

ASSISTANCE DOGS INTERNATIONAL STANDARDS

ACCREDITATION MANUAL

2019 PART 1 OF 2 ©

Date of survey:

Program:

First Accreditation or Reaccreditation:

ADI Regional Chapter:

Location:

Program contact person:

Email address:

Types of Assistance Dogs:

Number of graduates:

Annual output:

Assessor(s):

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See www.assistancedogsinternational.org

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Assistance Dogs International

Assistance Dogs International, Inc. (ADI) is a worldwide coalition of non-profit programs that train and place Assistance Dogs. Founded in 1986 from a group of seven small programs, ADI has become the leading authority in the Assistance Dog industry.

The objectives of Assistance Dogs International Inc. are to:

- ❖ Establish and promote standards of excellence in all areas of assistance dog acquisition, training and partnership

- ❖ Facilitate communication and learning among member programs

- ❖ Educate the public to the benefits of Assistance Dogs and ADI membership

ADI has established standards for member programs and for the training, placement and follow-up support services for Assistance Dog Teams. These standards are the foundation of the ADI Standards included in this manual.

ADI programs meet regularly to share ideas and best practices, attend educational seminars, and to conduct business regarding such things as educating the public about Assistance Dogs, working to establish consistent access laws and terminology for individuals partnered with Assistance Dogs, and updating ADI Standards and guidelines for the raising and training of Assistance Dogs.

ADI currently recognizes three types of Assistance Dogs: **Guide Dogs** that assist blind and visually impaired people by avoiding obstacles, stopping at curbs and steps, and negotiating traffic; **Hearing Dogs** that assist deaf and hard of hearing individuals by alerting them to a variety of household sounds such as a door knock or doorbell, alarm clock, oven buzzer, telephone, baby cry, name call or smoke alarm; and **Service Dogs** that assist people with disabilities other than vision or hearing impairment. With special training these dogs can help mitigate many different types of disabilities. Service Dogs can be trained to work with people who use power or manual wheelchairs, have balance issues, need seizure alert or response, need to be alerted to other medical issues like changes in blood sugar, are on the autism spectrum, or have psychiatric disabilities. These specially trained dogs can help by retrieving objects that are out of their person's reach, opening and closing doors, turning light switches off and on, finding another person and leading the person to the handler, assisting ambulatory persons to walk by providing balance and counterbalance, providing deep pressure, and many other individual tasks as needed by a person with a disability.

Facility dogs are not assistance dogs, but where programs train and place dogs to work in facilities, section 11 of the Accreditation Manual applies.

Further information about ADI is available on the ADI website:

www.assistancedogsinternational.org

Assistance Dogs International Accreditation

ADI Accreditation began in 1996. ADI Standards have become the benchmarks to measure excellence in the Assistance Dog industry. Assistance Dog users trust their lives and safety to their dogs so everything related to the training of both the dogs and people must meet extraordinary criteria.

Members of ADI have developed the Accreditation Manual and procedures to evaluate the quality of assistance dog programs. Areas evaluated include: safety and cleanliness of the training facility, fair and ethical treatment of clients, proper health care for the dogs, humane training methods for the dogs, criteria for screening suitability of both dogs and clients, criteria for matching dogs and clients, criteria for administration of all program operations and compliance with all legal regulations.

Compliance with these standards helps ensure that people with disabilities who are seeking a partnership with an Assistance Dog receive exceptional service, a comprehensive education about training and utilization of an assistance dog, and a thorough understanding of all aspects of public access with an assistance dog.

The accreditation survey process is a peer-review assessment for member programs to determine if all policies, procedures and organizational practices are in compliance with the established standards. To demonstrate compliance, member programs undergo an accreditation survey by trained ADI Assessors. The accreditation survey includes interviews with program staff, volunteers, applicants, and graduates. Policies, procedures, documents and records are thoroughly reviewed and facilities and equipment are fully inspected.

Following the on-site portion of the accreditation survey, the assessor completes the Accreditation Survey Report and makes a recommendation to the ADI Accreditation Review Committee. Member programs that achieve compliance with the ADI Standards are awarded full five-year accreditation and receive an official accreditation certificate. Accreditation must be renewed every five years.

The ADI Standards Committee works year round on the continued development of ADI Standards and the accreditation process. The accreditation standards are continually evaluated to ensure they are up to date with current industry practices and remain focused on continuous improvement of the Assistance Dog industry. ADI supports programs in their efforts to improve and bring innovative practices to all ADI programs. As best practices emerge and bring change, so too will ADI's Standards.

Accreditation Procedures Summary

For detailed information on the entire accreditation process, programs must also review:

- ❖ Accreditation Manual Part 2 . Compliance Demonstration Guidance Notes
- ❖ ADI Accreditation Survey Procedures
- ❖ ADI Accreditation Process Steps
- ❖ ADI Accreditation Guidance Notes
- ❖ Instructions for ADI Accreditation Pre-assessment Paperwork
- ❖ Paperwork Summary Chart
- ❖ Common Questions & Answers about ADI Accreditation

These documents are available upon request to: info@assistancedogsinternational.org

Please note that some standards in this manual are marked **paperwork in advance**. The written materials required for those standards must be submitted to ADI for review by the assessor prior to the on-site accreditation survey visit. Please see the accreditation document: *Instructions for ADI Accreditation Pre-assessment Paperwork* for further information.

The survey visit will include further ***review of paperwork on-site including client, dog, training, administrative, staff & volunteer files; interviews*** with staff, board members, volunteers & clients; observations ***of canine care and training***; and ***inspections*** of files and facilities as noted in each standard.

Updates to the standards, procedures, and documents may occur in January and June of each year. Member programs preparing for accreditation or re-accreditation are responsible for checking with ADI to determine if updates have been made.

Section 1. STANDARDS OF ADMINISTRATION

The intent of these standards is to ensure that programs demonstrate operational stability; sound and ethical business practices; financial transparency; responsible use of resources; adequate safety and emergency procedures; and adherence to applicable governmental laws and regulations.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Administration and Organization for further information about these standards.

Assessors will verify that there is evidence that policies and procedures are followed to ensure that the program will be able to maintain established standards of service to people with disabilities throughout their applicant/client/graduate selection, training and team matching methods.

1.1 There is written evidence that the program operates as a legal non-profit organization.

Paperwork in Advance

Yes No

Notes:

1.2 The program provides documentation reflecting the current practices of the program and which has to include:

- Articles of Incorporation Papers / Statutes
- Bylaws / Regulations
- Written Purpose or Mission Statement
- Board of Directors / Trustees . Unpaid

Paperwork in Advance

Yes No

Notes:

1.3 In case of Cooperative Partnership(s), documentation (contracts, leases, agreements, memorandums of understanding, etc.) must be provided.

Paperwork in Advance - Interview

Yes No N/A

Notes:

- 1.4 The program 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 employer's liability is comparable with at least 2m US Dollars / Euro and ideally 5m US Dollars / Euro.

- Public Liabilities
- Employer's Liability
- Directors and Officers Liability
- Vehicle Insurance . if applicable

Paperwork in Advance

Yes No

Notes:

- 1.5 The program provides members of the Board of Directors with orientation and appropriate educational materials about their respective programs. This shall include but not be limited to the following:

- history of Assistance Dog industry and history of program
- ADI Standards
- Board of Directors responsibilities (such as financial management, resource identification, solicitation, and fundraising)
- ongoing programs and services and long-range planning

Paperwork on Site – Interview

Yes No

Notes:

- 1.6 The program records and monitors its financial income and expenditures and provides financial reports. This information is presented to the Board of Directors on a regular basis. Financial statements are verified by an outside auditor or the equivalent on an annual basis unless a program meets requirements of local laws to be exempt. In the event an audit is not required, programs will provide ADI with information supporting that assertion. Financial information is also posted on the program's website (i.e. IRS 990 (in U.S.) or Annual Accounts).

Paperwork in Advance – Interview

Yes No

Notes:

- 1.7 The program has a written policy in place that ensures any sensitive information and records regarding applicants, clients, volunteers, donors, and staff will be treated confidentially. Policy will indicate that applicant and client information will not be disclosed unless he or she has given express prior permission.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

- 1.8 The program has a procedure in place for gaining written consent from clients, staff or volunteers for any filming or photography that involves them.

Paperwork in Advance - Inspection

Yes No

Notes:

- 1.9 Program requires a signed, dated, written release of liability on site from all applicants, clients, and volunteers.

Paperwork in Advance – Inspection – Not applicable for all programs, depending on Region

Yes No

Notes:

- 1.10 The program has a written policy and procedure to address complaints received by their staff, volunteers or clients. Policy and procedures must provide a clear and fair process for resolving problems and complaints. The complaint policy includes the option to have the matter reviewed by the Board of Directors/Trustees if the matter cannot be resolved at a lower level in the program.

Paperwork in Advance – Interview

Yes No

Notes:

- 1.11 The program has a current organizational chart showing formal lines of responsibility. Program's job descriptions match the organizational chart.

Paperwork in Advance - Interview

Yes No

Notes:

- 1.12 Risk Management and Disaster Recovery Planning: There is evidence that the program, including the Board of Directors, has considered possible threats to its work and has taken action to: 1) minimize the likelihood and potential impact of these threats and 2) provide for recovery in the event of a disaster. Such plans include:

- Risk Management/Disaster Recovery Plan . will include an assessment and mitigation of relevant risks to the program (e.g. crisis communication, IT/Data risk management, inadequate dog supply, etc.), as well as plans for how the program will continue to provide core functions in the aftermath of a disrupting event.
- Interim Management/ Succession/Recruiting new management Plan
- Budgetary shortfall plan

Paperwork in Advance – Interview

Yes No

Notes:

- 1.13 General Emergency Planning and Training: The program has general emergency procedures that include evacuation procedures from any facilities it owns or uses in its training work in case of an emergency (e.g. fire, flood, tornado, earthquakes, and other disasters).

- Appropriate emergency contacts
- Identification of safe areas in case of fire, flood, tornado etcetera
- Evacuation procedures for people and animals
- Emergency lighting and evacuation routes available
- Enough fire extinguishers or other equipment visible and ready to use
- Fire extinguishers tested and documented in accordance with local laws
- Program of training and rehearsal that prepares staff to follow the established policies and procedures
- Follow up process including written incident report

Paperwork on Site – Interview – Inspection

Yes No

Notes:

1.14 The program has First Aid procedures in place:

- The program has sufficient staff trained in First Aid procedures, with current certification, and they are made aware of individual clients' medical requirements
- First Aid Kits are maintained and clearly visible to staff and accessible to people with a disability
- The program has procedures for recording first-aid accidents

Paperwork on Site – Interview – Inspection

Yes No

Notes:

1.15 The program has procedures in place regarding the use of any hazardous substances.

- The program provides training in the use of any hazardous substances. (e.g. medication and disinfectants)
- Procedures to access material safety data information (MSDS sheets)

Paperwork on Site – Inspection

Notes:

1.16 Programs keep accurate records of all their fundraising activities including sources of income and donations. The program only makes statements about its work that it knows to be honest. This includes program's promotional materials like brochures, Annual Reports, posters, videos, and information included on the program's website.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

1.17 The program recognizes that the community has a right to receive information concerning ADI.

Interview – Inspection

Yes No

Notes:

1.18 The program recognizes that the community has a right to receive education on the benefits received by a person with a disability through the use of an assistance dog.

Interview – Inspection

Yes No

Notes:

RESULT OF SECTION 1:

STANDARDS OF ADMINISTRATION

PASS

FAIL

COMMENTS:

Section 2. STANDARDS FOR CLIENTS

The intent of these standards is to ensure that programs have clear and comprehensive application, screening, and matching processes for clients; that clients are treated equally and with respect and dignity; that clients receive a thorough and individualized educational process regarding all aspects of assistance dog partnership; and that programs provide lifetime follow-up and team support.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Clients for further information about these standards.

- 2.1 The program considers applications regardless of race, sex or religion. Evidence of a written policy is required.

Paperwork in Advance

Yes No

Notes:

- 2.2 The program has a policy of treating clients with respect and dignity, and this policy is put into practice by staff and volunteers connected with the program.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.3 At the time of application for an assistance dog, the program provides clear information for people inquiring about the services that are available, including guidelines regarding eligibility, any costs involved, and the various steps and timelines in the application process. Clients are informed that they not required to participate in fundraising or public relations activities without their expressed and voluntary permission.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.4 The program has a clear policy that gives priority on its waiting-list to applicants wishing to be considered for successor dogs.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.5 The program has a written policy showing that in all cases, the program will take responsibility for the dog in the event of the partnership failing to meet the ADI standards or in the event of the client's circumstances changing such that the client is no longer able to care for the dog according to ADI Standards. The program will decide the appropriate action to take when action is needed, even when the dog is owned by the client.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.6 The program has a written application form that is signed by the client or in cases where the assistance dog is for a minor or adult deemed legally incompetent by a parent or guardian.

Paperwork in Advance

Yes No

Notes:

- 2.7 The program 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.

Paperwork in Advance – Inspection

Yes No

Notes:

- 2.8 The program ensures that the client makes their key care professionals aware of their application and the implications for their on-going care. Care professionals can include a teacher in their school, physical therapist, personal care assistants, etc. depending on the client's circumstances.

Interview

Yes No

Notes:

- 2.9 The program has a written policy and procedure for processing client applications in a timely manner. The program informs applicants of the progress of their application on request.

Paperwork in Advance – Interview

Yes No

Notes:

- 2.10 The program has criteria for the initial matching of clients to suitable dogs, taking into account all factors necessary for the formation of a successful partnership.

Interview – Inspection

Yes No

Notes:

- 2.11 Clients receive a full program of training to learn how to:

- care for their assistance dog's physical and emotional welfare
- continue the dog's specific assistive tasks
- continue the dog's training in public situations including shops and restaurants
- continue the dog's off-lead training in safe places such as fenced areas, appropriate parks or the countryside
- administer medications to the dog as necessary (for example ear drops; eye drops; tooth brushing)
- how to handle the dog at the veterinarian's
- handle dog appropriately when in contact with other dogs

Interview - Inspection

Notes:

2.12 To support the practical training there is be a written Client's Manual which covers the issues mentioned above.

Paperwork in Advance

Yes No

Notes:

2.13 The above courses of training take into account the individual needs and abilities of each client. Virtual learning is an acceptable supplement to the training; however, face-to-face training by a qualified trainer is required.

Interview

Yes No

Notes:

2.14 The program allocates a trainer to conduct at least one training session with the client at the real or simulated workplace, schools or institutions where the client and dog visit on a regular basis.

Interview

Yes No

Notes:

2.15 The program documents and demonstrates that all partnerships have achieved the correct standards in a number of areas including:

- Dog welfare and health
- Specific assistive tasks
- Training and safety aspects of working with an assistance dog
- Obedience, both on and off lead to ensure safety
- Public access behavior, e.g. using the ADI Public Access Test

Paperwork on Site – Interview - Inspection

Yes No

Notes:

2.16 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
- The dog should be clearly identifiable as an assistance dog by jacket, harness or other equipment.

Paperwork on Site – Interview - Inspection

Yes No

Notes:

2.17 The program has a written agreement or contract with the client describing the responsibilities and obligations of both the client and the program, in line with ADI Standards for clients partnered with Assistance Dogs.

This shall include but not be limited to the following:

- responsibilities of the client towards the dog
- responsibilities of the client towards the program
- responsibilities of the program towards the client
- acknowledgement and acceptance of financial responsibilities
- acknowledgement that no applicant, client, or graduate shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission
- clear parameters outlining when the program will confiscate the dog . or withdraw assistance dog status - from any client who fails to care for the dog in the agreed manner

Paperwork in Advance – Interview - Inspection

Notes:

2.18 The program has a written procedure to ensure that the client has all of the dog's medical history and has enrolled with a suitable veterinarian near the client's home.

Interview – Inspection

Yes No

Notes:

2.19 Program has a written policy outlining clients' right to receive information on program's follow-up policy and ask for follow-up assistance on matters including the following:

- Additional training for the dog that is needed due to a change on the client's functional level.
- A behavioral management problem with the dog.
- A major veterinary problem
- Legal problems pertaining to the use of the assistance dog as allowed by law.

Paperwork in Advance - Interview

Yes No

Notes:

2.20 The program has a written policy and helps clients to modify any unwanted behaviors in their assistance dog and provides refresher-training where necessary. The costs of this support may be met by either the client or the program depending on the program's policy on such matters.

Paperwork in Advance - Interview

Yes No

Notes:

2.21 The program has a written policy and provides on-going aftercare and advice to partnerships as necessary. Program provides personal contact by staff or trained volunteers at least annually, *to ensure that the standards reached at graduation are maintained* and that the client receives appropriate ongoing education on their role as an assistance dog owner in the community.

Paperwork in Advance - Interview - Inspection

Yes No

Notes:

- 2.22 The program has a written policy and requires a follow-up progress report on a regular basis. It is done once a month for the first 6 months following the placement, and hereafter yearly. The yearly report will include a veterinary report.

Paperwork in Advance - Interview - Inspection

Yes No

Notes:

- 2.23 The program has written procedures for providing emergency advice and support to clients when and where necessary.

Paperwork on Site – Interview

Yes No

Notes:

- 2.24 The program provides clients with information and support prior to their assistance dogs retirement.

Interview

Yes No

Notes:

- 2.25 To ensure they can meet their responsibilities to the wider community, clients are matched with a dog that they are able to control appropriately and that does not exhibit intrusive behavior in public.

Interview - Observation

Yes No

Notes:

RESULT OF SECTION 2:

STANDARDS FOR CLIENTS

PASS

FAIL

COMMENTS:

Section 3. STANDARDS FOR TRAINING OF DOGS

The intent of these standards is to ensure that all policies and procedures regarding selection, training, and care of dogs are in accordance with ADI Standards for dogs; that there is a comprehensive education and training program individualized to the needs of the dog and client; and that there are detailed training records.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Training of Dogs for further information about these standards.

NOTE: Training observation will take place with trainer, clients and puppy raisers in the program's facility (if they have one) or at whatever location is used to train the dogs. Observation will also occur in public, and this can be done at locations such as a local mall or shopping area that includes a restaurant. Observing clients working with their dogs can occur at their home, at the facility, or in public.

3.1 Dogs receive socialization following selection, ensuring correct exposure to a variety of situations. In the case of client owned-dogs, clients are given similar advice as puppy raisers/socializers. Records will document a careful and systematic socialization approach, including but not limited to:

- Children, men, women
- Traffic
- Other animals
- Common household distractions
- Wheelchairs and other assistive devices
- Common neighborhood distractions
- Common public distractions

Paperwork on Site – Interview – Observation

Yes No

Notes:

3.2 The program provides adequate and reasonable advice and support to the puppy raisers/socializers who foster its young dogs. The program takes responsibility for its dogs in the event of emergencies.

