

HOPE Animal-Assisted Crisis Response

Services and Operations

Committee members/contributors:

Karen Thompson – PNW
Aliza Levenson – SER
Vicki Lee – RMR
Chris Bunce - EUS
Debbie Hatherly
Claudine Singer
Dave Valentine
Dawn Eischen

Background (how we got to where we are):

1. The update started with requests to have a shortened version of S&O that would go on a call out. I took the old manual (V2005) and reorganized the material based on a the logical flow of a call out process (before, during and after a call out), so people could only bring what they needed.
2. I then further reduced the material by referring to the appropriate reference materials where needed, and not repeating information found elsewhere unless the information was critical to a call out. The biggest example is references to the workshop materials, followed by references to the new Team Welfare Guide. An example of an important information that is duplicated is the checklist for items to bring on a call out.
3. I've reviewed all the decisions by the Board of Directors (BOD) over the last 4 years, and incorporated policy changes that have happened along the way. I specifically took some policies to the BOD for approval to get some big S&O decisions out of the way, and plow the path forward. (examples include - head halters, uniforms, publication of assignment reports, etc)
4. In November, I ran a draft by the BOD to make sure no large scale components were missing that they thought we should add. (received none)
5. I also asked some members with expertise in specialized areas to contribute sections/info/feedback. Dawn Eischen provided the media section, Debbie Hatherly provided the update to the mental health sections, and Claudine Singer gave us the Team Welfare info and helped with other info.

Goal: have the manual to the BOD for approval by tax day. This should provide enough time to incorporate feedback from them and publish the update before the annual meeting.

Schedule/Plan:

1. Round 1 comments from committee by 1 March - **complete**
2. Version 2 back to the committee by 11 March - **complete**
3. Round 2 comments from committee by 23 March
4. Version 3 back to committee and to editor by 30 March
5. Final comments from committee by 10 April
6. Final copy to committee and BOD by 15 April