

ASSISTANCE DOGS INTERNATIONAL Accreditation Manual

Date of survey:

Program:

Regional Chapter:

Location:

Program contact person:

Email address:

Types of assistance dogs:

Number of graduates:

Annual output:

Assessor(s):

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see www.assistancedogsinternational.org

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Summary of Accreditation Survey Results

Assistance Dogs International

Assistance Dogs International, Inc. (ADI) is a worldwide coalition of non-profit programs that train and place Assistance Dogs. Founded in 1986 from a group of seven small programs, ADI has become the leading authority in the Assistance Dog industry.

The objectives of Assistance Dogs International Inc. are to:

- ❖ Establish and promote standards of excellence in all areas of assistance dog acquisition, training and partnership
- ❖ Facilitate communication and learning among member programs
- ❖ Educate the public to the benefits of assistance dogs and ADI membership

ADI has established minimum standards and ethics for member programs and for the training, placement and follow-up support services for Assistance Dog Teams. These standards and ethics are the foundation of the ADI Accreditation Standards.

ADI programs meet regularly to share ideas and best practices, attend educational seminars, and to conduct business regarding such things as educating the public about assistance dogs, working to establish consistent access laws and terminology for individuals partnered with assistance dogs, and updating ADI standards, guidelines and ethics for the raising and training of assistance dogs.

ADI currently recognizes three types of assistance dogs: **Guide Dogs** that assist blind and visually impaired people by avoiding obstacles, stopping at curbs and steps, and negotiating traffic; **Hearing Dogs** that assist deaf and hard of hearing individuals by alerting them to a variety of household sounds such as a door knock or doorbell, alarm clock, oven buzzer, telephone, baby cry, name call or smoke alarm; and **Service Dogs** that assist people with disabilities other than vision or hearing impairment. With special training these dogs can help mitigate many different types of disabilities. They can be trained to work with people who use power or manual wheelchairs, have balance issues, need seizure alert or response, need to be alerted to other medical issues like low blood sugar, are on the autism spectrum, or have psychiatric disabilities. These specially trained dogs can help by retrieving objects that are out of their person's reach, opening and closing doors, turning light switches off and on, barking to indicate that help is needed, finding another person and leading the person to the handler, assisting ambulatory persons to walk by providing balance and counterbalance, providing deep pressure, and many other individual tasks as needed by a person with a disability.

Further information about ADI is available on the ADI website:

www.assistancedogsinternational.org

Assistance Dogs International Accreditation

ADI Accreditation began in 1996. ADI Accreditation Standards have become the benchmarks to measure excellence in the Assistance Dog industry. Assistance Dog users trust their lives and safety to their dogs so everything related to the training of both the dogs and people must meet extraordinary criteria.

Members of ADI have developed the Accreditation Manual and procedures to evaluate the quality of assistance dog programs. Areas evaluated include: safety and cleanliness of the training facility, fair and ethical treatment of clients, proper health care for the dogs, humane training methods for the dogs, criteria for screening suitability of both dogs and clients, criteria for matching dogs and clients, criteria for administration of all program operations and compliance with all legal regulations.

Compliance with these standards helps ensure that people with disabilities who are seeking a partnership with an Assistance Dog receive exceptional service, a comprehensive education about training and utilization of an assistance dog, and a thorough understanding of all aspects of public access with an assistance dog.

The accreditation survey process is a peer-review assessment for member programs to determine if all policies, procedures and organizational practices are in compliance with the established standards. To demonstrate compliance, member programs undergo an accreditation survey by trained ADI Assessors. The accreditation survey includes interviews with program staff, volunteers, applicants, and graduates. Policies, procedures, documents and records are thoroughly reviewed and facilities and equipment are fully inspected.

Following the on-site portion of the accreditation survey, the assessor completes the Accreditation Survey Report and makes a recommendation to the ADI Accreditation Review Committee. Member programs that achieve compliance with the ADI accreditation standards are awarded full five-year accreditation and receive an official accreditation plaque. Accreditation must be renewed every five years.

ADI's Accreditation Steering Committee works year round on the continued development of ADI Accreditation. The accreditation standards are continually evaluated to ensure they are up to date with current industry practices and remain focused on continuous improvement of the Assistance Dog industry. ADI supports programs in their efforts to improve and bring innovative practices to all ADI programs. As best practices emerge and bring change, so too will ADI's accreditation standards.

