ASSISTANCE DOGS INTERNATIONAL
Accreditation Manual

2017 PART 2 OF 2

Compliance Demonstration Guidance Notes for ADI Standards
Assistance Dogs International Accreditation Manual

Accreditation Guidance Note – Administration and Organization
(Section 1)

Introduction: The purpose of this Guidance Note is to explain the expectations that ADI has in relation to the administration of an assistance dog program that wishes to become accredited. Numbers equate to the relevant points in the accreditation manual.

Structure of an organization
1.1 All accredited members of ADI must operate as a not-for-profit organization. There are different registration systems in different countries (e.g. charities, stichting, 501 (C) (3)), but you must prove that your program is properly registered with the appropriate agency in your country.

1.2 It is good practice for the Board of Directors/Trustees to review the Articles of Incorporation/By-Laws and the Mission statement of the program every few years to make sure they are still current with the operational practices of the program. If updates are needed, they should be approved by the Board and appropriate government entities notified as required. If no updates are made, it should be noted in the board meeting minutes that they were reviewed but no changes were needed.

Programs must have a Board of Directors (or Trustees), most of whom are unpaid (i.e. volunteers). Where the registration document specifically allows this to happen, paid staff can be members of the Board – usually the CEO/Executive Director. The program may have paid staff, but they are ultimately accountable to the trustees/directors who have overall responsibility for ensuring the program meets its mission, uses its resources properly, and meets legal obligations.

1.3 If a program plans to work with other partners on projects (for example a joint project with a prison), it must have clear documentation outlining the nature of that partnership (e.g. who is responsible for what, etc.). This will probably be in the form of a Memorandum of Understanding (MoU) or a Partnership Agreement.

Organization chart
1.4 For people working in a program, it is very important that they know who has responsibility for what organisational functions and to whom they are answerable to. Programs must have an organization chart that shows this. It will probably look something like this:

```
  Director
   /\      /\     /\   \\
  /  \    /  \   /  \  \\
 Administrator
       /\    /\   /\   \\
      /  \  /  \ /  \  \\
     Trainer Trainer Fundraising and PR
```

Insurance
1.5 Programs must prove to assessors that they have insurance covering the following:
• Public liability protects a member of the public who may be injured as a result of your actions e.g. gets bitten by a dog in training or trips and breaks a leg whilst at your training center.

• Employer liability protects employers against claims made by employees, for example if they injure themselves at work.

• Vehicles.

• Directors and Officers protects the directors and officers from claims against them for decisions made.

The usual recommended level of insurance for public and employer liability is at least $2m US dollars/euros and, ideally, $5m US dollars/euros.

Assessing the risks in a program

1.6 Programs must show that they understand all the risks associated with running an assistance dog program and are doing what they can to minimize those risks. Programs must have a Risk Management Disaster Recovery Plan which should include, but not be limited to:

• A plan of what the Board would do in the event of losing a key member of staff e.g. CEO/ED. For small programs in particular, losing a key member of the team can have a devastating effect on the capacity of the program to serve its clients and to raise funds. Programs should have contingency plans in place to deal with a situation like this. Boards should be aware of who these key staff are and have plans in place to deal with succession.

• A plan showing what the program would do in the event of a significant fall of income over an extended period.

• A plan outlining what would happen in the event of the program being hit by a major disaster such as flood, hurricane etc. How would clients be informed, dogs safely cared for etc.

• Sample risk management/disaster recovery plans are available on request from ADI.

Health and Safety

Programs must ensure that staff and visitors operate in a safe environment.

1.7 – 1.9 Assessors will want to know what the program is actively doing to ensure they take their health and safety responsibilities seriously. For example, they will want to know:

• Do people working and staying at the program know what they should do if there is a fire in the building?

• Do staff/volunteers know how to use the fire extinguishers (if appropriate) and are they regularly serviced?

• What provisions are in place for emergency lighting? Are these sufficient for people to get out of the building if there is a fire? If there is no emergency lighting, the program will need to explain why not and show the relevant local law that permits them not to have emergency lighting.

• If someone does hurt themselves, does the program have trained people to help them with first aid?
• Are the first aid kits kept up to date and regularly re-filled? Are dog medicines kept in a secure cupboard?

• If staff or volunteers have an accident, even a minor one, this must be recorded in a First Aid Accident Book which is held on site. Assessors will want to see this book. Staff and volunteers will also be asked if they are aware of what they have to do in the event they have an accident.

• Do the people in the program who use potentially dangerous substances know how to use them safely? [http://en.wikipedia.org/wiki/Material_safety_data_sheet](http://en.wikipedia.org/wiki/Material_safety_data_sheet)

**Confidentiality**

1.10 All members of staff, clients, and volunteers have the right for information the program holds about them to be kept confidential and only accessible to those people who need to see it. ADI assessors will want to see where client records are kept and, as these will contain information about people’s disabilities, they must be kept in a secure format and place. Personnel information relating to staff must be kept secure. Programs must have a written policy showing how it deals with confidential information.

1.11 People have the right to protect their own image; and, therefore, organizations should never use photographs of people without them agreeing first. The easiest way to do this is to have a simple Photography Consent Form for people to fill in when they start working with the organization. This includes staff, volunteers, and clients.

**Financial control**

1.12 Programs must keep proper financial records, and these should be verified by an outside person on an annual basis. There may be very strict laws about this in each country, and you will have to prove that you meet these laws.

Programs must prove to the assessors that they regularly monitor their finances, income and expenditure. At a minimum, they should produce a full finance report every three months (quarterly) or, ideally, monthly. These must be provided to the Board of Directors/Trustees on a regular basis (minimum of quarterly), so that they are aware of how the finances of the program are performing. A copy of the program’s most recent IRS 990 (or equivalent in countries other than the U.S.) must be included with the other financial information submitted to ADI. *This standard also requires programs to post a financial report on the program’s website.*

**Fundraising and communications**

1.13 Programs must be open and honest in all their fundraising work. There may be local laws about this in your country, and you will have to show the ADI Assessor how you meet these laws. Even if there are not any laws, ADI will want to be reassured that programs are acting properly in matters relating to fundraising and finance. Programs must keep proper records of all their fundraising activities and where the money raised comes from.

Honesty is an important value for ADI members, and programs will need to prove that they are not making unrealistic or misleading claims in the information they produce including their website.

**Keeping your board Informed**

1.14 You must show that you have a good induction process in place for new members of your Board- including briefing them about the history of your program and the wider assistance dog movement, ADI standards and ethics, their responsibilities, and a clear understanding of your program’s services and plans.
**Complaints**

1.15 Programs must have a clear written policy that outlines to clients, volunteers and staff what they have to do in the event that they have a complaint. There must be a clear and fair process for resolving problems and complaints. The complaint process must include the option to have the matter reviewed by the board of directors if the matter cannot be resolved at a lower level in the organization.

ADI has a model complaint resolution available on request.
Assistance Dogs International

Accreditation Guidance Note - Clients and Dogs  (Section 2)

The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to the client providing for the care of his/her assistance dog in an appropriate way for an assistance dog program that wishes to become accredited. Numbers equate to the relevant points in the accreditation manual.

Overall, the program must clearly show that it abides by the ADI standards and ethics regarding care, treatment, and training of both clients and dogs.

Applicant screening process
2.1 – 2.2 The Application/screening process for applicants who want a dog must be thorough. All applicants must be treated with respect and dignity - including but not limited to: considering all applications regardless of race, sex, or religion, providing clear information on eligibility requirements, any costs involved, various steps and time lines in the process, and regular communication with the applicant regarding the status of the application.

Application process
2.3 The program must provide potential applicants with clear information about the application process, eligibility criteria and what the client can expect if they go on to get an assistance dog. Clients need to be fully aware of the commitment they are making.

2.4 The program must be able to show that they have a clear policy that gives priority on its waiting list to applicants waiting for successor dogs.

2.5 The program must have a written policy showing that they will take responsibility for the dog in the event of the partnership failing to meet the correct standards or work effectively.

2.6 The program must have a written application form that is signed by the client or parent/guardian. This shows that a proper application has been gone through and is open to all.

2.7 The program must have a medical form that is filled by a suitable professional, with the knowledge and agreement of the client.

2.8 The program must ensure that key care professionals working with the client are aware of the application as this is likely to have implications for how care may be managed in the future.

2.9 Once someone applies for an assistance dog, it is important that their application is dealt with in a timely and professional manner. Applicants should be given realistic timescales for decisions to be made and be kept informed of progress with the application and you must show how you manage this process.

Matching dogs and people
2.10 There are many factors that need to be taken into account when matching dogs to potential clients and it is important that programs have a clear checklist of all the issues that need to be considered. Assessors will ask about the matching process you work through.

Client training and support
2.11 – 2.13 Once a client has been accepted for training, they need to be supported through a comprehensive program of training to ensure they are able to be effective clients. The assessor will ask about your client training program and will check that you are meeting the accreditation
standards. Training must be conducted in a way that meets the individual needs of each client. You must have a Client Manual which covers all the core issues you discuss in the training. This will ensure clients/students are able to refer to and reflect on this information at a later stage.

2.14 If a client has a regular place of work/study, programs must ensure that they are supported when introducing the dog into this environment. This is critical and will ensure that the client is able to work effectively with the dog.

2.15 You need to keep good records to show that you have covered the key dog welfare, training and safety aspects of working with an assistance dog. The key areas are listed, but your client training is not necessarily limited to this list.

2.16 You are required to ensure that all clients who qualify with one of your dogs have a laminated ID card that contains a photo of the dog and person and the names of both. You also need to ensure that the dog is easily identifiable as an assistance dog by wearing a jacket, harness or another piece of equipment.

2.17 It is vital that clients who have one of your dogs are fully aware of their responsibilities towards the dog, their responsibilities to the program and an acceptance of their financial responsibilities towards the partnership. In addition, the program must make it clear what responsibilities they have towards the client. In addition, clients should not be required to fundraise for a program unless they want to. All this information should be put together into a client agreement or contract, so that everything is open and clear from the beginning.

2.18 You must make sure that clients are enrolled with a suitable veterinarian close to where they live. The veterinarian needs to know about the history of the dog and it is the responsibility of the program to ensure that this information is passed to the veterinarian and any initial questions are dealt with. The assessor may ask to speak to a veterinarian who looks after one of your dogs.

After care, follow-up, and emergency care

2.19 – 2.22 Programs must have policies and procedures in place to provide on-going aftercare to partnerships - including but not limited to: personal contact by staff or trained volunteers at least annually to ensure appropriate standards are being maintained, follow up reports and veterinary reports according to ADI guidelines, preparation and support for clients regarding their dogs’ retirement or death, and procedures for providing emergency support at any time in case of an emergency. Clients must complete a follow-up progress report on a regular basis at a minimum of once a month for the first 6 months they have the dog. You also need to put an annual veterinary report in the client/dog file. There may be times when a client needs emergency advice and support from a program and there must be procedures in place to deal with that. Assessors may ask clients what they would do in an emergency.
The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to the training of dogs in an assistance dog program that wishes to become accredited. Numbers equate to the relevant points in the accreditation manual.

ADI Standards and ethics
3.1 Programs must demonstrate that all aspects related to the training of dogs are in accordance with the ADI Standards and Ethics [http://www.assistancedogsinternational.org/standards]. Programs must have policies and practices that ensure compliance with each and every standard regarding the training of dogs.

Training records
3.2 Programs must keep detailed training records, progress reports, and logs on every dog that show deliberate and steady training over a period of several months.

Canine health, temperament and behavioural assessments
3.3 Programs must have written temperament, behavioural and health guidelines to support the assessment of breeding stock and prospective assistance dogs. Assessors will want to see how you go about doing these tests and ensure that your assessment procedures are well documented.

3.4 Programs must use practices and keep records that show the evaluation of dogs regarding matters of health, temperament, and behaviour prior to placement and certification or selection for breeding.

Canine socialization
3.5 All dogs must be carefully socialized and exposed to a wide variety of environments. Records must show a careful and systematic socialization approach.

Support to puppy socializer
3.6 Programs must provide support to puppy socializer or volunteers who help raise or foster young dogs, and it must ensure the care and well-being of these dogs when the foster caregivers are faced with difficulties or emergencies.

Tasks performed
3.7 All dogs placed with individuals must be able to perform a minimum of three tasks specific to support their clients’ needs.

Dog obedience and different environments
3.8 All dogs placed with individuals must be trained and responsive, at minimum, to the commands listed in the ADI standards. Depending on the client’s needs, the dog must be responsive, amidst distractions, to voice commands or hand signals, or both.

3.9 All dogs placed with individuals must be trained and responsive to the above commands in a variety of distracting environments and situations. The dog should be as unobtrusive as possible when in public places such as shops and restaurants.
GENERAL GUIDELINES FOR OBSERVING TRAINING DURING ADI ACCREDITATION SURVEYS:

This section will give you an idea of how assessors will go about observing your dog and client training during the accreditation assessment.

1. The process of observing training needs to be flexible, with appropriate discretion given to the assessor based on his/her experience, the type of organization being surveyed, and the program’s training process.

2. Assessors will be knowledgeable about the ADI Standards for all types of Assistance Dogs and the Standards for Dogs in Public.

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 may 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 program’s facility (if they have one) or at whatever location is used to train the dogs. Observation must also occur in public, and this can be done at locations such as 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 will 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, the 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.

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 program 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.

**In general, assessors would expect to see:**

- 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 behavior with the dog maintaining focus on handler.
- dog responding 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.
- dog accepting 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 Guidance Note - Dog Welfare (Section 4)

**Introduction:** The purpose of this Guidance Note is to explain some of the expectations that ADI has for the care and well-being of assistance dogs and for the maintenance of assistance dog records in an assistance dog program that wishes to become accredited. Numbers equate to the relevant points in the accreditation manual.

**Overall, the program must clearly show that it abides by the ADI standards and ethics regarding dog welfare.**

**Micro-chipping**

4.2 Programs should be able to prove that they can be identified through a micro-chip and that this corresponds to any vaccination reports and dog passports.

**Spay/neuter policies**

4.3 Programs have a responsibility to the welfare of dogs and to the community at large to have mandatory spay/neuter policies. ADI requires all assistance dogs to be spayed/neutered. ADI also requires that programs ensure that all dogs that are no longer in service to the program are spayed or neutered. This includes dogs that are released, career-changed, and those that are retired from breeding.

The assessors will need to see the spay/neuter policy and will discuss this with staff to determine if they are fully aware of the policy.

**Record keeping**

4.4 and 4.10 Proper record keeping is essential for ADI programs. When the assessors visit the organization, they will examine the dog records. The records should tell the entire story of the dog's history with the organization. It must include how the dog was acquired, health information, training records, placement information, retirement information, or, if applicable, release information. Records must be accurate and up to date. They may be kept on computer or hard copies, or both. It will be up to the assessors to decide how many individual dog records they will review during the survey.

**Meeting the needs of the dog**

4.5 At all stages, whether in the home environment, in kennels, during transportation or in any other environment, the dog's basic needs must be provided for. These include:

- Plentiful human contact - Assistance dogs will work with and for people, so during their training they must have contact with people of different ages, races, abilities, professions, etc.
- Environmental enrichment including opportunities for mental stimulation, interaction, play and relaxation.
- Regular exercise which may include off-leash exercise in fenced or otherwise safe areas.
- Contact with other dogs - it is important that dogs are in contact with other dogs when they are in training. The organization should also have guidelines about contact with other dogs after placement.
• Unrestricted access to water or controlled access if the dog’s behavior or a medical condition requires this.

• Avoidance of extremes of heat, cold, wetness, and darkness during daytime.

• If dogs are kept in a trainer’s or client’s home, they should be unchained and have plenty of room to move around and lie down. Dog crates that are breed appropriate can be used responsibly for safety, quiet time, sleeping, etc.

• Dogs must not be kept in kennels that are covered in blankets or other screening for any length of time. Dogs need to be able to see what is going on around them. When kenneled, dogs must be off-leash.

• All dogs must have the opportunity to toilet several times a day. It is a good idea and convenient for clients, to train the dogs to toilet on command.

• Regular grooming appropriate to the breed of dog.

Feed chart

4.6 Correct amounts of suitable food, given at appropriate intervals. A written feeding chart for each dog is required, whether the dog is housed in a kennel or in a person’s home. This ensures that the dog will receive the proper rations given at the appropriate time. If applicable, the feeding chart must include information about any medications that are to be given when the dog is fed.

