

The assessment itself

How will our organisation be assessed to see if we comply with everything in the ADEu Accreditation Manual?

The assessors will want to check that your organisation complies with all the Essential requirements in the Accreditation Manual – there will be some requirements that do not apply to your particular organisation if you work in a different way. For example, if you do not keep any dogs in kennels then none of the requirements that speak about kennel facilities will apply to you: in this case the assessor would just write “Not Applicable” (N/A) on their forms.

In many cases the Accreditation Manual uses the phrase “in compliance with local laws”. ADEu recognises that there are many legal differences between one country and another (particularly when speaking of Health and Safety laws, Fire regulations, Employment Law etc...) and therefore allows for flexibility – the important point is that the organisation is run responsibly and that the overall standards of service to clients, volunteers, staff and of course dogs (!) are of the correct quality.

The assessor (or assessors) will spend 2 days working with you. During this time they will want to get to know your staff, your dogs, your clients and your volunteers as well as possible. They will not want to sit in an office and look through your paperwork, procedures and forms. Instead they will want to speak to people and observe dogs and people working together, so that you have every opportunity to show the assessor exactly how you do things.

In order to make it possible for the assessors to spend practical time with staff, dogs, clients and volunteers when they visit you, it will be necessary for them to have checked some important paperwork, procedures and forms in advance of their visit. Therefore, when you apply to ADEu to be assessed, you will be asked to send a few examples of paperwork to the ADEu secretariat, Elma Burg. Paperwork has been kept to a minimum – the emphasis of your assessment will be put on practical work rather than paperwork, but it is necessary for ADEu to see some important documents to make sure that you comply with the standards that have been agreed by the membership of ADEu, and which are listed in the Accreditation Manual. You may already have sent some of this paperwork when you first joined ADEu but we would be grateful if you could send it to us again, even if it has not changed in the meantime.

What paperwork will we need to send to the ADEu secretariat?

Here is a list of paperwork that you will send – **please write the relevant number on each piece of paper**

1. Evidence that your organisation is a legal non-profit organisation
2. Your organisation’s written purpose or mission statement
3. Evidence that your organisation has a non-paid Board of directors or trustees

4. Your organisation's organisational chart (which shows the management lines of responsibility)
5. Evidence of your organisation's insurance cover
6. Your written Health and Safety Policy
7. Your written policy regarding the confidential treatment of sensitive information relating to clients, staff, volunteers and supporters
8. Evidence that you keep financial accounts of income and expenditure
9. Copies of all your leaflets and posters
10. Details of your website address, if you have one
11. Copies of all the paperwork and forms that are sent to clients who want to apply to have an assistance dog (an "application pack")
12. Your written agreement or contract with your clients, showing the responsibilities of the client and the organisation, including arrangements for withdrawing or retiring dogs or withdrawing ID from dogs if necessary
13. Your "Training Manuals" that you use for teaching your clients how to keep looking after their assistance dog, and how to keep up all its training
14. A copy of the "report form" that you ask your clients to complete after placement
15. A copy of the form you fill in when conducting a "Graduation Test" on your partnerships
16. Your policy on the use of training aids
17. Your paperwork showing how you assess dogs' temperament to see if they are suitable to become assistance dogs
18. A sample copy of a member of staff's contract of employment

All of our paperwork is obviously in our own language, but the agreed common language of ADEu is English – what do we do?

We do not feel it is reasonable to ask you to translate all this paperwork into English. All that we require is for you to attach a note to each piece of paperwork, explaining in English what the form relates to. For example: "This is the manual we use to train clients with their dogs"; "this is our Graduation Test" etc...

What will happen next?

The team of assessors will check that all the paperwork you have posted complies with the standards that are described in the ADEu Accreditation Manual.

How long will this take?

Because there is a lot of paperwork to check, and because the team of assessors all work full time for their own organisations, it will take quite a long time for them to check the paperwork. They need to take great care to make sure that everything is checked properly (we want to be completely fair to every single organisation that applies to be accredited). For this reason please expect that it will take 6 weeks before you hear if all the paperwork has

been checked. Whenever possible we will try to take less than 6 weeks but we cannot promise this.

You will be contacted as soon as the team of assessors have checked your paperwork. We will tell you either:

- Your paperwork has been accepted as being the correct standard and we will now arrange for an assessor (or two assessors) to come and visit your organisation for 2 days
- Your paperwork has not been accepted as being the correct standard and you will need to change some things, or add some things before the assessors will pass it through to the next stage. We will give you as much advice as possible to help you make the necessary changes.

Who are the ADEu assessors?

The ADEu assessors are all experienced instructors who have been recruited from ADEu organisations that have already been accredited themselves by ADI. They have been selected because of their experience in the field of assistance dogs. Any organisations who pass the ADEu Accreditation Assessment in the future will have the right to put forward a member of staff to be considered as an ADEu assessor themselves.

Who decides which assessor (or assessors) will visit us for 2 days, and how is the date of the assessment visit decided?

The Board of ADEu will decide which assessor is best to visit each organisation. We will always aim to choose the best person for each specific case – this will depend on the nature of your work and the particular skills and experiences that our assessors have.

We will arrange a date that is convenient for both you and the chosen assessor (or assessors).

Who pays for the costs of the assessor's travel?

The organisation has to pay the accreditation fee of € 650.00.

During the Business meeting of 26th of September in Croatia the Assemble has decided to set the assessment at € 650.00. The secretariat of ADEu will send you an invoice for this fee.

What will happen when the assessor (or assessors) visits our organisation?

The assessor will need to do the following things when they visit your organisation:

1. Meet the director of your organisation (briefly)
2. Meet one of your clients who graduated with their dog within the last 12 months
3. Meet one of your clients who has been graduated with their dog for at least 3 years

4. Have a telephone conversation with another client of the assessor's choice, after checking that that client is happy to take part
5. Check through one of your client's files, at the choice of the assessor
6. Meet one of your puppy-socialisers, or preferably see one of your puppy classes (if applicable)
7. If one of your clients is on-site being trained by your staff at the time the assessors visit, they would like to observe you working with them for a short time, if your client is willing. (Our assessors will not distract you from your work)
8. Observe all your facilities, rooms, buildings and kennels (if applicable)
9. Meet your organisation's main vet, if possible
10. Observe your staff training your dogs for the various exercises that are described in the ADEu Accreditation Manual (for example: obedience; assistive tasks; grooming; handling etc...)
11. Meet the staff of your organisation who are responsible for:
 - Assessing applications from clients
 - Selecting and puppy-socialising dogs
 - Matching dogs to clients
 - Training dogs
 - Looking after the welfare of dogs
 - Rehoming dogs that fail
 - Training clients
 - Giving aftercare to clients
 - Supervising any breeding scheme that you have (if applicable)

(It will therefore be necessary for your staff to be present on the days of the assessment, as far as is reasonably possible)

What if the assessor can not communicate fully with the people they meet at our organisation because of the differences in language?

If the assessors do not speak the same language as your staff, clients and volunteers, it will be necessary for the organisation to find a suitable translator. In many cases it may be possible to find a volunteer translator. If not, you may have to hire a translator for 2 days. If you have difficulties affording to pay for these costs, you should inform the Secretariat.

What will happen next, after the assessor has departed?

After their visit, the assessors will write notes and will make a recommendation to the Board of ADEu whether or not your organisation should be accepted as a fully Accredited Member of ADEu. In order to pass, your organisation will have passed all 6 Sections of the ADEu Accreditation Manual.

The Board will make a decision as soon as all Board Members have had the opportunity to consider the Accreditation Team's recommendations. In rare circumstances the Board may decide that a decision can only be made at the next meeting of the Board (the Board meets every 6 months)

What if we do not pass all 6 Sections?

If you do not pass all 6 Sections we will give you as much advice as possible to help you to improve your standards to the required level. Every individual case will be looked at very carefully. In some cases there may be minor changes that need to be made, that may not require an assessor to visit you again. In other cases a second visit by the assessors might be necessary. Again, the organisation would be responsible for paying the assessor's expenses, as described earlier.

What if we do not agree with the decision that is made?

You may write to ask the Chair of ADEu to organise for the decision to be considered again, by "a third party" who was not involved in the original decision. Further details will be made available to you in due course.

How to contact ADEu Secretariat?

Elma Burg
Secretariat ADEu
Koningin Wilhelminaweg 18
NL – 6562 KZ GROESBEEK
The Netherlands
info@assistancedogseurope.org

What if we really are not sure if we are ready to take the Accreditation assessment?

If you have read through the Accreditation Manual carefully but you are still not sure if you are ready for your organisation to be assessed then you might like to:

- Email one of the assessors to see if he or she can offer some advice
- Go through a "pretend mock-assessment" – either assess yourself against all the items in the Accreditation Manual or even ask a neighbouring organisation to come and perform a "mock assessment" with you
- ADEu may even be able to send one of the assessors for a very brief visit to see if they can offer you some advice, to help you decide whether to apply for a full Accreditation Assessment or not – ask the secretariat if that might be possible

How do we contact assessors?

When the paperwork is approved the secretariat of ADEu will bring you in contact with the assessors to make an appointment.