

HOPE

Animal-Assisted
Crisis Response

Volunteer Virtual Visit Tool Kit

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Guide Assembled by HOPE AACR
Virtual Visits Task Force
www.hopeaacr.org

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Purpose of the Virtual Visit Handbook

Resources to Support Virtual Visits During COVID-19

It could be argued that the Nation, in fact the World is experiencing the largest health crisis in our lifetimes. This at a time when face-to-face visits may not be advisable and or safe. It is with this in mind that we want to encourage members to consider participating in HOPE AACR Virtual Visits.

The HOPE AACR Virtual Visits Task Force has put together the following guide to support HOPE Members currently engaging in Virtual Visits and encourage those who have not yet deployed “virtually” to give it a try! While nothing can replace the emotional connection of a face-to-face visit, our hope is that by offering Virtual Visits we will be able to further HOPE’s mission and reach those who we otherwise would not be able to connect with during the pandemic.

HOPE’s Mission:

To provide comfort and encouragement through animal-assisted support to individuals affected by crises and disasters

HOPE AACR Talking Points & FAQs

- Since 1999 the HOPE network of volunteers has provided comfort and encouragement through animal-assisted support to individuals affected by crises and disasters.
- Since its inception, HOPE AACR has been the premier source of training teams in animal-assisted crisis response (AACR).
- Different from Animal-Assisted Activities/ Animal-Assisted Therapies (AAA/ AAT) or Therapy Dogs, HOPE AACR teams, or Crisis Comfort Dogs, are specifically trained to deploy during times of crises or disasters.
- During this unprecedented time HOPE AACR is offering virtual visits when face-to-face interaction may not be advisable due to pandemic conditions.
- Our all-volunteer emotional support teams deploy throughout the country on a moment’s notice free of charge to provide comfort in times of crises.
- As a non-profit organization we not only accept but depend on the generous donations of our supporters to continue our work and serve those affected by crisis and disaster.

How Organizations Request a Visit

- Request a virtual visit on the website
 - Virtual Visit inquiry form will require person to select state they live in, upon submission request will be routed to appropriate RM or area coordinator.
- Contact a Regional Manager directly (those clients who already have relationships)
- Request a virtual visit through Facebook
- Request a virtual Visit my calling HOPE's 1-800 number: 877-HOPE-K9s

Virtual Visit Guidelines

Prepare for your Virtual Visit:

1. Ensure you have a good internet connection and know how to navigate in the chosen video platform. (See the technology section below for more information).
2. Observe your surroundings carefully. Is the background appropriate; is the lighting adequate to shine forward on your face; and is your camera appropriately placed so both you and your dog appear in the picture?
3. Keep your virtual visit to a predetermined time limit. Consider keeping it short for the first couple of times (under 30 minutes). When we are in the field meeting face-to-face with clients, we try not to overstay our welcome, the same applies with virtual visits.
4. Wear your HOPE uniform. Both you and your dog should be dressed appropriately for a HOPE visit.

Your Virtual Visit:

1. Remember, you should follow the same etiquette rules that you would maintain on a face-to-face HOPE visit.
2. Know your audience. Which organization or HOPE partner are you presenting to?
3. Speak clearly and try not to move too fast. Depending on your internet speed, fast motion can come across as a blur, and the sound may break up as you move about.
4. Introduce both yourself and your dog. You can share statistics for you as a team and of your dog.
5. Let them talk and engage with you and especially your dog! Tricks are always engaging and can prompt conversations.

6. Stick to your time limit. If the client you are visiting with needs to cut the visit short, please understand and thank them for their time.
7. Always end your visit in an upbeat manner. Thank your audience and accept their feedback when given.
8. Please follow up with your Regional Manager after the visit, your RM will then send out the Post-Visit Survey via email (see Post-Survey Visit Section below).

Virtual Visit Activity Suggestions:

We understand that when you first contemplate participating in a virtual visit you may wonder, well exactly what does that look like? We've compiled the following list of ideas for you to consider:

- Introduce the dog and the handler
- Give a brief introduction of HOPE AACR
- Tell a little bit about the dog - age/how he/she got their name/breed
- Are there other dogs in the home - how many/what breeds
- Funny things your dog does
- Talk about how you and your canine partner got into HOPE and when
- Dressing up the dog
- Have the dog play hide and seek - find treats
- Consider a food puzzle
- Count number of treats the dog can catch
- Have dog perform any special tricks
- Have the dog do a belly rub/a scratch behind the ears
- Play fetch
- Take your dog on a "virtual" walk
- Just sit and look pretty/handsome

Virtual Visit Technology Guide

Equipment

Handlers and facilities will need to have reliable, high-speed Internet in addition to one of the following pieces of equipment to successfully video chat with an organization. Fully charge your device or plug it in to a power source during the visit. Below is a list of suggested equipment for performing a virtual visit.