Veterinary care

4.7 Programs must have working relationships with one or more general practice veterinarians. Organizations should also have access to specialist veterinary services when needed. It is beneficial if the veterinarians are knowledgeable about assistance dogs and the importance of physical and temperamental soundness in working dogs.

Programs must make sure that staff, puppy raisers, trainers, and, if applicable, prison program participants, are aware of the procedure to follow for routine and emergency veterinary care for the program’s puppies and dogs. Access to veterinary care must be available at all times.

If the assessors have questions about the organization’s veterinary practices, they may ask to interview the veterinarian on site or by telephone.

Dog health screening

4.8 A dog’s well-being depends on a comprehensive health care program. Organizations must have procedures in place to maintain dog’s general health, check physical soundness, and to release unsound dogs from the program.

Examples of conditions that can affect a dog’s performance or disposition include, but are not limited to: hip dysplasia, elbow dysplasia, shoulder, patella and other joint abnormalities, heart defects, epilepsy, as well as some eye and skin abnormalities. Veterinarians should be consulted regarding possible treatment options and the suitability of the dog for the role for which it is intended.

Thorough health screenings must be done for all dogs being considered for placement as an assistance dog or for the organization’s breeding program. Depending on the breed, size, conformation, and assistance dog task requirements, this may include radiographs and/or other joint evaluations, ophthalmology exams, and other tests to evaluate the dog’s health.
Health program and records
4.9 – 4.10 You will need to show the assessor written evidence that you have a comprehensive dog health program and records. The assessors will ask the organization’s staff and appropriate volunteers about dog health policies, health screenings, and health maintenance practices for puppies and adult dogs. They will also talk with clients about the general care and veterinary care guidelines they must follow for their assistance dog after graduation.

Dog welfare instruction
4.11 It is vital that you have a clear program of education about all the matter listed in the accreditation manual. Assessors will talk to staff and volunteers about how you support dog welfare through training and it is vital you are able to demonstrate a systematic approach to doing this.

Long term commitment to dog welfare
4.12 ADI expects programs to have a long term commitment to all dogs that have entered the program. This includes the program being willing to confiscate dogs or withdraw assistance dog status if the dog is not being cared for in the agreed upon manner.

In cases where the program does not retain ownership of the dog, they may contact other welfare programs, such as local humane societies, to ensure the welfare concerns are addressed.

The program must also be willing to accept responsibility for its assistance dogs in the event of a graduate’s death or incapacity to provide proper care. The program will determine if the dog is eligible for retraining and placement with another client or if a retirement home will be found.

Programs must also have a written agreement with individuals who adopt released or retired dogs. The agreement must include the transfer of ownership, acceptance of responsibility for the continued care of the dog, and agreement to notify the program if there is a need to re-home the dog. The program must be willing to help find an appropriate home for the dog.

Canine fist-aid kits
4.13 These must be clearly in evidence at facilities/centres, or where training takes place.

Canine medications
4.14 The program must keep canine medications in a secure location in clearly marked containers. Expiration dates on all medications must be checked regularly and there must be a record such as a log book with date and signature of the person who completed the task.

Adoption of assistance dogs
4.15 Programs must have a clear policy on dealing with the adoption of retired or rejected dogs. It is vital that all parties are clear of their responsibilities and that this is reflected in transfer documents.
Assistance Dogs International

Accreditation Guidance Note - Staff and Volunteers (Section 5)

The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to the treatment of staff and volunteers in an assistance dog organisation that wishes to become accredited. Numbers equate to the relevant points in the accreditation manual.

Equal opportunities
5.1 Programs must have a very clear policy on equal opportunities that is reflected in all its activities and must also make sure they meet the laws and regulations in force in their country.

Security of records
5.2 Staff and volunteers have a right to expect that information kept about them is stored safely and securely. They also have the right to know what access they can have to these records. Organizations must have a clear policy on this and ensure they meet local laws.

Written Job Descriptions
5.3 Staff, members of the board, and key volunteers must have job descriptions that outline the key tasks they are expected to undertake.

Contracts of Employment:
5.4 In many countries it is a legal requirement for staff to have written contracts of employment, and, where that is the case, programs must prove they have these in place for all staff.