Accreditation Procedures

For detailed information on the entire accreditation process, please review:

- ❖ ADI Accreditation Survey Procedures
- ❖ ADI Accreditation Process Steps
- ❖ ADI Accreditation Guidance Notes
- ❖ Instructions for ADI Accreditation Pre-assessment Paperwork
- ❖ Paperwork Summary Chart
- ❖ Common Questions & Answers about ADI Accreditation

These documents are available on the ADI website

<http://www.assisteddogsinternational.org/members/accreditation/>

ADI has also developed minimum standards and ethics which all members and candidate programs agree to abide by when they join ADI. The standards and ethics form the basis for the ADI Accreditation program and are referenced throughout the accreditation manual. All minimum standards and ethics are available for review on the ADI website in the Standards section.

Please note that some accreditation standards in this manual are marked **Paperwork in advance**. The written materials required for those standards must be submitted to ADI for review by the assessor prior to the on-site accreditation survey visit. Please see the accreditation document: *Instructions for ADI Accreditation Pre-assessment Paperwork* for further information.

If the program believes a standard or section of the manual does not apply (n/a) to their operations, this must be confirmed with the regional Accreditation Coordinator before the paperwork is submitted.

Once the paperwork has been submitted and approved, the Accreditation Review Committee (ARC) will assign trained ADI Accreditation Assessor(s) to the survey. The assessors and program will agree on dates for the on-site visit to the program. The assessors will provide a survey schedule in advance of the visit.

The survey visit will include **Interviews**, **Observations**, and **Inspections** as noted in the accreditation standards. Upon completion, the assessor may request follow-up information, or will submit the survey report to the ARC within 30 days. The ARC will review the report at the next scheduled meeting. Approvals will be processed accordingly, and denials will move forward to the Accreditation Steering Committee for further discussion and a decision. There is an appeals process available to programs via the ADI Board. The ADI Board will make a final decision.

It is important to also note that updates to the accreditation standards, procedures, and documents may occur in January of each year. The updated accreditation documents are posted on the ADI website and notifications about updates are also included in the minutes of the Accreditation Steering Committee and ADI Board meetings.

Member programs preparing for accreditation or re-accreditation are responsible for checking the accreditation documents to determine if updates have been made.

Section 1. STANDARDS OF ADMINISTRATION

The intent of these standards is to ensure that programs demonstrate operational stability; sound and ethical business practices; financial transparency; responsible use of resources; adequate safety and emergency procedures; and adherence to applicable governmental laws and regulations.

Please refer to **Guidance Notes on Administration and Organization** for further information about these standards.

- 1.1 There is written evidence that the program operates as a legal non-profit organization.

Paperwork in Advance

Yes No

Notes:

- 1.2 The program provides documentation which has to include:

- Articles of Incorporation Papers / Statutes
- Bylaws / Regulations
- Written Purpose or Mission Statement
- Board of Directors / Trustees – Unpaid

Paperwork in Advance

Notes:

- 1.3 In case of Cooperative Partnership(s) documentation should be provided.

Paperwork in Advance – Interview

Yes No N/A

Notes:

- 1.4 The program has a current organizational chart showing formal lines of responsibility.

Paperwork in Advance - Interview

Yes No

Notes:

- 1.5 The program has written evidence that appropriate and sufficient insurance coverage is in place; e.g. Public Liabilities, Employer's Liability, vehicle insurance for dogs, staff, and volunteers.

The usual recommended level of insurance for public and employer's liability is comparably with at least 2m US Dollars / Euro and ideally 5m US Dollars / Euro.

- Public Liabilities
- Employer's Liability
- Directors and Officers Liability
- Vehicle Insurance – if applicable

Paperwork in Advance

Notes:

- 1.6 There is evidence that the program, including the Board of Directors, has considered possible threats to its work and has taken action to minimize the likelihood and potential impact of these threats.

- Interim Management / Succession Plan / Recruiting new management
- Budgetary shortfall
- Disaster Recovery Plan

Paperwork in Advance – Interview

Notes:

1.7 The program has general emergency procedures that include evacuation procedures from any facilities it owns or uses in its training work in case of e.g. fire, flood, tornado, earthquakes, and other disasters.