- Smart phone with video capabilities
- iPad, Galaxy Tab or other tablet with video and audio capabilities
- Laptop with built-in camera and microphone or connect camera/mic via USB

Technology, Software and Apps

The following apps are widely used for video calls. Handlers should be familiar with as many as possible so they can engage in calls that are compliant with a facility's information security policies. Many agencies will identify a preferred technology and may want to initiate scheduling on their end. In those instances when the client does not initiate scheduling, we encourage members to use their own personal accounts.

Zoom

- **Get Help:** [How to Participate in a Zoom Call](#)
- Can access via web browser or download the Zoom app on Apple or Android device
- Does not require an account to attend, only to host or schedule the call
- Free account for video calls up to 40 minutes: [Sign up for a free Zoom Account](#)
- HOPE AACR has professional Zoom account for longer calls and larger groups of people, contact your RM if you'd like to inquire about using the HOPE AACR account

WebEx

- **Get Help:** [How to Participate in a WebEx Call](#)
- Can access via web browser or download the WebEx app on Apple or Android device
- Does not require an account to attend, only to host
- Preferred by most hospitals or organizations with strict HIPAA regulations

FaceTime

- **Get Help:** [How to Participate in a FaceTime Call](#)
- Only available on Apple devices such as iPhone or Mac
- Requires an Apple ID account for both users on a call

Facebook Live

- **Get Help:** [How to Participate in a Facebook Live event](#)
- Can access via web browser or download the Facebook app on Apple or Android Device
- Requires a Facebook account
- [How to use Facebook Live on a phone](#)
- You may livestream on the HOPE public Facebook page (contact RM for details) or request permission to connect to the organizations FB page to livestream.

Canine Target Training Resources

We understand that a virtual visit is much different than an in-person deployment and has its own set of challenges. One of those challenges is keeping your dog focused on the person/s on the other end of the screen. Target training helps to keep your dog engaged during visits, or at least give the appearance of being engaged. We have compiled the following resources and recommend spending a bit of time brushing up on target training to support successful virtual visits.

Videos:

- ["Touch – target training – Dog Training"](#), by Kikopup – YouTube
- ["MannersMinder: Tips on Target Training"](#), by Dr. Sophia Yin

Articles/ E-Books:

- ["Train Your Dog to Target"](#), by Pat Miller – Whole Dog Journal
- ["On Target with Target Training"](#), by Deborah Jones, Ph. D. – Fenzi
- ["Right on Target! Taking Dog Training to a New Level"](#), by Mandy Book and Cheryl S. Smith – cost \$19.95

Virtual Visit Post-Visit Survey

Sample follow up email and survey to be sent by Regional Manager:

Thank you for inviting HOPE AACR to work with [name of organization]. We are committed to providing the best service to those who need us. Toward that end, we would greatly appreciate your feedback on our recent virtual visit.

We appreciate your taking the time to give your candid feedback. Please click on the link below to complete the survey.

Sincerely,
[Regional Manager]

Survey link: <https://www.surveymonkey.com/r/hopevirtualvisit>

Copy of Post-Virtual Visit Survey:

1. What is the name of your organization or community?
2. What is your position within the organization?
3. What was the location (city, state) of the virtual visit?
4. How many people outside of the HOPE AACR team were present on the call during your virtual visit? Please give your best estimate.
5. What video call software did you use during your virtual visit?
 - a. Zoom
 - b. WebEx
 - c. FaceTime
 - d. Facebook Live
 - e. Other: _____
6. Please rate your satisfaction level with the following logistical aspects of the virtual visit:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ease of access to the service					
Timeliness of scheduling					
Video quality					
Audio quality					

7. Please rate your satisfaction level with the following interactive aspects of the virtual visit:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Interaction level					
Rapport with dog/volunteer					
Better able to cope with stress					
Overall satisfaction with the service					

8. What did you like about your virtual visit?

9. What would have made your virtual visit better?

10. How did you find out about HOPE AACR’s virtual visit service?

- a. Website
- b. Facebook
- c. Search Engine
- d. Professional Network
- e. Relationship with HOPE AACR volunteer

11. Please list any feedback or comments that you believe HOPE AACR should be aware of.

12. May we contact you to follow up if necessary? If so, please provide your contact information.

Name:

Email Address:

Phone Number: