

Organisation:
Assessor(s):
Date of assessment:
Type of assistance dogs:

Numbers of partnerships created to date:
Current working partnerships:
Annual output:

Assistance Dogs Europe

ADEu

Accreditation Manual

for
organisations
that train
assistance dogs

updated January 2012

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Introduction

Assistance Dogs Europe is an international non-profit association with the following objects:

- assuring that the standards established by ADI for the assessment of assistance dogs programs and trainers are respected in Europe, this after evaluation of the specific needs of the European programs; proposing regional variances to accreditation standards for approval by ADI Board of Directors;
- controlling the standards as to maintain the quality of the accreditation process in Europe in compliance with the ADI standards and ethics;
- emphasizing the access rights of the assistance dogs users by lobbying in Europe for the development of a clear legislation on access rights and ensuring that relevant regional access issues are dealt with appropriately;
- creating the possibilities to establish networks and the exchange of best practices in Europe, educating the public in the Region regarding the assistance dogs movement;
- promoting the assistance dogs programs and services and the role of the assistance dogs in the life of the users, supporting new programs that are starting up in the Region;
- developing and updating a database on assistance dogs activities in the Region;
- enforcing the collaboration with all other programs, other regional chapters of ADI and ADI itself;
- establishing alliances between other European organizations with similar goals;
- ensuring the financial viability of the Association by organizing fundraising activities and by collecting any other donations and revenues;
- organizing the election of the regional Board of Directors, organizing the election of regional representatives to the ADI Board of Directors; preparing annual reports of activities and accounts to members and ADI Board of Directors;
- budgeting for Regional activities, organizing regional conferences and workshops.

Membership

Organisations training, or working with the following types of dogs are eligible for membership:

- Guide dogs, programmes who are training only guide dogs and have been accredited by the International Guide Dog Federation (IGDF)
- Hearing dogs
- Service dogs (dogs that work for individuals with disabilities other than blindness or deafness. They are trained to perform a wide range of tasks that will mitigate a variety of disabilities, including but not limited to: pulling a wheelchair, bracing, retrieving, alerting to a medical crisis, and providing assistance in a medical crisis. Service Dogs can be partnered with adults and/or children with disabilities, or with a family member of a person with a disability as third party support. These dogs might be partnered with someone in a wheelchair, someone who needs help walking and/or with balance, someone who has autism, seizures, diabetes, and/ or someone with a psychiatric disability. These dogs are trained to do at least three tasks to mitigate their partners' disabilities. The presence of a dog for protection, personal defence, or comfort does not qualify that dog as an assistance dog. During the upcoming Conference in 2012 in Barcelona ADI will discuss whether there are assistance dogs to specify more in detail)

Accredited Membership

Accredited membership is available to those programmes that:

- are governed by an unpaid board
- have a formal constitution
- have qualified at least five partnerships in the case of service and/or hearing dogs and continue to qualify further partnerships on an on-going basis
- agree to abide by the standards set from time to time by the members and pay the agreed membership fees.
- have met the basic accreditation standards listed in the Accreditation Manual and agreed from time to time by the members.

Candidature

Candidature is available to those programmes that enter ADEu in the first year and do not meet the criteria for full membership in the following 6 years, but are working towards full compliance. Candidature is available for a maximum of seven years.

To apply to be a Candidate you will need to submit the following:

- Candidate Application Form (form enclosed)
- Candidate Database listing (form enclosed)
- Information sheet (form enclosed)
- a copy of your Mission Statement
- a completed Census Form (form enclosed)
- a reference from an ADI (ADEu) member (form enclosed)
- Candidate Application Processing Fee – non-refundable. If accepted as a Candidate of ADI this fee applies to 1st year of membership

What is Accreditation?

The purpose of accreditation is to make sure that all organisations that train assistance dogs and which want to become members of Assistance Dogs Europe are committed to meeting the agreed Minimum Standards of ADEu.

In this way, ADI / ADEu can maintain a good reputation, based upon the equally high standards of all its member organisations.