- Appropriate emergency contacts
- Identification of safe areas in case of fire, flood, tornado etcetera
- Evacuation procedures for people and animals
- Emergency lighting and evacuation routes available
- Enough fire extinguishers or other equipment visible and ready to use
- Fire extinguishers tested and documented in accordance with local laws
- Program of training and rehearsal that prepares staff to follow the established policies and procedures
- Follow up process including written incident report

Paperwork on Site – Interview – Inspection

Notes:

1.8 The program has First Aid procedures in place:

- The program has sufficient staff trained in First Aid procedures, with current certification, and they are made aware of individual client's medical requirements
- First Aid Kits are maintained and clearly visible to staff and accessible to people with a disability
- The program has procedures for recording first-aid accidents

Paperwork on Site – Interview – Inspection

Notes:

1.9 The program has procedures in place regarding the use of any hazardous substances.

- The program provides training in the use of any hazardous substances, e.g. medication and disinfectants.
- Procedures to access material safety data information (MSDS sheets)

Paperwork on Site – Inspection

Notes:

- 1.10** The program has a written policy in place which ensures that any sensitive information and records regarding applicants / clients / volunteers / supporters will be treated confidentially.

Paperwork on Site – Interview – Inspection

Yes No

Notes:

- 1.11** The program has a procedure in place for gaining written consent from clients, staff or volunteers for any filming or photography that involves them.

Paperwork on Site

Yes No

Notes:

- 1.12** The program records and monitors its financial income and expenditure and provides financial reports. This information must be presented to the Board of Directors on a regular basis.

Paperwork in Advance – Interview

Yes No

Notes:

- 1.13** The program only makes statements about its work that it knows to be honest. This includes program's promotional materials like brochures, Annual Reports, posters, videos, and information included on the program's website.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

1.14 The program shall provide members of the Board of Directors with appropriate educational materials about their respective programs. This shall include but not be limited to the following:

- history of assistance dogs and respective program
- ADI's established Standards and Ethics
- Board of Directors' responsibilities
- ongoing and planned programs and services

Paperwork on Site – Interview – Inspection

Notes:

1.15 The program has a written policy and procedure to address complaints received by their staff, volunteers or clients.

Paperwork in Advance – Interview

Yes No

Notes:

1.16 Operating program requires a signed, dated, written release of liability on site from all volunteers, applicants/graduates or applicant's/graduate's parent/guardian/adult caregiver.

Paperwork in Advance – Only for programs operating in North-America

Yes No

Notes:

RESULT OF SECTION 1:

STANDARDS OF ADMINISTRATION

PASS

FAIL

COMMENTS:

Section 2. STANDARDS FOR CLIENTS

The intent of these standards is to ensure that programs have clear and comprehensive application, screening, and matching processes for clients; that clients are treated equally and with respect and dignity; that clients receive a thorough and individualized educational process regarding all aspects of assistance dog partnership; and that programs provide lifetime follow-up and team support.

Please refer to **Guidance Notes on Clients and Dogs** for further information about these standards.

- 2.1 The program considers applications regardless of race, sex or religion. Evidence of a written policy is required.

Paperwork in Advance

Yes No

Notes:

- 2.2 The program has a policy of treating clients with respect and dignity, and this policy is put into practice by staff and volunteers connected with the program.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.3 The program provides clear information for people inquiring about the services that are available, including guidelines regarding eligibility.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.4 The program gives priority on its waiting-list to applicants wishing to be considered for “successor dogs”.

Paperwork on Site – Interview

Yes No

Notes:

- 2.5 In all cases, the program will take responsibility for the dog in the event of the partnership failing to meet the correct standards, or in the event of the client’s circumstances changing so that the client is no longer able to care for the dog according to ADI’s Minimum Standards for Clients with Assistance Dogs. The program will decide the appropriate action to take, even when the dog is owned by the client and action is needed.

Paperwork on Site – Interview

Yes No

Notes:

- 2.6 The program has a written application form that is signed by the client or in cases where the assistance dog is for a child, by a parent or guardian.

