



ACCREDITATION SURVEY PROCEDURES

ADI MISSION STATEMENT:

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

PURPOSE:

The Assistance Dog International (ADI) accreditation process is dedicated to the pursuit of excellence through the promotion and achievement of industry wide compliance of established standards and practices.

ADI accreditation is a voluntary peer-review process for ADI member organizations to determine if all current policies, procedures and organizational practices are in compliance with the established industry standards outlined in the ADI Accreditation Manual. To demonstrate compliance, participating organizations undergo an accreditation survey by trained ADI assessors. Organizations that successfully pass the accreditation process receive an ADI accreditation plaque as a symbol of excellence, and are allowed to proclaim their status as an ADI accredited organization.

In order for organizations to participate in the ADI accreditation or reaccreditation process, the following requirements must be met:

- 1) Accreditation Application Form and accreditation fee (see Fee Schedule on page 3) have been submitted;
- 2) Organization seeking accreditation is a Candidate in good standing with ADI or a current Member in good standing that is seeking reaccreditation;

A Candidate organization may initiate the accreditation process as outlined below, however the on site portion of the accreditation survey will *not* be scheduled until the applying organization has met all other requirements for membership in ADI;

- 3) Organization is willing to commit to the education and training process required for staff, volunteers and supporters.

APPLICATION PROCESS:

Organizations requesting to start the ADI accreditation process should notify the ADI Coordinator via email at: info@assistancedogsinternational.org. The organization should state its intent to seek ADI accreditation.

The application and other accreditation packet materials are available on the ADI website in the Membership and Members Only sections. www.assistancedogsinternational.org

The Members Only section requires a User ID and Password. If the organization does not have these, the organization may request the User ID and Password from the ADI Coordinator at: info@assistancedogsinternational.org

The ADI accreditation packet materials include:

- 1) The ADI Accreditation Application Form
- 2) The ADI Accreditation Survey Procedures
- 3) The ADI Accreditation Manual
- 4) Instructions for Preparing the ADI Accreditation Pre-packet
- 5) Common Questions and Answers document
- 6) ADI Standards and Ethics (on website home page under ADI Standards tab)

ADI ACCREDITATION SURVEY READINESS INFORMATION

1) The expectation is that the organization will submit to a formal survey within 1 (one) year of notifying ADI of their intent to seek accreditation.

2) It is HIGHLY RECOMMENDED that after reviewing the ADI accreditation packet, the applying organization conduct a baseline self-survey to determine their level of compliance with the current accreditation standards. This will also provide information and the areas where improvement is needed in order to reach compliance.

3) A critical step in the preparation process is for the applying organization to compile its Pre-packet materials into one or more three ring binders for review by the assessor prior to the on site survey.

Please see the Pre-packet section of this document and the detailed Instructions for Preparing the ADI Accreditation Pre-packet document posted on the ADI website before beginning to assemble the Pre-packet binders.

4) It is also HIGHLY RECOMMENDED that once the Pre-packet is completed and all applicable accreditation standards are thought to be in compliance, that an internal mock survey be done by individual(s) such as a member(s) of the organization's Board of Directors or person(s) familiar with the organization to ensure readiness for the formal on site survey.

5) Within one year, but no sooner than three months from notifying ADI of intent to seek accreditation, the organization submits a formal written request to undergo an official ADI accreditation survey. The organization's Pre-packet binders should also be submitted to ADI at this time. *Please see Instructions for Preparing the ADI Accreditation Pre-packet document for instructions about where to send the Pre-packet binder(s).*

FEE SCHEDULE AND LENGTH OF SURVEY:

Accreditation Survey fee: \$1,000.00

Fee is payable with the Accreditation Application form. The fee is inclusive of the assessor's airfare or other transportation expenses.

Assessor lodging expenses are paid by the applying organization directly to the hotel. If necessary they can be arranged by the assessor and then reimbursed to ADI by the organization.

Other miscellaneous expenses such as meals will be covered by ADI or the assessor's program. Every attempt is made to keep survey costs to a minimum and mutually agreeable to both parties.

The duration of the survey usually varies from two to three days depending on the size of the organization and the complexity of its programs.

PRE-PACKET:

Once an ADI-member organization has applied for accreditation and paid the required fee, the next step is to prepare and submit the Pre-packet materials to ADI. Materials that are designated **Pre-packet** in the Accreditation Manual need to be compiled, organized and sequentially assembled into one or more large three ring binders. Pre-packet materials must be well organized with clear references to the applicable accreditation standard.

Detailed instructions for assembling the Pre-packet are provided in the document Instructions for Preparing the ADI Accreditation Pre-packet, which can be found on the ADI website with the other accreditation documents. Please review this document *before* preparing the Pre-packet.