The accreditation test involves an experienced member of the "assistance dogs field" spending a few days with an organisation, observing and assessing its work. It is hoped that the organisation itself and the assessor too, will learn a lot from sharing this experience. (In some cases it may be possible for two assessors to attend, depending on individual circumstances and costs).

The standards are divided into the following sections:

- Section 1: Standards of Administration
- Section 2: Operational and Technical Standards for Clients
- Section 3: Operational and Technical Standards for the Training of Dogs
- Section 4: Operational and Technical Standards for the Welfare and Health of Dogs
- Section 5: Operational and Technical Standards for Staff and Volunteers
- Section 6: Standards of Facilities

Each section is divided into a "checklist" of requirements which are marked as "Essential" or "Preferable".

In order to pass the accreditation test the assessor must be satisfied that the organisation passes all of the checklist requirements that are marked "Essential" that are applicable to the work of the organisation.

(In most cases the assessor will be asked if the organisation has met the requirement and will answer either Yes or No. However, in some cases the assessor may feel that some requirements are not applicable to the work of the organisation that is being tested and will therefore mark this as "N/A" (Not Applicable). An organisation will not be penalised if "Essential" requirements are not applicable to its work.

If organisations also pass the additional checklist items that are marked "Preferable", this just shows that the standard of their work is higher than the Minimum.

The assessor will write notes while they are testing an organisation. These notes will be shown to the organisation when the decision has been made regarding the result of the accreditation test.

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

If an organisation fails the accreditation test they will be given guidelines to help them improve their standards to the required level.

Section 1: Standards of Administration

The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will note that different organisations operate in different ways and will take this into account when making their assessment.

See ADEu's Guidance Notes on Administration and Organisation.

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** There is written evidence that the organisation operates as a legal non-profit organisation. See ADEu's Guidance Notes on Administration and Organisation, Point 1, Structure of an Organisation.

Yes No

Notes:

2. **ESSENTIAL:** The organisation has a written purpose or mission statement, consistent with aims of ADEu. See ADEu's Guidance Notes on Administration and Organisation, Point 1, Structure of an Organisation.

Yes No

Notes:

3. **ESSENTIAL:** The organisation has a non-paid Board of directors/trustees. See ADEu's Guidance Notes on Administration and Organisation, Point 1, Structure of an Organisation.

Yes No

Notes:

4. **ESSENTIAL:** The organisation has a current organisational chart showing formal areas of responsibility. See ADEu's Guidance Notes on Administration and Organisation, Point 2, Organisation Chart.

Yes No

Notes:

5. **ESSENTIAL:** The organisation has written evidence that appropriate and sufficient insurance coverage is in place. E.g. Public Liabilities, Employer's Liability, vehicle insurance for dogs, staff, and volunteers. The usual recommended level of insurance for public and employers liability is at least 2m euros and ideally 5m euros. See ADEu's Guidance Notes Administration and Organisation, Point 3, Insurance.

Yes No

Notes:

Note to assessor: Programmes must consider whether they should have insurance to cover public liability, employers liability, vehicle insurance, damage caused by dogs, dog insurance etc....

6. **ESSENTIAL:** There is evidence that the organisation has considered possible threats to its work and has taken action to minimise the likelihood and potential impact of these threats. See ADEu's Guidance Notes Administration and Organisation, Point 4, Assessing the risk in your organisation.

Yes No

Notes:

Note to assessor: examples of threats may include financial threats (e.g. lack of money), operational threats (e.g. lack of suitable applicants or dogs), legal threats (e.g. failure to comply with legislation), environmental threats (e.g. fire or flooding) organisational threats (e.g. lack of forward planning)

Standards 7. till 14.: This must be at the minimum of ADEu standards, and has been conducted in compliance with local laws, when they exceed the minimum standards of ADEu. See ADEu's Guidance Notes Administration and Organisation, Point 5, Health and Safety.

7. **ESSENTIAL:** The organisation has a Health and Safety Policy.

Yes No

Notes:

Note to assessor: The Health and Safety policy will include assessments of potential risks to the health and safety of staff, clients, volunteers and members of the public coming into contact with the organisation's work. It will also take into account staff who work from home or work on their own. Assessors will talk with staff and clients to ensure that the policy is carried out in practice.

8. **ESSENTIAL:** The organisation has emergency evacuation procedures from any facilities it owns or uses in its training work.

Yes No N/A

Notes:

9. **ESSENTIAL:** The organisation has sufficient fire extinguishers in any facilities it owns or uses in compliance with local laws, which are tested at regular intervals.

Yes No N/A

Notes:

10. **ESSENTIAL:** The organisation has emergency lighting provided in any facilities it owns or uses, which is tested at regular intervals.

Yes No N/A

Notes:

11. **ESSENTIAL:** The organisation has sufficient staff or representatives trained in First Aid procedures, with current certification, and these are made aware of individual clients' medical requirements.

Yes No N/A

Notes:

Note to assessor: "sufficient" will depend upon the organisation's individual circumstances e.g. the number of staff and volunteers involved, the exact nature of the organisation's work, the lay-out of the organisation's facilities etc...

12. **ESSENTIAL:** The organisation's First Aid kits are properly maintained and are clearly visible to staff and should be accessible for people with disabilities.

Yes No N/A

Notes:

13. **ESSENTIAL:** The organisation has procedures for recording first-aid accidents and staff are aware of these procedures.

Yes No N/A

Notes:

14. **ESSENTIAL:** The organisation provides training in the use of any hazardous substances such as worming treatments or disinfectants.

Yes No N/A

Notes:

Note to assessor: this can be tested by checking written evidence or checking staff knowledge.

15. **ESSENTIAL:** The organisation has a written policy in place which ensures that any sensitive information and records regarding applicants / clients / volunteers / supporters will be treated confidentially. This must be at the minimum of ADEu standards, and has been conducted in compliance with local laws, when they exceed the minimum standards of ADEu. See ADEu's Guidance Notes Administration and Organisation, Point 6, Confidentiality.

Yes No

Notes:

16. **ESSENTIAL:** The organisation has a procedure in place for gaining consent from clients or volunteers for any filming or photography that involves them. This must be at the minimum of ADEu standards, and has been conducted in compliance with local laws, when they exceed the minimum standards of ADEu. See ADEu's Guidance Notes Administration and Organisation, Point 6, Confidentiality.

Yes No

Notes:

17. **ESSENTIAL:** The organisation records and monitors its financial income and expenditure and provides financial reports. This must be at the minimum of ADEu standards, and has been conducted in compliance with local laws, when they exceed the minimum standards of ADEu.

Yes No

Notes:

18. **ESSENTIAL:** The organisation only makes statements about its work (for example in promotional material) that it knows to be honest.

Yes No

Notes:

Note to assessor: you will need to look through the organisation's promotional material and consider whether it correctly reflects the organisation's work.

RESULT OF SECTION 1:

STANDARDS OF ADMINISTRATION:

PASS

FAIL

NOTES:

Section 2: Operational and Technical Standards for Clients

The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will note that different organisations operate in different ways and will take this into account when making their assessment.
[See Guidance Notes on Clients and Dogs](#)

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** The organisation provides clear information for people enquiring about the services that are available, including guidelines regarding eligibility.

Yes No

Notes:

2. **ESSENTIAL:** The organisation has a written application form that is signed by the client or in cases where the assistance dog is for a child, by a parent or guardian.

Yes No

Notes:

3. **ESSENTIAL:** The organisation requires a medical form to be completed, subject to the written permission of the client having been granted, confirming the type and degree of disability.

Yes No N/A

Notes:

4. **PREFERABLE:** clients will assure the organisation that other "care professionals" have been made aware of their application.

Yes No N/A

Notes:

Note to assessors: "care professionals" may include social workers, physiotherapists, occupational therapists, hearing therapists etc... This will be demonstrated by means of a written policy.

5. **ESSENTIAL:** The organisation is always willing to inform applicants of the progress of their application on request.

Yes No N/A

Notes:

6. **ESSENTIAL:** The organisation has a written agreement or contract with the client describing the responsibilities and obligations of both the client and the organisation, in line with ADEu's Minimum Standards for Graduates with Assistance Dogs. This will also include an estimate of financial costs.

Yes No N/A

Notes:

7. **ESSENTIAL:** The organisation considers applications regardless of race, sex or religion.

Yes No

Notes:

Note to assessors: Evidence of a written policy is required and assessor observation of that policy in practice. In some cases, this issue will be dealt with by a law.

8. **ESSENTIAL:** The organisation has a policy of treating clients with respect and dignity and this policy is put into practice by staff, volunteers and all other people connected with the organisation.

Yes No

Notes:

9. **ESSENTIAL:** The organisation shows that it gains sufficient information in order to make an informed decision regarding the suitability of a client's application.

Yes No

Notes:

Note to assessors: for example, this information may be written on a form that is filled in when the applicant is interviewed; there may also be reports from other "care professionals" etc...

10. **ESSENTIAL:** The organisation gives priority on its waiting-list to applicants wishing to be considered for "successor dogs".

Yes No

Notes:

11. **ESSENTIAL:** The organisation has satisfactory procedures for the initial matching of applicants to suitable dogs, taking into account all factors necessary for the formation of a successful partnership.

Yes No N/A

Notes:

CLIENT'S MANUAL - STANDARDS 12 - 16

ESSENTIAL: To support the practical training there must be a written Client's Manual.
See Guidance Notes on Clients and Dogs

Yes No

Notes:

12. **ESSENTIAL:** Students receive a full programme of training to learn how to care for their assistance dog's physical and emotional welfare.

Yes No

Notes:

Note to assessor: this can be tested by checking written evidence and/or by observing practical training sessions.

13. **ESSENTIAL:** Students receive a full programme of training to learn how to continue the dog's specific assistive tasks.

Yes No

Notes:

14. **ESSENTIAL:** Students receive a full programme of training to learn how to continue the dog's training in public situations including shops and restaurants.

Yes No N/A

Notes:

15. **ESSENTIAL:** Students receive a full programme of training to learn how to continue the dog's off-lead training in places such as parks or the countryside.

Yes No

Notes:

16. **ESSENTIAL:** Students receive a full programme of training to learn how to administer medications to the dog as necessary (for example ear drops; eye drops; tooth brushing) and how to handle the dog at the veterinarian's.

Yes No

Notes:

17. **ESSENTIAL:** The above courses of training take into account the individual needs and abilities of each client.

Yes No

Notes:

18. **ESSENTIAL:** The organisation makes sure that the student and dog are enrolled with a suitable vet near the student's home, and that this vet not only has suitable veterinary facilities but is also fully aware of the fact that the student's dog is an assistance dog. The vet must be made aware of record-keeping procedures to keep the organisation aware of the dog's on-going veterinary history.

Yes No

Notes:

Note to assessor: the organisation may help the student to find a suitable vet either by allocating a trainer to accompany the student to the first consultation, or, where this is not possible, by seeking a recommendation from the organisation's own vet who may be aware of suitable vets in the student's locality. This will be demonstrated by means of a written policy.

19. **PREFERABLE:** The organisation allocates a trainer to conduct a training session at the workplace of any students who work, and other schools or institutes where the client and dog visit on a regular basis.

Yes No

Notes:

20. **ESSENTIAL:** The organisation requires the student to complete a follow-up progress report once a month for the first 6 months following the placement.

Yes No

Notes:

21. **ESSENTIAL:** The organisation requires all partnerships to pass a qualification test which ensures the correct standards have been reached in a number of areas including:
- Dog welfare and health
 - Specific assistive tasks
 - Obedience, both on and off Lead
 - Public access behaviour
 - Improvement to quality of life of client.

Yes No

Notes:

Note to assessors: when an organisation tests "improvement to quality of life of client" it is simply ensuring that the dog has indeed brought improved benefits to the client's life, and that the client is truly pleased with the dog. This is to prevent dogs passing the qualification test that are not being properly used or appreciated by clients who may not feel that their hard work has been worthwhile.

22. **ESSENTIAL:** Upon qualification, identification of the fully qualified assistance dog includes: Laminated ID card with a photo of the dog and graduate, and names of both, Dog jacket bearing clear identification of the dog as an assistance dog or a clearly identifiable harness.

Yes No

Notes:

23. **ESSENTIAL:** The organisation provides on-going aftercare and advice to partnerships as necessary, and provides personal contact by staff or trained volunteers within twelve to eighteen months of graduation and at least once a year after that, to ensure that the standards reached at graduation are maintained.

Yes No

Notes:

24. **ESSENTIAL:** The organisation has procedures for providing emergency advice and support to clients where necessary.

Yes No

Notes:

Note to assessors: Evidence required through talking with clients and written policies that show that clients are able to access the organisation to gain advice on a wide range of assistance dog related issues. In addition, the organisation is able to provide help and advice in cases such as the need for a client to go into hospital in an emergency and the consequent issues of the care of the dog.

25. **ESSENTIAL:** The organisation helps clients to modify any unwanted behaviours in their assistance dog and provides refresher-training where necessary. The costs of this support may be met by either the client or the organisation depending on the organisation's policy on such matter.

Yes No

Notes:

26. **ESSENTIAL:** The organisation has procedures for the withdrawal of ID from any partnerships failing to meet the correct standards, in the event of all refresher-training proving unsuccessful.

Yes No

Notes:

27. **ESSENTIAL:** In all cases where the organisation retains legal ownership of the assistance dog following placement, the organisation will take responsibility for the dog in the event of the partnership failing to meet the correct standards, or in the event of the client's circumstances changing so that they are no longer able to comply with ADEu's Minimum Standards for Graduates with Assistance Dogs. The organisation will decide the appropriate action to take.

Yes No N/A

Notes:

28. **ESSENTIAL:** The organisation provides clients with information and support prior to their assistance dog's retirement.

Yes No

Notes:

29. **PREFERABLE:** The organisation provides bereavement counselling to the client, or referral to professionals as appropriate, in the event of the death of their assistance dog.

Yes No

Notes:

Tip question: what happens if the client cannot go on with their trainer / instructor?

RESULT OF SECTION 2:

OPERATIONAL AND TECHNICAL STANDARDS FOR CLIENTS:

PASS

FAIL

NOTES:

Section 3: Operational and Technical Standards for the Training of Dogs

The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will note that different organisations operate in different ways and will take this into account when making their assessment.

See ADEu's Guidance Note on Dog Training.

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** All dogs in the organisation's care must be trained in accordance with ADEu's Standards and Ethics regarding dogs.

Yes No

Notes:

Note to assessor: in order to satisfy yourself of the standards of training of the organisation's dogs it will be necessary to observe many dogs at various different stages of training and placement, as well as looking at procedure manuals.

2. **ESSENTIAL:** The organisation has training schedules, plan and progress report that show that its assistance dogs are trained over a period of several months.

Yes No

Notes:

3. **ESSENTIAL:** The organisation does not use training aids in such a way as to inflict physical or psychological pain to the dog and does not allow dogs to be abused in any way.

Yes No

Notes:

Note to assessor: In no circumstances will use of electric shock collars or pinch collars be permitted. Dogs should not be choked either.

4. **ESSENTIAL:** The organisation has procedures for selecting dogs to ensure maximum potential for the role of an assistance dog, bearing in mind temperament suitability, health suitability, and aptitude for the specific tasks the dog will need to perform. Similar assessments will be conducted by organisations training clients' "owned-dogs".

Yes No

Notes:

Note to assessor: these procedures will seek to exclude any dogs with likelihood to exhibit aggression towards people or other dogs.