Paperwork in Advance

Yes No

Notes:

- 2.7 The program requires a medical form to be completed, subject to the written permission of the client having been granted, confirming the type and degree of disability.

Paperwork on Site

Yes No

Notes:

- 2.8** Programs must ensure that the client makes their key “care professionals” aware of their application and the implications for their on-going care. Care professionals can be: e.g. teacher in the school, physical therapist.

Interview

Yes No

Notes:

- 2.9** The program has a written policy and procedure for processing client applications in a timely manner. The program must inform applicants of the progress of their application on request.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.10** The program has criteria for the initial matching of applicants to suitable dogs, taking into account all factors necessary for the formation of a successful partnership.

Interview

Yes No

Notes:

- 2.11** Students receive a full program of training to learn how to

- care for their assistance dog’s physical and emotional welfare
- continue the dog’s specific assistive tasks
- continue the dog’s training in public situations including shops and restaurants
- continue the dog’s off-lead training in safe places such as fenced areas, appropriate parks or the countryside
- administer medications to the dog as necessary (for example ear drops; eye drops; tooth brushing) and how to handle the dog at the veterinarian’s.

Interview

Notes:

- 2.12** To support the practical training there must be a written Client's Manual which covers the issues mentioned above.

Paperwork in Advance

Yes No

Notes:

- 2.13** The above courses of training take into account the individual needs and abilities of each client.

Interview

Yes No

Notes:

- 2.14** The program allocates a trainer to conduct at least one training session with the client at the real or simulated workplace, schools or institutes where the client and dog visit on a regular basis.

Interview

Yes No

Notes:

- 2.15** The program documents and demonstrates that all partnerships have achieved the correct standards in a number of areas including:

- Dog welfare and health
- Specific assistive tasks
- Obedience, both on and off lead
- Public access behavior, e.g. using the ADI Public Access Test

Paperwork on Site – Interview or Inspection

Yes No

Notes:

2.16 Upon qualification, identification of the fully qualified assistance dog includes:

Laminated ID card with a photo of the dog and graduate, and names of both;
The dog should be clearly identifiable as an assistance dog by jacket, harness or other equipment.

Paperwork on Site – Interview or Inspection

Yes No

Notes:

2.17 The program has a written agreement or contract with the client describing the responsibilities and obligations of both the client and the program, in line with ADI's Minimum Standards for clients/dog partners with Assistance Dogs.
This shall include but not be limited to the following:

- responsibilities of the client towards the dog
- responsibilities of the client towards the program
- responsibilities of the program towards the client
- acknowledgement and acceptance of financial responsibilities
- no applicant, student, or graduate shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission

Paperwork in Advance

Notes:

2.18 The program has a procedure to ensure that the client and dog are enrolled with a suitable veterinarian near the client's home. The veterinarian has to be fully aware of the fact that the client's dog is an assistance dog and that record-keeping procedures are important to keep the program / owner aware of the dog's on-going veterinary history.

Interview – Inspection

Yes No

Notes:

- 2.19** Graduates have the right to receive information on follow-up policy and ask for follow-up assistance. The program helps clients to modify any unwanted behaviors in their assistance dog and provides refresher-training where necessary. The costs of this support may be met by either the client or the program depending on the program's policy on such matters.

Paperwork on Site – Interview

Yes No

Notes:

- 2.20** The program provides on-going aftercare and advice to partnerships as necessary, and provides personal contact by staff or trained volunteers at least annually, to ensure that the standards reached at graduation are maintained.

Paperwork on Site – Interview

Yes No

Notes:

- 2.21** The program requires the student to complete a follow-up progress report on a regular basis. Preferably it should be done once a month for the first 6 months following the placement, and hereafter yearly. The yearly report will include a veterinary report.

Paperwork on Site – Interview

Yes No

Notes:

- 2.22** The program has procedures for providing emergency advice and support to clients where necessary.

Paperwork on Site – Interview

Yes No

Notes:

2.23 The program provides clients with information and support prior to their assistance dog's retirement.

Interview

Yes No

Notes:

RESULT OF SECTION 2:

STANDARDS FOR CLIENTS

PASS

FAIL

COMMENTS:

Section 3. STANDARDS FOR TRAINING OF DOGS

The intent of these standards is to ensure that all policies and procedures regarding selection, training, and care of dogs are in accordance with ADI standards and ethics for dogs; that there is a comprehensive education and training program individualized to the needs of the dog and client; and that there are detailed training records.

