



## ACCREDITATION PURPOSE

The purpose of ADI accreditation is to ensure quality in the assistance dog industry. This process recognizes organizations that are in compliance with the standards and practices outlined in this manual.

The members of Assistance Dogs International (ADI) have set these standards and guidelines in the belief that members have common goals and interests which are best achieved by uniformly complying with local, state and federal laws as well as ethical, moral and legal policies, practices and procedures.

There may be differences in training techniques, the kinds of dogs each participating ADI agency utilizes, and the disabilities served by each member. Uniform standards will serve to ensure that dogs trained as assistants to persons with disabilities will be appropriate to the disability for which they are trained, and that during training they are treated humanely and with respect. It is also the goal of this type of peer review to ensure that graduate teams are well prepared for the challenges they will encounter, and that they will receive the continued support required for success during the time they are together.

In the absence of local or state regulations, or in coordination with them, compliance with these standards will illustrate to any interested parties that members of ADI recognize their responsibilities to ensure standards of excellence are maintained in all areas of ADI assistance dog program operations. Accreditation must be renewed every five years.

Assistance Dogs International and its members do not intend to provide legal advice through this manual or the accreditation process. If any of the accreditation requirements set forth in this manual conflict with local law, member organizations, those seeking membership and those seeking accreditation should comply with the local law and bring the issue to the attention of ADI and the Accreditation Review Committee by sending an email to:

[info@assistancedogsinternational.org](mailto:info@assistancedogsinternational.org)

## ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

**Please review the ADI Accreditation Survey Procedures and Instructions for ADI Accreditation Pre-packet documents for detailed information on the entire accreditation process. These documents are available on the ADI website in the **Membership and Members Only** sections.**

[www.assistancedogsinternational.org](http://www.assistancedogsinternational.org)

Updates to the accreditation standards, procedures, and documents will occur in January and June 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 organizations preparing for accreditation or reaccreditation are responsible for checking the accreditation documents to determine if updates have been made.

The ADI accreditation process serves as a peer review system. Members of the Accreditation Review Committee will assign assessors to member organizations applying for accreditation or reaccreditation.

Please note that some accreditation standards are marked **Pre-Packet**. The written materials required for those standards must be submitted to ADI for review by the assessor prior to the accreditation survey. Please see the accreditation document Instructions for ADI Accreditation Pre-packet for further information on this.

Assistance Dogs International's Member Program Standards and Ethics are referenced in the accreditation manual. These are available for review on the ADI website on the left column ADI Standards tab.

### **REACCREDITATION:**

ADI member organizations undergoing reaccreditation must be able to demonstrate compliance with all applicable accreditation standards at the time of the reaccreditation survey *and also be able to demonstrate that the organization has maintained compliance during the five years since the previous survey was conducted.*

Depending on the particular circumstances, lapses in accreditation compliance may be cause for an organization to not pass the reaccreditation survey. This will be determined on a case by case basis via the current accreditation approval process.

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## **INTRODUCTION to Assistance Dogs International, Inc.**

Assistance Dogs International, Inc. is a coalition group of not for profit organizations that train and place assistance dogs. The purpose of ADI is to improve the areas of selection, training, placement, and utilization of assistance dogs.

Members of ADI meet regularly to share ideas, attend seminars, and conduct business regarding such things as educating the public about Assistance Dogs, and the legal rights of people with disabilities partnered with Assistance Dogs, setting standards and establishing guidelines and ethics for the training of these dogs, and improving the utilization and bonding of each team. ADI also publishes a quarterly newsletter for members.

Assistance dogs not only provide a specific service to their handlers, but also greatly enhance their lives with a new sense of freedom and independence.

ADI currently recognizes three types of assistance dogs: GUIDE DOGS for people who are blind or visually impaired, HEARING DOGS for people who are deaf or hard of hearing and SERVICE DOGS for people who have disabilities other than those related to vision and hearing. Although guide dogs for people who are blind have been trained formally for over seventy years, the training of dogs to assist people who have disabilities other than blindness is a more recent concept. There are now numerous organizations throughout the world that are training various types of assistance dogs.

Assistance dogs can come from breeding programs with volunteer puppy raisers caring for them until they are old enough to start formal training or they may be rescued from animal shelters and rescue groups or procured from other sources.

Qualified individuals with assistance dogs are guaranteed legal access to all places of public accommodation, modes of transportation, and other places to which the general public is invited.

Further information regarding legal access is available in Assistance Dogs International's "[Guide to Assistance Dog Laws](#)" booklet, which can be obtained by contacting ADI or visiting the ADI website @ [www.assistancedogsinternational.org](http://www.assistancedogsinternational.org)

## ASSISTANCE DOGS INTERNATIONAL MISSION STATEMENT

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 organizations
- ◆ Educate the public to the benefits of assistance dogs and ADI member programs

# **ASSISTANCE DOGS INTERNATIONAL**

## **Standards for Assistance Dog Training Program Accreditation**

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### Composition of the Standards

**Interpretation:** This text is to help the operating program and the assessor understand the intent of the standard and to serve as an educational tool.

**Compliance Demonstration:** Explains the method(s) to be used to determine compliance with the standard.

**MANDATORY** indicates that compliance is required for operating program accreditation.

**Pre-Packet** indicates written materials that must be submitted *prior* to the on-site survey.

**Please note:** For the purposes of this Accreditation Manual, the term “student” refers to an individual who has received or is in training to receive an Assistance Dog from the ADI organization.

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## I. Administration Standards

### MANDATORY – Pre-Packet

- A. Written evidence the operating program has a recognized legal structure as a non-profit organization.

- |                                                   |                              |                             |                              |
|---------------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. 501C3 or equivalent Not-for-Profit corporation | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Foundation                                     | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Interpretation: Recognized legal structures include evidence of a written statute of being a non-profit organization or equivalent

Notes

### MANDATORY – Pre-Packet (revised 01/01/2012)

- B Each operating program shall provide documentation of an organizational structure appropriate to its size and mission, which may include the following:

- |                                         |                              |                             |                              |
|-----------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Articles of incorporation papers     | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Written purpose or mission statement | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Bylaws                               | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 4. Board of Directors roster            | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 5. Cooperative partnership agreements*  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Compliance Demonstration A/B: Operating program description of structure and assessor observation of documents listed above.

\*Cooperative Partnerships include relationships where the ADI organization's dogs or puppies are being trained by individuals from the partner organization, such as:

- Correctional Facilities/Prison Programs\*\* (please also see manual section IV.)
- At-Risk School Programs and other school programs where students train dogs or puppies
- College Campus Programs where students are raising puppies or helping to train dogs on campus
- Hospital and Veterans Administration Facility Programs where patients are involved in training dogs or puppies

This also includes cooperative partnerships that provide the ADI organization with donated office, training, or kennel space.

The ADI organization shall provide evidence of written agreements with all Cooperative Partner organizations.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Administrative standards (continued)**

**MANDATORY – Pre-Packet**

- C. Organization follows local laws and generally accepted procedures with regard to financial procedures and financial reporting. Yes No N/A

Interpretation: The intent of this administrative standard is to promote the highest level of financial accounting, integrity and ethics in ADI member organizations.

Compliance Demonstration: Assessor observation of organization’s annual financial statements, Federal 990 (or equivalent), and an independent audit. Organizations that do not provide an independent audit for review must provide evidence that an audit is not required by local law.

**MANDATORY - Pre-Packet**

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

- |                                                                                                            |                                                                                       |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1. History of assistance dogs and respective program                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 2. ADI’s established Standards and Ethics                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 3. Board of Director functions such as funding resource identification, solicitations and raising of funds | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 4. Ongoing and planned programs and services                                                               | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

Compliance Demonstrations: Assessor observation of documents that are provided to Board of Directors

Notes

**MANDATORY - Pre-Packet**

- E. Organization shall only make statements about its work that it knows to be honest. Yes No N/A

Interpretation: The intent of this administrative standard is to promote the highest level of integrity, ethics, and professionalism in ADI member organizations.

Compliance Demonstration: Assessor observation of organization’s promotional materials, including but not limited to brochures, Annual Reports, posters, videos, and information included on the organization’s website.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Administrative standards (continued)**

**MANDATORY – Pre-packet**

**F. Organization has current organizational chart which:**

- |                                                                     |                              |                             |                              |
|---------------------------------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Identifies a designated leader                                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Delineates staff relationships                                   | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Shows formal lines of communication within the operating program | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Interpretation: The intent of this administrative standard is to promote the creation of a positive, effective environment for applicants/graduates. An organization functions best when all understand the structure of the organization and their role in it.

Compliance Demonstration: Assessor observation of organizational chart.

Notes

**MANDATORY – Pre-packet**

**G. Written evidence that the operating program has written job descriptions for all.**

- |                                                                                                |                              |                             |                              |
|------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Staff                                                                                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Volunteers<br>(Correctional Facility/Prison Programs<br>please also see manual section IV.) | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Board                                                                                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Interpretation: All includes paid and unpaid staff and volunteers as reflected in any applicable organizational chart.

Compliance Demonstration: Assessor observation of documents.

Notes

**MANDATORY – Pre-Packet**

**H. Written evidence that liability insurance coverage is in place.**  Yes  No  N/A

Compliance Demonstration: Assessor observation of policies, binders or letters of confirmation including; policy number, expiration date and coverage limits; or, in the event of self-insurance, documentation of restricted funds to cover such costs.

Compliance Demonstration: Assessor observation of documents.

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## Administrative standards (continued)

**MANDATORY – Pre-Packet** (REVISED 01/01/2102 - RISK MANAGEMENT AND SAFETY/EMERGENCY STANDARDS; PREVIOUS ADMIN. STANDARDS I, J, K, L MERGED TO REVISED STANDARDS I, J ONLY)

### I. Risk Management Planning and Safety/Emergency Procedures

For the purpose of risk management and safety/emergency planning, the administration has taken inventory of its operation to identify general health and safety concerns and possible accident and emergency situations including:

Operation of site, facilities, equipment, and grounds	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Disasters such as fire, flood, blizzard, tornado, hurricane, earthquake, etc	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Use of hazardous materials	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Hazards specific to the use of canines	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

Operation of facilities and/or equipment includes all buildings, offices, kennels, outdoor exercise yards, parking areas and walkways. Incidents may include possible loss of power or water, building collapse, explosion, electric shock, and accidents such as tripping, slip and falls, falling objects, etc.

Hazards specific to the use of canines may include but are not limited to the following; loose dogs, dog health emergencies, biting, etc.

Written procedures for the above should include but are not limited to the following:

Notification of appropriate emergency contacts	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Specification of designated safe areas in case of fire, flood, tornado, earthquake, etc. as appropriate to the site	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Evacuation procedures for people and animals, including emergency lighting, evacuation routes, and designation of safe assembly area for evacuees	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Procedure to access material safety data information sheets (MSDS sheets)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Immediate care of the injured	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Supervision of the uninjured	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Notification of appropriate contacts for injured	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
Follow up process including written incident report	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

Interpretation: This standard requires the operating program to identify and have written procedures in place for health and safety/emergency concerns both on-site and during scheduled on-site services.

Compliance Demonstration: Assessor observation of *written safety and emergency procedures*.

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Administrative standards (continued)**

**MANDATORY – Pre-Packet**

**J.** Operating program has implemented a program of training and rehearsal that prepares staff, volunteers and students/graduates to follow the established policies and procedures provided in Standard I above:

Staff Yes No N/A

Volunteers Yes No N/A

Students/Graduates Yes No N/A

Interpretation: The intent of this standard is to ensure that the safety and emergency procedures are distributed to and implemented throughout the operating program. Posting of selected emergency information may be appropriate for a program.

Compliance Demonstration: Assessor observation of *written training procedures* and interviews with staff, volunteers, students/graduates to determine awareness.  
**(Correctional Facility/Prison Programs please also see manual section IV.)**

Notes

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## Administrative standards (continued)

(01/01/12 Previous Standards K, L have been merged with I, J above. Please proceed to M. )

### MANDATORY

M. Operating program has human first-aid kit located at each activity site:

- |                                                                                                               |                              |                             |                              |
|---------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Is in clearly marked containers.                                                                           | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Is routinely checked and restocked.                                                                        | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Is placed in an accessible designated locations in the operating program on site and at all activity sites | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 4. Includes at least these items:                                                                             |                              |                             |                              |
| a. Items to care for wounds.                                                                                  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| b. Items to safeguard those administering first aid.                                                          | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Interpretation: The contents of the human first-aid kit at an operating program should be individualized to reflect the accessibility and the response time of outside emergency care.

Compliance Demonstration: Assessor observation of human first-aid kit and of its maintenance.

Notes

### MANDATORY – Pre-packet

N. Operating program has at least one person with current certification in First Aid and CPR at each human training site during activities and copies of the current certification available for assessor inspection  Yes  No  N/A

Interpretation: May be certified through a recognized agency such as American Red Cross, American Heart Association, Canadian Red Cross, etc. The operating program should maintain copies of the current certification documentation.

Compliance Demonstration: Assessor observation of CPR and first aid training roster.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Administrative standards (continued)**

**MANDATORY – Pre-packet**

- O. Operating program requires all students/graduates and volunteers to sign a permission to seek emergency medical treatment form, or a non-consent for medical treatment form.

Yes No N/A

Interpretation: Treatment forms are mandatory. Operating programs should have an attorney review the wording of the permission for treatment and non-consent forms to ensure they provide maximum available protection under local laws.

Compliance Demonstration: Assessor observation of selected permission forms or waivers.

Notes

**MANDATORY – Pre-packet**

- P. 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.

Yes No N/A

Interpretation: It is strongly recommended that operating programs have an attorney review the wording of the liability release to ensure that the organization is in accordance with local laws.

Compliance Demonstration: Assessor observation of randomly selected file documents.

Notes

**MANDATORY – Pre-packet**

- Q. Operating program procedure in place for consent for still and video photography that includes a signed consent form available for all applicants/students and volunteers.

Yes No N/A

Interpretation: It is the responsibility of the operating program to ensure the privacy and dignity of applicants/students/graduates who may object to photography and to ensure compliance with local laws.

Compliance Demonstration: Assessor observation of randomly selected documents from an applicant/student/graduate records and interviews.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Administrative standards (continued)**

**MANDATORY**

- R. Operating program administration requires signed health histories to be on file for all applicants/ student/ graduates. Yes No N/A

Interpretation: A "health history" is a record of one's past and present health status at the time completed. It can be completed by the individual or by the parent/guardian if a minor or dependent adult.

The intent of the standard is to provide the operating program with pertinent health history information that may impact participation in activities provided by the program.

Compliance Demonstration: Assessor observation of randomly selected applicant/student/ graduate health histories.

Notes

**MANDATORY**

- S. Applicants, students, and graduates have the right to expect their personal files will remain confidential and will not be disclosed without their express permission. Yes No N/A

Interpretation: Applicants, students, and graduates are entitled to have their files remain confidential on a need-to-know basis reviewed by appropriate operating program personnel only.

Compliance Demonstration: Assessor observation of policy and practices; assessor interviews of recent applicants, students and graduates.

Notes

**MANDATORY – Pre-Packet**

- T. Operating program has a written policy in practice to address complaints received by their employees and clients. Operating program shall inform applicants/students/graduates and volunteers of the complaint process. Yes No N/A

Interpretation: Constituents are informed of the operating program's complaints process should they have questions, concerns, problems, or grievances they believe have not been fairly resolved through normal channels.

## ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

### Administrative standards (continued)

Compliance Demonstration: Assessor observation and description of policy and practices. ADI and operating program will also provide records regarding complaints and responses which can be reviewed by assessors during the accreditation survey. Any ADI complaint files will be provided to the assessor before the survey is conducted.

Notes

### MANDATORY – Pre-Packet

**U.** Organization must have a Board approved Succession/Sustainability Plan in place that provides for the continuation of the organization in the event of the unexpected termination, death, extended illness, or serious accident of the Executive Director/CEO (or equivalent) of the organization. The plan must include, but is not limited to the following:

1. Interim management of the organization
2. Notification of clients, volunteers, and other stakeholders in the organization
3. Plan for recruiting and training new Executive Director/CEO

*If the Board determines that one option of the plan is for the organization to go out of business/cease to exist, then this must be stated and there must be a plan in place that includes follow up support and appropriate referrals for the organization's Assistance Dog Teams, as well as placement options for all dogs and puppies that are the responsibility of the organization.*

Yes  No  N/A

Interpretation: The intent of this standard is to ensure that organizations have contingency plans in place for the instances described.

Compliance demonstration: Assessor review of written plans; interviews with Board of Directors member(s) and staff to determine awareness of succession/sustainability plan.

Notes

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## II. Program Standards

### 1. Organizational application policies and procedures

#### MANDATORY – Pre-Packet

- A. Written policy of eligibility requirements for acceptance of applications  
 Yes  No  N/A

Interpretation: The organization is required to have written criteria for conditions acceptable for admission.

Compliance Demonstration: Assessor observation of written policy; explanation of eligibility system.

Notes

#### MANDATORY – Pre-Packet

- B. Organization has an application review policy.  Yes  No  N/A

Interpretation: The organization is required to have a written policy for review of all applications.

Compliance Demonstration: Assessor observation of written policy.

Notes

#### MANDATORY – Pre-Packet

- C. Organization has a written application form.  Yes  No  N/A

Interpretation: An application form should cover such things as name/address, telephone number, date of birth, type of disability, date of disability, parent or guardian name and phone number (if child is applicant), other disabilities (if applicable), physical assessments, type of physical appliances used, family information, current pets, type of housing, work/school environment, financial aid request and signature.

The required signature serves as evidence that the individual, parent or guardian has supplied the information and, to the best of their knowledge, it is up-to-date and accurate.

Compliance Demonstration: Assessor observation of blank application form and randomly selected applicant files.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**1. Organizational application policies and procedures (continued)**

**MANDATORY**

- D.** Organization requires a medical form to be completed  Yes  No  N/A  
Interpretation: A medical form is completed stating the type of disability and date of disability.

Compliance Demonstration: Assessor observation of blank form and randomly selected applicant files.

Notes

**MANDATORY**

- E.** Organization requires a minimum of one letter of personal character recommendation to be submitted by a non-family member with the application.  Yes  No  N/A

Interpretation: A letter of recommendation consists of statements from a non-family member who is familiar with the applicant's situation and feels an assistance dog would benefit his/her life.

Compliance Demonstration: Assessor observation of randomly selected applicant files.

Notes

**MANDATORY – Pre-Packet**

- F.** Organization has a written policy to process applications and notify applicants on a timely basis at each juncture.  Yes  No  N/A

Interpretation: Each step of the application process is to transpire in a reasonable and timely fashion so as to not cause applicants to become static at any given juncture.

Compliance Demonstration: Assessor observation of policy and randomly selected files and explanation of practices.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**1. Organizational application policies and procedures (continued)**

**MANDATORY – Pre-Packet**

- G.** The program has a written agreement or contract between the operating program and the student. This includes information that no applicant, student, or graduate shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.

Yes  No  N/A

Interpretation: The purpose of a written agreement or contract is to provide a clear and concise statement of the responsibilities and obligations of the operating program and the student.

Compliance Demonstration: Assessor observation of written agreements.

Notes

**MANDATORY – Pre-Packet**

- H.** Applicants have the right to be considered for canine assistance regardless of race, sex, religion or creed and other categories protected by local law.

Yes  No  N/A

Interpretation: All applicants have the right to be evaluated, assessed, and considered for placement regardless of race, sex, religion and creed and other categories protected by local law.

Compliance Demonstration: Written policy, description of practices including how policy is communicated, and assessor interviews of applicants, graduates, and staff to determine awareness.

Notes

**MANDATORY – Pre-Packet**

- I.** All applicants, students and graduates treated with respect and dignity in their interactions with staff, volunteers and any other constituents of the member program.

Yes  No  N/A

Interpretation: All applicants, students and graduates are entitled to be treated with respect and dignity at all times.

Compliance Demonstration: Assessor observation and verification of policy and practices, including how policy is communicated, and assessor interviews of applicants, graduates, and staff to determine awareness.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**1. Organizational application policies and procedures (continued)**

**MANDATORY – Pre-Packet**

- J. All applicants have the right to full knowledge at time of application, of all financial commitments/fees required by the training organization to receive training and graduate with an assistance dog. Yes No N/A

Interpretation: This provides applicants with specific cost to receive an assistance dog, but is not meant to include personal expenses incurred during the application/training/graduation process.

Compliance Demonstration: Assessor observation of applicant/graduate files, copy of policy/practices, and assessor interviews of applicants and graduates.

Notes

**MANDATORY (Revised 01/01/12)**

- K. Students receive a thorough educational program (appropriate to placement category type) to learn how to use the canine at home, in public and as a handler in the assistance dog community. Yes No N/A

Interpretation: Student handlers receive at minimum the instruction described in the ADI Standards and Ethics for clients and are entitled to receive regular evaluations, feedback, and follow-up support appropriate to their individual needs.

Compliance Demonstration: Assessor observation of policy and practices, *including written curriculum that contains ADI Standards and Ethics for Clients and Dog Partners*; assessor interviews with recent graduates. Instruction must adapt and accommodations be made to the specific needs of the individual.

Notes

**MANDATORY**

- L. Students are instructed in care and maintenance of assistance dogs including proper veterinary care, grooming, weight control, safety and public etiquette. Yes No N/A

Interpretation: Programs are to have a standard yet flexible training curriculum appropriate to the needs and placement category types of its students.

Compliance Demonstration: Assessor observation, description of policy and

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**1. Organizational application policies and procedures (continued)**

practices, written curriculum, and interviews with recent graduates.  
Instruction must adapt and accommodations be made to the specific needs of the individual

Notes

**MANDATORY**

- M.** Graduates provided with scheduled team evaluations.  Yes  No  N/A  
Interpretation: Graduates or canine handlers are to be evaluated using the ADI public access certification test among other tools on a scheduled basis.

Compliance Demonstration: Assessor observation of evaluation schedule and records and assessor interviews with recent graduates.

Notes

**MANDATORY – Pre-Packet**

- N.** Graduates have the right to receive information on follow-up policy and ask for follow-up assistance.  Yes  No  N/A

Interpretation: Graduates have the right to additional post-training support and follow-up.

Compliance Demonstration: Assessor observation and description of policy and practices and assessor interviews of recent graduates.

Notes

**MANDATORY – Pre-Packet**

- O.** Applicants approved for a successor dog have priority over first time candidates  Yes  No  N/A

Interpretation: Handlers who have received a dog previously from the same organization are given priority over new candidates.

Compliance Demonstration: Assessor observation of written policy and assessor interviews of recent graduates.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:  
2. Canine Policies and Procedures**

**MANDATORY – Pre-Packet**

- A. Operating program has written temperament, behavioral, and health guidelines to determine breeding stock and selection of prospective assistance dogs for placement.  Yes  No  N/A

Interpretation: Guidelines for dog selection or breeding are determined by the individual needs of the operating program. Considerations include the highest degree of physical and temperamental soundness.

Compliance Demonstration: Assessor observation of written guidelines and explanation of prospective assistance dog and breeding stock selection process.

Notes

**MANDATORY – Pre-Packet**

- B. Written evidence of screening process for dogs selected for placement includes selection for non-aggressive temperaments, including evaluation of the dog's willingness to:
1. Stand quietly when approached, examined, and groomed.  Yes  No  N/A
  2. Behave appropriately with other dogs, small animals and children.  Yes  No  N/A
  3. Behave appropriately with applicants/graduates, volunteers, and the general public.  Yes  No  N/A

Compliance Demonstration: Assessor observation of dogs in training and written evidence of a screening process for dogs selected for placement. **PLEASE SEE GUIDELINES FOR OBSERVING TRAINING – PAGES 37-41 OF THIS MANUAL**

**MANDATORY – Pre-Packet**

- C. The screening process may include the introduction to:
1. Common household distractions  Yes  No  N/A
  2. Wheelchairs and other assistive devices  Yes  No  N/A
  3. Common neighborhood distractions  Yes  No  N/A
  4. Common public distractions  Yes  No  N/A

Compliance Demonstration: Assessor observation of dogs in training and written evidence of a screening process of prospective dogs. **PLEASE SEE GUIDELINES FOR OBSERVING TRAINING – PAGES 37-41 OF THIS MANUAL**

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**2. Canine policies and procedures (continued)**

**MANDATORY**

- D.** Operating program maintains individual canine training records to monitor the progress and ensure the ADI Training Standards are being met.

Yes  No  N/A

Interpretation: A dog's well being depends on a comprehensive training, exercise and nutritional program administered by experienced professionals.

Compliance Demonstration: Description of the training and assessor observation of training records to verify compliance with ADI Training Standards.

Notes

**MANDATORY – Pre-Packet**

- E.** Program has written policies and practices requiring graduates to abide by specific health and veterinary standards.

Yes  No  N/A

Interpretation: The program must have a practice in place to uphold minimum health standards for all assistance dogs placed.

Compliance Demonstration: Assessor observation of written guidelines and explanation of practice.

Notes

**MANDATORY – Pre-Packet**

- F.** Procedures in practice to maintain the health, check the physical soundness of each dog prior to placement, and remove unsound dogs from the program.

1. Radiographs, other joint evaluations	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. Vaccinations	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. Deworming	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4. Dental care	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
5. Sickness and injury	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

Interpretation: Physical unsoundness includes issues such as hip dysplasia, elbow, shoulder and other joint problems, heart defects, eye problems and other abnormalities which can affect the dog's performance and disposition. An unsound dog should be removed from work until the problem is solved. A physically unsound dog should not be placed with a person with a disability.

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**2. Canine policies and procedures (continued)**

Compliance Demonstration: Description of medical evaluations; x-rays and other veterinary evaluation records available for review on site

Notes

**MANDATORY**

**G.** All canine medications are kept in a secure location and are stored and utilized in compliance with local regulations. Operating program provides training to staff in canine first aid and has a dog first-aid container at each activity site that is:

- |                                                                                           |                              |                             |                              |
|-------------------------------------------------------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. In clearly marked containers.                                                          | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Routinely checked and restocked.                                                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Placed in a designated location, accessible to operating program at all program sites. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

**MANDATORY**

**H.** Canine first-aid kit includes at least these items:

- |                                            |                              |                             |                              |
|--------------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Dog thermometer                         | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Topical antibiotic                      | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 3. Antiseptic cleaner                      | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 4. Wound bandage materials                 | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 5. Emergency numbers                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 6. Fabric muzzle to prevent defensive bite | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 7. Rubber gloves                           | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Compliance Demonstration G and H: Assessor observation of dog medication cabinet and/or first-aid kit, explanation of staff training procedures, *and written statement from veterinarian indicating that storage and use of medications are in compliance with local regulations.*

Notes

**MANDATORY**

**I.** Kenneled dogs have access to a plentiful supply of water  Yes  No  N/A

Compliance Demonstration: Assessor observation of water supply.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**2. Canine policies and procedures (continued)**

**MANDATORY – Pre-Packet**

- J.** Program has a written policy that requires all assistance dogs placed with persons with disabilities be spayed or neutered. Yes No N/A

Interpretation: Intact dogs can be not only unstable temperamentally but can also cause disruptions within public domain. Intact dogs are unsuitable to be placed as assistance dogs and should be spayed or neutered prior to placement with persons with disabilities.

Compliance Demonstration: Written policy and practices.

Notes

**MANDATORY – Pre-Packet**

- K.** Program has a policy or practice to review veterinary records after the assistance dog has been placed. Yes No N/A

Interpretation: Program must monitor canine health and veterinary issues for all active working dogs.

Compliance Demonstration: Assessor observation of written guidelines and explanation of practice.

Notes

**MANDATORY**

- L.** Written feed chart for each dog easily accessible to the person feeding. Yes No N/A

Interpretation: Written feed charts for each dog helps to ensure dogs receive proper daily rations. Feed charts should be easily accessible

Compliance Demonstration: Assessor observation of written feed chart.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**2. Canine policies and procedures (continued)**

**MANDATORY**

- M.** Program must ensure that dogs are vaccinated against prevalent local diseases and in compliance with laws in countries, states, regions, and areas where they may visit. (i.e. dogs traveling to Hawaii must have proof of compliance with a specific rabies vaccination schedule; dogs traveling to Europe may need a Pet Passport)

Yes No N/A

Compliance Demonstration: Assessor observation of canine health records.

Notes

**MANDATORY – Pre-Packet**

- N.** Operating program has written evidence of policies and procedures regarding career changed and retired dogs. This includes acceptance of responsibility for its dogs in the event of a graduate's death or incapacity to provide proper care.

Yes No N/A

Compliance Demonstration: Assessor observation and review of written policy and procedures, and interviews with clients to determine awareness.

Notes

**MANDATORY – Pre-Packet**

- O.** Operating program must ensure that all retired, released or career-changed dogs are spayed or neutered. This includes breeding program dogs which must be spayed or neutered when they are retired and no longer being bred by the organization.

Yes No N/A

Interpretation: Operating programs have a responsibility to the welfare of dogs and to communities to ensure all dogs no longer in service to the program are spayed or neutered.

Compliance Demonstration: Assessor observation of policy, inspection of spay/neuter records of retired, released or career-changed dogs and interviews with staff to determine awareness.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:  
3. Program Records**

**MANDATORY**

**A. Applicant/Graduate Records**

Organization utilizes a system to maintain current information on applicants and graduates:

1. Application form	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2. Acceptance/Denial letter	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3. Medical/liability release forms	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4. Emergency information	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
5. Program/ placement agreement	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
6. ADI public access test	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
7. Provisions for Accreditation consent	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
8. Follow-up notes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
9. Records maintained (check one)	<input type="checkbox"/> Computer	<input type="checkbox"/> Hard Copy	<input type="checkbox"/> Both

**RECOMMENDED**

- |                                     |                              |                             |                              |
|-------------------------------------|------------------------------|-----------------------------|------------------------------|
| 1. Interview report                 | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| 2. Picture of graduate with the dog | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |

Interpretation: The files may be maintained in a computer format or hard copy with the exception of signed agreements

Compliance Demonstration: Assessor observation of randomly selected applicant/graduate files.

Notes
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**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**3. Program Records (continued)**

**MANDATORY**

**B. Dog Records**

Organization has and maintains current information on each dog.

