



# Runway Rovers Therapy Dog Program

## Program overview

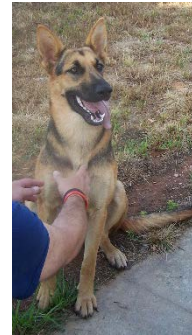
In an effort to make traveling at XNA a more memorable and enjoyable experience, we are now calling on certified therapy dog owners and their furry companions to volunteer at XNA! Runway Rovers volunteers will get the opportunity to enhance the customer service experience at XNA by helping passenger's un-stress through interactions with their certified therapy dog, and by providing excellent customer service.

## Qualifications for volunteers

- 🐾 Must be at least 18 years or older
- 🐾 Able to pass a background test
- 🐾 Ability to create positive relations with our customers

## Qualifications for team (handler and therapy dog):

- 🐾 Be a current registered/certified member of one of the following organizations:
  - Alliance of Therapy Dogs
  - Love on a Leash
  - Pet Partners
  - Therapy Dogs International
- 🐾 Must provide proof of certification & Insurance



## Job Description:

- 🐾 Comfort the traveling public using therapy dog
- 🐾 Assist the traveling public by answering any inquiries
- 🐾 Build positive relations with customer

## Application requirements:

- 🐾 To get involved, please fill out our volunteer form on our website (<http://www.flyxna.com/contact-help/volunteer/>).
  - ***Under the "General Information" section of the application, select, "d. Other" and write Runway Rovers volunteer***
- 🐾 Completed Pet Information Application
- 🐾 Complete Airport Badging & Training Process



For more information, contact Warren Smith via email: [Front.Desk@flyxna.com](mailto:Front.Desk@flyxna.com)

Or call 479-205-1430



Northwest Arkansas Regional Airport Volunteer Application

Personal Information

Name \_\_\_\_\_ Date \_\_\_\_\_ Phone: \_\_\_\_\_
Street Address \_\_\_\_\_
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_
DOB \_\_\_\_\_ DL #/State \_\_\_\_\_
Age \_\_\_\_\_ Gender \_\_\_\_\_ Email \_\_\_\_\_

Educational Background

College/University \_\_\_\_\_
Tech/Voc. School \_\_\_\_\_
High School \_\_\_\_\_

Previous Volunteer Experience

Table with 5 columns: Dates From/To, Organization, Supervisor, Phone, Duties. Three rows for previous experience.

General Information

Which answer best describes why you would like to volunteer at Northwest Arkansas Regional Airport?
(Circle all that apply)
a. I like helping people
b. I am interested in the Airport (use existing skills, seeing the people, fun/relaxation, etc.)
c. I am looking for potential employment
d. Other \_\_\_\_\_

How many hours per month would you be able to volunteer (minimum being 16)?
a. 16
b. 20
c. 24
d. More than 28. If so, how many? \_\_\_\_\_

Day(s) Available:
Monday \_\_\_\_\_ Tuesday \_\_\_\_\_ Wednesday \_\_\_\_\_ Thursday \_\_\_\_\_
Friday \_\_\_\_\_ Saturday \_\_\_\_\_ Sunday \_\_\_\_\_

Time Preference:

\_\_\_\_\_Mornings

\_\_\_\_\_Afternoons

\_\_\_\_\_Evenings

Volunteering at the Airport will require extended periods of standing in the terminal. Each shift will be four hours with a 15-minute break. Are you physically able to do this without assistance?

Yes \_\_\_\_\_

No \_\_\_\_\_ (Answering No will disqualify you from volunteering)

Do you speak any other languages other than English? If so, please list.

\_\_\_\_\_

What are your hobbies or special talents/skills?

\_\_\_\_\_

\_\_\_\_\_

Have you ever been convicted of a criminal offense other than a traffic violation? If yes, please explain.

\_\_\_\_\_

\_\_\_\_\_

### References

Please provide three personal/professional references.