Please refer to **Guidance Notes on Training of Dogs** for further information about these standards.

- 3.1** All dogs in the program's care must be trained in accordance with ADI's Standards and Ethics regarding dogs.

Interview – Observation

Yes No

Notes:

- 3.2** The program maintains individual canine training schedules, plans and progress reports during the whole partnership. Training records must show that the assistance dogs are trained over at least a period of several months depending on the training schedule.

Paperwork in Advance – Inspection

Yes No

Notes:

- 3.3** An assistance dog must be trained using training methods applied by skilled staff or volunteers.

Interview – Observation

Yes No

Notes:

3.4 The program has written temperament, behavioral, and health guidelines to determine breeding stock and selection of prospective assistance dogs. Procedures will ensure maximum potential for the role of an assistance dog. Similar assessments will be conducted by programs training clients'-owned-dogs. This should include but not limited to the following:

- temperament suitability
- health suitability
- aptitude for the specific assistance tasks
- socially acceptable behavior

Paperwork in Advance – Interview – Inspection

Notes:

3.5 Dogs receive careful socialization following selection, ensuring correct exposure to a variety of situations. In the case of "owned-dogs" clients are given similar advice as puppy socialisers.

- children, men, women
- traffic
- other animals
- common household distractions
- wheelchairs and other assistive devices
- common neighborhood distractions
- common public distractions

Paperwork on Site – Interview – Observation

Notes:

3.6 The program provides adequate and reasonable advice and support to the puppy socialisers who foster its young dogs and takes responsibility for its dogs in the event of emergencies.

Paperwork on Site – Interview

Yes No

Notes:

- 3.7** Dogs will be able to perform at least three specified assistive tasks that will enhance the client's independence, in accordance with the client's individual needs. These needs have been discussed with the client at interview and during the matching process.

Paperwork – Interview

Yes No

Notes:

- 3.8** Dogs are trained with voice and/or hand signals to respond to at least the following commands, or similar: sit; down; stay; come; heel; off-lead recall to voice and/or whistle or other agreed sound such as wheelchair horn. If distracted by stimulants such as other animals or food, dog should return focus to the obedience command or task as directed.

Interview – Observation

Yes No

Notes:

- 3.9** Dogs are trained to obey the above commands in a variety of situations, including public places such as shops and restaurants, and learn to be unobtrusive.

Assessors will be knowledgeable about ADI Public Access Test and can use all or part of the test for evaluating this standard.

Interview – Observation

Yes No

Notes:

RESULT OF SECTION 3:

STANDARDS FOR TRAINING OF DOGS

PASS

FAIL

COMMENTS:

Section 4 STANDARDS FOR WELFARE AND HEALTH OF DOGS

The intent of these standards is to ensure that ADI programs provide humane care and treatment for all dogs that are the responsibility of the program; that qualified staff or volunteers work with veterinarians for health screenings and to create a comprehensive, balanced health care management plan with detailed records for each dog; and that programs uphold their commitment to the dog's welfare for the lifetime of the dog.

Please refer to **Guidance Notes on Dog Welfare** for further information about these standards.

- 4.1** All dogs in the program's care must be looked after in accordance with ADI's Standards and Ethics regarding dog's health and welfare.

Interview – Inspection – Observation

Yes No

Notes:

- 4.2** All new dogs entering the program's care are identified by micro-chip and have a vaccination report or dog passport.
Please note: the microchip requirement is not retroactive and does not affect assistance dogs that were placed prior to the program's first accreditation survey.

Interview – Inspection

Yes No

Notes:

- 4.3** All dogs are spayed or neutered prior to qualification, career-change, release or retirement, including breeding stock.

