Facility Name	Facility Contact Name
Street Address	Facility Contact Title
City, State, Zip	Facility Contact Phone
Facility Contact Email	

**Mission and Relationship**

The mission of Happy Tails is to provide qualified teams for Animal Assisted Therapy (AAT) and/or Animal Assisted Activity (AAA) visits to children’s hospitals, rehabilitation facilities, youth development centers, psychiatric facilities, hospitals, special learning centers, nursing homes, assisted living facilities, personal care facilities, social agencies, special needs programs, and other facilities in the metro Atlanta area. Members visit with their pets which may include dogs, cats and rabbits. Happy Tails strives to provide services that will enhance the physical, social, emotional, and cognitive well-being of clients. There is no charge to client facilities for the services provided.

**Operations**

Happy Tails was incorporated in 1992 and granted a 501(c)(3) charitable organization status by the IRS in 1993 with a federal employer ID number of 58-2080241. The organization’s program and operating expenses are funded through membership dues, private and corporate contributions and fundraising campaigns.

Happy Tails operates with a board consisting of four elected offices and additional



committee chair positions. Elected officers include President, Vice President, Secretary and Treasurer. Chair positions may include Pet Evaluation, Volunteer Training, Volunteer Recruiting, Sponsor/Donor Relations, Public Relations, Special Visits, Team Leader Advisory Council and Member Events. Each elected officer and chairperson performs in his/her position according to the organization's by-laws and policies.

In addition, an independent contractor provides administrative services to maintain current membership, veterinarian health records and facility records. Happy Tails and its volunteers are neither agents nor employees of the client facility or of Happy Tails Pet Therapy, Inc. Volunteers and their pets donate their time and services without any express or implied promise of compensation. Volunteers must attend Volunteer Orientation, Volunteer Training, and make at least one observation visit with an existing team. During this process volunteers receive training as well as informational books and manuals. Each pet/volunteer team is carefully selected for its ability to work as a team.

Volunteers with dogs provide proof that they have successfully completed a basic obedience course with that dog. All volunteers and their pets must pass the Happy Tails Pet Evaluation for temperament and obedience skills. Cats and rabbits are required to pass selected portions of the Pet Evaluation. Basic obedience certificates, evaluation records and veterinary health records for every pet are on file and available upon request.

### **Insurance**

Happy Tails maintains the following liability insurance policies:

Commercial General Liability: \$1,000,000 per occurrence/\$2,000,000 aggregate  
Excess Volunteer Liability: \$1,000,000 per occurrence/\$3,000,000 aggregate. Proof of insurance is available upon request.

### **Responsibilities**

New clients are met by an appointed Facility Coordinator/Team Leader to tailor a program to meet the facilities' needs. Every effort is made to determine needs and accommodate client requests within a reasonable scope. Pet/volunteer team members are assigned to be compatible and accommodate the client and facility needs and interests. Responsibilities of the Facility Coordinator/Team Leader include communication with the facility, ensuring the team is making visits as scheduled and assuring a positive experience for the client and Happy Tails volunteers.

The Facility Contact or designated representative is responsible for ensuring that the staff, patients, and/or residents are aware of when a visit will occur and that the facility is prepared for each visit. It is strongly recommended that a representative of the facility be present for all visits and interact with the Happy Tails team to ensure a positive experience.



for all involved. No other activities should be planned at the time of a regular Happy Tails visit that would conflict with the interaction between the volunteer team and the patients.

### **Resident Pets**

Pets owned by either a client facility or residents/patients of a client facility should be isolated from Happy Tails pets during animal assisted activity visits.

### **Other Therapy Organizations**

Happy Tails acknowledges there are other therapy dog organizations that may visit your facility. Because this agreement is between Happy Tails and your facility, we require that our therapy teams be separated from the therapy animals from other organizations at all times.

### **Indemnification**

Happy Tails Pet Therapy, Inc. agrees to indemnify, defend and hold harmless the client facility against: (i) any and all liability arising out of its failure to comply with the terms of the DOU and this Agreement, and any injury, loss, claims, or damages arising from the negligent operations, acts, or omissions of its volunteers, employees or agents relating to or arising out of their obligations under the DOU and this Agreement; and (ii) any and all costs and expenses, including reasonable legal expenses, incurred by or on behalf of the client facility in connection with the defense of such claims.

