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## MISSION STATEMENT

“The mission of the International Guide Dog Federation is to support its members in their efforts to encourage and advance the provision of Guide Dogs as a means of independent mobility for people who are blind or visually impaired.”



## CLIENT SERVICE PRINCIPLES

1. It is the responsibility of member organisations to recognise and support the mission objectives and standards of the International Guide Dog Federation (IGDF) and to ensure that their activities promote the independence, respect, dignity and fair treatment of clients.
2. Access to the services of member organisations must be free from discrimination of any kind including race or colour, gender or sexual preference, nationality, age, marital or social status, religious, political beliefs or disability.
3. Member organisations must ensure that each person who meets the member's eligibility criteria and is seeking a service has access to services on the basis of relative need and available resources.
4. Applicants have the right to clear, accurate and complete information about the type, purposes and limits of services offered by member organisations.
5. Applicants and clients have a right to clear, accurate and complete information about their rights and responsibilities as a client of member organisations.
6. Each individual client may choose to receive services, or refuse or leave a service at any time, without prejudicing any future request for service from the organisation.
7. Applicants who are accepted into the programme to receive services have the right to terminate their applications at any time.
8. Member organisations also have rights, including the right to withdraw services if they determine that there will be insufficient positive outcome for the client. Members, however, shall consult with the client prior to withdrawing the service.
9. Applicants have the right to receive an assessment of their abilities and readiness to benefit from the guide dog mobility services offered by member organisations.
10. Applicants assessed as not suitable or ready for guide dog instruction have the right to be provided with reasons for the decline of their application. Exceptions may occur when the provision of this information is in conflict with the organisation's commitment to confidentiality towards a third party.
11. Unsuccessful applicants have the right to appeal in accordance with the policy of the member organisation if they believe their applications have not been treated fairly.
12. Clients who lodge written complaints must be referred to the member organisation's grievance procedure. It must be made clear to the clients that they will not be disadvantaged in receiving ongoing or future services as requested as a result of invoking the grievance procedure.

13. Clients have the right to be treated with respect and dignity at all times in their dealings with the organisation, its staff and representatives.
14. Clients have the right to receive information from the organisation regarding their guide dog's health history and training when this specific information has a bearing on the dog's performance, treatment or care.
15. Clients have the right to access the services of the organisation without being required to participate in fund raising, public relations or promotional activity of the organisation unless they express their wish to do so.
16. Applicant/client records shall be maintained as "Confidential," and used and released only as permitted or required by applicable laws.
17. If applicable laws provide that the applicant/client or a third party has the right to withhold specific information from any organisation requesting such information, compliance with such laws shall not affect the status of the applicant/client, or the organisation's membership of the International Guide Dog Federation.

**STANDARD 1**

## Humane Care, Training and Treatment of Guide Dogs

1. Humane care, training and treatment shall address the individual needs of every dog.

Temperament, inherent body sensitivity, and past experience are some of the factors that determine a dog's perception of any action. Any specific action therefore could be perceived as gentle, mild, anxiety relieving, inconsequential, confusing, stress inducing, frightening, painful or life threatening.

2. No organisation may use or advocate a device or practice whose intent or consequence is to invoke pain, injury, trauma or anxiety.
3. Member organisations shall charge their staff and volunteers with the responsibility of regular in-service meetings and discussions to ensure that they are aware of and comply with the International Guide Dog Federation's principles of humane care, training and treatment.
4. Member organisations have a moral obligation and responsibility for the welfare of every dog accepted into their care.
5. Member organisations must ensure that if the dog's quality of life becomes intolerable, any decision to euthanase the dog will only be taken after discussion and agreement between the client (when relevant), member organisation and qualified veterinarian.

The International Guide Dog Federation's principles of humane care, training and treatment shall be available to the public on request. [U.K. Registered Charity No 1062441](#)

**STANDARD 2**

## Applicant - Client Selection

### Client Service Procedure

Organisations must develop a consistent approach to responding to enquiries and guide dog services and must establish a set, client service procedure, including:

- ✓ Enquiry
- ✓ Information sent
- ✓ Application form sent (medical and other reports as required)
- ✓ Interview/ assessment
- ✓ Written acceptance/ non-acceptance of applicant
- ✓ Possible referral to other services
- ✓ Appeal process available
- ✓ Client/ guide dog matching
- ✓ Confirmation of instruction dates
- ✓ Confirmation of instruction venue
- ✓ Pre-instruction programme
- ✓ Instruction programme

#### §1. Enquiry:

On receipt of an enquiry, the organisation must, with 5 working days, send the prospective applicant information about guide dog mobility in the person's preferred format.

