

Reader

Fifth Annual Conference
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Westende Belgium

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Assistance Dogs Europe

International Non-profit Association

Hundelgemsesteenweg 722 – 9820 Merelbeke - Belgium

STATUTES

Article 1 – Name, purpose, residence, term, fiscal year

- (1) The name of the association is “Assistance Dogs Europe inpa” abbreviated “ADEu inpa”.
- (2) Assistance Dogs Europe inpa is an international non-profit association with the following objects:
 - (a) To raise the profile of the assistance dog training, animal assisted activities (AAA), animal assisted education (AAE) and animal assisted therapy (AAT), put into practice by organisations, which educate and evaluate dog-teams across Europe.
 - (b) To set and maintain standards relating to service delivery for all member organisations.
 - (c) To assist in the development of high quality assistance dog training, assisted animal activities and assisted animal therapy, put into practice by organisations, which educate and evaluate dog-teams by offering support, advice and networking opportunities for new and existing organisations.
 - (d) To ensure that the maximum resources are available for the development of assistance dog training, animal assisted activities, animal assisted education and animal assisted therapy put into practice by organisations, which educate and evaluate dog-teams in Europe.
 - (e) To ensure that assistance dog partnerships have full access to all public places across Europe.
 - (f) To ensure a high understanding of the work of assistance dog training, assisted animal activities and assisted animal therapy put into practice by organisations which educate and evaluate dog-teams by the public and European and international authorities.
- (3) The activities necessary to achieve these objectives are, among other things :
 - (a) the establishment and update of an internet-website

- (b) the elaboration of access-standards
 - (c) the holding of conferences and workshops
 - (d) the production of promotion materials
 - (e) the fund-raising campaigns
- (4) The place of residence of ADEu is Hundelgemsesteenweg 722, B – 9820 Merelbeke, Belgium. The statutory office may be transferred to any other place in Belgium by resolution of the Board with a simple majority published within one month of its date in the annexes of the Official Belgian Gazette and reported to the Federal Department of Justice.
- (5) ADEu is established for an indefinite duration. The financial year of ADEu shall be the calendar year.
- (6) ADEu is established according to the stipulations of Title III from the Belgian Law of June 27th, 1921, related to the non-profit associations, the international non-profit associations and the foundations

Article 2 – Membership

- (1) Incorporated societies training, or working with, the following types of dogs are eligible for membership :
- Guide dogs
 - Hearing dogs
 - Dogs that are trained to assist people with other disabilities – service dogs
 - Dogs supporting animal assisted activities, animal assisted education and animal assisted therapy programmes.
- (2) Full membership in ADEu is available for incorporated societies for assistance dog and assisted animal activity and assistance animal therapy programmes that meet the following criteria:
- a) are governed by an unpaid board
 - b) have a formal constitution
 - c) have qualified at least five partnerships in the case of service, guide and/or hearing dogs and continue to qualify further partnerships on on-going basis
 - d) agree to abide by the standards set from time to time by the members and pay any agreed fees
 - e) have met the basic accreditation standards agreed from time to time by the members.
- (3) Provisional membership is available to incorporated societies for assistance dog and animal assisted activity, animal assisted education and animal assisted therapy that do not meet the criteria for full membership but are

working towards it.

Provisional membership is available for a maximum of five years. Provisional members must abide by any criteria agreed from time to time by the members.

- (4) Membership shall become effective upon payment of the first membership fee following the passing of a resolution by the Board. Any new member must sign the register confirming compliance with the regulations governing ADEu.
- (5) Membership may be terminated by :
 - a) loss of required criteria to be a member
 - b) resignation
 - c) failure to pay membership fees
 - d) liquidation or bankruptcy of the member
 - e) acting contrary to the regulations and standards of ADEu or substantially damaging its interests.

The ruling of the General Assembly will be final in termination issues although any decision will require a two-thirds majority. Any member whose membership is being considered for termination will have the right to defend itself before the General Assembly prior to any decision being taken.

- (6) A member whose membership has terminated has no claim against the property or funds of ADEu.
- (7) Membership fees will be determined from time to time by the members – but will be a maximum of 150 euros.

Article 3 - Institutions of ADEu

ADEu's institutions are:

- the General Assembly of members
- the Board
- the Secretariat
- the Committees and Working Parties.

Article 4 – The General Assembly – composition and powers

The General Assembly is composed of the Full and Provisional Members. It possesses all powers necessary to achieve the purposes of ADEu and all powers conferred on it by Law or by these Statutes. In particular, the General Assembly shall decide upon:

- (a) approval of the Annual Report of the Board and of the Auditors;
- (b) approval of the annual accounts;
- (c) release of the Board and of the Auditors;
- (d) approval of an annual programme of activities;
- (e) approval of the annual budget, general staffing level and membership fees;

- (f) appointment of Auditors;
- (g) amendment of these Statutes;
- (h) dissolution of ADEu or its merger with another association
- (i) the election or dismissal of the board members
- (j) the exclusion of members

Article 5 - Holding of the General Assembly

- (1) The ordinary General Assembly of ADEu will meet at least once a year
- (2) An extraordinary General Assembly can be called by the Board whenever the interests of ADEu so require or when at least one third of the members so request.
- (3) Adequate notice (at least sixty days for ordinary and thirty days for extraordinary meetings) shall be given to all members.

Article 6 – Notice of Meeting of the General Assembly

- (1) All General Assemblies shall be convened by the Board. The notice of the meeting shall include the outline agenda. It shall be sent by letter, fax, e-mail or other agreed electronic means and must reach members at least one (1) month prior to the meeting. Resolutions submitted for the vote at the General Assembly, must be submitted to the Board at least two (2) months prior to the date of the General Assembly. Resolutions may be submitted by any member.

Article 7 – Quorum, Votes and Majority

- (1) The General Assembly shall constitute a quorum if at least 50%+1 of the members are present.
- (2) If the quorum is not reached at a General Assembly, another General Assembly has to be convened not earlier than two hours after the first one. At this second General Assembly, resolutions may be taken without regard to the number of members present but only concerning matters having been included in the written agenda of the first General Assembly.
- (3) Only the full Members are entitled to vote. Each full member shall have one (1) vote.
- (4) The General Assembly shall be chaired by the President, or in the case of his/her absence by the Vice President.
- (5) Resolutions shall be agreed by a two-thirds majority of the eligible votes.
- (6) The General Assembly may be attended by one or more representatives of each member, by members of the Board, any staff of ADEu and invited

guests. The proceedings of the General Assembly shall be recorded in minutes and kept in a special register. The minutes shall be signed by the President and one other Board member. Copies shall be mailed to all members.

- (7) Proxy votes will be accepted and need to be lodged with the President or his/her appointed officer prior to the start of the meeting. A full member can be represented at the General Assembly by another full member by means of a special mandate. Each full member may however not have more than one (1) of these mandates.
- (8) The primary language for all business will be English.