Paperwork on Site – Interview

Yes No

Notes:

- 3.3 If the dog exhibits inappropriate behavior or lack of skills, program shows that options for the dog's further training were discussed/documentated, along with possible plans for the dog, including how decisions are made about releasing dogs from the program.

Paperwork on Site – Inspection

Yes No

Notes:

- 3.4 The following training standards are in place for *all* assistance dogs:

- Respond to commands (basic obedience and skilled tasks) from the client 90% of the time on the first ask in all public and home environments.
- Demonstrate basic obedience skills by responding to voice and/or hand signals for:
 - sitting
 - staying in place within 24+(60cm) of handler at all times unless the nature of the trained task requires it to be working at a greater distance
 - down
 - walking in a controlled position near the client
 - coming to the client when called
 - off-lead recall to voice and/or whistle or other agreed sound such as wheelchair horn

In addition, the following training standards are in place for all guide dogs:

- Dogs are trained to negotiate obstacles, overhangs, barriers, street crossings, city and country work and public transportation.
- Trainer-under-blindfold work is included for each guide dog.
- Clients are able to demonstrate they can negotiate obstacles, overhangs, barriers, street crossings, city and country work and public transportation.

In addition, the following standards are in place for all hearing dogs:

- Dogs will respond to the trained sound with an alerting behavior within 15 seconds from the beginning of the sound.
- Upon hearing a sound, the hearing dog will alert the client by making physical contact or by some other behavior, so the client is aware when a trained sound occurs.
- The dog will then specifically indicate or lead the person to the source of the sound.
- All dogs are trained to alert the client to at least 3 sounds.

Interview – Observation

Yes No

Notes:

- 3.5 Dogs will be able to perform at least three specified assistive tasks that will enhance the client's independence, in accordance with the client's individual needs. These needs have been discussed with the client at interview and during the matching process.

Paperwork on Site – Interview

Yes No

Notes:

- 3.6 Dogs will exhibit the following:

- 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
- ready response to task commands
- performance of tasks as directed
- ready return of concentration to handler when distracted by stimulants such as an animal or food
- appropriate behavior around dogs and other animals
- unobtrusive behavior in all public situations, including restaurants and public transportation;
- acceptance of handling during things such as routine grooming, veterinary examinations, and when greeted by a stranger in public
- clean toileting habits, ability to relieve on command

Interview – Observation

Yes No

Notes:

- 3.7 Observation of Training will include evaluating the program's use of assistive devices such as wheelchairs, walkers, sound equipment, and the dog's equipment such as harnesses, leashes, and collars.

Interview – Observation

Yes No

Notes:

- 3.8 Dogs are trained to obey commands in a variety of situations, including public places such as shops and restaurants.

Assessors will be knowledgeable about the ADI Public Access Test and can use all or part of the test for evaluating this standard.

Interview – Observation

Yes No

Notes:

- 3.9 Dogs are trained using training methods applied by skilled staff or volunteers. Positive and negative reinforcement is fair, consistent, and appropriate to the circumstance and sensitivity of the dog. All dogs are trained using humane training methods that provide for the physical and emotional safety of the dog.

Interview – Observation

Yes No

Notes:

- 3.10 The program maintains written individual canine training schedules, plans and progress reports during the whole partnership. Training records show that the assistance dogs are trained over at least a period of several months depending on the training schedule.

Paperwork in Advance – Inspection

Yes No

Notes:

3.11 The program uses practices and keeps records of written temperament, behavioral, and health guidelines to determine breeding stock and selection of prospective assistance dogs. Procedures ensure maximum potential for the role of an assistance dog. Similar assessments are conducted by programs training clients-owned-dogs. This should include but not limited to the following:

- Temperament suitability
- Health suitability
- Aptitude for the specific assistance tasks
- Socially acceptable behavior

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

RESULT OF SECTION 3:

STANDARDS FOR TRAINING OF DOGS

PASS

FAIL

COMMENTS:

Section 4 STANDARDS FOR WELFARE AND HEALTH OF DOGS

The intent of these standards is to ensure that ADI programs provide humane care and treatment for all dogs that are the responsibility of the program; that qualified staff or volunteers work with veterinarians for health screenings and to create a comprehensive, balanced health care management plan with detailed records for each dog; and that programs uphold their commitment to the dog's welfare for the lifetime of the dog.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Dog Welfare for further information about these standards.

- 4.1 All new dogs entering the program's care are identified by micro-chip and have a vaccination report or dog passport.
Please note: the microchip requirement is not retroactive and does not affect Assistance Dogs that were placed prior to the program's first accreditation survey.

Interview – Inspection

Yes No

Notes:

- 4.2 Programs have a clear spay/neuter policy. All dogs are spayed or neutered prior to placement, career-change, release, or retirement, including breeding stock.

Paperwork in Advance - Interview - Inspection

Yes No

Notes:

- 4.3 Prior to placement with client, all dogs have current vaccination certificates as determined by their veterinarian and applicable laws.

Paperwork on Site - Interview

Yes No

Notes:

- 4.4 Prior to placement with client, client is informed of any special health or maintenance care requirements for each dog.

Paperwork on Site – Interview

Yes No

Notes:

- 4.5 The program has and maintains current information on each dog:

- Date entering the program
- Type of acquisition: breeding program, donation, shelter or other
- Copy of breeding stock pedigree, if applicable
- Name and address of donor, if applicable
- Copy of temperament testing/screening upon initial acceptance and periodically through training
- Date of birth (may be approximate)
- Breed (may be approximate)
- Name given dog
- Training records
- Health records
- Name(s), address(es) and date(s) of foster family(ies), if applicable
- Name and address of graduate partner, date, and type of placement
- Permanent canine ID for placed dog (e.g. microchip)
- Picture of dog
- Date and reason for "release" from the program, if applicable
- Name, address, and date of pet home adoption, if applicable

Paperwork on site - Interview – Inspection

Yes No

Notes:

4.6 At all stages (whether in the home environment (client, staff, volunteers), in kennels, during transportation or in any other environment) the dogs' basic needs are provided for, including:

- Plentiful human contact and able to see what is going on around them
- 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
- Opportunities to toilet several times a day
- Sufficient exercise in a safe area on a regular basis
- Sufficient time to relax and play every day
- Sufficient contact with other dogs
- Unchained with plenty of room to move around and lie down
- If applicable, in a breed appropriate crate
- Not kept in kennels that are covered in blankets or other screening for any length of time.
- If kenneled, dogs must be off-leash
- Suitable daily routines that are sensitive to the dogs' psychological and physical well-being
- Regular grooming

Interview - Observation

Yes No

Notes:

4.7 There is a written feed chart for each dog that is easily accessible to the person feeding the dog. If applicable, the feed chart includes information about any medications that are to be given when the dog is fed.

Paperwork on Site - Inspection

Yes No

Notes:

4.8 The program has a close working relationship with one or more veterinary specialists with excellent knowledge of dogs (ideally assistance dogs), hospital facilities and availability to the program at all times.

Interview – Inspection when vet facility is on site

Yes No

Notes:

- 4.9 All dogs are physically screened for the highest degree of good health and physical soundness. The program has procedures for ensuring that all dogs that are in training, 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. For example, dogs will have hips, elbows, eyes, and heart evaluated as well as any other condition typically experienced with a specific breed or in a specific region. Veterinarians are consulted regarding possible treatment options and the suitability of the dog for the role for which it is intended.

Interview – Inspection

Yes No

Notes:

- 4.10 All dogs in the program's care follow a comprehensive health program in accordance with veterinary advice, including but not limited to the following:

- Deworming
- Flea-control
- Vaccination
- Dental care

Interview – Inspection

Yes No

Notes:

- 4.11 The program follows up with each client to ensure:

- The dog is treated with appreciation and respect
- The dog is groomed and well cared for
- The dog receives preventative health care
- The dog receives annual health checks and vaccinations
- The program's requirements for progress reports and medical evaluations are followed
- Client carries appropriate ID
- Client abides by all leash and license laws
- Client practices obedience regularly
- Client maintains the dog's proper weight

Paperwork on Site - Interview – Observation

Yes No

Notes:

4.12 Health records are kept for all dogs in the program's care, including details such as:

- Any veterinary interventions
- Regular weight checks
- Regular general health checks
- Routine vaccination/deworming/flea-control

Paperwork on Site - Interview – Inspection

Yes No

Notes:

4.13 The program provides instruction to clients, puppy socializers, foster and breeding-stock families about how to maintain correct standards of canine health and welfare, including but not limited to the following:

- Regular grooming, daily checking and dental care
- When to contact local vet or emergency clinic
- How to contact local vet or emergency clinic
- How to recognize 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 behavior
- 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 sufficient exercise in a safe area

Interview – Observation

Yes No

Notes:

4.14 The program has a written policy that outlines when the program will confiscate dogs . or withdraw assistance dog status - from any client, trainer, or volunteer who fails to care for the dog in the agreed manner or fails to take appropriate action to ensure the welfare and soundness of the dog in all circumstances.

Paperwork in Advance - Interview

Yes No

Notes:

4.15 The program maintains sufficient canine first aid kits at all of its centers that comply with local veterinary advice. There is a regular process and written log kept to verify inventory levels. Kits will include, but are not limited to the following:

- Dog thermometer
- Antiseptic cleaner
- Wound bandage materials
- Emergency number
- Fabric muzzle to prevent defensive bites
- Rubber gloves

Paperwork on Site - Inspection

Yes No

Notes:

4.16 The program keeps canine medications, which are prescribed by the veterinarian, in a secure location in clearly marked containers. Expiration dates are checked regularly as evidenced by a written log with date and signature.

Paperwork on Site - Interview – Inspection

Yes No

Notes:

4.17 The program has a clear written agreement with adopting owners of career changed, rejected or retired dogs regarding the transfer of responsibilities for the continued care of the dog. The agreement includes the duty of the adopting owner to notify the program if there is a need to re-home the dog. The program is willing to find an appropriate new home for the dog if necessary.

Paperwork in Advance – Interview

Yes No

Notes:

RESULT OF SECTION 4:

STANDARDS FOR WELFARE AND HEALTH OF DOGS

PASS

FAIL

COMMENTS:

Section 5. STANDARDS FOR STAFF AND VOLUNTEERS

The intent of these standards is to ensure that the program has fair and equal policies and procedures for staff and volunteers that include well-defined job descriptions and contracts; comprehensive staff and volunteer training; strict practices regarding confidentiality and security; and a thorough complaints process.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Staff and Volunteers for further information about these standards.

- 5.1 The program's written policies for the selection and recruitment of staff are in line with local Equal Opportunities laws.

Paperwork in Advance – Interview

Yes No

Notes:

- 5.2 Staff and volunteers' personnel records are kept locked with a clear policy providing access to the files that is in line with local laws and known to staff and volunteers.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 5.3 The program has written job descriptions for staff and volunteers, including board members, with clear reporting lines reflected on the organizational chart.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 5.4 The program provides staff and volunteers with contracts of employment and/or written requirements depending on legal requirements in country.

Paperwork in Advance

Yes No

Notes:

- 5.5 Staff policies are made clear, including disciplinary, grievance and appeals procedures, and are in line with local personnel laws.

Paperwork in Advance – Interview

Yes No

Notes:

- 5.6 The program has procedures in place for:

- recruitment and selection of volunteers, to ensure that volunteers are suitable for their specific voluntary role.
- recruitment and selection of staff.
- the training and monitoring of staff and volunteers to ensure they have the appropriate knowledge and skills for their roles and responsibilities and to monitor progress.

Paperwork in Advance – Interview

Yes No

Notes:

- 5.7 Program staff demonstrate knowledge of the clients disabilities in relation to the services they provide. The program shall make available to staff and volunteers educational material on different disabilities.

Paperwork on Site – Interview

Yes No

Notes:

- 5.8 Trainers demonstrate strong:

- communication skills
- instruction of groups and individuals
- assessment and problem solving skills
- self-assessment and improvement of performance

Interview - Inspection

Yes No

Notes:

5.9 Trainers have a responsibility to the public, therefore they will:

- have knowledge of pertinent canine laws (i.e. leash laws and public access laws
- build rapport and establish effective working relationships with co-workers, clients, volunteers, and the community
- use appropriate behavior in public when working with each dog and or client (i.e. train one dog at a time, be polite, show respect and consideration to people and property, maintain good personal and canine hygiene),
- be willing to educate the public about Assistance Dogs and access rights.

Interview - Inspection

Yes No

Notes:

RESULT OF SECTION 5:

OPERATIONAL AND TECHNICAL STANDARDS FOR STAFF AND VOLUNTEERS

PASS

FAIL

COMMENTS:

Section 6. STANDARDS FOR FACILITIES AND KENNELS

The intent of these standards is to ensure that all facilities and kennels used by the program provide the care needed to meet the individual needs of each dog; that kennels provide a safe and enriched environment; that there are proper maintenance and cleaning procedures throughout the entire facility; and that facilities are accessible to the population served.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Facilities and Kennels for further information about these standards.

- 6.1 Where the program provides facilities or utilizes other external facilities for client training, meetings, etcetera, they must comply with local disabled-friendly access laws. At a minimum, this will include

- wheelchair accessible entrance
- sufficient wheelchair accessible toilets
- sufficient designated parking spaces for people with disabilities
- easy access to an accessible telephone or other communication equipment appropriate to the population served at all times

Inspection

Yes No

Notes:

- 6.2 In cases where the program provides residential or off-site accommodation for clients, this accommodation will be accessible, comfortable and clean.

Interview – Inspection

Yes No

Notes:

- 6.3 The program's kennel facilities provide dogs with a suitable environment to minimize kennel stress.

Interview – Inspection

Yes No

Notes:

6.4 Inspection of Kennel facilities:

See Guidance Note on Kennels.

- Size of kennel compatible with size of dog breed
- Kennels must allow dogs to look out to the wider environment through at least one side of the kennel
- Kennels must be maintained in good order in line with a maintenance and cleaning schedule
- Building material: easy to clean
- Temperature: heating, insulation, cooling
- Humidity
- Fresh air: ventilation and / or access to open air
- Access to natural daylight
- Artificial light necessary to working and cleaning
- Environmental enrichment
- Bedding, safe and comfortable
- Bedding, easy to clean

Interview – Inspection

Yes No

Notes:

RESULT OF SECTION 6:

STANDARDS FOR FACILITIES

PASS

FAIL

COMMENTS:

Section 7. STANDARDS FOR CORRECTIONAL FACILITY / PRISON PROGRAMS

The intent of these standards is to ensure the program has comprehensive policies and procedures for operating a puppy raising / assistance dog training program in partnership with a correctional facility/prison.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Correctional Facility/Prison Programs for further information about these standards.

7.1 The program has a signed agreement with each prison that includes, without limitation:

- Duration of partnership
- Associated costs or payments, if any
- Details regarding what each party will provide (e.g. dog food, equipment, etc.)

Paperwork in Advance

Yes No

Notes:

7.2 The program has a signed and dated agreement with the inmate handlers that outlines what is expected of the inmate handler as he/she cares for the puppy that is placed with him/her.

Paperwork in Advance

Yes No

Notes:

7.3 The program has a written job description for inmate handlers.

Paperwork in Advance

Yes No

Notes:

- 7.4 The program has a written policy and procedures for a prison puppy health emergency that outlines the course of action to be taken. The plan designates a prison official/staff person *on all shifts* that will take the puppy to the veterinarian or emergency clinic. Directions and phone number to an emergency clinic is posted and easily accessible as well as the program's phone numbers.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 7.5 The program and prison have a written plan for the puppy if the inmate handler is relieved of his/her duties.

Paperwork in Advance – Interview

Yes No

Notes:

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

Paperwork in Advance – Interview

Yes No

Notes:

- 7.7 The program provides a handbook for inmate handlers that includes protocols, training information and ~~logs~~ and ~~donors~~ for puppies in a prison setting.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.8 The program provides a handbook with protocols and guidelines for prison facility staff to educate them about their responsibilities and protocols such as where the inmates can take the puppies, housebreaking, who can and cannot feed the puppies, etcetera.

Paperwork in Advance – Interview

Yes No

Notes:

- 7.9 The prison facility has a designated Prison Liaison who oversees the inmate handlers when the program trainer is not on site. There is a written job description that lists the responsibilities of the Prison Liaison position.

Paperwork in Advance – Interview

Yes No

Notes:

RESULT OF SECTION 7:

STANDARDS FOR CORRECTIONAL FACILITY / PRISON PROGRAMS

PASS

FAIL

COMMENTS:

Section 8. STANDARD FOR CERTIFICATION OF OWNER / PRIVATE TRAINER TRAINED TEAMS

The intent of this standard is to ensure that ADI Accredited Member programs that provide certification for owner / private trainer trained teams have consistent and high standards for team evaluation, training, certification testing and follow-up.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Certification of Owner/Private Trainer Trained Teams for further information about these standards.

- 8.1 Programs that provide certification testing for owner trained or private trainer trained assistance dog teams will demonstrate that the following criteria are met:
- The owner goes through all the program requirements for an assistance dog applicant, which includes the programs application process and team training. The owner signs all consent and release of liability forms provided by the program.
 - The dog meets all ADI Standard as the dogs trained and placed by the program.
 - The program has a minimum of a 6 month period working with the owner and their dog. The owner and dog are observed in a variety of settings and situations during this time. This includes any training necessary to complete the program and meet the ADI Standards.
 - The program will inform the owner in writing, prior to acceptance into the program, of all financial commitments/fees required by the program. The program will also inform the owner in writing, that at any time throughout the process or after certification testing, the program can decide to discharge the dog because of temperament, health or training issues.
 - The program will decide when the team is ready to go through the team training process.
 - After successfully completing the team training process and the program requirements, the team will be given program certification. This certification will include a program identification card and harness or other identification used by the program.
 - The team becomes a program team for the working life of the dog. The program will include the team in all requirements and activities in place for teams made up of program trained dogs, including but not limited to follow-up, retesting, and continuity of dog's health care and veterinary requirements.
 - The facility, service, hearing, or guide dogs meet all ADI standards for training.
 - The dog team meets all ADI Standards and the dog is be equally well behaved in the home.
 - The dog is trained to perform at least 3 tasks to mitigate the client's disability.

- The client is provided with enough instruction to be able to meet all ADI Standards. The client will be able to demonstrate:
 - that their dog can perform at least 3 tasks
 - knowledge of acceptable training techniques
 - an understanding of canine care and health
 - the ability to maintain training, problem solve, and continue to train/ add new skills (as required) with their assistance dog.
 - knowledge of local access laws and appropriate public behavior
- The program documents monthly follow ups with these teams for the first 6 months following placement. Personal contact is done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.
- Identification of the assistance dog is accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog wears a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as an assistance dog.
- The program staff demonstrates knowledge of the owner's disabilities in relation to the services they provide. The program shall make available to staff and volunteers educational material on different disabilities.
- The owner/partner abides by all applicable ADI Standards.
- Prior to the completion of training and certification testing, the dog meets the ADI Standards, is spayed/neutered, and has current vaccination certificates as determined by their veterinarian and applicable laws.

Paperwork in Advance – Interview – Inspection – Observation

Yes No

Notes:

RESULT OF SECTION 8:

STANDARDS FOR CERTIFICATION OF OWNER / PRIVATE TRAINER TRAINED TEAMS:

PASS

FAIL

COMMENTS:

Section 9. STANDARD FOR PROGRAMS PROVIDING TRAINING COURSES, CLASSES, SEMINARS AND INTERNSHIPS/APPRENTICESHIPS WITHIN THE PROGRAM AND TO THE PUBLIC

The intent of this standard is to ensure that people taking part in training courses, classes, seminars and internships do not gain the impression that completing such an opportunity makes them qualified assistance dog trainers. It is important that programs do not mislead trainers or the public, recognizing that training assistance dogs is a highly professional task for skilled trainers who have undertaken significant relevant training over at least a two year period.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Programs Providing Training Courses... for further information about these standards.

9.1 For programs providing a training course, class or seminar to the public, there is evidence that the program includes the following disclaimer in the following:

- Advertising information
- Website where training is promoted
- Certificates of Attendance

Disclaimer: *“Successfully attending and completing (name specific course etc.) does not signify that this person is a service/assistance dog trainer or qualified to train and/or place service/assistance dogs.*

Assistance Dogs International has specific standards that an individual must meet in order to be a certified assistance (service and or hearing) dog trainer – and taking part in this class or seminar does not meet these requirements.”

The disclaimer must be written and easily read.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

9.2 For programs providing a training course, class or seminar to the public, there is evidence that such course, class, or seminar includes the following:

- Documentation that verifies that time is spent explaining the high level of expertise that is required to be an assistance dog trainer producing high quality partnerships and the hazards of poorly trained trainers.
- Documentation that verifies that time is spent explaining the serious problems that can result from poorly trained Assistance Dogs.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

9.3 For programs offering short-term internships (less than 2 years) that may be arranged through schools, colleges and other programs and are not intended to produce dog trainers but rather aim to explore all aspects of an Assistance Dog program and give interns an opportunity to gain broad work experience, or work on a specific short-term project, will provide evidence that the program includes the following disclaimer in all paperwork, including:

- Course information, including class description and syllabus
- Website where training is promoted
- Certificates of Attendance

Disclaimer: *“Successfully attending and completing (name specific course etc.) does not signify that this person is a service/assistance dog trainer or qualified to train and/or place service/assistance dogs.*

The disclaimer must be written and easily read.

NOTE: Programs that are providing training solely for trainers and volunteers *who come from member or candidate programs of ADI* do not need to provide the above disclaimer.

Paperwork in Advance – Interview

Yes No

Notes:

9.4 For programs offering short-term internships (less than 2 years) that may be arranged through schools, colleges and other programs and are not intended to produce dog trainers, the program provides evidence that such course, class, or seminar includes the following:

- Documentation that verifies that time is spent explaining the high level of expertise that is required to be an assistance dog trainer producing high quality partnerships and the hazards of poorly trained trainers.
- Documentation that verifies that time is spent explaining the serious problems that can result from poorly trained Assistance Dogs.

Paperwork in Advance – Interview

Yes No

Notes:

9.5 For programs offering long-term internships (2 years+), there is evidence to show there is a written teaching plan covering:

- information needed to be able to train and place dogs to ADI standard level
- Information providing education regarding disabilities
- information needed to work within the program's standards and expectations.

Paperwork on Site – Interview

Yes No

Notes:

9.6 For programs offering long-term internships (2 years+), there is evidence to show regular testing/evaluations of interns.

Paperwork on Site – Interview

Yes No

Notes:

9.7 For programs offering long-term internships (2 years +), there is evidence to show that interns understand that a minimum of 2 years is required before an Assistance Dog Trainer can be regarded as fully qualified.

Paperwork on Site – Interview

Yes No

Notes:

9.8 For programs making written Training-related materials available to the public (whether paid or not), the following disclaimer will be prominently included:

Disclaimer: “Assistance Dogs International, Inc. (ADI) has not reviewed this material and does not endorse or recommend these materials. ADI accepts no liability for the content of these materials or for the consequences of any actions taken on the basis of the information provided. Any views or opinions presented in these materials are solely those of the author and do not represent those of ADI.”

Paperwork on Site – Interview

Yes No

Notes:

RESULT OF SECTION 9:

MINIMUM STANDARDS FOR PROGRAMS PROVIDING TRAINING COURSES, CLASSES, SEMINARS AND INTERNSHIPS/APPRENTICESHIPS WITHIN THE PROGRAM AND TO THE PUBLIC

PASS

FAIL

COMMENTS:

Section 10. Standards for Training and Placement of Service Dogs for Veterans with Military-Related PTSD

The intent of these standards is to ensure that programs have a clear and comprehensive understanding of military-related PTSD; utilize appropriate application, screening, and matching processes for clients; provide thorough and individualized client training regarding all aspects of the assistance dog partnership; and provide a lifetime of follow-up and team support.

Please refer to Accreditation Manual Part 2 Compliance Demonstration Guidance Notes on Training and Placement of Service Dogs for Veterans with Military-Related PTSD for further information about these standards.

- 10.1 In order to help determine if the veteran is ready to partner with a service dog, the program will provide a form created in conjunction with a mental health consultant to be filled out by the veteran's mental health provider that summarizes the state of the veteran's mental health and treatment. It will also address whether the veteran is actively suicidal and how he/she copes with anger management issues.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 10.2 The program has access to a licensed mental health professional (Master's Level or above in North America or equivalent in other countries) who is experienced with PTSD and will provide consultation regarding all aspects of the veteran/service dog partnering.

Paperwork in Advance - Interview

Yes No

Notes:

- 10.3 The veteran provides names and contact information for two individuals who have agreed to provide support to the service dog team. These individuals have access to the assistance dog program 24/7 and agree to provide an immediate and temporary home for the dog should an emergency arise.