Questions about assembling the Pre-packet can also be directed to any of the Accreditation Committee members listed at the end of this document.

Please also see Instructions for Preparing the ADI Accreditation Pre-packet for instructions about where to send the Pre-packet when it is ready to be submitted to ADI.

Once the Pre-packet has been received by ADI, it is preliminarily screened by the Accreditation Coordinator. If the packet is complete, the Accreditation Review Committee (ARC) assigns the survey to an Accreditation Assessor who thoroughly reviews the packet.

The assigned assessor must complete the review of the Pre-packet within 60 days. This allows the assessor adequate time to review the paperwork and to discuss the contents with the organization's Executive Director. Once the assigned assessor approves the Pre-packet, the assessor and Executive Director work together to schedule mutually agreeable dates for the on site portion of the survey.

ASSESSOR SELECTION:

- 1) ADI Accreditation Assessors are selected by the Accreditation Review Committee (ARC). Eligible assessors have successfully completed the assessor qualification process and have undergone training by experienced accreditation assessors and Accreditation Committee members.
- 2) Assessors are reimbursed via ADI for their transportation and other approved expenses. No other compensation or benefits are provided.
- 3) Organizations can refuse the initial assessor assigned to their survey provided they can show cause for the request to the Accreditation Steering Committee. Examples of reasons to refuse an assessor could be a potential conflict of interest, previous employment relationship, previous contractor relationship, etc. The organization must provide a detailed written explanation of the reason(s) to the Accreditation Steering Committee. The committee will make a decision which will be final.
- 4) The selection of the assessor occurs *after* the Pre-packet has been received and screened by ADI.

DATE AND LOCATION OF SURVEY:

- 1) Once the Pre-packet has been screened by ADI, the ARC assigns the Pre-packet to an assessor, who reviews the materials prior to scheduling the survey. The assessor has 60 days to review the Pre-packet. Once the assessor approves the Pre-packet, the survey dates are scheduled.
- 2) The Executive Director of the applying organization and the assessor will mutually agree upon the dates for the on site survey.
- 3) An organization with multiple locations or several distant and widely dispersed locations (over 100 miles apart) is expected to be surveyed at one location. Upon expiration of their accreditation term, the organization is expected to offer a different location for the next survey and likewise in each subsequent accreditation term, until all training centers of that organization are surveyed.

- 4) All staff and/or volunteers who directly manage or oversee areas of accreditation need to be present and available during the on site survey. *Please also see the Observing Training section of Accreditation Manual for details about that portion of the on site survey.*
- 5) The coordination of survey logistics is complex. Flexibility is required by all parties to facilitate the accreditation process in a smooth, cost efficient and timely manner.

SURVEY PROCESS SUMMARY:

- 1) Organization notifies ADI Coordinator of intent to seek ADI Accreditation.
- 2) Organization submits accreditation application and accreditation fee.
- 3) Organization downloads all current Accreditation Documents from ADI website or if necessary, the materials can be sent by the ADI Coordinator.
- 4) Organization conducts a baseline self-survey to determine areas of compliance and areas where improvement is needed in order to meet the standards.
- 5) Organization works on completing Pre-packet materials binder.
- 6) Organization has a Board member or other knowledgeable volunteer conduct an internal mock survey to determine final readiness for the accreditation survey.
- 7) Organization submits formal written request to undergo an accreditation survey and submits Pre-packet materials to the ADI Accreditation Coordinator.
- 8) Pre-packet materials are screened by Accreditation Coordinator. If approved, ARC assigns assessor, who reviews the Pre-packet within 60 days. When the Pre-packet is approved, the assessor and organization schedule mutually agreeable dates for the on site portion of the survey.
- 9) Travel arrangements are made by the assessor. *Lodging accommodations are handled by the organization direct with a hotel unless otherwise arranged with the assessor.*
- 10) Assessor sends the agenda for the on site survey to the Executive Director of the organization.
- 11) Assessor arrives at the organization on the first day to meet the Executive Director/Person-In-Charge and to begin the survey process.
- 12) An organization staff person must be assigned to the assessor to

assist in locating records, making introductions and facilitating the survey process.