Article 8 – Board

- (1) The Board has the power to accomplish all acts necessary or useful for the realisation of the purpose of ADEu with the exception of those, which by Law or by these Statutes are reserved for the General Assembly. The Board shall execute the resolutions of the General Assembly.
- (2) The Board shall be comprised of at least seven (7) members elected for a term of three (3) years.
- (3) At the first General Assembly, the members will elect seven (7) Board members. The three (3) elected with the most votes will have a three (3) year term, the two (2) with the least votes a one (1) year term and all others a two (2) year term. Thereafter Board members will stand down after the completion of their term and elections held to fill vacant places.
- (4) Board members are elected by the General Assembly. The nominees should be the most senior person from a full member organisation or be expressly nominated from their own organisation. Only one (1) person from any one (1) programme can be a member of the Board.
- (5) There should be no more than two (2) members of the Board from any one country. More than two (2) potential candidates from any one country may stand in an election, but only two can be members of the Board at any one time.
- (6) Board Members may be re-elected after the expiration of their term.
- (7) The Board will elect annually from among the Board members a President, Vice President, Treasurer and Secretary and divide other functions between the Board members, as the Board deems advisable.
- (8) No one member of the Board can hold any one specific post for more than three consecutive (3) years.
- (9) The Board may at its discretion and with simple majority appoint the immediate Past President to the Board for a period of one year. The Past

President shall attend meetings of the Board in an advisory, but non-voting capacity.

- (10) The Board may co-opt up to two (2) persons who they feel would bring additional skills and experience to the Board. Co-opted members would serve for a one (1) year term that can be renewed. Co-opted members of the Board are not entitled to a vote.
- (11) The Board shall be convened by the President and will meet at least twice a year. The Board can take resolutions only if a majority of the Board members are present and if the item is notified on the agenda of the meeting. Its resolutions shall be taken by a simple majority vote; abstaining votes shall not be counted. Each Board member shall have one vote. In the case of tied votes, the President shall have the casting vote.
- (12) If in case of urgency the Board cannot meet in time, resolutions may be taken in written form or by fax, e-mail, or other agreed electronic means provided that:
 - a) each Board member be informed and given the opportunity to vote on the resolution(s) to be made and
 - b) no Board member objects to the suggested procedure and
 - c) the resolution(s) made be confirmed at the next meeting of the Board.

The resolutions of the Board shall be recorded in minutes signed by the President and another Board members and shall be kept in a special register.

- (13) Meetings shall be chaired by the President. In the case of absence of the President, the Board shall be chaired by the Vice President or failing this by another Board member agreed upon by the remaining members of the Board present.
- (14) In the case of a vacancy of an office of a member of the Board before the expiration of its terms, the place will remain vacant until the next General Assembly meeting.
- (15) Acts engaging ADEu other than those of daily management shall be signed, in the absence of a special proxy from the Board, by any two members of the Board. Legal actions of ADEu, either as plaintiff or as defendant, shall be instituted or defended by the Board, acting through any two of its members or a lawyer appointed by the Board.
- (16) The duties of a board member end by their death, resignation, civil incapacity, dismissal or expiry of the duration of mandate. Board members can be dismissed by the General Assembly with a majority of two thirds of the votes.

Article 9 - General Secretariat

- (1) The Board shall, if feasible, delegate the daily management of ADEu to a Secretary General appointed by the Board. The Secretary General shall execute, upon direction by the Board, the resolutions of the General

Assembly and of the Board. The Secretary General may sub delegate part of the daily management to other staff.

- (2) The General Secretariat shall consist of the Secretary General and other staff as appointed or authorised to be appointed by the Board.

Article 10 - Committees and Working Parties

- (1) The Board may by resolutions set up Committees and Working Parties and shall determine their composition and mandate. The Board shall determine the Chairperson of such Committees and Working Parties.
- (2) The rules of procedures for Board meeting shall apply accordingly to the meetings of the Committees and Working Parties.

Article 11 – Accounts, budgets, membership fees

- (1) The Board shall submit to the ordinary General Assembly for approval the accounts of the past financial year together with the report of the auditors of ADEu, if appropriate, and the budget for the next financial year. Accounts will be registered, in conformity with article 51 of the Law, be handed over to the Federal Department of Justice.
- (2) The membership fees shall be due and payable within one month of written demand by the Treasurer to the members specifying the individual amount payable.
- (3) All transactions will be in Euros.
- (4) Each member shall be liable for the membership fee payable by such member, but shall not incur any individual responsibility with regard to the commitments entered into by ADEu.

Article 12 – Modification of statutes and Dissolution

Each proposal for modification of the statutes or the dissolution of ADEu, must be agreed by the Board or at least 30% (thirty per cent) of the full members of the General Assembly.

The Board shall inform the members of the General Assembly at least three months in advance of the date on which the proposal will be tabled.

The General Assembly will have the right to discuss the proposal provided that at least two thirds of the full members are present or represented.
A decision is valid only if it has received a majority of two thirds of the votes.

If the necessary quorum is not reached, a second meeting shall be convened not earlier than fifteen (15) days after the first meeting. This meeting can take resolutions

by a majority of four-fifths of the votes, without regard to the number of full members present.

Modifications to the statutes shall become effective after approval by the competent authority, conforming to article 50 § 3 of the Law, and after publication in the supplement of the Belgian Gazette, conforming article 51 § 3 of the same Law.

Only the General Assembly may decide on the dissolution and liquidation of ADEu.

In the event of liquidation, any remaining funds must be distributed to a private non-profit incorporated society with objectives similar to ADEu, or by default, to organisations working in the field of human-animal interaction.

Article 13 - Official version

The present Statutes have been drafted on November 2nd, 2003, in Dutch, in French and in English, the Dutch version being the official version.

Assistance Dogs Europe

Complaints and Compliance Procedure

1. All complaints must be put in writing and refer to a breach of standards, or relate to the public discrediting of one member programme by another thereby bringing Assistance Dogs Europe into disrepute.
2. Complaints should be submitted to the Secretariat.
3. One member of the Board should be nominated to oversee the complaints procedure and to ensure that the appropriate opportunities are given for both parties to the complaint to have a fair hearing.
4. Complaints will be acknowledged within 4 weeks of being received. The subject of the complaint will be informed of the nature of the complaint within six weeks of the complaint being received.
5. A proposed course of action to deal with the complaint will be outlined to both parties within 8 weeks of the complaint being received.
6. Should the Board feel it necessary to meet the parties in person before a decision can be made, the issue will be tabled at the next possible Board meeting – this could be up to six months ahead. Where possible the Board will seek to resolve the issue earlier and without resorting to having to meet in-person.
9. Should a complaint be dismissed by the Board, the parties will be informed by the Board within 10 days of the decision being made. Should a complaint be upheld, the Board are able to take a number of possible actions including the issuing of a warning.
10. Where the Board feels that a programme should be dismissed from ADEu, the offending programme will be informed that the Board intend to recommend this course of action to the General Assembly. In the event of offending programme deciding to not resign membership and remain a member, the Board will raise the issues at the next General Assembly. The offending programme will have the right to defend itself against the complaint to the full General Assembly where each side will be allowed up to 15 minutes to put their case. Should the General Assembly uphold the decision of the Board a member can be dismissed from ADEu without further appeal. Any vote to terminate membership of a member must be carried by a two-thirds majority.