#### §2. Application form:

The application form must provide sufficient information to enable an initial assessment of the applicant's suitability for instruction.

#### §3. Applicant interview and practical assessment

The assessor must be a qualified Guide Dog Mobility Instructor (GDMI) or an Orientation & Mobility (O & M) instructor or other professionals who has completed a guide dog training programme for O & M instructors.

The assessor will determine that the applicant has:

- ✓ Motivation to train and work with a guide dog in the long term
- ✓ Ability to achieve and maintain the leadership role in the person/guide dog relationship.
- ✓ Physical ability to manage a guide dog.
- ✓ Functional orientation to the routes and destinations that the person will use.
- ✓ Sufficient work for the guide dog to maintain its safe guiding skills.
- ✓ Vision loss that causes the person to be dependent on a primary mobility aid.
- ✓ Hearing that enables the person to detect the presence and directionality of traffic.
- ✓ A positive home environment.
- ✓ Access to required resources to maintain the guide dog's ongoing health and temperamental well-being

#### **§4. Suitable applicants:**

The applicant / client must be advised of his/her acceptance in writing within one month of the organisation's receipt of all required information.

#### **§5. Unsuitable applicants:**

If the applicant / client is not ready for training, the person shall be given reasons for non-acceptance within one month of the organisation's receipt of all required information. Where further professional training or experience could bring the person to a level of readiness, appropriate referrals shall be provided.

#### **§6. Appeals procedure:**

An internal appeals procedure must be provided whereby an unsuccessful applicant may request re-consideration of the decision.

#### **§7. Successor Dogs:**

Where an applicant has previously been trained by the assessing organisation, the above procedures may be modified, in the light of knowledge gained and recorded. It is best that the end of a guide dog's working life is anticipated so that there is minimal delay between completing its guiding duties and the provision of the successor guide dog.

**STANDARD 3**

## Client and Guide Dog Team - Instruction and Follow-up

### §1. Programme content:

A programme plan must be prepared which covers the organisation's core instruction curriculum and additional specific instruction to meet the client's need.

### §2. Matching Process:

Dog(s) shall be selected for each client to ensure a suitable person/ dog match. During the final weeks of each dog's training, specific training centre shall be undertaken to prepare it for the individual client's particular needs. Clients with special needs (e.g. dual sensory loss) may need a suitable dog to be selected and specially prepared from a much earlier stage.

### §3. Programme Duration:

Clients training with their first guide dogs must receive a minimum of 30 hours practical in harness instruction spread over a 2 to 4 week period under the supervision of a qualified GDMI.

Clients training with successor guide dogs may be trained in a shorter period but this shall not be less than 20 hours of in-harness instruction under the supervision of a qualified GDMI.

The training must be individualised and there is no maximum training time within which the team must achieve safe and effective guide dog mobility.

### §4. Programme Location:

Instruction must be conducted in the most appropriate venue(s) depending on client need and organisational resources available. Instruction may be centre based, domiciliary or a combination of both.

### §5. Client requirements:

From allocation and throughout the instruction programme, the guide dog must be in the continuous care of the client. Therefore, clients must arrange their schedules to give priority to the programme requirements.

It is essential that the client be committed to the programme. Where this does not occur, or for any other reason which the organisation can substantiate (for example poor health or lack of fitness or motivation), the client's instruction may be discontinued.

In cases where a client is unsuccessful, but might prove suitable given further assistance or instruction, the organisation must provide or refer to such assistance.

§6. Considerations when matching client and Guide Dog:

Consideration must be given to each client / guide dog match. This involves identifying the compatibility of the client's physical and temperamental characteristics, home environment, and travel and work environment with the selected dog's physical and temperamental characteristics and its natural working potential. The matching decision must ultimately be the responsibility of an experienced GDMI but may also involve other members of the client/ guide dog matching panel. The following elements should be considered.

**1. Physical Characteristics:**

<b>CLIENT</b>	<b>DOG</b>
Size	Size
Walking speed	Natural Walking Speed
Tension on handle	Strength of guiding tension
Following ability	Guiding stability
Control potential	Responsiveness
Reflexes	Hearing sensitivity
Balance	Body sensitivity
General Capabilities	Willingness and concentration
Other impairments/disabilities	Body sensitivity
Orientation skills	Consistency of guiding work

**2. Personality/ Temperament:**

<b>CLIENT</b>	<b>DOG</b>
Lifestyle	Social behaviour
Learning ability	Temperamental stability
Tension / relaxation	Sensitivity
Fear / Anxiety	Consistency/ Temperamental stability/ Concentration
Guide Dog work expectation	Guiding potential/ social behaviour/ initiative

To maximise the benefit of the initial introduction, the client and selected dog must meet in a controlled positive environment.

§7. The Client / Guide Dog initial Instruction Course:

During the initial practical sessions and lectures the client must receive guiding exercises, using a short handle or harness, to learn:

- i* Following skills
- ii* Use and techniques of control
- iii* Use of voice
- iv* Basic handling techniques
- v* Change of direction
- vi* Balance/body and foot movements
- vii* Use of equipment

These pre-training exercises are needed to prepare each client for work with his/her guide dog. They must also be used in to assess the client's:

- viii* Exercise tolerance
- ix* Ability to absorb and implement instructions

- x Preferred walking speed
- xi Balance and reflexes
- xii Orientation skills
- xiii Modify unacceptable handling
- xiv Residual vision
- xv Confirm matching of a suitable dog

### **1. Instruction course**

The organisation Client/ Guide Dog instruction course must demonstrate the ability to cover all of the listed core theoretical and practical exercises. The training must provide sufficient instruction, experience and reinforcement to achieve a safe, effective and efficient standard of independent mobility.

- i Basic dog handling and control techniques
- ii Dog care and maintenance, feeding, grooming
- iii Basic obedience exercises – heel, sit, down, stand, stay, stop and come
- iv Consistent dog handling practice
- v Understanding the mind of the dog
- vi Basic dog behaviour and pack hierarchy
- vii Understanding the social language of dogs
- viii Basic commands – forward, left, right, back, follow and find the .....
- ix Voice utilisation
- x Kerb drills and road crossing procedures
- xi Traffic reinforcement exercises
- xii Anticipation and distraction control
- xiii Stationary and dynamic obstacle avoidance
- xiv Steps, lifts, escalator and travelator use
- xv Public transport as applicable
- xvi City travel
- xvii Rural travel
- xviii Mall travel
- xix Night travel
- xx Follow procedures
- xxi Introducing the guide dog to other dogs
- xxii Introducing the guide dog to new environments
- xxiii Free-running
- xxiv Dog toileting procedures
- xxv Responsibilities for health & welfare of his/ her dog
- xxvi Public relations and the guide dog
- xxvii Guide dog access legislation and quarantine regulations

### **§8. Follow-up/ Aftercare**

#### *1 .Post Class Instruction Follow-up/ aftercare.*

Will occur immediately on the guide dog team's return home

#### *2 .Routine Follow-up/ aftercare*

Organisations must offer clients annual follow-up visits, to ensure the safe and effective travel of the guide dog team and the health and temperamental well being of the guide dog.

### *3. Emergency follow –up / aftercare*

The organisation must provide an emergency follow-up/ after care telephone service within 24 hours of a client's request. In circumstances when the safety of the guide dog team may be compromised, or the physical or temperamental well being of the guide dog is seriously challenged, the organisation must arrange a personal, professional, visit by a qualified staff member to the guide dog team within a time frame that reflects the nature of the request for an emergency follow-up/aftercare visit.

### *4. Replacement*

Member organisations must have a policy regarding working dogs to be retired

### *5. Grief support*

This service must be available to guide dog clients whose dogs retire or die.

## STANDARD 4



# Breeding, Puppy Raising and Veterinary Services

Member organisations shall have a consistent supply of physically and temperamentally suitable dogs for training. For organisations that have an established breeding and puppy-raising programme, this must follow the standards of the International Guide Dog Federation. Organisations that have breeding stock and puppies boarded in guardian/foster homes must have agreements that outline the rights and responsibilities of the member organisation and the guardian/foster family.