Name	Position/title	Phone	Years known
------	----------------	-------	-------------

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Interview's comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Interviewer's Signature

\_\_\_\_\_  
Date

Owner Name:



# Pet Information

---

**Name of Dog(s):**

**Breed/Description:**

**Age of dog(s):**

**Weight:**

**Gender:**

**Spay/Neutered?**

Yes

No

**Veterinarian Name:**

**Phone:**

**Name of Practice:**

**Date of last vaccines**

**Rabies:**

**DHLPP:**

**Bordetella:**

**Date of last Veterinarian Exam:**

**Please describe any physical or medical restriction for your dog (e.g. epilepsy, diabetes, heart problems, arthritis):**

**Is your dog on any medication for these conditions? Yes  No**

**Are you the owner of the dog? Yes  No  How long?:**

**Where did you obtain your dog (breeder, shelter, rescue)?**

**How old was your dog when you got it?**

**Did you attend a formal obedience class and graduate together? Yes  No**

**Please provide the name of your instructor:**

**Does your dog respond well to basic obedience commands? Yes  No**

**Has your dog Received any awards?**

**How would your dog respond to a busy airport environment that includes loud noises, elevators, sudden crowds, unexpected hugs from children, people, being accidentally bumped into or stepped on, wheelchairs, intercom announcements, lots of big luggage on wheels and carts, etc.?**

**SECTION 2: DOG INFORMATION CONTINUED**

**Please describe the positive and negative traits of your dog:**

**Positive:**

**Negative:**

**Has your dog ever been asked to leave a facility?      Yes     No**

**What days and times are you willing to volunteer?**

**What certification/registration therapy dog program(s) do you belong to :**

**Additional information you would like to add:**

**Please provide copies of the following documents. Please note that all documents must be current.**

- 1. Certificate of Liability Insurance
- 2. Copy identification card for you and your dog
- 3. Any certification for training
- 4. Copy of driver's license
- 5. Any pertinent veterinary records



## **REQUIREMENTS FOR RUNWAY ROVERS PROGRAM**

1. Pet therapy teams are comprised of one dog and one owner/handler per team, hereinafter referred to as "Team" or "Teams."
2. The purpose of the Runway Rovers Program (the "Program") is to provide Teams the privilege of interacting with travelers and visitors at the Northwest Arkansas Regional Airport to provide relief and comfort from the stresses of travel (the "Permitted Activity").
3. Teams may provide the Permitted Activity in the public areas of the baggage claim, ticket counter lobby, and concourse, as well as the administrative offices of the Airport. Notwithstanding the foregoing, the Northwest Arkansas Regional Airport Authority ("Authority") may, at any time, restrict Teams from any portion of the Airport premises.
4. All Permitted Activities shall be coordinated in advance with the Airport Director or her/his designated representative.
5. Each Team shall be assessed and evaluated by the Authority's Executive Director or his/her designated representative prior to acceptance into the Program. All owners/handlers shall be respectful and reliable, and appropriate dress is mandatory.
6. Dogs shall be well-groomed and well-mannered, and shall have completed obedience training. The Airport Director or her/his designated representative has the right to request exam and health screenings and documentation of obedience training upon request.
7. Teams shall in no way block or interfere with any Airport operations or access to the Terminal entrances.
8. Teams shall not interfere with the rights and privileges of other persons using the Airport premises. Teams understand and agree that any and all Airport operations have the right of way, and if necessary, Teams shall suspend the Permitted Activity to allow Airport operations to proceed.
9. Teams agree not to approach or interfere with any traveler, visitor or other person except as may be incidental to the peaceable and lawful exercise of the Permitted Activity.
10. Teams shall not shout, make outcries, or use any device to augment their voices.
11. Teams shall not sell, offer for sale, donate, or distribute any article of merchandise, food, refreshment, or any commodities.
12. Each owner/handler shall be responsible for the proper cleanup and removal of all animal waste.
13. Dogs shall be on a leash at all times.

14. Teams shall comply with all applicable Airport, State and Federal laws, rules, regulations and ordinances. This includes compliance with the Airport's security program.

15. Owners/handlers shall wear clothing and identification badges that clearly associate them with the Team's registering/certifying organization. Vests for both handlers and dogs shall be provided by the Authority. Owners/handlers may also provide their own dog vest with prior approval from the Authority. Owners/handlers who provide the Permitted Activity in the terminal concourse shall undergo a background check and secure an Airport identification badge which shall be worn at all times.

16. Teams shall provide the Permitted Activity as volunteers at no charge to the Authority or to any visitors, travelers, or other persons.

17. Owners/Handlers shall sign the Indemnification Agreement and Release and Waiver of Liability before bringing their dogs onto the Airport premises.