Peter Gorbing
June 2004

Assistance Dogs Europe Proposal for Accreditation System

1. Agree standards – expected to be confirmed no later than October 24th 2004.
2. Agree an accreditation testing system. At the Board meeting it was suggested that we base our test on the ADI one. Once we have fine-tuned the test we need to get the paperwork in place. Andy Cook and Peter Gorbng are working on this.
3. Identify an initial 3-5 assessors who can do the first phase of assessments within ADEu. I would suggest that we select experienced people from programmes that have been accredited by ADI. In this way, we will know that the assessors are coming from programmes that have already reached the required standards. We will need to get some programmes to go through the ADI system fairly soon as there are no ADI accredited programmes in Europe at present. The initial team of assessors will need to undertake a training workshop prior to the commencement of the scheme to ensure that there is consistency of approach.
4. We should set a 2 year time-frame on moving from accreditation as being a voluntary test at the point it is introduced to being a condition of full membership. This will allow us sufficient time to ensure that all programmes that wish to be accredited can be.
5. Programmes would meet the travel and any accommodation costs of the assessors. We should seek to build up a development fund to pay assessors for their time and travel costs if possible.
6. Assessments would usually last 1-2 days depending on the size of the programme.
7. Where possible, assessments should be undertaken in English. However, if this is not really feasible, translators should be used to ensure that programmes have a fair chance to complete the test successfully..
8. Once an accreditation has been completed, the paperwork needs to be completed by the assessor and sent to the Board with a recommendation. The Board will make the final decision. Accreditation would last for five years.
9. An appeals process would work in the same way as the usual procedure for complaints.

Suggested timescales

Agree standards
Agree accreditation process
Put paperwork together
Identify possible assessors
Assessor training
Initial assessments
Deadline for compulsory accreditation

Completion Date

October 2004
March 2005
October 2005
March 2005
October 2005
November 2005 onwards
November 2007

Peter Gorbng, May 2004

AD(Eu) Standards and Ethics

(25 June 2004)

STANDARDS AND ETHICS REGARDING CLIENTS

In keeping with our purpose of helping people with disabilities achieve greater independence and improvement to the quality of their lives, the member organisations of AD(Eu) believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.

1. Applicants have a right to be considered to receive an assistance dog regardless of race, sex, religion or beliefs.
2. Applicants, students and graduates have the right to be treated with respect and dignity at all times in their dealings with the member organisations' personnel and representatives.
3. The student has a right to receive a sound educational programme to learn how to work with, and care for, his or her assistance dog most effectively at home and in public.
4. The student has a right to receive appropriate education on his or her role as a user of an assistance dog in the community.
5. The graduate has the right to receive regularly scheduled team evaluation and follow-up support programmes.
6. The graduate has a right to receive information on, or ask for assistance in, the following matters:
 - Additional training for the dog that is needed due to a change in the graduate's functional level.
 - A behavioural management problem with the dog.
 - A major veterinary problem.
 - Legal problems pertaining to the use and access of the assistance dog as allowed by law.
7. Applicants, students and graduates have a right to expect that personal files will remain confidential and will not be disclosed unless they have given express prior permission.
8. The community has a right to expect an assistance dog to be under control at all times and to exhibit no intrusive behaviour in public.
9. The community has a right to receive information concerning AD(Eu) Standards and Ethics.

10. The community has a right to receive education on the benefits received by people with disabilities through the use of assistance dogs.

11. No applicant, student or graduate shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.

12. Each individual training agency or individual trainer is responsible for their own policies of funding. Furthermore, each such agency will be accountable for the ethical issues involved with acceptance of this funding.

STANDARDS AND ETHICS REGARDING DOGS

AD(Eu) also believes that any dog the member organisations train to become an assistance dog has a right to a quality life. Therefore, the only ethical use of an assistance dog must incorporate the following criteria:

1. An assistance dog must be assessed for appropriate temperament and working ability.
2. An assistance dog must be physically screened for the appropriate degree of good health and physical soundness.
3. An assistance dog must be technically and analytically trained for maximum control and for the specialised tasks he/she is asked to perform.
4. An assistance dog must be trained using humane training methods providing for the physical and emotional safety of the dog.
5. An assistance dog must be permitted to learn at his/her own individual pace and not be placed in service before reaching adequate physical and emotional maturity.
6. An assistance dog must be matched to best suit the needs, abilities and lifestyle of the client. The same considerations must apply to “owned dogs”, where the dog was originally owned by the client himself or herself and has been team-trained by the organisation.
7. An assistance dog must only be placed with a student able to interact with him/her. The same considerations must apply to “owned dogs”, as above.
8. An assistance dog must only be placed with a student able to provide for the dog's emotional, physical and financial needs. The same considerations must apply to “owned dogs”, as above.

9. An assistance dog must only be placed with a student able to provide a stable and secure living environment. The same considerations must apply to “owned dogs”, as above.
10. An assistance dog must only be placed with an applicant who expresses a desire for independent living and/or an improvement in the quality of his/her life through the use of an assistance dog.
11. An AD(Eu) member organisation will ensure the welfare of its own dogs in the event of a graduate's death or incapacity to provide proper care. In the case of “owned dogs” that have been team-trained, the organisation will ensure the dog’s welfare when specifically requested.
12. An AD(Eu) member organisation will not train, place, or certify dogs displaying any inappropriate aggressive behaviour. An assistance dog may not be trained for guard or protection duties. Non-aggressive barking as a trained behaviour will be acceptable in appropriate situations.

STANDARDS AND ETHICS REGARDING ORGANISATIONS

Member organisations of AD(Eu) also believe that the following guidelines are necessary to ensure that the member organisations will continue to produce a quality product and to protect applicants, students and graduates from being exploited or demeaned.

1. All member organisations of AD(Eu) should employ staff with skills appropriate to the tasks they are required to undertake. Communication skills and empathy with people with disabilities must be highly valued, as must a dedication to the attainment of the highest standards of service. All member organisations must have systems in place to monitor the quality of their service, including the selection and training of both clients and dogs.
2. All Board members of AD(Eu) member organisations must receive appropriate training in the field of Assistance Dogs in general, and in the specific work of the member organisation onto whose Board they have been recruited. They should be provided with appropriate educational materials about their respective programmes. The materials should include but not be limited to the following:
 - History of Assistance Dogs and the history of their respective programmes.

- AD(Eu) Standards and Ethics.
- Board of Directors' responsibilities.
- Ongoing business plan of the organisation.