### §1. Breeding Programme:

The breeding programme must be the responsibility of a person of appropriate professional expertise and experience in canine reproduction with knowledge and preferably experience of guide dog training. There must be access to veterinary services with breeding expertise.

Breeding stock should be cleared of genetic disease prior to acceptance on to the programme, to minimise the transmission of unacceptable hereditary conditions. Breeding stock must be temperamentally assessed to be of guide dog quality prior to acceptance on to the breeding programme.

Bitches must have at least one season before breeding and not have more than four litters up to the age of six years without written veterinarian consent.

Stud dogs must be at least 12 months old before they are used for stud purposes

### §2. Acquired Adult Dogs:

Where a guide dog organisation does not have a breeding and or puppy raising programme, the parents of donated pups and the puppies / and or adult dogs must be temperamentally and physically assessed prior to acceptance into the training programme.

### §3 Breeding Documentation:

Required records are:

- i* Identity and details of parents/ pedigree
- ii* Temperamental assessment of parents
- iii* Forecast planning 24 month calendar for mating and whelping
- iv* Regular semen checks / sperm counts
- v* Mating and whelping

- vi* Frequency of mating and length of tie
- vii* Types and dates of mating: natural, artificial insemination
- viii* Number and gender of puppies born
- ix* Number and gender of puppies stillborn
- x* Number and gender of puppies that die in the nest, including dates
- xi* Health, weight, vaccination and worming history
- xii* Date of weaning
- xiii* Success of each puppy / litter
- xiv* Type, incidence and degree of inherited abnormalities

#### **§4 Puppies**

Puppies must receive human nurturing and socialisation during the first 6-9 weeks

#### **§ 5 Puppy Raising**

- i* The puppy-raising programme must be the responsibility of a person of appropriate professional expertise and experience in puppy development, and with knowledge and preferably experience of guide dog training.
- ii* Puppies should be placed in selected homes between the ages of 6-9 weeks acknowledging the need for effective vaccine protection and early socialisation
- iii* Should any pups not be placed on a puppy-raising programme or retained for breeding purposes, the organisation must ensure that these pups are homed appropriately
- iv* There must be appropriate agreement with rights and responsibilities between member organisation and puppy raiser
- v* Organisations must provide adequate puppy food and equipment
- vi* Puppy raising programmes must have access to centre and community based veterinary services
- vii* Puppy raising programmes must have access to a variety of environments for sequential socialisation and public and private transportation
- viii* Puppy raisers must be supported by regular visits (at least every two months) from puppy raising supervisors, and records maintained

### § 6 Puppy documentation

- i Organisations must maintain records relating to each puppy's temperament, health and supervisory visitations

### § 7. Dogs withdrawn from the programme:

- i Organisations must have a policy regarding the re-homing of dogs.
- ii Organisations must have a written agreement regarding the re-homing of dogs with each adopter, and a monitoring programme

### § 8. Veterinary Services

- i Member organisations shall have access to comprehensive general and specialist veterinary services.
- ii Dogs must be examined regularly for hereditary and other health problems, and appropriate care promptly provided
- iii A veterinarian must examine dogs prior to formal assessment and training to identify any abnormalities, particularly relating to:
  - ✓ hips
  - ✓ shoulders
  - ✓ elbows
  - ✓ skin
  - ✓ eyes
- iv Dogs must be provided with a comprehensive vaccination and worming programme
- v Dogs, which have been assessed by a veterinarian as being unsuitable for a normal working life as a guide dog, must be withdrawn from the programme.
- vi Graduates must have their dogs examined by a veterinarian at least once a year. Medical details must be recorded in the dog's official health records, which will also show details of all vaccinations, illnesses and treatments administered

### §9. Veterinary Services- records

Comprehensive health records must be maintained for every dog for every stage of the programme. Such records must include, but are not limited to, those required by law.

## STANDARD 5



# GUIDE DOG ASSESSMENT & TRAINING

## Assessment:

Member organisations must assess the physical and temperamental suitability of dogs for guide dog work prior to commencing training. This must ensure the base temperament of dogs prior to the modification of the training process.

### §1. Essential Dog Qualities

#### 1. Physical:

- i* Normal height and correct ratio to breed
- ii* Physically sound, good conformation, balance, stamina and gait.
- iii* Acceptable appearance, coat compatible with climate and within the client's ability to maintain.
- iv* Normally 12-24 months of age at commencement of training, depending on breed and maturity of individual dog

#### 2. Temperament:

- i* Even tempered with a happy disposition, friendly towards animals and humans, trainable and adaptable
- ii* Responsive to human voice, willing to please, and seeks human companionship
- iii* Able to develop and maintain good concentration even in the presence of other animals, particularly dogs. Adaptable to any environmental and/or handler changes.
- iv* Low chasing instinct, possessing working drive but not hyperactive
- v* Excessive sniffing or wind scenting is unacceptable
- vi* Should not demonstrate excessive response to being stroked or handled or display extreme reaction to sound or other stimuli.
- vii* Not shy, sound shy, nervous or suspicious, not aggressive in any way, over dominant or travelsick.

#### 3. Social behaviour:

- i* Of quiet, steady behaviour off duty in social situations
- ii* Should be non-scavenging
- iii* Clean in toileting habits, relieving on command and in appropriate locations.
- iv* The dog must not have a protective nature

## Training

### §2 Training principles

Member organisations generally follow guide dog training principles of operant learning, positive reinforcement, negative reinforcement and correction.

In situations of which it is understood by the trainer, that the dog is aware of the appropriate response to a given command but for reason of (for example) distraction the dog chooses not to comply, a level of correction may be necessary.

Correction must be fair, consistent and appropriate to the circumstance and the sensitivity of the dog.

Corrections must not cause the dog unreasonable, physical or emotional discomfort.

No organisation may use or advocate a device or practice whose intent or consequence is to invoke pain, injury, trauma or anxiety.

### §3 Performance Standards:

These are basic performance standards. Dogs may be trained for additional specific tasks, which may be required by individual clients, such as follow procedure, leash relieving etc.

#### **1. Conscientious obeying of obedience commands:**

- i* Commands such as: Come, heel, sit, down, stay, etc.
- ii* The dog must demonstrate its competency in recognising and responding to specific search and find commands

#### **2. Recall:**

- i* The dog must return immediately and make physical contact with its handler in response to hearing its name together with the command 'come'

#### **3. Tension/Speed control:**

- i* A guide dog in harness must be relaxed at walk without excessive pulling, bending its back or crabbing. It must concentrate naturally on the route ahead.
- ii* The dog must work at a consistent steady pace, providing safe, effective and fluent movement appropriate to its handler and travel conditions.
- iii* Prior to allocation a Senior Guide Dog Mobility Instructor must test each dog's work.
- iv* Each dog must be worked during its last 6 weeks of training with the handler blindfolded.

#### **4. Obstacles:**

- i* These must be avoided in such a way that there is sufficient clearance for a handler to continue on his/her way safely.
- ii* If an obstacle obstructs the whole pavement, the dog must avoid the obstruction and at the same time indicate the need for the handler to return onto the pavement at the first opportunity. The dog must also avoid higher-level obstacles that jeopardize the handler's head or upper body.

**5. Pavement/Sidewalk:**

- i* The dog must maintain a central position wherever possible and indicate the presence of the pavement/sidewalk by sitting or standing as close to the edge as practicable, thereby assisting the handler to step down into or out of the road safely.
- ii* The dog must also locate the correct places to cross the road.

**6. Street Crossing:**

- i* The dog must locate pedestrian traffic light controls, where available.
- ii* Streets must be crossed, on command, in a straight line unless there is danger for the handler, in which case the dog must wait.
- iii* In the event that approaching traffic becomes a danger or where there is an obstacle on the opposite side of the street, the dog must act to ensure the safety of the handler.

**7. Traffic Training:**

- i* The guide dog handler must assume responsibility for his/her own safety prior to and while crossing roads.
- ii* The dog must be capable of responding appropriately to traffic when guiding the handler across roads.
- iii* The dog must be able to demonstrate that it can judge speed and distance by reacting to oncoming vehicles, at varying distances, appropriate to their speed.

**8. Distractions:**

- i* It is quite normal for a dog to be distracted by certain stimulants such as other animals or food, however it must readily return concentration to its working task when directed.

**9. Public places:**

- i* The dog must be well behaved in all locations both on and off duty.
- ii* The dog must remain close to his/her handler and stay where directed when at rest.

