



## Thank you for representing DELTA SOCIETY!

We appreciate your willingness to speak on the important work of people and animals helping each other. You will have the opportunity to help spread the word about service and therapy animals and their impact on individuals and society. In addition, you will promote a positive image of people with disabilities, and of volunteers in community programs while advancing public awareness of the important work of the Delta Society. We are pleased to have you as part of our network.

You may find that you will be contacted by people from newspapers, magazines, television and radio. Some may have been referred to you from Delta Society and others will have heard about you through word of mouth. However, in many cases, the reporter or interviewer who contacts you will have little or no information about service dogs or therapy animals and how they enhance people's lives. Additionally, they may not have any knowledge of the important educational resources of the Delta Society. You have a unique perspective and a chance to educate many people.

We want you to be well prepared so that you will feel relaxed and comfortable, and to have FUN and enjoy a wide range of experiences. To assist you in working with the media we have included in the following information.

- Δ Representation Guidelines
- Δ Speaker's Information Form
- Δ Speaker's Tips
- Δ The Media and Your Rights

You can expect to receive varied requests for interviews, appearances and speaking engagements - anything from civic clubs and cub scouts to pre-schools and college classes! Remember, though, that while many types of opportunities may come your way, each and every one will be your choice. A general rule of thumb - if it isn't something you want to do, don't do it. Each of your experiences should be joyful. You will find that you can reach many people with your personal story and you will make a difference in other's lives.

Key points to include in your presentation or interview:

- Δ Delta Society was founded in 1977
- Δ Mission: Improving human health through service and therapy animals
- Δ Delta Society receives no government funding
- Δ The Pet Partners Program began in 1990
- Δ Currently over 10,000 teams are registered with Delta Society
- Δ The National Service Dog Center is a web-based program that provides information to people in need of – or already partnered with – service animals, the law, public access rights and the ADA (American Disabilities Act)

Be sure to review the available handout materials that can be downloaded from our website at <http://www.deltasociety.org/CoursesAffiliate.htm>. If you would like to order brochures call 425.679-5500 or email [info@deltasociety.org](mailto:info@deltasociety.org).

Thank you again for your time and effort in sharing the work and mission of Delta Society.



**DELTA SOCIETY**<sup>®</sup>  
*The Human-Animal Health Connection*<sup>®</sup>

**REPRESENTATION GUIDELINES**

Read through the guidelines and familiarize yourself with the criteria outlined. It is important that everyone present themselves consistently and in a manner that supports Delta Society's high standards and professionalism.

- A. Wear standard business attire. Remember you are representing Delta Society to a new public.
- B. Check in advance to make sure it is okay to bring a demonstration animal.
- C. Check in advance whether there will be other animals present.
- D. Read and become familiar with any background material sent to you so that you can answer questions and speak knowledgeably.
- E. Arrive at the presentation site at least 15 minutes early to make any last-minute preparations with hand out materials, equipment set-up etc.
- F. Be sure to start and end your presentation on time.
- G. Thank the group for having you.
- H. If you have an animal with you, always watch the interaction of the animal with the public. Give the animal appropriate rest breaks.
- I. If you have an animal with you, make sure it is on lead and controlled at all times.
- J. If a question is brought up that you do not know the answer, thank them for the question, i.e., "Thank you, that is a really good question. I do not know the answer, but I will check with the National office and get back to you." Then make sure you follow through!
- K. Donations to the Pet Partners Program are used to:
  - Δ continually update training materials
  - Δ develop new materials
  - Δ link individual volunteers to facilities
  - Δ provide training to people as team evaluators and instructors
  - Δ consult with facilities interested in starting new programs
  - Δ honor Pet Partners teams through our National Awards
  - Δ provide support and assistance to Pet Partner teams.