- |                                                                                                     |                                                                                                    |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| 1. Date entering the program.                                                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 2. Type of acquisition: breeding program, donation, and shelter or other.                           | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 3. Copy of breeding stock pedigree, if applicable.                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 4. Name and address of donor, if applicable.                                                        | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 5. Copy of temperament testing/screening upon initial acceptance and periodically through training. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 6. Date of birth (may be approximate).                                                              | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 7. Breed (may be approximate).                                                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 8. Name given dog.                                                                                  | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 9. Training records.                                                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 10. Name(s), address(es) and date(s) of foster family(ies), if applicable.                          | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 11. Name and address of graduate partner, date, and type of placement                               | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 12. Permanent canine ID for placed dog (e.g. tattoo, microchip)                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A              |
| 13. Records maintained (check one)                                                                  | <input type="checkbox"/> Computer <input type="checkbox"/> Hard Copy <input type="checkbox"/> Both |

**RECOMMENDED**

- |                                                                    |                                                                                       |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 14. Picture of dog.                                                | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 15. Date and reason for "release" from the program, if applicable. | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |
| 16. Name, address, and date of pet home adoption, if applicable.   | <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A |

Interpretation: The organization is required to have and maintain the above items in their current files. The records may be maintained in either hard copy or computer format.

Compliance Demonstration: Assessor observation of randomly selected canine files.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**II. Program Standards:**

**4. Program Standards for Community**

**MANDATORY**

- A.** Community has the right to expect the canine assistant to be under control at all times and not to exhibit any inappropriate and/or aggressive behavior in public.

Yes No N/A

Interpretation: Organization must provide sufficient canine training and student instruction to ensure the presence of an assistance dog does not cause an undue hardship or inconvenience to the general public.

Compliance Demonstration: Assessor observation and description of policy, and staff description of training practices.

Notes

**MANDATORY – Pre-Packet**

- B.** Upon request the community has the right to receive educational materials on the benefits received by a person with a disability using canine assistance and information concerning ADI Program Standards & Ethics.

Yes No N/A

Interpretation: Provider organizations must, upon request, provide basic information regarding the benefits of assistance dog partnerships and ADI Program Standards and Ethics.

Compliance Demonstration: Assessor observation of written materials available to public and description of policy and practices.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**III. Facility Standards:  
1. Building and Grounds**

**MANDATORY**

**A.** Evidence that a systematic maintenance routine is in effect throughout the operating program facility resulting in:

1. Buildings, grounds, walkways, and activity location maintained in good repair.  Yes  No  N/A
2. Clean and sanitary conditions.  Yes  No  N/A

Interpretation: Part one includes all buildings and activity areas in the operating program. Kennels, toilet facilities, fencing, gates, exercise yards, offices, classrooms, waiting areas, observation areas are examples of items that should show signs of regular maintenance and repair.

Part two includes garbage and rubbish disposal areas, kitchen garbage disposal, fecal matter disposal, toilet areas, food storage areas and activity areas. In addition to being in good repair (part one), there should be signs of regular cleaning and regular activity to keep the areas clean and sanitary.

For a non-owned site, only the areas in immediate use for which the operating program has jurisdiction are evaluated for part two.

Compliance Demonstration: Assessor observation of operating program facilities and areas, and staff description of maintenance procedures.

Notes

- B.** At least one barrier-free, accessible entrance to any building to be used by individuals with physical disabilities that is in accordance with ADA requirements and state and local fire codes  Yes  No  N/A

Interpretation: It is important for each operating program to check with its state and local fire authorities to be in compliance with fire and safety codes and to review ADA and local standards for accessibility requirements.

Compliance Demonstration: Assessor observation of entrances to buildings used by individuals with physical disabilities, documentation of compliance with accessibility requirements and local fire and safety codes.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**III. Facility Standards:**

**1. Building and Grounds (continued)**

**MANDATORY**

- C. Operating program has access to a toilet facility that is handicapped accessible.

Yes No N/A

Compliance Demonstration: Assessor observation of toilet facility.

Notes

- D. Operating program has:

1. An ACCESSIBLE working telephone or similar communication device in a designated location. Yes No N/A
2. Emergency information posted beside the telephone or similar communication device. Yes No N/A
3. If the program serves the deaf or hard-of-hearing, communications equipment appropriate to the population served must be available. Yes No N/A

Interpretation: An "available working telephone or similar device" must be able to provide immediate access to emergency help. Emergency information posted near the telephone must include current detailed instructions for the person who places the call, including name, address, phone number and specific directions to the site.

Compliance Demonstration: Assessor observation of telephone or similar device; assessor observation of emergency information; assessor verification that the telephone or similar device is in working order.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**III. Facility Standards:**

**1. Building and Grounds (continued)**

**MANDATORY**

**E. Fire extinguishers:**

1. Located in visible and readily accessible locations.  Yes  No  N/A
2. Tested and documented in accordance with local fire regulations.  Yes  No  N/A

Compliance Demonstration: Assessor observation of fire extinguisher, operating program explanation of procedures followed for testing of fire extinguisher, assessor observation of documented evidence of fire extinguisher testing.

Notes

**F. Applicant and graduate parking areas:**

1. Accessible to main operating program activities.  Yes  No  N/A
2. Free of hazards that would impede mobility.  Yes  No  N/A
3. Provided with clearly marked designated spaces.  Yes  No  N/A

Interpretation: Hazards in part two could include holes, rocks, tools, trash, oil, etc. that would interfere with mobility and may cause harm.

Compliance Demonstration: Assessor observation of parking areas.

Notes

**G. Appropriate lighting for all activities**  Yes  No  N/A

Compliance Demonstration: Assessor observation of lighting.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**III. Facility Standards:  
2. Kennel Standards**

**MANDATORY**

- A.** Adequate ventilation provided in the kennel areas.    Yes    No    N/A

Interpretation: A ventilation system will vary according to the type of facility and the geographic location of the area and per state and local law.

Compliance Demonstration: Assessor observation and discussion with operating program.

Notes

- B.** Procedure in practice to ensure kennels are clean, safe and sanitary.    Yes    No    N/A

Interpretation: Kennel must be in compliance with local ordinances and areas must be kept clean with disinfectant applied daily.

Compliance Demonstration: Assessor observation and interview of kennel staff.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**IV. Correctional Facility/Prison Program Standards (Addition to manual 01/01/12)**

**Addendum to Administrative Standard 1.B.5. - MANDATORY Pre-packet**

Cooperative Partnership Agreements:

- A.** Operating program has a written agreement with the prison facility.

Yes No N/A

Compliance Demonstration: Assessor observation of written contract.

- B.** Operating program has a written agreement with the inmate handlers

Yes No N/A

Compliance Demonstration: Assessor observation of written contract.