Yes No

Notes:

4.4 The program has and maintains current information on each dog:

- Date entering the program
- Type of acquisition: breeding program, donation, shelter or other
- Copy of breeding stock pedigree, if applicable
- Name and address of donor, if applicable
- Copy of temperament testing/screening upon initial acceptance and periodically through training
- Date of birth (may be approximate)
- Breed (may be approximate)
- Name given dog
- Training records
- Health records
- Name(s), address(es) and date(s) of foster family(ies), if applicable
- Name and address of graduate partner, date, and type of placement
- Permanent canine ID for placed dog (e.g. microchip)
- Picture of dog
- Date and reason for "release" from the program, if applicable
- Name, address, and date of pet home adoption, if applicable

Interview – Inspection

Notes:

4.5 At all stages (whether in the home environment, in kennels, during transportation or in any other environment) dogs' basic needs must be provided for, including:

- Plentiful human contact
- Sufficient environmental enrichment opportunities
- Correct amounts of suitable food, given at appropriate intervals
- Unrestricted access to water
- Avoidance of extremes of heat or cold or wetness
- Sufficient opportunities to toilet
- Sufficient exercise in a safe area on a regular basis
- Sufficient time to relax and play every day
- Sufficient contact with other dogs
- Suitable daily routines which are sensitive to the dog's psychological and physical well-being
- Regular grooming

Interview - Observation

Notes:

- 4.6** There is a written feed chart for each dog that is easily accessible to the person feeding the dog.

Inspection

Yes No

Notes:

- 4.7** The program has a close working relationship with one or more veterinary specialists with excellent knowledge of dogs, hospital facilities and availability to the program at all times.

Interview – Inspection when vet facility is on site

Yes No

Notes:

- 4.8** The program has procedures for ensuring that all dogs that are in training, selected, or bred, receive a thorough medical evaluation to determine that they do not have any physical problems that would cause difficulty for a working assistance dog; e.g. hip and/or elbow dysplasia, eye problems.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

- 4.9** All dogs in the program's care must follow a comprehensive health program in accordance with veterinary advice, including but not limited to the following:

- Worming
- Flea-control
- Vaccination
- Dental care

Interview – Inspection

Yes No

Notes:

4.10 Health records must be kept for all dogs in the program's care, also see standard 4.1, including details such as:

- Any veterinary interventions
- Regular weight checks
- Regular general health checks
- Routine vaccination/worming/flea-control

Interview – Inspection

Yes No

Notes:

4.11 The program must provide instruction to clients, puppy socialisers, foster and breeding-stock families about how to maintain correct standards of canine health and welfare, including but not limited to the following:

- Regular grooming, daily checking and dental care
- When to contact local vet or emergency officer
- How to contact local vet or emergency officer
- How to recognize signs of illness/discomfort
- Routine vet check at least every 12 months
- Feeding routines
- Advice regarding diet and food for dogs
- Importance of provision of water
- Instruction on dog behavior
- Instruction for suitable bedding
- Instruction for environmental enrichment
- Avoidance of extremes of heat, cold and wetness
- Establishment of suitable routines e.g. exercise/toileting/feeding
- Importance of sufficient exercise in a safe area

Interview – Observation

Notes:

- 4.12** The program confiscates dogs – or withdraws assistance dog status - from any client or socialiser who fails to care for the dog in the agreed manner and takes appropriate action to ensure the welfare and soundness of the dog in all circumstances.

Interview

Yes No

Notes:

- 4.13** The program maintains sufficient canine first aid kits at all of its centers which comply with local veterinary advice and may include, but are not limited to the following:

- Dog thermometer
- Antiseptic cleaner
- Wound bandage materials
- Emergency number
- Fabric muzzle to prevent defensive bites
- Rubber gloves

Inspection

Notes:

- 4.14** The program keeps canine medications, which are prescribed by the veterinarian, in a secure location in clearly marked containers. Expiration dates are checked regularly; and signed with date and signature.

Interview – Inspection

Yes No

Notes:

- 4.15** The program has a clear agreement with adopting owners of rejected or retired dogs regarding the transfer of responsibilities for the continued care of the dog.

Paperwork in Advance – Interview

Yes No

Notes:

RESULT OF SECTION 4:

STANDARDS FOR WELFARE AND HEALTH OF DOGS

PASS

FAIL

COMMENTS:

Section 5. STANDARDS FOR STAFF AND VOLUNTEERS

The intent of these standards is to ensure that the program has fair and equal policies and procedures for staff and volunteers that include well-defined job descriptions and contracts; comprehensive staff and volunteer training; strict practices regarding confidentiality and security; and a thorough complaints process.