Minimum Standards for Graduates with Assistance Dogs

(25 June 2004)

Graduates with assistance dogs will agree to the following graduate responsibilities:

1. Treat the dog with appreciation and respect.
2. Practise obedience regularly.
3. Practise the dog's specific tasks regularly.
4. Maintain the dog's proper behaviour in public and at home.
5. Carry proper identification and be aware of all applicable laws pertaining to assistance dogs.
6. Keep the dog well groomed and well cared for.
7. Practise preventative health care for the dog.
8. Obtain annual health checks and vaccinations for the dog.
9. Abide by all leash and licence laws.
10. Follow the training programme's requirements for progress reports and medical evaluations.
11. Arrange for the prompt clean up of dog's waste, whenever possible, taking into account the nature of their disability.
12. Educate their support system regarding the member organisation's procedures in the event of emergency illness or death of their assistance

Minimum Standards For Training Service Dogs

(25 June 2004)

These are the minimum standards for all service dog programmes that wish to be affiliated with AD(Eu). All programmes are encouraged to strive to work at levels above the minimum. Emphasis is placed upon the standard of service to both the client and the dog throughout the training process, ensuring the welfare of both parties. In order to achieve the correct standards it is expected that a period of several months will be necessary during all three phases of training: socialisation/advanced training/placement training. Over these months, training will be carefully scheduled to ensure that each dog learns at its optimum pace and has a sufficient grounding in each stage of training before progressing to the next. The quality of the training of both dog and client will be tested by the programme before the team graduates.

1. Dogs must be carefully selected to ensure maximum potential for the role of a service dog. In particular, a careful risk assessment must be undertaken before placing the new recruit with a puppy socialiser.
2. Dogs must receive careful socialisation following selection, to ensure this potential is maximised, either in the home of a volunteer (or volunteer family), or in the home of a staff member. This socialisation period will be supervised by the programme's staff who will ensure that the socialiser receives adequate training and advice. Dogs will be introduced carefully to a variety of new situations. Early obedience will be commenced particularly with regard to social behaviour in the home and outdoors, both on and off lead. Records will be maintained detailing the dog's progress.
3. In the case of "owned-dogs", dogs will be carefully assessed before commencing advanced training to ensure that the correct standards of socialisation and social behaviour have been achieved.
4. Dog will have a thorough medical evaluation to determine that they do not have any physical problems that would cause difficulty for a working dog and, in countries where routine neutering of dogs is accepted by the veterinary profession, every assistance dog will be neutered prior to graduation.

5. After passing from the socialisation phase to the advanced training phase, each dog will be matched to a potential client, bearing in mind the client's individual circumstances. The matching process does not apply to "owned-dogs".
6. Dogs will be trained for the individual needs of the client to whom they have been matched. These needs will have been discussed with the client at interview. Factors such as the client's routines, abilities, use of public transport etc will be borne in mind throughout training.
7. Dogs must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and off-lead recall. Dogs must be unobtrusive and have good household skills.
8. Dogs must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no snapping/growling, no inappropriate jumping on strangers, no begging and no inappropriate sniffing of people.
9. Dogs must be trained to perform at least three different physical assistive tasks that will enhance the client's independence.
10. Students must be given instruction in the upkeep of their dog during a placement period. This may take place at the programme's premises, in the student's home, or both. By the end of the placement, the student will be able to correctly praise, motivate and discipline the dog, care for the dog, practise the dog's assistive tasks, control the dog and enforce obedience skills. During the placement, the trainer will accompany the student and the dog to train in public places, including shops and restaurants. The programme's trainer will also accompany the student/dog team to a meeting with a local vet and, where applicable, conduct a training session at the workplace of the student. All students will be made aware of their responsibilities, as outlined in AD(Eu)'s Minimum Standards for Graduates with Assistance Dogs, and will be trained accordingly.
11. The training programme must require the student to complete a follow-up progress report once a month for the first six months following the

placement. Personal contact will be given by qualified staff or trained volunteers within twelve to eighteen (12-18) months of graduation and annually thereafter. The programme will offer further help and advice as required.

12. All teams must be tested by the programme in a number of areas before graduating:

- Dog welfare and health
- Training tasks relating specifically to the work of a service dog
- Obedience, both on and off lead
- Public access behaviour
- Improvement to quality of life of client

The standards of the above tests must be approved by AD(Eu).

13. Identification of the fully qualified service dog will include a laminated ID card with a photo of the dog and graduate and names of both. In public the dog must be clearly identifiable as a service dog.

14. The staff of the training programme must demonstrate knowledge of the disabilities of the clients with whom they work as well as other relevant medical conditions. They should also be given knowledge of other issues relating to disabled people. Organisations shall make available educational material on different disabilities.

15. The graduate must agree to abide by the Minimum Standards for Graduates with Assistance Dogs.

16. Every service dog training programme will have a clearly described procedure for testing the dog/graduate team in the following areas on a regular basis, for the remainder of the dog's working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a service dog
- Obedience, both on and off lead

- Public access behaviour
- Sustained improvement to quality of life of client

The standards of the above tests must be approved by AD(Eu).

17. Training programmes will withdraw ID from any dog/graduate teams failing to meet the correct standards, in the event of all refresher-training proving unsuccessful.

Minimum Standards For Training Hearing Dogs

These are the minimum standards for all hearing dog programmes that wish to be affiliated with AD(Eu). All programmes are encouraged to strive to work at levels above the minimums.

1. A minimum of three (3) months/sixty (60) hours of training must take place under the supervision of a programme's trainer. During that time, at least twenty (20) hours of regularly scheduled training must be devoted to training in public places.
2. Dogs must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and off-leash recall. Dogs must be unobtrusive and have good household skills. Dogs being trained for pre-lingually deaf clients must respond to a whistle for recall, in addition to hand signals.
3. The dog must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no snapping/growling, no inappropriate jumping on strangers, no begging and no inappropriate sniffing of people.
4. The hearing dog must be trained to at least three (3) sounds that will enhance the client's independence. Dogs must alert by making physical contact with the client and then lead the client to the sound-source, except for emergency alarms, when dogs will drop to the floor.
5. The placement of the hearing dog must last at least four (4) days/ thirty-two (32) hours. By the end of the placement, the student will be able to correctly praise and discipline the dog, care for the dog, practise sound work with the dog, control the dog and enforce obedience skills. During the placement, the trainer will accompany the student and the dog to train in public places, including shops and restaurants. The programme's trainer will also accompany the student/dog team to a meeting with a local vet and, where applicable, conduct a training session at the workplace of the student. All students will be made aware of their responsibilities, as outlined in AD(Eu)'s Minimum Standards for Assistance Dog Graduates, and will be trained accordingly.
6. The training programme must require the student to complete a follow-up progress report once a month for the first six months following the placement. Personal contact will be given by qualified staff or trained volunteers within twelve to eighteen (12-18) months of graduation and annually thereafter.
7. Identification of the hearing dog will include a laminated ID card with a photo of the dog and graduate and names of both. In public the dog must be clearly identifiable as a hearing dog.
8. The staff of the training programme must demonstrate knowledge of deafness, deaf culture and hearing impairment, including sign language in the case of trainers and placement staff. Organisations shall make available educational material on different disabilities.
9. The graduate must agree to abide by the Minimum Standards for Assistance Dog Graduates.
10. Every dog will have a thorough medical evaluation to determine that it does not have any physical problems that would cause difficulty for a working dog and, in countries where routine neutering of dogs is accepted by the veterinary profession, every assistance dog will be neutered prior to graduation.
11. Every hearing dog training programme will have a clearly described procedure for testing the dog/graduate team in the following areas during the course of its working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a hearing dog
- Obedience
- Public access behaviour

The standards of the above tests must be approved by AD(Eu).