18. Each Team shall maintain Commercial General Liability Insurance in an amount not less than \$1,000,000 per occurrence, subject to a \$2,000,000 annual aggregate covering bodily injury (including death), personal injury, and property damage, through either Alliance of Therapy Dogs, Love on a Leash, Pet Partners, or Therapy Dogs International, Inc. Each Team shall provide certificates evidencing all required insurance coverage to the Authority prior to performing the Permitted Activity, and the renewal thereof prior to the expiration of each policy period. Each Team shall also provide the Authority with a copy of its current registration/certification from Alliance of Therapy Dogs, Love on a Leash, Pet Partners, or Therapy Dogs International, Inc. prior to performing the Permitted Activity, and the renewal thereof prior to the expiration of each registration/certification.

19. No requirement of the Program shall serve to, or be construed to, waive the Authority's governmental immunity from suit in tort provided by Ark. Code Ann. § 14-362-104.

20. The Authority may at any time suspend or terminate the Program or any Team's participation therein with or without notice.

21. Teams shall not erect, maintain, or display any signs or other advertising at or on the Airport premises without first obtaining the written approval of the Airport Director.

22. Teams shall abide by all applicable security regulations of the Authority, Federal Aviation Administration ("FAA") and Transportation Security Administration ("TSA"). Owners/Handlers who require unescorted access to Secured Areas of the Airport must make application for, and wear, Airport security badges. All such persons shall submit a set of fingerprints for a Criminal History Records Check ("CHRC") conducted by the Federal Bureau of Investigation ("FBI") as required by TSA Regulation Part 1542. In addition, the applicant must submit biographical information for a Security Threat Assessment ("STA") conducted by the TSA at the time the

application is made. Upon a satisfactory completion of the CHRC and STA, the applicant must then attend a security badging session to receive training and have a security badge issued.

23. Owners/Handlers who conduct the Permitted Activity in Secured Areas of the Airport, shall be responsible for requesting the issuance of identification badges. Owners/Handlers shall (i) immediately report lost or stolen ID badges; (ii) immediately return ID badges if transferred from Airport assignment by Helping Paws of NWA; (iii) return all ID badges if suspended or terminated from the Program; and, (iv) return all ID badges upon suspension or termination of the Program.

24. The Program and any disputes between the Authority and any Team(s) shall be governed by the laws of the United States of America and the State of Arkansas, without giving effect to any conflict of laws principles. Owners/Handlers agree the exclusive venue for any lawsuit arising out of or relating to the Program shall be only the Circuit Court of Benton County, Arkansas, and hereby consent to and agree to submit themselves to personal jurisdiction in said Court.

I certify that I have read, understood and agree to the Requirements of the Runway Rovers Program.

---

Signature

---

Date Signed



**INDEMNIFICATION AGREEMENT AND RELEASE AND WAIVER OF LIABILITY**

I, \_\_\_\_\_, being of sound mind and legal age, desire to participate in the Northwest Arkansas Regional Airport Authority’s Runway Rovers Program (the “Program”). I understand and agree that the Program is entirely voluntary, that I am in no way considered to be an employee of the Northwest Arkansas Regional Airport Authority (the “Authority”), and that the Authority will not: (i) compensate me; (ii) provide medical treatment, health insurance, worker’s compensation, retirement, liability insurance, or any other benefits to me; or (iii) reimburse me in any way for my activities under the Program.

I agree to conduct myself courteously and to adhere to the requirements of the Program, as the same may be modified from time to time in the sole discretion of the Authority.

I hereby waive, release, discharge and covenant not to sue the Authority, its officers, board members, employees or agents for any bodily injury, personal injury, illness, death or property damage that I may incur directly or indirectly from my participation in the Program, including, but not limited to, that which may result from the fault or negligence of the Authority, its officers, board members, employees or agents, fellow volunteers, travelers, visitors, or any other persons.

I understand and agree that I am fully assuming the risk of all bodily injury, personal injury, illness, death or property damage which I may sustain directly or indirectly from my participation in the Program.

I further agree to defend, indemnify, and hold harmless the Authority, its successors, assigns, board members, employees and officers from all actions, causes of action, obligations, demands, damages, claims, liabilities, losses, judgments, expenses and costs of whatever nature, including, but not limited to, expenses incident to the investigation thereof and reasonable fees of attorneys selected by the Authority in its sole discretion, caused: (i) by my fault or negligence; or (ii) by my dog or any dog which I handle.

I certify that I have read, understood and agree to the contents of this Indemnification Agreement and Release and Waiver of Liability.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Date Signed