OC's TOTO Initiative Program Standards

Program Overview:
TOTO exists to provide a therapy dog presence on-campus by calling for staff and faculty volunteers to take their dogs through training for therapy certification. Dogs who have achieved certification with Canine Good Citizen (CGC) are eligible and their handlers can apply for the TOTO program and interview with the TOTO Advisory Board. Upon acceptance, TOTO works with volunteers to train for and pass evaluations for therapy work with the national Alliance of Therapy Dogs (ATD) organization. Once certified with ATD, volunteers work with TOTO to create individual schedules for the dogs to come to campus, visiting students in the volunteers' own offices, at special events, and on an "as needed" basis in conjunction with OC's counseling center and student success services.

Mission Statement:
TOTO seeks to improve mental health, lower stress and anxiety, and provide emotional support for OC students by providing regular and frequent access to trained therapy dogs.

Therapy Dog Definition:
 A therapy dog is trained in superior obedience skills and certified with a state or national organization for use as an emotional support tool in areas such as hospitals, nursing homes, and schools. Therapy dogs differ from service dogs and emotional support dogs in that a therapy dog is trained not for support of the owner, but for support of others.

TOTO Advisory Board:

- Rachelle Goodin, Administrative Coordinator for the Counseling Center and TOTO Program Director
- Kerri Cunningham, Executive Director of Events Management
- Neil Arter, Vice President and Dean of Student Life
- Sheldon Adkins, Director of Counseling Services
- Amy Janzen, Director for Student Success
- Lisa Jones, Human Resources Employee Service Coordinator
- Tessa Wright, PR Marketing Graphic Designer
- Dr. Rachel Vazquez, Veterinarian

Program Standards:

- TOTO functions under an advisory board composed of representatives from various interested departments. The board establishes program policy and reviews volunteer applications.

- The TOTO program director handles all daily functions such as volunteer scheduling, special event scheduling, and social media correspondence.

- Volunteers should be directly affiliated with OC.

- Volunteers must have certified their dogs with CGC before applying to the TOTO program.

- Volunteers must submit an application for review and be approved by the advisory board to be a part of the TOTO program.

- Volunteers must have the consent of their department head to apply for the TOTO program.

- The application is a three step process: 1) an interview with the advisory board, 2) a disposition evaluation of the dog by a member of TOTO, and 3) a demonstration of the dog's basic obedience skills.

- TOTO dogs are trained on campus for therapy work and certified with Alliance of Therapy Dogs.

- TOTO maintains Facebook, Twitter, and Instagram accounts in order to inform the campus of events and visiting schedules.

- TOTO organizes special events and participates in other OC events as needed.

- TOTO dogs are only allowed in approved locations as decided by individual offices and the advisory board.

- TOTO requires documentation on all vaccines and necessary pet health care to ensure the dogs are healthy and safe.

- TOTO provides surveys every semester for both students and volunteers to allow for program assessment.

Role of the Volunteer:

- TOTO volunteers are responsible for funding and conducting their dog's training.

- Volunteers are responsible for their dog's continued training and good behavior. Dog's whose behavior fails to meet therapy dog standards may be removed from the TOTO program.

- Volunteers are responsible for annual certification renewal with ATD. This means re-taking the required tests to make sure the dog's behavior meets therapy dog standards.

- Volunteers are responsible for their dog's hygiene. TOTO dogs must be clean and well-groomed when working.

- While the dog is on campus, all fecal material must be discarded immediately in the appropriate waste receptacles.

- The volunteer will work with his/her department to determine the work schedule of the dog and the role it will play within the department.

- The volunteer will be asked to record all campus visits and number of student contacts in order to assess program reach and impact.

- If volunteer fails to follow the contractual guidelines, the Advisory Board reserves the right to remove him/her from the program.

Role of the Therapy Dog:

- Therapy dogs are utilized in a variety of roles throughout campus. Some dogs may be used in clinical/therapeutic settings and others will simply be used as greeters in the office and around campus. Each department and volunteer can determine how best therapy dogs can benefit the office and surrounding area.

- Therapy dogs encourage and improve wellness in the workplace by reducing stress, fostering camaraderie between employees, and helping to build student/employee relationships.

Role of the Advisory Board:

- Oversees all components of OC's TOTO Program.

- Approves all dogs accepted into the program and removes dogs from the program as needed.

- Reviews each dog and volunteer on a yearly basis.

- Meets quarterly, and more often as determined necessary.

Estimated Costs:

- Volunteers are responsible for funding their own training.

- All other program needs are funded by donors to the TOTO Program

Pet Safety and Wellness Standards:

- Pet should wear a collar with a tag and all contact information should be kept up to date.

- Pets should not be on a raw dog food diet.

- Pet should be crate trained and housebroken. An appropriate sized crate should be provided for use at the office. In addition, food and water bowls shall also be available.

- Pets must be kept up to date on all health care.

- When working, the pet must wear OC's TOTO vest, collar, and leash.

- If a pet is inside of an OC building, the pet is officially working and must wear all necessary equipment. Equipment must be worn outside if the pet is working, but if the pet is NOT working, all TOTO identification must be removed.

TOTO Application Process:

A volunteer must:
- Work with your pet and complete CGC before applying to the program

- Talk with your supervisor about joining the program

- Fill out an online application

- Attend an interview with the TOTO Committee

- Bring your pet for a disposition evaluation and health inspection with TOTO representatives

- Submit all your pet's medical records

Upon acceptance:

- Sign the Volunteer Acknowledgement and Acceptance document

- Train for therapy dog work according to Alliance of Therapy Dogs' standards

- Pass both the ATD certification test

- Continue to submit all medical records for TOTO to keep on file