12. Training programmes will withdraw ID from any dog/graduate teams failing to meet the correct standards, in the event of all refresher-training proving unsuccessful.

Minimum Standards for Training Guide Dogs

These are the minimum standards for all guide dog programmes that wish to be affiliated with AD(Eu). All programmes are encouraged to strive to work levels above the minimums.

1. Guide work training with programme trainers must include a minimum of 50 sessions, each session being a minimum of ½ hour over a period of no less than four months. At least 40 of these sessions must be devoted to training in public places.

2. The dog must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and off-leash recall. Dogs must be unobtrusive and have good household skills.

3. The dog must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no snapping/growling, no inappropriate jumping on strangers, no begging and no inappropriate sniffing of people.

4. The guide dog will be trained to negotiate obstacles, overhangs, barriers, street crossings, city and country work and public transportation. Blindfold work must be included for each guide dog.

5. The training time with the student and dog must be at least 20 days for the first time guide dog student and at least 7 days for a successor guide dog student. By the end of the placement, the student will be able to correctly praise and discipline the dog, care for the dog, practise mobility work with the dog, control the dog and enforce obedience skills. During the placement, the trainer will accompany the student and the dog to train in public places, including shops and restaurants. The team must demonstrate proficiency in negotiating obstacles and handling city and country traffic situations. The programme's trainer will also accompany the student/dog team to a meeting with a local vet and, where applicable, conduct a training session at the workplace of the student. All students will be made aware of their responsibilities, as outlined in AD(Eu)'s Minimum Standards for Assistance Dog Graduates, and will be trained accordingly.

6. The training programme must require the student to complete a follow-up progress report once a month for the first six months following the placement. Personal contact will be given by qualified staff or trained volunteers within twelve to eighteen (12-18) months of graduation and annually thereafter.

7. Identification of the guide dog will include a laminated ID card with a photo of the dog and graduate and names of both. In public the dog must be clearly identifiable as a guide dog.

8. The staff of the training programme must demonstrate knowledge of visual impairment and other relevant medical conditions as well as knowledge of other issues relating to people who are blind or visually impaired. Organisations shall make available educational material on different disabilities.

9. The graduate must agree to abide by the Minimum Standards for Assistance Dog Graduates.

10. Every dog will have a thorough medical evaluation to determine that it does not have any physical problems that would cause difficulty for a working dog and, in countries where routine neutering of dogs is accepted by the veterinary profession, every assistance dog will be neutered prior to graduation.

11. Every guide dog training programme will have a clearly described procedure for testing the dog/graduate team in the following areas during the course of its working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a guide dog.
- Obedience
- Public access behaviour

The standards of the above tests must be approved by AD(Eu).

12. Training programmes will withdraw ID from any dog/graduate teams failing to meet the correct standards, in the event of all refresher-training proving unsuccessful.

Minimum Standards For Training Service Dogs That Respond/Alert To Seizures Or Other Medical Conditions

These are the minimum standards for all programmes which train service dogs that respond/alert to seizures or other medical conditions, that wish to be affiliated with AD(Eu). All programmes are encouraged to strive to work at levels above the minimum.

1. A minimum of one hundred and twenty (120) hours of training over a period of no less than six (6) months, must take place under the supervision of a programme's trainer. During that time at least thirty (30) hours of regularly scheduled training must be devoted to training in public places.
2. Dogs must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and off-leash recall.
3. The dog must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no snapping/growling, no inappropriate jumping on strangers, no begging and no inappropriate sniffing of people. Dogs must be unobtrusive and have good household skills.
4. The dog must be trained to at least one "appropriate response skill" that will enhance the client's independence, for example: vocal alert, physical contact alert, activation of an emergency medical alert system, etc.
5. The training time with the student prior to graduation must be a minimum of thirty-two (32) hours. By the end of the placement, the student will be able to correctly praise and discipline the dog, care for the dog, monitor and evaluate the reliability of the dog's ability to respond/alert, control the dog and enforce obedience skills. During the placement, the trainer will accompany the student and the dog to train in public places, including shops and restaurants. The programme's trainer will also accompany the student/dog team to a meeting with a local vet and, where applicable, conduct a training session at the workplace of the student. All students will be made aware of their responsibilities, as outlined in AD(Eu)'s Minimum Standards for Assistance Dog Graduates, and will be trained accordingly.
6. The training programme must require the student to complete a follow-up progress report once a month for the first six months following the placement. Personal contact will be given by qualified staff or trained volunteers within twelve to eighteen (12-18) months of graduation and annually thereafter.
7. Identification of the seizure response/alert dog will include a laminated ID card with a photo of the dog and graduate and names of both. In public the dog must be clearly identifiable as a service dog that responds/alerts to seizures or other medical conditions.
8. The staff of the training programme must demonstrate knowledge of the disabilities and/or medical conditions of the clients with whom it works. Organisations shall make available educational material on different disabilities/conditions. The programme staff must be able to provide emergency first aid to students during the training and placement periods.
9. The graduate must agree to abide by the Minimum Standards for Assistance Dog Graduates.
10. Every dog will have a thorough medical evaluation to determine that it does not have any physical problems that would cause difficulty for a working dog and, in countries where routine neutering of dogs is accepted by the veterinary profession, every assistance dog will be neutered prior to graduation.
11. Every training programme will have a clearly described procedure for testing the dog/graduate team in the following areas during the course of its working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a service dog that responds/alerts to seizures or other medical conditions
- Obedience
- Public access behaviour

The standards of the above tests must be approved by AD(Eu).

12. Training programmes will withdraw ID from any dog/graduate teams failing to meet the correct standards, in the event of all refresher-training proving unsuccessful.

AD(Eu) Glossary of Terms

(25 June 2004)

A

Applicants : clients who have applied for an assistance dog but have not progressed as far as training and have not necessarily been accepted onto the waiting list.

Assistance dog : an assistance dog is a dog which has been trained, assessed and accredited to give assistance to a person with a disability. Guide dogs, hearing dogs, service dogs and seizure response/alert dogs are all examples of assistance dogs.

Assistive tasks : tasks which are performed by a service dog, such as the retrieval of objects, the pushing of buttons, the pulling of handles/alarm calls etc...

B

Begging : in the case of dogs this relates to begging for food

Board : Board of Trustees or Directors

C

Chip : electronic tag used in order to identify a dog

Clients : people at the three stages of the assistance dog process, otherwise referred to as: "applicants", "students" and "graduates".

Community : members of the public who may come into contact with an assistance dog in public places.

D

Dog's waste : faeces; excrement

E

Emergency alarms : these include sounds such as fire alarm, smoke alarm, carbon monoxide alarm, burglar alarm etc...

Emergency response : assistive tasks relating specifically to medical emergency, such as pressing alarm, retrieving blanket and phone

F

G

Gentle Leader : see Headcollar

Graduates : those clients who have passed through the training programme tests. In many organisations these may be known as “recipients”, “partners”, “assistance dog users” etc...

Graduation : (qualification) the point in time when dog and student pass test to qualify as fully-trained team.