Staff policies
5.5 In most countries, the right to take out a grievance against an employer is a basic human right. Programs need to make sure that their policies are in accordance with the laws of their country.

In addition, employers must have the right to take disciplinary action against employees where required, and, again, procedures for this must be clearly laid out in a policy and be in line with local personnel laws.

Recruitment and training
5.6 Programs must prove they have fair staff recruitment practices and a clear way of monitoring the progress of both staff and volunteers.
Assistance Dogs International.

Accreditation Guidance Note – Facilities and Kennels  (Section 6)

Introduction.
The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to general facilities and kennel that are part of an assistance dog organization that wishes to become accredited.

Assistance Dogs International does not have a detailed paper on every aspect of kenneling.

However, in interpreting the standards and satisfying the assessors, it is hoped that this Guidance Note will help programs develop appropriate kenneling. Numbers equate to the relevant points in the accreditation manual.

Client facilities
6.1 and 6.2 You must ensure that your facilities are disabled friendly and that clients can access relevant parts of the facility/centre. If you provide off-site accommodation as part of the training process, it must be totally suitable for the group you are working with.

Kennel facilities
6.3 and 6.4 If your program has kennel facilities, it is critical that you meet the following key standards. The assessor will want to look carefully at the way you manage your kennels.

- Kennels must be built of materials that are waterproof and easy to clean.
- Kennels must allow dogs to look out to the wider environment through at least one side of the kennel.
- Kennels must be cleaned daily, based on a cleaning schedule using products that are safe for dogs.
- Kennels must contain bedding that is safe, comfortable and easy to clean.
- Kennels must be frost-free, draft-free and a dry environment for the dogs with good ventilation and a regular flow-through of air.
- Kennels must have access to daylight during daylight hours and have electric lighting available when needed.
- Kennel size must be compatible with the size of the dog(s) being kenneled.
- Kennels must be maintained in good order in line with a maintenance schedule.
- Where appropriate, environmental enrichment should be available to keep the dogs stimulated and to help relieve any kennel-related stress.
The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to assistance dog programs that want to become accredited and that partner with correctional facilities to raise and train their puppies and dogs, instruct their clients, or house their breeding stock.

It is understood that the ADI program has limited influence regarding regulations and protocols at these facilities. If any aspect of the ADI standards is in conflict with internal policies at the facility, the matter will be evaluated by ADI on a case by case basis to determine if compliance can be achieved. Numbers equate to the relevant points in the accreditation manual.

**Written agreement**

7.1 A written agreement that outlines the responsibilities for both partners and is signed by both the assistance dog program and the correctional facility should be on file in the assistance dog program’s central office. This agreement should also include:

- Duration of the partnership
- Associated costs or payments if any
- What each partner will provide (eg. dog food, equipment, etc.).

**A Written agreement with inmate handlers**

7.2 This agreement is very similar to the agreement that ADI requires for full time puppy raisers. It outlines what is expected of the inmate handler as he/she cares for the puppy that is placed with him/her. It should be signed and dated by the inmate handler(s).

**Job Descriptions for inmate handlers**

7.3 This job description is very similar to the job description that ADI requires you to provide to full time puppy raisers or volunteers. It may include:

- Specific responsibilities
- Goals to accomplish
- Expected conduct

**Emergency procedures for puppies**

7.4 Protocols must be developed by the assistance dog program and correctional facility so that if a puppy should become ill and need to be seen by a veterinarian immediately, there is an assigned correctional staff member on each shift who will get the puppy to the emergency clinic. Directions and the phone number to an emergency clinic should be posted and easily accessible as well as the assistance dog program’s numbers.
Removal of an inmate Handler
7.5 If an inmate handler can no longer care for the puppy assigned to him/her, a plan must be in place to replace the handler so there is continuity for the puppy. Most prison programs assign a primary and secondary handler to the puppy so if one is sick or removed from the program the other one can take over.

Also if an inmate is not meeting the goals set for him/her by the program and must be "fired," it is best to have a plan in place with the correctional facility in regards to the best way to do this. Usually a correctional staff member does the firing, not the assistance dog program's staff member.

Lock down at the prison
7.6 Sometimes incidences occur at a correctional facility and all movement between buildings is halted and no visitors are allowed in. This situation should be discussed with correctional officials and provisions should be made for the puppies. Most correctional facilities require that the puppies merely accompany their handlers back to their cells, but some require that the puppies be removed from the premises by the organization. Make sure a plan is in place BEFORE the puppies arrive.