5. **ESSENTIAL:** The organisation shows a responsible attitude regarding the re-homing of any dogs that fail to meet the required standards. (This does not apply to clients' "owned-dogs")

Yes No

Notes:

6. **ESSENTIAL:** Dogs receive careful socialisation following selection, ensuring correct exposure to a variety of situations including children of different ages, men, women, traffic, other animals etc...(In the case of "owned-dogs", clients are given similar advice as puppy socialisers.) and will commence the learning of basic social behaviour.

Yes No

Notes:

7. **ESSENTIAL:** The organisation provides adequate and reasonable advice and support to the puppy socialisers who foster its young dogs and takes responsibility for its dogs in the event of emergencies.

Yes No N/A

Notes:

Note to assessor: emergencies might include dealing with accidents etc.

8. **ESSENTIAL:** Dogs are trained for the individual needs of the clients to whom they have been matched. These needs will have been discussed with the client at interview. Factors such as the client's routines, abilities, use of public transport etc... are considered throughout training.

Yes No

Notes:

9. **ESSENTIAL:** Dogs are trained with voice and/or hand signals to respond to at least the following commands, or similar: sit; down; stay; come; heel; off-lead recall to voice and/or whistle or other agreed sound such as wheelchair horn.

Yes No

Notes:

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

Yes No

Notes:

11. **ESSENTIAL:** Dogs are trained to show social behaviour skills to include good off-lead recall, good behaviour in many situations, and no inappropriate aggression, barking, jumping, sniffing, and hunting behaviour.

Yes No

Notes:

Note to assessor: Be aware you cannot see all this behaviour at the same time, but during an assessment of two days, most of the behaviour can be observed. You want to see good off-lead recall, good behaviour in many situations, like handling, grooming, examination by the vet, around dogs and other pets, and in all public situations. You want to see no inappropriate aggression, barking, jumping, sniffing, and hunting behaviour.

12. **ESSENTIAL:** Dogs are trained to perform at least three specified assistive tasks that will enhance the client's independence, in accordance with the client's individual needs.

Yes No

Notes:

RESULT OF SECTION 3:

OPERATIONAL AND TECHNICAL STANDARDS FOR THE TRAINING OF DOGS:

PASS

FAIL

NOTES:

Section 4: Operational and Technical Standards for the Welfare and Health of Dogs

*The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will note that different organisations operate in different ways and will take this into account when making their assessment.
See ADEu's Guidance Note on Dog Welfare.*

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** All dogs in the organisation's care must be looked after in accordance with ADEu's Standards and Ethics regarding dogs.

Yes No

Notes:

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

- Plentiful human contact
- Sufficient environmental enrichment opportunities
- Correct amounts of suitable food, given at appropriate intervals
- Unrestricted access to water
- Avoidance of extremes of heat or cold or wetness
- Sufficient opportunities to toilet
- Sufficient off-lead exercise every day
- Sufficient time to relax and play every day
- Sufficient contact with other dogs
- Suitable daily routines those are sensitive to the dog's psychological and physical well-being
- Daily grooming and checking

Yes No

Notes:

Note to assessor: in order to satisfy yourself of the standards of care of the organisation's dogs it will be necessary to observe many dogs at various different stages of training and placement, as well as looking at procedure manuals. Be aware you cannot see all the standards of care at the same time, but during an assessment of two days, but most of the care can be observed.

3. **ESSENTIAL:** The organisation has a close working relationship with one or more veterinary surgeons with excellent knowledge of dogs, hospital facilities and availability to the organisation at all times.

Yes No

Notes:

4. **ESSENTIAL:** The organisation has procedures for ensuring that all dogs that are selected or bred, receive a thorough medical evaluation to determine that they do not have any physical problems that would cause difficulty for a working assistance dog.