- 13) The assessor will require a private area or office to:
 - * Review Records
 - * Interview key organization staff, volunteers, clients & board members
- 14) During the course of the survey, the aforementioned individuals should be available on site or by telephone to answer questions by the assessor. Interviews will also occur during the Observing Training portion of the on site survey.
- 15) Upon completion of the on site survey process, the assessor meets with the Executive Director of the organization to discuss any areas of non-compliance. Standards initially marked “out of compliance” that can be easily rectified on the spot can officially be changed to “in compliance.” If more time is needed to correct an area of non-compliance, the assessor will determine the process required to become compliant. The assessor *may* allow the organization sixty (60) days to submit documentation that demonstrates the organization has come into compliance with the standards.
- 16) The assessor then conducts an exit review of the survey findings with the Executive Director and any staff or volunteers deemed appropriate by the organization, with the aim of further educating organization staff members and volunteers about ADI accreditation.

SCORING AND APPROVAL PROCESS:

- 1) All MANDATORY standards must be met to achieve full five year ADI accreditation.
- 2) In addition, 80% of all other applicable standards must be met to achieve full five-year ADI accreditation.
- 3) Assessors may recommend to the Accreditation Review Committee a probationary accreditation status of up to one year on the following conditions:
 - If the margin of failing score is no more than two mandatory standards

AND

 - At least 75% of the non-mandatory standards are in compliance.
 - If an organization receives probationary accreditation status and items found not in compliance during the initial survey require another site visit by the assessor to confirm compliance, the

organization is charged an additional full accreditation fee.

- 4) The assessor submits the survey report and recommendation within thirty (30) days of receiving all compliance documentation to the ADI Accreditation Review Committee (ARC). All assessor notes, documents and recommendations are sent to the ARC for review. If there are no areas that require further discussion, the ARC may approve the survey.
- 5) If there are areas requiring further discussion, the Accreditation Steering Committee will review the survey and can approve or deny. This will take place at the committee's next quarterly meeting.
- 6) If an organization fails to pass the accreditation survey and believes that there was a discrepancy in the evaluation process, they may appeal in writing to the ADI Board. The decision of the ADI Board by a majority vote is final.
- 7) An organization that fails to be accredited may apply for another accreditation survey after six months of receiving the denial notice. The six month wait is intended to offer the organization time to work on compliance with the standards previously found not in compliance.

TERMS OF ADI ACCREDITATION:

Full Accreditation	5 years
Probationary Accreditation	1 year (*)

(*) must be re-surveyed within one year

RECOGNITION:

- 1) Organizations awarded the "Full Five Year Accreditation" receive a handsome 10"x 12" plaque with the ADI logo indicating the original date of accreditation.
- 2) Following the notification of accreditation approval from the ARC, the ADI Coordinator sends a letter of congratulations to the organization. The plaque is awarded at the next ADI conference or sent under separate cover, usually within six months.
- 3) No plaque will be given for probationary accreditation.
- 4) Only organizations awarded "Full Five Year Accreditation" may display the ADI logo and state they are an ADI accredited organization.

ANNUAL STATEMENT OF COMPLIANCE:

Organizations are required to comply with the terms stated in the Annual Statement of Accreditation Compliance each year. The document is included in membership renewal packets and must be signed by the Executive Director or equivalent and returned to ADI. A sample of this document is available for review on the ADI website in the accreditation section.

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.

- 1) Organizations seeking to renew their accreditation should initiate the process twelve (12) months prior to the expiration date. The application and fee should be sent to ADI at least ninety (90) days prior to organization's expiration date.
- 2) All other survey procedures are identical to the accreditation process outlined in this document.
- 3) The on site survey process will take place within six (6) months of the original accreditation expiration date unless there are scheduling constraints, which will be handled on a case by case basis.

REVOCAION OF ACCREDITATION

Accreditation may be revoked, at any time, if an organization does not operate in a manner consistent with the ADI accreditation standards. This action may only be taken with due process and by 2/3 vote of the ADI Board of Directors.

UPDATES TO ACCREDITATION STANDARDS, PROCEDURES AND DOCUMENTS

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.

ACCREDITATION REVIEW COMMITTEE (ARC) DUTIES:

- Select and train new assessors
- Assign assessors to organizations being surveyed
- Review assessor survey reports and recommendations
- Approve surveys not requiring further discussion by Accreditation Steering Committee
- Process survey approvals
- Advise ADI Steering Committee about surveys requiring further discussion
- Advise ADI Board of Directors about survey denials that are appealed to the ADI Board

QUESTIONS AND ADDITIONAL INFORMATION:

Questions regarding these procedures and requests for assistance in preparing for accreditation may be directed to the following members of the Accreditation Steering Committee and ARC:

Lynn Hoekstra	lhoekstra.forADI@comcast.net	(248) 622-9304
Clark Pappas	cpappas@cci.org	(707) 577-1770
Robin Dickson	robin@dogsforthedeaf.org	(541) 826-9220
Sheila O'Brien	sheila@guidedog.org	(631) 672-5895

NOTES:

NOTES: