

Facility Coordinator Information and Responsibilities

Facility Coordinators serve as the primary point of contact for the Pets on Wheels organization and our volunteer therapy teams. We recommend that facility coordinators log onto their account on our site regularly to stay updated on information.

Facility Coordinator's Responsibilities

- Respond to the volunteer's phone call or email as soon as you are able so that they can schedule an orientation and begin visiting.
- Discuss your needs and come to an agreement on how often the volunteer will visit, and the dates and times. To help you plan, visits are typically one hour, and we ask our volunteers to make every effort to visit at least once a month.
- Contact the Executive Director or your Local Volunteer Coordinator with any questions or concerns. We understand that sometimes a therapy team isn't the right match for your needs; if that happens just let us know and we will work with you to assign a new team.
- Keep your facility's information updated. We welcome multiple listings for facility coordinators if there is more than one person who will be working with the pet therapy program.

Setting Up Visits:

Please advise us if you have specific days or times when you would like a volunteer team (owner/pet) to visit your facility. You will have a Local Volunteer Coordinator in your county who will work to find a team for you.

It isn't always possible to fill every visit request, but we will try our best. Sometimes it may take several months to find a volunteer team who can serve your area. When we find a volunteer team with an interest in your facility, we will have that volunteer contact you directly to arrange a tour/visit.

Please note that all Pets on Wheels staff are part-time or volunteers; we will do our very best to respond to all requests as soon as we can, and your patience and understanding are appreciated.

Volunteers are typically eager to begin visiting, so if your facility requires any special orientation, training or other requirements, please let us know so that our volunteers are prepared for the commitment required.

Some volunteers may suggest a "meet and greet" before starting visits. You can also suggest this. So that everyone knows what is proper procedure, we suggest that your orientation covers

things such as: where to log in if required, forms that may need to be signed, where visits will be conducted, emergency procedures, contact person if you're not available, and any specific policies and procedures for your facility.

We have a comprehensive Volunteer Information Packet that we review with all of our new teams that covers issues such as privacy, HIPPA privacy for photos and medical matters, and more – let us know if you'd like a copy emailed to you.

It is the volunteers' responsibility to contact you if they need to cancel a visit. If your facility contact information changes, please update date us via email to Info@PetsOnWheels.org so that we can ensure that we can keep you current on visits and other information.

Volunteers log their hours online with Pets on Wheels. All Pets on Wheels pets are screened for temperament and are examined by their veterinarian in order to maintain a consistent vaccination schedule and to determine the pet's continued suitability for pet therapy visits. We carry liability insurance on all of our teams.

Our pet owners retain their updated original Maryland State Pet Health Certificate from their vet, and they are required to provide updated copies annually to Pets on Wheels and to each facility, if requested. We suggest you keep current Health Certificates in your facility files for your insurance purposes.

Per policy, photographs are only allowed with a consent form signed by your facility and the resident, or resident's Power of Attorney. The consent form is available for your review and use [here](#).

If, for any reason, you feel the volunteer team is not a good match for your facility, please contact your Local Volunteer Coordinator or our Executive Director. We want all of our teams to be a good match, but we know that sometimes a team may be better at a different facility. That is never a problem and we are happy to reassign a team if that is needed.

If you no longer wish to have a partnership with Pets on Wheels, please let your Local Volunteer Coordinator know so we can archive your file. If you are comfortable saying so, we would appreciate knowing why.

Remember, we are here for you so don't hesitate to call or email us. We want this to be an enjoyable experience for you as well as the residents!