Yes No

Notes:

Note to assessor: examples include physical unsoundness such as hip dysplasia, elbow, shoulder, patella and other joint problems; heart defects; epilepsy; eye problems and other abnormalities which can affect the dog's performance and disposition. An unsound dog must be removed from work until the problem is solved. A physically unsound dog must not be placed with a person with a disability.

5. **ESSENTIAL:** All dogs in the organisation's care must follow a comprehensive health programme in accordance with veterinary advice, including the following:

- Worming
- Flee-control
- Vaccination
- Dental care

Yes No

Notes:

6. **ESSENTIAL:** All dogs in the organisation's care are identified by micro-chip and have a vaccination report.

Yes No

Notes:

Note to assessor: all dogs have to be micro-chipped and to carry a vaccination report, which shows evidence of them being treated regularly

7. **ESSENTIAL:** All dogs are neutered prior to qualification.

Yes No N/A

Notes:

8. **ESSENTIAL:** Health records must be kept for all dogs in the organisation's care, including details such as:
- Any veterinary interventions
 - Regular weight checks
 - Regular general health checks
 - Routine vaccination/worming/flee-control

Yes No

Notes:

Note to assessor: these health records may take the form of informal notes entered into the dog's file by the client or a member of staff (for example when dog is wormed/deloused), but will also include reports written by vets where veterinary treatment has been required. This includes puppies during their socialising period in the home of a socialiser; dogs in advanced training under the supervision of a trainer; dogs placed in the home of the client. When the dog is looked after by the socialiser or client at a distance from the organisation's own vet (and therefore a different vet is used in their own locality) copies of vet reports must be sent to the organisation for its records.

9. **ESSENTIAL:** The organisation must provide instruction to clients and socialisers in how to maintain correct standards of canine health and welfare, including the following:

- Regular grooming, daily checking and teeth cleaning
- When to contact local vet
- How to contact local vet
- How to recognise signs of illness/discomfort
- Routine vet check at least every 12 months
- Feeding routines
- Advice regarding diet and food for dogs
- Importance of provision of water
- Instruction on dog behaviour
- Instruction for suitable bedding
- Instruction for environmental enrichment
- Avoidance of extremes of heat, cold and wetness
- Establishment of suitable routines e.g. exercise/toileting/feeding
- Importance of safe off-lead exercise

Yes No

Notes:

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

Yes No

Notes:

Note to assessor: in cases where the organisation does not have legal ownership of the dog they may contact another welfare organisation to ensure the welfare concerns are addressed.

11. **ESSENTIAL:** The organisation maintains sufficient canine first aid kits at all of its centres which comply with local veterinary advice and may include the following:

- Dog thermometer
- Topical antibiotic (if permitted)
- Antiseptic cleaner
- Wound bandage materials

Yes No

Notes:

Note to assessor: Where local veterinary advice is cited, written evidence of this should be available.

12. **ESSENTIAL:** The organisation keeps other canine medications in a locked, secure location in clearly marked containers.

Yes No N/A

Notes:

13. **PREFERABLE:** The organisation has a clear agreement with adopting owners of rejected or retired dogs regarding the transfer of responsibilities for the continued care of the dog.

Yes No

Notes:

RESULT OF SECTION 4:

OPERATIONAL AND TECHNICAL STANDARDS FOR THE WELFARE AND HEALTH OF DOGS:

PASS

FAIL

NOTES:

Section 5: Operational and Technical Standards for Staff and Volunteers

The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will note that different organisations operate in different ways and will take this into account when making their assessment.

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** The organisation's policies for the selection and recruitment of staff should be in line with local Equal Opportunities laws.

Yes No N/A

Notes:

2. **ESSENTIAL:** Staff personnel records must be kept locked with a clear policy known to staff regarding access to them.

Yes No N/A

Notes:

3. **ESSENTIAL:** The organisation has written job descriptions for staff.

Yes No N/A

Notes:

4. **ESSENTIAL:** The organisation provides staff with contracts of employment.

Yes No N/A

Notes:

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

Yes No N/A

Notes:

6. **PREFERABLE:** The organisation has procedures for the training and monitoring of its staff and volunteers.