Notes

**Addendum to Administrative Standard 1.G. - MANDATORY Pre-packet**

Written evidence that the operating program has written job descriptions

- C.** Operating program has a written job description for inmate handlers

Yes No N/A

Compliance Demonstration: Assessor observation of written job description

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Correctional Facility/Prison Program standards (continued)**

**Addendum to Administrative Standard 1.J - MANDATORY Pre-packet**

Risk Management - Safety/Emergency Policies, Procedures and Training

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

Yes No N/A

Compliance Demonstration: Assessor observation of written policy and procedures and interviews to determine awareness of emergency procedures

- E.** Operating program and prison have a written contingency plan for the puppy if the inmate handler is relieved of his/her duties.

Yes No N/A

Compliance Demonstration: Assessor observation of written plan and interviews with to determine awareness of plan.

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

Yes No N/A

Compliance Demonstration: Assessor observation of written emergency plan and interviews to determine awareness of plan.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Correctional Facility/Prison Program standards (continued)**

Additional New Accreditation Standards for Prison Programs:

**MANDATORY Pre-packet**

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

Yes No N/A

Interpretation: The purpose of the handbook is to provide inmate handlers with written canine information, training instructions and other important operating program information.

Compliance Demonstration: Assessor observation of handbook and interviews with inmate handlers to determine awareness and understanding of contents.

Notes

**MANDATORY Pre-packet**

- H.** Operating program provides 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, how housebreaking should be handled, who can and cannot feed the puppies, etc.

Yes No N/A

Interpretation: The purpose of the handbook is to provide the prison facility staff with written information about the operating program’s guidelines and expectations for the prison puppy program.

Compliance Demonstration: Assessor observation of handbook and interviews with prison staff to determine awareness and understanding of contents.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**Correctional Facility/Prison Program standards (continued)**

**MANDATORY Pre-packet**

- I. Prison facility has a designated Prison Liaison who oversees the inmate handlers when the operating program trainer is not on site. There is also a written job description that outlines the responsibilities of the Prison Liaison position.

Yes No N/A

Interpretation: The Prison Liaison position is intended to provide the operating program and prison facility with a designated person who can monitor and represent the inmate handlers and handle the puppies as required.

Compliance Demonstration: Assessor observation of written job description and interview with Prison Liaison.

Notes

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**V. GENERAL GUIDELINES FOR OBSERVING TRAINING DURING  
ADI ACCREDITATION SURVEYS**

1. The observing training process needs to be flexible, with appropriate discretion given to the assessor based on his/her experience, the type of organization being surveyed, and the organization's training process.
2. Assessors will be knowledgeable about the ADI Minimum Standards for all types of Assistance Dogs and the Standards for Dogs in Public. These are available on the ADI website under the Training Standards tab.
3. Assessors will be knowledgeable about ADI Public Access Test and can use all or part of the test during the Observing Training process. The test is available on the ADI website under the Access and Laws tab.
4. Observation must occur with trainers and, depending on type and training process of the organization, it can also occur with clients and puppy raisers. If it is not possible to observe training with clients and puppy raisers, then telephone interviews can be done instead. Assessors will be supplied with a list of sample questions to include in interviews.
5. Observing training should occur at the organization's facility (if they have one) or in whatever location is used to train the dogs. Observation should also occur in public, and this can be done at a local mall or shopping area that includes a restaurant.
6. Observing puppies can occur with individual raisers at the facility, during a puppy raiser class, or in a public setting.
7. Observing clients can occur at their home, at the facility, or in public.
8. Prior to the on site survey, the assessor should provide the organization with a basic plan and schedule for the Observing Training process so that the organization can prepare its staff and the other individuals who will be included.
9. Observing Training will include evaluating the organization's use of assistive devices such as wheelchairs, walkers, sound equipment, and the dog's equipment such as harnesses, leashes, and collars.
10. When observing training, it is understood that dogs are not expected to be "perfect," but that they are under control, responsive to the handler, and that they perform the obedience skill or task as directed by the handler. If distracted by stimulants such as other animals or food, dog should readily return concentration to its working task when directed. ***The assessor will take into account the dog's level of training and experience at the time of the training observation.***

## **ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES**

11. If refusals or other behavioral problems occur with the dog, motivational training, positive reinforcement, negative reinforcement and appropriate correction are permissible.
12. Corrections must be fair, consistent, and appropriate to the circumstance and sensitivity of the dog. All dogs must be trained using humane training methods that provide for the physical and emotional safety of the dog.
13. If the dog exhibits inappropriate behavior or lack of skills, it is important that the trainer or organization staff person be able to discuss options for the dog's further training, and possible plans for the dog including how decisions are made about releasing dogs from the organization.

### **GENERAL DOG BEHAVIOR STANDARDS FOR OBSERVATION OF ASSISTANCE DOGS**

- no aggression (including biting/snapping/growling and predatory aggression)
- no inappropriate barking or whining
- no inappropriate soliciting of attention, sniffing, or jumping on strangers
- no begging for human food
- quiet, steady, and maintains focus on handler
- responds readily to task commands and performs tasks as directed
- if distracted by stimulants such as an animal or food, dog readily returns concentration to handler
- good behavior around dogs and other animals
- unobtrusive behavior in all public situations, including restaurants and public transportation; dog must remain close to the handler and stay where directed when at rest
- accepts handling during things such as routine grooming, veterinary examinations, and when greeted by a stranger in public
- clean toileting habits, relieving on command and in appropriate locations

# ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

## **OBEDIENCE OBSERVATION**

Observation of training of all types of Assistance Dogs should include observation of general obedience skills. The dogs observed should have sufficient training for the assessor to be able to see normal obedience skills performed by the dog. These should include:

- Performance of basic obedience commands—sit, stay, come, down, and heel. When the command is given, the dog should respond willingly and appropriately.
- The dog should wait to leave a vehicle until released by the handler.
- The dog should walk quietly and calmly alongside the handler on a reasonably loose leash.
- The dog should stay when commanded and wait while the handler walks a distance away. Then the dog should come directly to the handler when called.

The assessor should use the ADI Public Access Test for guidance on obedience expectations such as how many times the handler can give a command and what the handler should do if the dog refuses the command.

## **SERVICE DOGS**

Observation of training of Service dogs should occur with dogs that have had sufficient training for the assessor to be able to observe the dog's service dog skills. The dog should be responsive to voice commands or cues in a normal tone of voice. Based on a client's needs, a dog could be trained on hand signals alone. Trainer will demonstrate with the dog a minimum of three assistive tasks that dog will perform in its service dog placement.