The client facility agrees to indemnify, defend and hold harmless Happy Tails Pet Therapy, Inc. against: (i) any and all liability arising out of its failure to comply with the terms of the DOU and this Agreement, and any injury, loss, claims, or damages arising from the negligent operations, acts, or omissions of its employees or agents relating to or arising out of their obligations under the DOU and this Agreement; and (ii) any and all costs and expenses, including reasonable legal expenses, incurred by or on behalf of Happy Tails Pet Therapy, Inc. in connection with the defense of such claims.

Notwithstanding anything to the contrary herein, neither party shall be liable for or required to indemnify the other party for any incidental, consequential, exemplary, special, or punitive damages, including lost profit, regardless of how characterized and even if such party has been advised of the possibility of such damages, which arise from the performance of this Agreement or in connection with this Agreement, and regardless of the form of action (whether in contract, tort, negligence, strict liability, or otherwise).

### **Facility Requirement Requests**

Client facilities requiring Happy Tails volunteers to undergo medical testing/procedures,



divulge personal information, submit to background checks, attend facility volunteer orientations, or other measures beyond Happy Tails training and requirements must submit a written proposal to the Happy Tails Board of Directors. The Board of Directors will determine whether or not the requirements are reasonable and in the best interest of Happy Tails and its volunteers. Client facilities collecting personal information on a Happy Tails volunteer must agree to safeguard any such information collected, in accordance with applicable state and federal law.

### **Member Identification**

Happy Tails members must wear the Happy Tails identification badge and are encouraged to wear apparel that identifies them as members of Happy Tails. All Happy Tails pets must wear the identification tag on their collar, a bandana or vest indicating they are a certified and registered Happy Tails animal. Members cannot wear apparel identifying them as volunteers of the client facility but may wear facility security or identification badges.

### **Health / Zoonosis**

Each animal must meet the current veterinary health standards regarding vaccinations and/or screening tests to prevent spread of the most common infectious diseases between animals. The required vaccinations and/or screening tests are determined and reviewed regularly by the Happy Tails Veterinary Advisory Board. This requirement is primarily to prevent spread of disease among animals on a team.

An important exception is rabies, for which either an annual or 3-year vaccination is required in accordance with state law. Fecal samples are examined yearly to prevent spread of fecal borne diseases. All pets are examined annually by a veterinarian who is also asked to complete a form stating that the animal is medically and physically fit to participate in the program. Each volunteer is responsible for ensuring that their pet is clean, free of external parasites and in good health at the time of each visit.

Happy Tails volunteer training includes information on current Association of Professionals in Infection Control, (APIC) and Centers for Disease Control, (CDC) guidelines for animals in health care facilities. Members are instructed not to visit if symptoms of a potentially contagious illness are present.

The facility is responsible for ensuring the visit is conducted in a safe environment for the volunteers and their pets and that the volunteers do not visit patients or residents who pose a risk to their health. Happy Tails strongly recommends that all clients wash their hands after each visit with Happy Tails pets.



**Incidents**

It is Happy Tails' policy that any incident is immediately reported to the Happy Tails Team Leader and the Happy Tails Board of Directors. A full investigation is conducted to determine circumstances and details. If an animal is found to be unfit or the volunteer has not performed per organization guidelines, the pet/volunteer team may be removed from the program and prohibited from making any additional visits or representing Happy Tails in any capacity. Happy Tails also requests that the facility maintain a record of any incidents brought to their attention and that any report is made available to Happy Tails.

**Animal Behavior**

The ability of the pet / volunteer team is evaluated through the testing procedures of the Happy Tails Pet Evaluation. Although Happy Tails does everything possible to screen animals for a certain standard of quality and demeanor consistent with defined objectives, Happy Tails cannot guarantee the behavior of any animal. The ultimate responsibility for any pet's behavior rests with its owner.

By signing below, both parties acknowledge this agreement which will remain in force until cancelled by either party.

FACILITY AUTHORIZATION

HAPPY TAILS AUTHORIZATION-Officer

Signature

Signature

Name (printed)

Name (printed)

Title

Title

Email

Email

Telephone

Telephone

*Happy Tails and the client facility should each keep a copy of this document on file.*