Yes No

Notes:

7. **PREFERABLE:** The organisation has procedures in place for the recruitment and selection of volunteers, to ensure that volunteers are suitable for their specific voluntary role.

Yes No N/A

Notes:

8. **PREFERABLE:** The organisation reserves the right to prevent a volunteer from representing the organisation if they are not willing to comply with the agreed standards by withdrawing ID etc.

Yes No N/A

Notes:

RESULT OF SECTION 5:

OPERATIONAL AND TECHNICAL STANDARDS FOR STAFF AND VOLUNTEERS:

PASS

FAIL

NOTES:

Section 6: Standards of Facilities

The intent of these Standards is to ensure there is a positive, effective and safe environment for clients, volunteers, staff and dogs. Organisations will need to meet the minimum standards in order to pass the accreditation test. Assessors will take into account that different organisations are of different sizes when marking the test.

See ADEu's Guidance Note on Kennelling

Each requirement is marked as being either Essential or Preferable. In order to pass the test the assessor must be satisfied that all Essential requirements are met that are applicable to the organisation's work (there may be some requirements that he or she feels are "Not Applicable" (N/A), because of special circumstances.)

If organisations fail one section of the Standards they will be given the opportunity to be tested again on this particular section, without having to be tested again on those sections which they have passed.

1. **ESSENTIAL:** The organisation's facilities must provide at least one fully wheelchair accessible entry into each building used by wheelchair-users and comply with local "disability-friendly" access laws.

Yes No N/A

Notes:

2. **ESSENTIAL:** The organisation provides sufficient wheelchair accessible toilets.

Yes No N/A

Notes:

Note to assessor: "sufficient" will depend upon the layout and size of the organisation's facilities.

3. **ESSENTIAL:** The organisation provides sufficient parking spaces for wheelchair users.

Yes No N/A

Notes:

Note to assessor: "sufficient" will depend upon the layout and size of the organisation's facilities.

4. **ESSENTIAL:** The organisation ensures that clients have access to a telephone at all times.

Yes No

Notes:

5. ESSENTIAL: In cases where the organisation provides residential accommodation for clients, this accommodation will be comfortable and clean.

Yes No N/A

Notes:

6. ESSENTIAL: In cases where the organisation provides residential accommodation for members of staff, this accommodation will be comfortable and clean.

Yes No N/A

Notes:

7. ESSENTIAL: The organisation's kennel facilities provide dogs with a suitable environment to minimise "kennel stress". See ADEu's Guidance Note on Kennels.

Yes No N/A

Notes:

Note to assessor: in the case of small organisations using basic kennel facilities where there has been no possibility of minimising "kennel stress" by special design, there should be evidence of procedures in place to overcome these difficulties e.g. frequent human contact, maximum time spent out of kennel environment etc...

8. **ESSENTIAL:** Kennel facilities. See ADEu's Guidance Note on Kennels.

Check box list

- Size of kennel compatible with size of dog breed
- Building material: easy to clean
- Temperature: heating, isolation, ventilation
- Humidity
- Fresh air: ventilation
- Natural daylight
- Artificial light necessary to working and cleaning
- Hygiene
- Environmental enrichment
- Bedding, safe and comfortable
- Bedding, easy to clean

Yes No N/A

Notes:

Note to assessor: in order to satisfy yourself regarding the standards of care of dogs in the kennel environment you must observe not only the facilities themselves but also the procedures and routines that are in place. See also Section 4: Operational and Technical Standards for the Welfare and Health of Dogs.

RESULT OF SECTION 6:

STANDARDS OF FACILITIES:

PASS

FAIL

NOTES:

SUMMARY OF ACCREDITATION TEST:

SECTION 1	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>
SECTION 2	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>
SECTION 3	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>
SECTION 4	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>
SECTION 5	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>
SECTION 6	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>

NOTES:

NAME OF ASSESSOR **Signature**

NAME OF ASSESSOR **Signature**

DATE:

Updated January 2012