- Some examples: retrieve dropped object, open door, stand & brace, turn light on or off, get an object off counter, put an object on a person's lap, pushing door, drawer or handicap door switch, retrieve a specified object, get help, etc.
- Dog (dependent on level of training) can perform skills while trainer is using adaptive equipment such as a wheelchair, scooter, walker or specialized leash or harness.

The dog's level of training and experience will be taken into account when observing the behavior and task performance.

# **ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES**

## **SEIZURE ALERT/RESPONSE DOGS**

Observation of training of Seizure Alert/Response dogs should occur with dogs that have had sufficient training for the assessor to be able to watch the dog's reaction to simulated seizure done by a trainer. The dog should demonstrate concern and interest in the trainer and should perform the behavior and tasks it has been trained to do. These could include:

- lying close to the trainer, nudging, circling, licking
- getting help by alerting another person in the environment
- retrieving the telephone or medication
- activating an emergency button or pull cord
- if person is ambulatory and may walk in to objects or stairways, the dog may be trained to block the person's forward movement
- Note: dogs trained to alert to an impending seizure may not be able to demonstrate their alerting behavior for the assessor. Interviews with graduates partnered with these dogs will be an acceptable way to verify the dog's performance of this task.

The dog's level of training and experience will be taken into account when observing the behavior and task performance.

## **HEARING DOGS**

Observation of the training of Hearing Dogs should occur with dogs that have had sufficient training for the assessor to be able to watch the dog respond to at least 2-3 household sounds such as the smoke alarm, door bell/knock, oven buzzer, name call, alarm clock, telephone, or baby cry. The dog should make some kind of physical contact with the handler and then go to the source of the sound with the trainer following the dog. Ways of doing this could include:

- The dog may or may not go to the sound first to check it out.
- The dog must make physical contact with the handler by jumping up and putting its front paws on the person's leg, putting one paw on the person's leg, or bumping the person with its nose.
- Once the dog has the handler's attention, it must lead the handler to the source of the sound, going in a direct route from the person to the sound.
- The dog should be within two feet of the sound so that the handler can easily identify the sound that is occurring.
- The handler should praise/reward the dog when they get to the source of the sound.

The dog's level of training and experience will be taken into account when observing the behavior and tasks performed.

# **ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES**

## **AUTISM ASSIST DOGS**

Observation of training of Autism Assistance Dogs could occur with dogs that are of sufficient size and have had enough training for the assessor to be able to watch the dog's ability to serve as an anchor if the child tries to run and bolt. Ways of doing this could include:

- The dog wears a special harness with two leashes, one for the adult to control the dog, the other to be snapped around the child's waist.
- When the child starts to run, the dog immediately sits and stays so that the child cannot run away. The adult is then able to reach out and take the child's arm and get them back under control
- Autism Dogs need to be extremely calm and "bomb proof." They must remain calm so that they can have a calming influence on the child.
- If the child has a meltdown or temper tantrum, the dog must remain steady and calm, thus helping the child through this phase.

Autism Assistance Dogs may also provide other or different tasks which may not require the dog to be sufficient size to serve as an anchor. The assessor will observe these dogs based upon the tasks and explanation of training provided by the organization.

The dog's level of training and experience will be taken into account when observing the behavior and task performance.

## **GUIDE DOGS**

The International Guide Dog Federation (IGDF) accredits ADI member organizations that train Guide Dogs. Some organizations also apply for accreditation by ADI because they train multiple types of assistance dogs that include Guide Dogs or they train combination dogs such as Service/Guide or Hearing/Guide Dogs.

Observation of Guide Dogs or Combination Dogs trained to guide should occur with dogs that have had sufficient training for the assessor to be able to watch the dog demonstrate guide dog skills such as:

- straight line work
- curb work
- avoiding obstacles
- locating objects such as a chair or doorway

The dog's level of training and experience will be taken into account when observing the behavior and task performance.

Skills other than guide dog skills should be observed as described above.

**ASSISTANCE DOGS INTERNATIONAL  
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**VI. Annual Statement of Compliance**

**SAMPLE DOCUMENT FOR REVIEW DURING ON SITE ACCREDITATION SURVEY. THE ANNUAL STATEMENT OF COMPLIANCE IS PART OF THE YEARLY MEMBERSHIP RENEWAL PROCESS FOR ACCREDITED ORGANIZATIONS:**



**Annual Statement of Compliance**

Date: \_\_\_\_\_

Organization Name:

\_\_\_\_\_

Authorized Representative:

\_\_\_\_\_

Title:

\_\_\_\_\_

Year of Last Accreditation: \_\_\_\_\_ Year of Next Accreditation: \_\_\_\_\_

As the Authorized Representative of the above organization, I have reviewed the current standards under which the organization was last assessed and I do hereby affirm the following:

1. I affirm that the organization continues to meet the accreditation standards verified by the assessors on the day of the visit.
2. I affirm that the organization has complied and will continue to comply with all of the applicable mandatory standards for accreditation.
3. I hereby confirm that the organization listed below is operating under the applicable federal, state, and local laws, codes and regulations, and that all required permits and licenses have been obtained.

The compliance with legal requirements of the jurisdictions within which an organization

## ASSISTANCE DOGS INTERNATIONAL ACCREDITATION PROCEDURES

is located is the responsibility of the organization; enforcement is the responsibility of the appropriate government official. Assistance Dogs International (“ADI”) does not consider itself a legal agency to enforce the law. Where the ADI Standard requires higher performance than the legal requirements, an organization must comply with the standard to be accredited.

4. I understand that accreditation may be withdrawn:
  - a. if false information is knowingly provided to the assessors or ADI personnel; or
  - b. if it is verified that compliance with mandatory standards is not being continually maintained; or
  - c. if ADI has been notified by appropriate federal, state or local authorities that laws which significantly affect the health and safety of clients or staff have been violated, or ADI has documented reason to believe that such violations have occurred.

NOTE: FAILURE TO AFFIRM THE STATEMENT OF COMPLIANCE WILL RESULT IN IMMEDIATE REMOVAL OF ACCREDITATION.

Sample for accreditation survey review  
Signature of Authorized Representative

Sample  
Date

**ASSISTANCE DOGS INTERNATIONAL  
ACCREDITATION PROCEDURES**

**NOTES**