

AUGUSTA REGIONAL AIRPORT, BUSH FIELD CANINE AMBASSADOR PROGRAM GUIDELINES

Augusta Regional Airport (AGS) places a high priority on customer service and giving back to the community. AGS has formed a Canine Ambassador Program, Paws 4 Pax, to enhance the customer experience by providing passengers the opportunity to interact with certified Therapy Dogs.

I. STATEMENT OF PROGRAM DOCUMENT

To establish guidelines and procedures for the Paws 4 Pax program. This Program is not applicable to services dogs owned and handled by the Transportation Security Administration (TSA), the Marshals Office, any other governmental agency, or a staff member's service dog.

DEFINITIONS

Airport- Augusta Regional Airport (AGS)

Handler- Person(s) who own and handle the dog

Dog- Licensed therapy canine

Team- One Handler with One Dog

II. PROGRAM OVERVIEW

A. GENERAL

- a. Paws 4 Pax was created in honor of AGS's former canine employee Mayday. Maydays' kind spirit and ability to make others happy inspired AGS to form a canine ambassador program in which therapy dogs will be brought in on a weekly basis to interact with the traveling public.

B. CERTIFICATION AND TRAINING

- a. AGS only allows canines in the program. These canines must be privately owned for at least three (3) months, be at least one (1) year old, must have at least one (1) year experience in at least three (3) facilities with an observer, as well as a minimum of one visit every three (3) months within a therapy setting, and must be a certified therapy dog.
- b. Certification must be through Therapy Dogs Inc. (TD Inc.) Local Branch Jae-Mar-S Academy of Dog Obedience.
- c. The Handler must be at least eighteen (18) years of age, tour the Airport and its facilities with their dog, review and agree to AGS's customer service standards and pass a required background check before receiving their badge.

C. HANDLER OBLIGATIONS

- a. Handlers must agree to the following three goals:
 - a) To provide passenger enjoyment to the best of their ability through use of their therapy dog.
 - b) To Inform and assist passengers with questions and way finding.
 - c) To promote AGS and the Paws 4 Pax program by handing out trading cards featuring the dog team.
- b. Volunteer Hours:

- a) The program is a volunteer program in which the handler does not acquire payment of any kind. The handler will receive free parking and free beverages from the administrative office.
- b) Each Team may work at least one shift each week for either a one or two hour block.
- c) Schedules will be created and distributed by the Therapy Dogs Incorporated local branch, Jae-Mar-S Academy of Dog Obedience. The Handler will be required to sign in and out for each shift. Should a Team not show up for a shift Therapy Dogs Incorporated will be contacted and the Team's badge may be revoked.

D. SANITATION GUIDELINES

- a. Dog relief areas are located at either end of the main terminal building. Dogs may take as many breaks as needed throughout their shift. Please see attached map for dog relief areas.
- b. Should there be an accident in the terminal building, airside, or landside, the Handler must clean up and sanitize the area. The Handler must dispose of the materials in a bathroom receptacle as well as wash hands before returning to work.
- c. If the dog is sick the Handler must follow the health guidelines set forth by Jae-Mar-S Academy of Dog Obedience.

E. TENDER PROCESS

- a. Handlers must sign an agreement with Therapy Dogs Incorporated in order to join Paws 4 Pax.
- b. TD Inc. approved Teams must provide the Airports Communications Manager the following:
 - a) A copy of your TD, Inc. certification
 - b) A copy of your TD, Inc. team identification card
 - c) A copy of your valid driver's license
 - d) A 10 year background check report
 - e) Proof of dogs negative fecal exam done within the last 12 months, as well as proof of current rabies vaccine.