Guide dog : a dog that has been trained to guide a person who is blind or visually impaired. In many organisations these may be known as “seeing eye dogs”.

H

Halti : see Head Collar

Head Collar : halter worn by dog to minimise pulling. Various versions exist, for example Halti; Gentle Leader

Hearing dog : a dog that has been trained to indicate household sounds to a person who is deaf, deafened or hard of hearing. In many organisations these may be known as “hearing ear dogs”.

I

ID card : identity card

I.N.P.A : international non-profit association

J

Jacket : coat or cape worn by assistance dog for purpose of identification

K

L

M

Matching : the process of deciding which dog should be paired with which client.

Mobility work : tasks which are performed by a guide dog, such as the negotiation of obstacles, recognition of kerbs and the response to moving vehicles.

N

Neutering : refers to both speying of bitches and castration of dogs

O

Organisation : any group that trains assistance dogs. An organisation may incorporate a number of “programmes”, for example a programme dedicated to training service dogs as well as a programme dedicated to training social therapy dogs.

Owned dogs : those dogs that originally belonged to clients themselves, as distinct from those dogs that are selected and matched by a programme.

P

Personal files : records relating to clients, volunteers or staff, including application forms, interview forms, medical evaluations etc

Physical assistive tasks : these include retrieving items, pushing buttons, pulling handles, aiding stability, speaking on command etc...

Programme : see Organisation

Public places : places where the public will come into contact with an assistance dog, including streets, shops, markets, restaurants etc...

Puppy parent : see Socialiser

Puppy raiser : see Socialiser

Puppy socialiser : see Socialiser

Puppy walker : see Socialiser

Q

Qualification : see Graduation

R

Refresher training : remedial training following the graduation of an assistance dog. This may take place in the graduate's home or at the organisation's premises, depending upon the individual circumstances.

S

Screened : tested; assessed; checked

Seizure : epileptic seizure

Service dog : a dog that has been trained to assist a person who has a physical disability. In many organisations these may be known as "assistance dogs". In the United Kingdom, the term "service dog" is often used to describe a dog that has been trained by the armed forces.

Service dog that responds/alerts to seizures or other medical conditions : a dog which has been trained to give advance warning of a seizure or other medical conditions such as hypoglycaemia.

Socialiser : individual, or group of individuals/family, who handle the dog during its socialisation phase, introduce the dog to variety of situations/stimuli and commence early obedience and social behaviour skills, both in the home and outdoors.

Social therapy dog : a dog that has been trained for Animal Assisted Activities (AAA), Animal Assisted Therapy (AAT) or Animal Assisted Education (AAE).
Sound work : tasks which are performed by a hearing dog, involving alerting and leading to sounds such as the doorbell, telephone, cooker timer, “call help/name”, baby cry, alarm clock. For emergency alarm sounds such as smoke alarm, fire bell, carbon monoxide alarm, dogs are trained to alert then drop to the floor.

Students : clients who are in the process of being trained by a programme, but have not yet graduated.

Support system : family; friends; carers etc...

T

Tattoo : identification code tattooed onto ear/leg/stomach of dog

Team : a pair consisting of a client and their assistance dog. In many organisations this may be known as a “partnership”.

Team-trained : this term refers to “owned dogs” which have been trained together with the client, the dog having originally been owned by the client. Thus, team-trained dogs are not matched by the organisation.

U

V

W

Welfare : physical and emotional health

X

Y

Z

ADEu Standards and Ethics regarding AAA/AAT/AAE

I. STANDARDS AND ETHICS REGARDING HANDLERS AND CLIENTS

In keeping with our purpose of helping people with disabilities and/or social disadvantages achieve improvement in the quality of their lives and therapeutic benefits through AAA/AAT/AAE programmes, the member organisations of ADEu believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.

1. Individual applicants have a right to be considered to receive an individual residential social dog regardless of race, sex, religion or beliefs.
Individuals in a care facility have a right to be considered for involvement in AAA/AAT/AAE programmes regardless of race, sex, religion or beliefs.
Care facilities have a right to be considered for involvement in AAA/AAT/AAE programmes with social dog visiting teams regardless of beliefs.
2. Applicants, students, graduate handlers and clients have the right to be treated with respect and dignity at all times in their dealings with the member organisations' personnel and representatives.
3. The student has a right to receive a sound educational programme to learn how to work with, care for and protect his/her social dog most effectively at home and in public.
4. The student has a right to receive appropriate education on his or her role as a handler of a social dog in the community and must be instructed that such a dog is not guaranteed public access in the same way as assistance dogs placed to augment independence.
5. The graduate handler has the right to regularly scheduled team evaluation and follow up support programmes.
6. The graduate handler of a residential social dog for an individual has a right to receive information on, or ask for assistance in, the following matters:
 - Additional training for the team that is needed due to a change in the functional level of the individual with whom the team works.
 - A behavioural management problem with the dog.
 - A major veterinary problem.

The graduate handler of a visiting social dog has a right to receive information on, or ask for assistance in, the following matters:

- Additional training for the team that is needed due to a change in the population/s and/or care facility with which the team works.
- A behavioural management problem with the dog.

- A major veterinary problem.
 - Consultation regarding contacts or the setting up of AAA/AAT/AE programmes within a facility.
7. Applicants, students, graduate handlers and clients have a right to expect that personal and/or facility files will remain confidential and will not be disclosed unless they have given express prior permission.
 8. The community has a right to expect a social dog to be under control at all times and to exhibit no inappropriate intrusive behaviour in public.
 9. The community has a right to receive information concerning ADEu Standards and Ethics.
 10. The community has a right to receive education on the benefits received by people through the implementation of AAA/AAT/AE programmes.
 11. No applicant, student, handler or client shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.
 12. Each individual training agency or individual trainer is responsible for their own policies of funding. Furthermore, each such agency will be accountable for the ethical issues involved with acceptance of this funding.

II. STANDARDS AND ETHICS REGARDING DOGS

ADEu also believes that any dog the member organisations might train to become a social dog has a right to a quality life. Therefore, the only ethical use of a social dog must incorporate the following criteria:

1. A social dog must be screened for emotional soundness, suitability and working ability.
2. A social dog must be physically screened for the appropriate degree of good health and physical soundness.
3. A social dog must be trained using humane training methods providing for the physical and emotional safety of the dog.
4. A social dog must be permitted to learn at his/her own individual pace and not be involved in AAA/AAT/AE programmes nor evaluated with its handler for suitability before reaching adequate physical and emotional maturity and not before the dog reaches at minimum age of one year.
5. A social dog for an individual must be matched to best suit the needs, abilities and lifestyle of the individual with whom it will be involved, considering the ability of the handler also. The same considerations must

apply to “owned dogs”, where the dog is owned by the client him/herself and has been team-trained by the organisation.