Please refer to **Guidance Notes on Staff and Volunteers** for further information about these standards.

- 5.1 The program's policies for the selection and recruitment of staff should be in line with local Equal Opportunities laws.

Paperwork in Advance – Interview

Yes No

Notes:

- 5.2 Staff and volunteers personnel records must be kept locked with a clear policy known to staff regarding access to them.

Paperwork on Site – Interview

Yes No

Notes:

- 5.3 The program has written job descriptions for staff and volunteers, also board members.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 5.4** The program provides staff and volunteers with contracts of employment and/or written responsibilities.

Paperwork in Advance

Yes No

Notes:

- 5.5** Staff policies are made clear, including disciplinary, grievance and appeals procedures, and are in line with local personnel laws.

Paperwork in Advance – Interview

Yes No

Notes:

- 5.6** The program has procedures in place for

- the training and monitoring of its staff and volunteers to ensure they have the appropriate knowledge and skills for their roles and responsibilities.
- the recruitment and selection of volunteers, to ensure that volunteers are suitable for their specific voluntary role.

Paperwork in Advance – Interview

Yes No

Notes:

RESULT OF SECTION 5:

OPERATIONAL AND TECHNICAL STANDARDS FOR STAFF AND VOLUNTEERS

PASS

FAIL

COMMENTS:

Section 6. STANDARDS FOR FACILITIES AND KENNELS

The intent of these standards is to ensure that all facilities and kennels used by the program provide the care needed to meet the individual needs of each dog; that kennels provide a safe and enriched environment; that there are proper maintenance and cleaning procedures throughout the entire facility; and that facilities are accessible to the population served.

Please refer to **Guidance Notes on Kennels** for further information about these standards.

- 6.1** Where the program provides facilities or utilizes other external facilities for client training, meetings, etcetera, they must comply with local “disabled-friendly” access laws. At a minimum, this will include

- wheelchair accessible entrance
- sufficient wheelchair accessible toilets
- sufficient designated parking spaces for people with disabilities
- easy access to an accessible telephone or other communication equipment appropriate to the population served at all times

Inspection

Notes:

- 6.2** In cases where the program provides residential or off-site accommodation for clients, this accommodation will be accessible, comfortable and clean.

Interview – Inspection

Yes No

Notes:

- 6.3** The program’s kennel facilities provide dogs with a suitable environment to minimize “kennel stress.”

Interview – Inspection

Yes No

Notes:

6.4 Inspection of Kennel facilities:

See Guidance Note on Kennels.

- Size of kennel compatible with size of dog breed
- Building material: easy to clean
- Temperature: heating, insulation, cooling
- Humidity
- Fresh air: ventilation and / or access to open air
- Access to natural daylight
- Artificial light necessary to working and cleaning
- Hygiene, including maintenance and cleaning schedule
- Environmental enrichment
- Bedding, safe and comfortable
- Bedding, easy to clean

Interview – Inspection

Notes:

RESULT OF SECTION 6:

STANDARDS FOR FACILITIES

PASS

FAIL

COMMENTS:

Section 7. STANDARDS FOR CORRECTIONAL FACILITY / PRISON PROGRAMS

The intent of these standards is to ensure the program has comprehensive policies and procedures for operating a puppy raising / assistance dog training program in partnership with a correctional facility/prison.

Please refer to **Guidance Notes on Prison Puppy Programs** for further information about these standards.

- 7.1 The program has a written agreement with the prison facility.

Paperwork in Advance

Yes No

Notes:

- 7.2 The program has a written agreement with the inmate handlers.

Paperwork in Advance

Yes No

Notes:

- 7.3 The program has a written job description for inmate handlers.

Paperwork in Advance

Yes No

Notes:

- 7.4 The program has a written policy and procedures for a prison puppy health emergency that outlines the course of action to be taken. The plan must designate a prison official/staff person *on all shifts* that will take the puppy to the veterinarian.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.5 The program and prison have a written plan for the puppy if the inmate handler is relieved of his/her duties.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.6 The program and prison have a written emergency plan for the puppies in case of a lock-down situation at the prison.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.7 The program provides a handbook for inmate handlers that includes protocols, training information and “do’s and don’ts” for puppies in a prison setting.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.8 The program provides a handbook with protocols and guidelines for prison facility staff to educate them about their responsibilities and things such as where the inmates can take the puppies, housebreaking, who can and cannot feed the puppies, etcetera.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.9** The prison facility has a designated Prison Liaison who oversees the inmate handlers when the program trainer is not on site. There is a written job description that lists the responsibilities of the Prison Liaison position.