Paperwork on site – Interview - Inspection

Yes No

Notes:

- 10.4 The veteran signs a consent form that allows the program or its mental health consultant to communicate directly with the veteran's mental health provider or treatment team.

Paperwork in Advance

Yes No

Notes:

- 10.5 The veteran provides written evidence that his/her family and/or support person (s) are knowledgeable regarding the application for a service dog and that they support the process, the placement of a service dog, and the follow-up of the team.

Paperwork on site – Interview

Yes No

Notes:

- 10.6 A face to face interview occurs with the veteran during the application process. Video conferencing may be utilized.

Paperwork on site - Interview

Yes No

Notes:

- 10.7 Once the veteran is accepted by the program, the program follows up with the veteran at least every three months until placement occurs to let the veteran know the status of his/her placement.

Paperwork on site - Interview

Yes No

Notes:

- 10.8 The dog will be one that facilitates friendly public interaction with the veteran, as this is one of the goals of all placements.

Paperwork in advance – Interview – Observation - Inspection

Yes No

Notes:

- 10.9 The dog will meet all existing ADI standards regarding temperament and behavior and additionally exhibit:

- tolerance to a high level of stress
- sensitivity without anxiety
- the ability to perceive environmental and interpersonal cues
- the ability to complete tasks in very difficult and emotional situations
- no reactivity, possessiveness, guarding behaviors or increased anxiety.

Paperwork in advance – Interview – Observation – Inspection

Yes No

Notes:

- 10.10 The dog meets all existing ADI obedience, accessibility and training standards including training with visual, verbal, or environmental cues to do three visually identifiable tasks that directly mitigate the veteran's PTSD.

Paperwork in advance – Interview – Observation – Inspection

Yes No

Notes:

- 10.11 Programs do NOT train behaviors that encourage guarding, protecting, or searching for an enemy or threat.

Paperwork in advance – Interview – Observation - Inspection

Yes No

Notes:

- 10.12 Programs have a team training program that includes flexibility and adaptability with a step by step curriculum that is based on praise, includes positive reinforcement and positive affect, and does not include the use of excessive corrections that may involve emotions of anger when giving a command.

Paperwork in Advance - Interview

Yes No

Notes:

- 10.13 The program's staff who have any interaction with the veterans receive training (workshops, webinars, or presentations) by a mental health professional on PTSD and its triggers. The staff working directly with the veterans also receive suicide awareness training from a mental health professional that addresses the:

- signs of suicide
- questions to ask
- resources to offer the veteran.

Paperwork in Advance – Interview - Inspection

Yes No

Notes:

- 10.14 The program implements a schedule of follow-up that includes the following:

- contact by phone, email, video conferencing, mail, or an in-person visit within one month of placement and every three months (minimum) for the first year.
- an in-home/community follow-up visit three months after placement by program staff or a program-trained individual.
- on-going aftercare and advice to the partnerships as necessary, and personal contact by staff or trained volunteers at least annually to ensure that the standards reached at graduation are maintained. This may be accomplished in person, by video conferencing, or phone so that two-way communication occurs.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

10.15 The program has a policy to ensure that, if a dog must be removed from its partnership, someone who is part of the veteran's support system is notified and preferably present at the time of the dog's surrender to the program. The veteran's last known mental health provider is also notified.

Paperwork in Advance – Interview – Inspection

Yes No

Notes:

RESULT OF SECTION 10:

STANDARDS FOR TRAINING AND PLACEMENT OF SERVICE DOGS FOR VETERANS WITH MILITARY-RELATED PTSD

PASS

FAIL

COMMENTS:

Section 11. Standards for Training and Placement of Facility Dogs

The intent of these standards is to ensure that all policies and procedures regarding selection, training, and care of dogs are in accordance with ADI Standards and for dogs; that there is a comprehensive education and training program individualized to the needs of the dog and facility; and that there are detailed training records.

Please refer to Compliance Demonstration Requirements on Training and Placement of Facility Dogs for further information about these standards.

- 11.1 The facility dog must respond to commands (basic obedience and skilled tasks) from the handler 90% of the time on the first ask in all public and home environments.

Paperwork on Site - Interview – Observation

Yes No

Notes:

In addition, the following standards are in place for all facility dogs:

- Respond to commands (basic obedience and skilled tasks) from the handler 90% of the time on the first ask in all public and home environments.
- Demonstrate basic obedience skills by responding to voice and/or hand signals for:
 - sitting
 - staying in place within 24+(60cm) of handler at all times unless the nature of the trained task requires it to be working at a greater distance
 - down
 - walking in a controlled position near the handler
 - coming to the client when called
- The facility dog is partnered with a working professional handler and skilled at maintaining a calm manner and good social behavior in a variety of environments. The dogs are accustomed to interacting with different types of people including those with physical and/or developmental disabilities.

- The handler will be able to demonstrate:
 - That their dog can remain calm and display good social behavior while interacting with a variety of people in different environments.
 - Knowledge of acceptable training techniques.
 - An understanding of canine care and health.
 - The ability to maintain training, problem solve, and continue to train/add new skills (as required) with their facility dog.
 - An understanding of how to use the dog in canine assisted interventions.
 - Knowledge of local access laws and appropriate public behavior.

- The program will document monthly follow ups with the handler for the first 6 months following placement. Personal contact will be done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.

- Training with handler will be done directly and in person by a qualified program trainer.

- Identification of the facility dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and handler. In public the dog will wear a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as a Facility Dog.

- The program staff will demonstrate knowledge of the clients needs in the facility in relation to the services they provide. The program will make available to staff and volunteers educational material on the needs of the clients in the facility.

- Prior to placement every facility dog will be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws.

- The program has a written policy to inform the handler of any special health or maintenance care requirements for each dog.

Paperwork on Site - Interview – Observation

Yes No

Notes:

RESULT OF SECTION 11:

STANDARDS FOR TRAINING AND PLACEMENT OF FACILITY DOGS

PASS

FAIL

COMMENTS:

SUMMARY OF ACCREDITATION SURVEY:

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"/>	
SECTION 7	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>	N/A <input type="checkbox"/>
SECTION 8	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>	N/A <input type="checkbox"/>
SECTION 9	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>	N/A <input type="checkbox"/>
SECTION 10	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>	N/A <input type="checkbox"/>
SECTION 11	PASS	<input type="checkbox"/>	FAIL	<input type="checkbox"/>	N/A <input type="checkbox"/>