



Tails

Therapy Animals
Integrating Less Stress
Wilkes-Barre/Scranton International Airport



AVP tails Program Overview

In an effort to make traveling at AVP a more memorable and enjoyable experience, we are now calling on certified therapy dog owners and their furry companions to volunteer at AVP! This new program is called the AVP (Red) tails (Therapy Animals Integrating Less Stress) Pet Therapy Program. All AVP tails volunteers will get the opportunity to enhance the customer service experience at AVP by helping passenger's lower their stress levels through interactions with their certified therapy dog, and by providing excellent customer service.

What is the AVP tails Program for?

- ✦ To comfort the traveling public with therapy dogs
- ✦ To assist the traveling public by answering any inquiries
- ✦ To build positive relations with customers

What are the main qualifications of the AVP tails Program?

- ✦ Must be at least 14 years old
- ✦ Able to pass a background test
- ✦ Ability to create positive relations with our passengers/guests
- ✦ Be a current registered/certified member of the *Alliance of Therapy Dogs*, *Pleasure of Your Company Therapy Dogs, Inc.*, or *Therapy Dogs International*.
- ✦ Must provide proof of certification & insurance

For more information,
contact Eric McKitish
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Rising Above.



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