Paperwork in Advance – Interview

Yes No

Notes:

RESULT OF SECTION 7:

STANDARDS FOR CORRECTIONAL FACILITY / PRISON PROGRAMS

PASS

FAIL

COMMENTS:

Section 8. STANDARD FOR CERTIFICATION OF OWNER / PRIVATE TRAINER TRAINED TEAMS

The intent of this standard is to ensure that ADI Accredited Member programs that provide certification for owner / private trainer trained teams have consistent and high standards for team evaluation, training, certification testing and follow-up.

8.1 Programs that provide certification testing for owner trained or private trainer trained assistance dog teams must comply with the ADI Minimum Standards and Ethics for Owner/Private Trainer Trained Assistance Dog Teams.

- The owner must go through all the program requirements for an assistance dog applicant, which includes the programs application process and team training. The owner must sign all consent and release of liability forms provided by the program.
- The dog must meet all ADI Minimum Standards for dogs and must meet the same program standards as the dogs trained and placed by the program staff.
- The program should have a minimum of a 6 month period working with the owner and their dog. The owner and dog will be observed in a variety of settings and situations during this time. This will also include any training necessary to complete the program and meet the ADI Minimum Standards.
- The program will inform the owner prior to acceptance into the program of all financial commitments/fees required by the program in writing. The program will also inform the owner that at any time throughout the process or after certification testing, the program can decide to discharge the dog because of temperament, health or training issues, also in writing.
- The program will decide when the team is ready to go through the team training process.
- After successfully completing the team training process and the program requirements the team will be given program certification. This certification will include a program identification card and harness or other identification used by the program.
- The team becomes a program team for the working life of the dog. The program will include the team in all requirements and activities in place for teams made up of program trained dogs, including but not limited to follow-up, retesting, and continuity of dog's health care and veterinary requirements.
- The service, hearing, or guide dogs must meet the minimum standards for training each type of assistance dog. A facility dog must meet the minimum standards for facility dogs.
- The assistance dog team must meet all of the standards as laid out in the minimum standards for Assistance Dogs in Public and the dog should be equally well behaved in the home.
- The assistance dog must be trained to perform at least 3 tasks to mitigate the client's disability.

- The client must be provided with enough instruction to be able to meet the ADI Minimum Standards for Assistance Dogs in Public. The client must be able to demonstrate:
 - that their dog can perform at least 3 tasks
 - knowledge of acceptable training techniques
 - an understanding of canine care and health
 - the ability to maintain training, problem solve, and continue to train/ add new skills (as required) with their assistance dog.
 - knowledge of local access laws and appropriate public behavior
- The assistance dog program must document monthly follow ups with these teams for the first 6 months following placement. Personal contact will be done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.
- Identification of the assistance dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog must wear a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as an assistance dog.
- The program staff must demonstrate knowledge of the owner's disabilities in relation to the services they provide. The program shall make available to staff and volunteers educational material on different disabilities.
- The owner/partner must abide by the ADI Minimum Standards of Assistance Dog Partners.
- Prior to the completion of training and certification testing, the assistance dog must meet the ADI Standards and Ethics Regarding Dogs, be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws.

Paperwork in Advance – Interview – Inspection – Observation

Yes No

Notes:

RESULT OF SECTION 8:

STANDARDS FOR CERTIFICATION OF OWNER / PRIVATE TRAINER TRAINED TEAMS:

PASS

FAIL

COMMENTS:

SUMMARY OF ACCREDITATION TEST:

| | | | | | |
|-----------|------|--------------------------|------|--------------------------|------------------------------|
| SECTION 1 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 2 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 3 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 4 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 5 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 6 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | |
| SECTION 7 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | N/A <input type="checkbox"/> |
| SECTION 8 | PASS | <input type="checkbox"/> | FAIL | <input type="checkbox"/> | N/A <input type="checkbox"/> |

COMMENTS:

BEST PRACTICES