**10. Public Transport:**

- i* The dog must show no distrust or concern at the approach of public transport.
- ii* On command the dog must find the entrance of the vehicle, board in a calm manner, indicate an empty seat, if appropriate and remain where directed without hindrance to other passengers.
- iii* When getting off, the dog must find the way out, wait at the first step, and then precede his/her handler (as appropriate), when directed, at a speed appropriate to the handler's needs and the environment.

**11. Rural Walking Ability:**

- i* The dog must be capable of working in a situation, where there are no defined footpaths, by the edge of a road.
- ii* Dogs trained to work regularly in such areas must be capable of consistently maintaining distance, close to the verge, whilst working on the left or right side of the road.

**12. Doors:**

- i* These must be found on command.

**13. Stairs:**

- i* These must be found on command, the first step indicated and whether up or down.
- ii* The dog must walk the stairs at a speed appropriate to the handler's needs.

**14. Elevators:**

- i* On entering a lift/elevator the dog must go to either of the far corners of the lift/elevator, turn around, sit or stand and wait calmly for a command to exit.

**15. Escalators/ Travelators:**

- i* Escalators and travelators (due to inherent risk) should be avoided if at all possible. However, in circumstances where this is not feasible the guide dog must have received appropriate training and be determined competent prior to guiding the handler onto escalators or travelators.

Membership will not be affected for those organisations which have a policy stating that escalator travel training is not part of their training process.

**16. Off-Duty:**

- i* The harness must be completely removed whenever the dog is not working.
- ii* When free of leash or harness, the dog must still be responsive to control.

**17. Walking on leash (in a non working situation):**

- i* The dog must walk in a controlled manner on a loose leash by the handler's side.
- ii* The dog must wear an identification collar at all times, on or off duty.

**18. Training Time:**

- i* Dogs must receive a minimum of 1 hour per day for at least 80 working days.
- ii* Dogs must receive broad experience through a sequential training course
- iii* During the last 4 weeks, the training must focus on any special requirements of the dog's future handler.

A dog will be considered to be fully trained only when it can perform satisfactorily and safely, both day and night, in reasonable weather and working conditions, in moderate and heavy traffic and can maintain concentration, working effectively, despite some levels of external distractions.

## Standard 6



# TECHNICAL STAFF EDUCATION AND DEVELOPMENT

## §1 Technical Staff requirements of a Guide Dog organisation

This section provides a listing of staff resources required in a well-established guide dog organisation and sets standards for the direction of new organisation developments. Organisations do not need to perform all of these services to qualify for membership of the International Guide Dog Federation. However, where these services exist, organisations must recruit, train, and develop full, part time, and volunteer staff that effectively manage the delivery of quality services to the standards specified, irrespective of size or staffing levels.

- i* In smaller organisations, staff will often undertake more than one function. However it is essential that adequate numbers of fully trained staff are available when operating the following services.
  - ✓ Breeding
  - ✓ Puppy raising
  - ✓ Kennels and veterinary care
  - ✓ Guide dog assessment and training
  - ✓ Client training- residential, centre based or domiciliary
  - ✓ Field services
  
- ii* During training and post qualification, member organisations must ensure that the following human resources documentation exists for all full, part-time and volunteer staff:
  - ✓ Contract of employment or agreement (pursuant to applicable laws)
  - ✓ Job description
  - ✓ Personal profile
  - ✓ Annual performance development review
  - ✓ Staff grievance and appeals procedure
  - ✓ Relevant qualifications and position competencies
  
- iii* Member organisations must ensure that each staff member participates in a continuous programme of professional development.

## ***Staff training & development***

Attaining competency for staff members to perform required responsibilities is a goal essential to the long-term success of the organisation.

### **Guide Dog Mobility Instructor**

The education for a fully qualified guide dog mobility instructor must follow the IGDF guide dog mobility instructor curriculum. The trainee GDMI must fully demonstrate the ability to assess and train guide dogs and assess and instruct people who are blind and visually impaired. GDMI education programmes usually require three or more years of continuous on the job training along with supplementary studies.

- i* Minimum number of guide dogs and guide dog / client teams to be trained to validate qualification as a GDMI.

<b>Number of guide dogs trained</b>		<b>Number of guide dog/ client teams trained (either residence or domiciliary)</b>	
Fully supervised	4	Fully supervised	4
Partially supervised	4	Partially supervised	4
Unsupervised	4	Unsupervised	4

- ii* Guide Dog Mobility Instructors must demonstrate all competencies required in the IGDF GDMI course curriculum.
- iii* Competencies both practical and theoretical must be examined and verified by the organisation's educator instructor, or by another qualified independently appointed individual or body. Such competencies include the assessment of dog for readiness prior to allocation to a client and the graduation of guide dog / client team.
- iv* The trainee GDMI's performance during such examinations must be recorded and discussed with the trainee with a view to improving performance and developing his/her skills. Such records must be maintained for each trainee where the observed performance and remedial actions can be outlined along with development work towards increasing and broadening skills.
- v* Breeding, Puppy raising, Kennel and Veterinary Staff must be appropriately trained for the specific requirements of their respective positions.

**STANDARD 7**

## Administration

Organisations must have clearly documented policies, procedures and records in the following areas:

- i* Client services
- ii* Dog training, health and welfare
- iii* Human resources

### §1. Client Services:

- i* Member organisations must maintain client records, and have an archive policy consistent with applicable laws.
- ii* Member organisations must ensure the integrity, security and controlled access to client's records and other confidential data.

### §2. Dog:

Breeding records

- i* Dogs passing through the member organisation must be identity chipped and/or tattooed with an identity number traceable to the member organisation. Where tattoos are the choice of the identification, they must be administered by a veterinarian under sedation or anaesthetic, minimising any discomfort associated with the procedure
- ii* Clear and accurate records shall be kept on every dog which show the following information:
  - ✓ Identity: (*Name and Number*)
  - ✓ Date of Birth
  - ✓ Sex
  - ✓ Parentage
  - ✓ Breed
  - ✓ Colour
  - ✓ Hereditary disorders

### §3. Puppy raising, dog assessment and training

- i* These records must include date, progress and final outcome of the dogs' temperamental and physical assessment.
- ii* Dog's progressive completion of its training programme must be recorded on a minimum of a weekly basis.
- iii* The date and reason/s why a dog did not qualify and to where the dog exited the programme must be recorded.
- iv* The date and score of the final training review walk to determine readiness for student allocation must be recorded.

### §4. Dog health

Health records must be all dated and kept separately from training records. They must include:

- i* Regular weight checks
- ii* Regular veterinary examinations
- iii* Diagnosis and treatment plans
- iv* Internal and external parasitic worming
- v* Vaccinations
- vi* Minor and major illnesses, surgery and whether anaesthetics were administered
- vii* Hereditary disorders

### §5. Human Resources

- i* Organisations must show evidence of a technical staff performance management system. This will include staff supervision by supervisors and managers, peer reviews and technical appraisals, staff performance and development reviews.
- ii* Organisations must show evidence of staff recruitment, induction and staff exiting procedures.
- iii* Organisations must show evidence of a staff grievance procedure.

## Standard 8



# Buildings and Transport

## §1. Buildings:

### **Kennels**

Buildings must:

- i* Comply with applicable standards with regard to the occupational health and safety of staff and the humane accommodation, treatment, and care of dogs.
- ii* Be designed and constructed with materials that promote best practice, hygiene and canine husbandry. Floors must be sloping and self-draining and non-permeable.
- iii* Must have adequate ventilation and temperature control to ensure the health and safety of staff and dogs, and protection from the prevailing weather conditions
- iv* Ensure staff and dogs have clear visibility of each other and the surrounding environment
- v* Have access to hot and cold running water, sewer system and power supply.
- vi* Be designed to ensure the security of staff and dogs.
- vii* Be designed to ensure specific individual kennel functions such as breeding, boarding, training, isolation, veterinary clinic and hospital
- viii* Have adequate relieving and free running areas

### **Client Facilities**

Buildings must:

- xv* Comply with applicable standards of accommodation, which ensure the health and safety of clients and staff.

## §2. Transport:

Organisations must provide vehicles that:

- i* Ensure the safe and comfortable transportation of clients, staff and dogs.
- ii* Are designed or appropriately modified to ensure the security of clients, staff and dogs.
- iii* Have appropriate climate control and be continuously ventilated even when parked.