6. A social dog for an individual, must only be placed with a client able to provide for the dog's emotional, physical and financial needs and a stable and secure living environment, through his/her interaction or that of the dog's graduate handler.
7. An ADEu member organisation will ensure the welfare of its own dogs in the event of a handler's death or incapacity to provide proper care. In the case of “owned dogs” that have been team-trained, the organisation will ensure the dog's welfare when specifically requested.
8. An ADEu member organisation will not train, place, or register dogs displaying any inappropriate aggressive behaviour. A social dog may not be trained for guard or protection duties. A dog which has been previously trained in bite work may not be evaluated for suitability as a social dog. Non-aggressive barking as a trained behaviour will be acceptable in appropriate situations.

III. STANDARDS AND ETHICS REGARDING ORGANISATIONS

Member organisations of ADEu also believe that the following guidelines are necessary to ensure that the member organisations will continue to produce a quality product and to protect applicants, students, handlers and clients from being exploited or demeaned.

2. All member organisations of ADEu should employ staff with skills appropriate to the tasks they are required to undertake. Communication skills and empathy with people with disabilities and or social handicaps must be highly valued, as must a dedication to the attainment of the highest standards of service. All member organisations must have systems in place to monitor the quality of their service, including the selection and training of both handlers and dogs.
3. All Board members of ADEu member organisations must receive appropriate training in the field of AAA/AAT/AE and social dogs in general, and in the specific work of the member organisation onto whose Board they have been recruited. They should be provided with appropriate educational materials about their respective programmes. The materials should include but not be limited to the following:
 - History of AAA/AAT/AE and social dogs and the history of their respective programmes.
 - ADEu Standards and Ethics.
 - Board of Directors' responsibilities.
 - Ongoing business plan of the organisation.

Minimum Standards For Training Individual Residential Social Dog Teams

These are the minimum standards for all organisations preparing Residential Social Dog Teams that wish to be affiliated with ADEu. All organisations are encouraged to strive to work at levels above the minimum. Emphasis is placed upon the standard of service to both the handler and the dog as a team and the client throughout the training and evaluation process, ensuring the welfare of all parties. The team's suitability (referring both to the skills and the aptitudes for involvement in AAA/AAT/AE programmes) and the quality of the training of the team will be tested by the organisation before the team is registered.

An individual residential social dog is a dog who is permanently placed with a handler and an individual with a disability and/or social handicap to provide therapeutic benefits to the individual in AAA/AAT/AE programmes.

1. In the case of "owned-dogs", dogs will be carefully assessed before commencing advanced training to ensure that the correct standards of socialisation and social behaviour have been achieved.
2. Dogs will have a thorough medical evaluation to determine that they do not have any physical problems that would cause difficulty for a dog involved in AAA/AAT/AE programmes and, in countries where routine neutering of dogs is accepted by the veterinary profession, every residential social dog will be neutered prior to placement.
3. Dogs must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and recall. The handlers must be able to predict their dog's behaviour, give necessary support to the dog when necessary and be able to control their dog. The dogs must have good household skills.
4. Dogs must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no mouthing, no snapping/growling, no begging, no inappropriate jumping on people and no inappropriate sniffing of people.
5. Social dogs must generally be socially attracted to people and open to interactions with them. Individual social dogs should enjoy the mode of interaction of the individual with whom the dog is placed. The dog must enjoy being touched, petted and brushed.
6. Student handlers must be given instruction in the upkeep of the social dog during a placement period. This may take place at the organisation's premises, in the home of the individual with whom the dog will work, or both. By the end of the placement, the student will be able to correctly praise, motivate and discipline the dog, care for the dog, predict the dog's behaviour, control the dog and enforce obedience skills. During the placement, the trainer will accompany the student and the dog to train in public places, including shops and restaurants. The organisation's trainer will also accompany the student/dog team to a meeting with a local vet. All handlers

will be made aware of their responsibilities, as outlined in ADEu's Minimum Standards for Residential Social Dog teams, and will be trained accordingly.

7. The organisation must require the team to complete re-evaluation at least every two years in order to renew registration. The organisation will be able to offer further training and advice as required. Organisations will withdraw ID, or not renew ID, of any teams failing to meet the correct standards and/or in the event of re-evaluation proving unsuccessful.
8. Residential social dog public access is not recognised as canine assistance under the ADEu guidelines. ID and equipment is not necessary, but may be issued at program's discretion if access laws are understood by the individual and/or handler. Identification of the registered residential social dog team may include a laminated ID card with a photo of the dog and handler and names of both and the registration expiry date. If there is involvement in AAA/AAT/AE programmes in institutions, the team must be clearly identifiable as a social dog team while in the institution.
9. All residential social dog teams must pass testing by the organisation in a number of areas before being registered:
 - Dog welfare and health
 - Suitability of the team with regards to aptitude and skills
 - Obedience, both on and off lead
 - Appropriate behaviour in interacting with clients and facility staff

The standards of the above tests must be approved by ADEu.

10. The staff of the organisation must demonstrate general knowledge of various disabilities and or social handicaps of clients with whom they work as well as other relevant medical conditions. Organisations shall make available educational material on different disabilities, social handicaps and types of facilities in which programmes might be conducted.
11. For dogs placed in a home/family situation, the organisation must demonstrate knowledge of the individual disability, of the AAA/AAT/AE programmes and the handler's capabilities of implementing such programmes, if the handler is responsible for such programmes.
12. The handler must agree to abide by the Minimum Standards for Residential Social Dog Teams.
13. Every AAA/AAT/AE organisation will have a clearly described procedure for testing the social dog team in the following areas on a regular basis, for the remainder of the team's working life:
 - Dog welfare and health
 - Suitability of the team with regards to aptitude and skills
 - Obedience, both on and off lead
 - Appropriate behaviour in interacting with clients and facility staff

The standards of the above tests must be approved by ADEu.

Minimum Standards for Dog Handlers of Visiting Social Dogs and/or Individual Residential Social Dogs

Qualified dog handlers of social dogs will agree to the following responsibilities:

1. Treat the dog with appreciation and respect.
2. Treat all persons involved in programmes, clients and facility staff members, with respect.
3. Maintain the dog's proper behaviour in public and at home.
4. Follow prompt clean up of the dog's waste or arrange for it, if necessary.
5. Carry proper identification when required.
6. Keep the dog well-groomed and well-cared for.
7. Practise preventative health care for the dog.
8. Obtain regular health checks and vaccinations for the dog.
9. Abide by all leash and licence laws.
10. Make sure that the dog is controllable and comfortable during the execution of AAA/AAT/AE programmes and anytime it is within a facility and that the team is involved only in AAA/AAT/AE programmes suitable for the team and their characteristics.
11. Follow the training organisation's requirements for on-going training, progress reports, re-evaluation, registration and medical evaluations.
12. Work in AAA/AAT/AE programmes only with dog(s) with whom the handler has successfully passed the team evaluation and is registered through his/her organisation.
13. Never try to gain public access with a social dog by passing the dog off as an assistance dog trained to augment an individual's autonomy.
14. In the case of individual residential social dogs, the individual's support system must be educated regarding the member organisation's procedures in the event of emergency illness or death of their dog d/or the handler. In the case of visiting social dogs, nearest family/friends must be educated regarding the member organisation's procedures in the event of emergency illness or death of their dog d/or the handler.

Minimum Standards For Training Social Dog Visiting Teams

These are the minimum standards for all organisations involved in AAA/AAT/AAE that wish to be affiliated with ADEu. All organisations are encouraged to strive to work at levels above the minimum. Emphasis is placed upon the standard of service to both the handler and the dog as a team throughout the training and evaluation process, ensuring the welfare of both parties. The team's suitability (referring both to the skills and the aptitudes for involvement in AAA/AAT/AAE programmes) and the quality of the training of the team will be tested by the programme before the team is registered and authorised to visit.

1. In the case of "owned-dogs", dogs will be carefully assessed before commencing advanced training to ensure that the correct standards of socialisation and social behaviour have been achieved.
2. Dogs will have a thorough medical evaluation to determine that they do not have any physical problems that would cause difficulty for a dog involved in AAA/AAT/AAE programmes.
3. Dogs must be trained with voice and/or hand signals to respond to the following commands: sit, down, stay, come, heel and recall. The handlers must be able to predict their dog's behaviour, give necessary support to the dog when necessary and be able to control their dog. The dogs must have good household skills.
4. Dogs must show social behaviour skills as follows: no aggression, no inappropriate barking, no biting, no mouthing, no snapping/growling, no begging, no inappropriate jumping on people and no inappropriate sniffing of people.
5. Dogs must be found to enjoy or at least tolerate certain situations such as crowding and interactions with persons with unusual or brusque movements and to generally enjoy interactions with persons, even strangers. The dog should enjoy being touched, petted and brushed by persons, even strangers. The dog should have a good level of tolerance and adaptability in unusual environments and situations.
6. By the end of training and evaluation, the handler will be able to understand the dog's behaviour and stress signals, predict the dog's behaviour and guarantee its well-being, control the dog and do basic obedience with the dog. All handlers will be made aware of their responsibilities, as outlined in ADEu's Minimum Standards for Social Dog Visiting Teams, and will be trained accordingly.
7. The organisation must require the team to complete re-evaluation at least every two years in order to renew registration as an authorised visiting team. The organisation will be able to offer further training and advice as required. Organisations will withdraw ID, or not renew ID, of any teams failing to meet the correct standards and/or in the event of re-evaluation proving unsuccessful.
8. All teams must pass testing by the organisation in a number of areas before being registered:

- Dog welfare and health
- Suitability of the team with regards to aptitude
- Suitability of the team with regards to skills and obedience
- Appropriate behaviour in interacting with clients and facility staff

The standards of the above tests must be approved by ADEu.

9. Social dog public access is not recognised as canine assistance under the ADEu guidelines, however, identification of the registered social dog visiting team will be issued and will include a laminated ID card with a photo of the dog and handler and names of both and the registration expiry date. During involvement in AAA/AAT/AE programmes, the team must be clearly identifiable as a social dog visiting team.
10. The staff of the organisation must demonstrate general knowledge of various disabilities and or social handicaps of clients with whom they work as well as other relevant medical conditions. Organisations shall make available educational material on different disabilities, social handicaps and types of facilities in which programmes might be conducted.
11. The handler must agree to abide by the Minimum Standards for Social Dog Visiting Teams.
12. Every AAA/AAT/AE organisation will have a clearly described procedure for testing the social dog visiting team in the following areas on a regular basis, for the remainder of the team's working life:
 - Dog welfare and health
 - Suitability of the team with regards to aptitude
 - Suitability of the team with regards to skills and obedience
 - Appropriate behaviour in interacting with clients and facility staff

The standards of the above tests must be approved by ADEu.

Assistance Dogs Europe

Membership Criteria

Applications for Provisional or Full Membership of Assistance Dogs Europe are invited from European assistance dog organisations. There are two types of membership as follows:

- Provisional Membership
- Full Membership

Provisional Membership

Provisional membership is open to the following:

- Organisations that have a name, mission statement indicating the intent to provide assistance dogs or act as an AAA/AAT/AE programme.
- Organisations that by Year Two of their membership must either have non-profit status or the equivalent (with appropriate documentation) or be able to clearly demonstrate that it is operating as a not-for-profit organisation (e.g. unpaid board of trustees/directors etc).
- Organisations that agree to abide by any ADEu rules agreed by the Members or the Board.

Provisional membership is open to programmes for a maximum of 5 years.

Provisional members are able to:

- Attend conferences, including business meetings – non-voting
- Be linked to but not actually part of ADEu website
- Take part in any mentorship programmes
- Receive any ADEu regular literature

Full Membership

Full Membership is open to the following:

- Organisations that train assistance dogs and have at least 5 qualified partnerships working, operate on a not-for-profit basis, are able to submit paperwork to show that they have a testing procedure, are able to provide testimonials from at least 5 clients to allow for verification and are able to offer references from at least two professional people that have had some contact with the organisation (e.g. vet, lawyer, accountant, auditor etc) one reference relating to dog welfare matters and one to the existence of the organisation.
- Organisations that prepare residential social dog teams, for involvement with a particular individual in AAA/AAT/AE programmes (within the home/family environment), have at least 5 qualified working teams, operate on a not-for-profit basis, are able to submit paperwork to show that they have a training and evaluation procedure for their teams, are able to provide testimonials from at least 5 teams to allow for verification and are able to offer references from at least two professional people that have had some working contact with the organisation (e.g. vet, lawyer,

accountant, auditor etc) one reference relating to dog welfare matters and one to the existence of the organisation.

- Organisations that provide social dog visiting teams for involvement in AAA/AAT/AAE programmes, have at least 10 qualified working teams and work in at least 5 qualified continuative AAA/AAT/AAE programmes, operate on a not-for-profit basis, are able to submit paperwork to show that they have a training and evaluation procedure for their teams (either operated directly by the organisation or through another qualified organisation), are able to provide testimonials from at least 10 qualified working teams and 3 clients (care facilities) to allow for verification and are able to offer references from at least two professional people that have had some working contact with the organisation (e.g. vet, lawyer, accountant, auditor etc) one reference relating to dog welfare matters and one to the existence of the organisation.

Full members are able to:

- Attend conference, including business meetings – voting
- Have a link to and be part of ADEu's website
- Take part in any mentorship programmes
- Receive any ADEu regular literature
- Elect members to the Board
- Use the ADEu logo

The Annual Fee for Full Membership in 2004 is 100 euros

The Board of ADEu has the right to refuse membership.

Standards for tests

Guide Dogs

Every guide dog training programme will have a clearly described procedure for testing the dog/graduate team in the following areas during the course of its working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a guide dog.
- Obedience
- Public access behaviour
- The standards of the above tests must be approved by ADEu.

Service Dogs

All teams must be tested by the programme in a number of areas before graduating:

- Dog welfare and health
- Training tasks relating specifically to the work of a service dog
- Obedience, both on and off lead
- Public access behaviour
- Improvement to quality of life of client
- The standards of the above tests must be approved by ADEu.

Hearing Dogs

Every hearing dog training programme will have a clearly described procedure for testing the dog/graduate team in the following areas during the course of its working life:

- Dog welfare and health
- Training tasks relating specifically to the work of a hearing dog
- Obedience
- Public access behaviour
- The standards of the above tests must be approved by ADEu.