



Standards and Ethics Regarding Clients

In keeping with our purpose of helping people with disabilities achieve greater independence and improve the quality of their lives, the members of the organization believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.

1. Clients have a right to be considered to receive an Assistance Dog regardless of race, sex, religion or creed.
2. Clients have the right to be treated with respect and dignity at all times in their dealings with the member organization's personnel and representatives.
3. The client has a right to receive a sound educational program to learn how to use his or her Assistance Dog most effectively at home and/or in public.
4. The client has a right to receive appropriate education on his or her role as a user of an Assistance Dog in the community.
5. The client has the right to receive regularly scheduled team evaluation and follow-up support.
6. The client has a right to receive information on or ask for assistance in the following matters:
 - ▶ Additional training for the dog that is needed due to a change in the client's functional level.
 - ▶ A behavioral management problem with the dog.
 - ▶ A major veterinary problem.
 - ▶ Legal problems pertaining to the use and access of the Assistance Dog as allowed by law.
7. The client has the right to expect that personal files will remain confidential and will not be disclosed unless he or she has given express prior permission.
8. The community has a right to expect an Assistance Dog to be under control at all times and to exhibit no intrusive behavior in public, therefore the client has the right be partnered with an appropriate dog and taught appropriate handling techniques.
9. The community has a right to receive information concerning ADI Program Standards and Ethics.
10. 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.
11. No client shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.

Minimum Standards for Training Service Dogs

These are intended to be minimum standards for all assistance dogs.
All programs are encouraged to work at levels above the minimums.

1. The service dog must 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.
2. The service dog should demonstrate basic obedience skills by responding to voice and/or hand signals for sitting, staying in place, lying down, walking in a controlled position near the client and coming to the client when called.
3. The service dog must meet all of the standards as laid out in the minimum standards for Assistance Dogs in Public and should be equally well behaved in the home.
4. The service dog must be trained to perform at least 3 tasks to mitigate the client's disability
5. The client must be provided with enough instruction to be able to meet the ADI Minimum Standards for Assistance Dogs in Public. Clients must 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 service dog.
 - ▶ Knowledge of local access laws and appropriate public behavior.
6. The assistance dog program must document monthly follow ups with clients 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.
7. Identification of the service dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog must 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 assistance dogs.
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9. The client must abide by the ADI Minimum Standards of Assistance Dog Partners.
10. Prior to placement every service dog must meet the ADI Standards and Ethics Regarding Dogs, be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws. It is the program's responsibility to inform the client of any special health or maintenance care requirements for each dog.

Minimum Standards for Assistance Dog Partners

The assistance dog partners will agree to the following partner responsibilities:

1. Treat the dog with appreciation and respect.
2. Practice obedience regularly.
3. Practice the dog's skills regularly.
4. Maintain the dog's proper behavior in public and at home.
5. Carry proper identification and be aware of all applicable laws pertaining to assistance dogs.
6. Keep the dog well groomed and well cared for.
7. Practice preventative health care for the dog.
8. Obtain annual health checks and vaccinations for the dog.
9. Abide by all leash and license laws.
10. Follow the training program's requirements for progress reports and medical evaluations.
11. Arrange for the prompt clean up of dog's waste.