Inmate Handlers Handbook
7.7 The correctional facility and the program must develop a handbook that outlines the procedures the inmate must follow while he/she is caring for and training a puppy. A sample inmate handbook created by Kim Lincoln, a correctional facility employee, is included that can be changed to meet the needs of a correctional facility. This is a vastly different document from a puppy manual and should be provided in addition to a puppy manual.

Correctional Staff Handbook
7.8 The correctional facility must develop a handbook for their staff so they understand the objectives of the prison puppy program and what is expected with the inmate handlers. Once again a sample staff handbook is attached and can be used as a basis by the correctional facility.

Prison puppy liaison
7.9 Programs must have a correctional staff member who agrees to oversee the prison puppy program. This person becomes the "eyes and ears" of the assistance dog organization and is the organization's main contact. He/she makes sure all protocols are being followed by both the inmate population and the correctional staff. The prison liaison is a key member of the team and paramount to its success. A prison puppy program is only as good as its liaison.
Assistance Dogs International

Accreditation Guidance Note—Certification of Owner/Private Trainer Trained Teams (Section 8)

Introduction
The purpose of this Guidance Note is to explain some of the expectations that ADI has in relation to Assistance Dog programs that want to become accredited and that have a program to certify dogs that were either trained by the owner or privately trained by an individual or organization that is not an accredited member of Assistance Dogs International. Numbers equate to the relevant points in the accreditation manual.

Overall compliance
8.1 Programs that provide certification testing for owner trained or private trainer trained Assistance Dog teams MUST comply with ALL the same ADI Minimum Standards and Ethics and ADI training requirements as required for dogs professionally trained by the program. This includes, but is not limited to:

• Application and screening process of the applicant

• Evaluation of the dog for meeting ADI Standards for suitability as an Assistance Dogs

• Minimum of 6 month period of working with the owner and their dog

• Successful completion of the same team training procedure as program trained dogs

• The dog must be trained to perform at least three (3) tasks to mitigate the client's disability.

• Prior to completion of training and certification testing, the Assistance Dog must meet the ADI Standards and Ethics Regarding Dogs, be spayed/neutered, microchipped, and have current vaccination certificates as determined by their veterinarian and applicable laws.

• If all training is successfully completed, the team must become a program team for the working life of the dog with both client and the program meeting all the same requirements and activities as program trained dogs—including, but not limited to, follow-up, retesting, continuation of the dogs' health care and veterinary requirements.

• The Assistance Dog team must continue to meet all of the standards for Assistance Dogs in Public and be well behaved at home for as long as it is certified as an Assistance Dog.
Assistance Dogs International

Accreditation Guidance Note – providing training courses, seminars and internships/apprenticeships within the program and to the public

(Section 9)

Introduction Standards lie at the heart of what ADI stands for and as an accredited ADI program, you will want to be sure that members of the public understand that training skilled Assistance Dogs is a highly professional task that must be undertaken by trainers experienced in working with Assistance Dogs and clients. People with disabilities have the right to a highly skilled dog that will be of assistance to them and enhance their lives. There is a significant problem with poorly trained dogs being passed-off as Assistance Dogs and the public has a right to be protected from individuals who misrepresent their level of Assistance Dog training expertise. Given that many individuals are misrepresenting their own dogs as Assistance Dogs, it is important that ADI members have clear standards in relation to training Assistance Dog trainers.

We recognize that some programs run a range of courses that are open to the public. This is not necessarily a problem, unless people attending these courses use their association with an accredited ADI member to misrepresent their skills and experience to members of the public and pretend that they are fully trained and skilled Assistance Dog trainers when they are not.

Misrepresenting the level of skills of trainers can lead to serious consequences for potential clients and their dogs. Partnerships may be created that do not meet the standards we work to within ADI and this can have very negative and even tragic consequences. Equally, it is de-motivating for our highly trained program staff to have non-trained people representing themselves as Assistance Dog trainers.

The overall aim of this standard is to protect programs from people misrepresenting the work of programs in a way that will be detrimental for the whole Assistance Dog movement.