

International Guide Dog Federation



Standards 2015

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1. Standard 1 – Applicant/Client Selection

1. Client Service Procedure

Member Organisations must develop and have a consistent approach to how they respond to enquiries and provide guide dog services. This is achieved by establishing a Client Service Procedure, including the following tasks:

- Handling Enquiries
- Information Sent to Applicant – Application form (medical and other reports as required)
- Applicant Interview and Practical Assessment
- Notification of Acceptance/Non-acceptance of Applicant in accessible format
- Possible Referral to Other Services
- Appeal Process
- Client/Guide dog Matching
- Confirmation of Instruction Dates and Venue
- Pre-instruction Programme
- Instruction Programme
- Successor Dogs

2. Handling Enquiries

On receipt of an enquiry, the Member Organisation must send the prospective Applicant information about Guide Dog mobility, in an accessible format, within ten business days.

3. Information Sent to Applicant

The Application Form that is sent to the Applicant must provide sufficient information to enable an initial assessment of the applicant's suitability for instruction.

4. Applicant Interview and Practical Assessment

The Assessor must be a qualified Guide Dog Mobility Instructor (GDMI), a qualified Orientation & Mobility (O & M) Instructor or other professional who has completed a guide dog training programme for O & M Instructors.

The Assessor will determine whether the Applicant has satisfied the following criteria:

- Has the motivation to train and work with a guide dog long term.
- Has the ability to achieve and maintain the leadership role in a person/Guide dog relationship.
- Has the physical ability to manage a guide dog.
- Has functional orientation on the routes and to the destinations that they will use.
- Has sufficient work for the guide dog to maintain safe guiding skills.
- Has the level of vision loss that causes dependence on a primary mobility aid.
- Has the capacity to demonstrate independent and safe road crossings (including the use of appropriate assistance).
- Has a safe and supportive home environment.
- Has access to the resources required to maintain the guide dog's ongoing health and temperamental well-being.

5. Notification of Acceptance/Non-acceptance of Applicant

The Applicant must be advised of their acceptance/non-acceptance, in an accessible format, within one month of the Member Organisation's receipt of all required information.

If the Applicant is not ready for training, the person must be given reasons for non-acceptance.

6. Possible Referral to Other Services

Where further professional training or experience could bring an unsuccessful Applicant to a level of readiness, appropriate referrals must be provided.

7. Appeal Process

An internal appeal process must be provided, to allow an unsuccessful Applicant to request re-consideration of the decision.

8. Client/Guide Dog Matching Process

Dog(s) shall be selected, for each Client, to ensure a suitable person/dog match. During the final weeks of dog training, or the client's class, specific training to prepare the dog for the Client's particular requirements shall be undertaken.

1. Clients with special needs (for example, dual sensory loss) may require a suitable dog to be selected and specially trained at an earlier stage.
2. Careful consideration must be given to each Client/Guide dog match. This involves identifying the following Client/Guide dog compatibilities:
 - Physical and temperamental characteristics.
 - Home environment
 - Travel and work environment

The matching decision must ultimately be the responsibility of an experienced Guide Dog Mobility Instructor (GDMI) but may also involve other members of the Client/Guide dog matching panel.

The following elements must be considered.

1. Physical Characteristics:

CLIENT	DOG
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:

CLIENT	DOG
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 environment.

9. Confirmation of Instruction Dates and Venue

Applicants must receive confirmation of their Class Instruction dates and venue in an accessible format prior to the commencement of training.

10. Successor Dogs

Successor dogs are any guide dogs applied for by the client subsequent to their first guide dog.

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 desirable that the end of a guide dog's working life be anticipated so that there is minimal delay between completing its guiding duties and the provision of the successor guide dog.

2. Standard 2 – Client and Guide Dog Team Instruction and Follow Up

1. Training Programme Content

A programme plan must be prepared. This plan must cover the Member Organisation's core instruction curriculum and any additional specific instruction required by the Client. The training content must adhere to the principles of Humane Care as outlined in Standard 5.

2. Training Programme Duration

Training, for all Clients, must be individualised. There is no minimum training time, within which the Client/Guide dog team must achieve safe and effective guide dog mobility.

1. First Time Guide Dog Clients

Clients training with their first guide dog must receive in harness and out of harness instruction. This instruction must be under the supervision of a qualified Guide Dog Mobility Instructor (GDMI). Upon completion of the instruction the Client/Guide dog team must demonstrate safe and effective guide dog mobility in the necessary competency areas as evaluated by the member organisation's qualified Guide Dog Mobility Instructor/s (GDMI).

2. Successor Guide Dog Clients

Clients training with their successor guide dog must receive in harness and out of harness instruction. This instruction must be under the supervision of a qualified Guide Dog Mobility Instructor (GDMI). Upon completion of the instruction the Client/Guide dog team must demonstrate safe and effective guide dog mobility in the necessary competency areas as evaluated by the member organisation's qualified Guide Dog Mobility Instructor/s (GDMI).

3. Training Programme Location

Instruction must be conducted in the venue(s) most appropriate to the Client's needs; dependent on the organisational resources available. Instruction may be centre based, domiciliary or a combination of both.

4. Client Requirements

Following the allocation of a guide dog to a Client 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 requirements of their instruction programme.

It is essential that the Client is committed to the instruction programme. Where this is not the case and there is substantial reason (for example, poor health, 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 Member Organisation must provide or refer the Client to such assistance.

5. Client/Guide Dog Instruction

1. Initial Training

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

1. Use of equipment
2. Use of voice
3. Basic handling techniques
4. Balance – body and foot movements
5. Following skills
6. Change of direction
7. Use of techniques for control

These pre-training exercises are needed to prepare each Client for work with a guide dog. They must also be used to review the following about the Client:

- Exercise tolerance
- Ability to absorb and implement instructions
- Preferred walking speed
- Balance and reflexes
- Orientation skills
- Ability to modify unacceptable handling
- Degree of residual vision
- Suitability of the match

2. Client Instruction Course

The Member Organisation's Client/Guide dog instruction course must demonstrate the ability to cover the entire core theoretical and practical exercises listed below. The training must provide sufficient instruction, experience and reinforcement to achieve a safe, effective and efficient standard of independent mobility. Member Organisations must have supporting documentation to substantiate that the team has attained proficiency in the following areas:

1. Basic dog handling and control techniques
2. Dog care and maintenance – feeding and grooming
3. Basic obedience exercises – heel, sit, down, stand, stay, stop and come
4. Consistent dog handling practice
5. Understanding the mind of the dog
6. Basic dog behaviour and pack hierarchy
7. Understanding the social language of dogs
8. Basic commands – forward, left, right, back, follow and find the
9. Voice utilisation

10. Kerb drills and road crossing procedures
11. Traffic understanding and awareness
12. Anticipation of distraction and control
13. Stationary and dynamic obstacle avoidance
14. Steps, lifts, escalator and travelator use
15. Public transport as applicable
16. Sighted Guide procedures
17. City travel
18. Rural travel
19. Mall travel
20. Night travel
21. Understanding the following procedures:
 - i. Introducing the guide dog to other dogs
 - ii. Introducing the guide dog to new environments
 - iii. Free-running
 - iv. Dog toileting
 - v. Responsibilities for the health and welfare of the dog
 - vi. Public relations and the guide dog
 - vii. Guide dog access legislation and quarantine regulations

6. Follow Up/After Care

1. Post Instruction

The Member Organisation must offer follow up/aftercare on completion of training.

2. Routine Ongoing

Member Organisations must provide follow up/aftercare support if requested or deemed necessary to ensure the following:

- The safe and effective travel of the Client/Guide dog team
- The health and temperamental well being of the guide dog

3. Emergencies

The Member Organisation must provide an emergency follow-up/ after care telephone service within 24 hours of a Client's request for assistance.

In circumstances where the safety of the Client/Guide dog team may be compromised or the physical/temperamental well being of the guide dog is seriously challenged, the Member Organisation must arrange a personal, professional visit by a qualified staff member. This visit to the Client/Guide dog team must be within a time frame that reflects the nature of the request for emergency follow up/aftercare.

4. Guide Dogs Retirement

Member Organisations must provide, upon request, advice to clients with regard to the retirement and welfare of the aging guide dog.

5. Grief Support

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

3. Standard 3 – Technical Staff Education and Development

This standard does not apply to Guide Dog Mobility Instructors (GDMI's). Refer to Standard 4 in the case of GDMI education.

1. Technical Staff Requirements

This section provides a list of staff resources required, in a well-established guide dog organisation, and sets standards for the direction of new organisation development.

Organisations do not need to perform all of these services to qualify for membership of the International Guide Dog Federation. Where these services do exist, however, organisations must recruit, train and develop full/part-time staff capable of effectively managing the delivery of quality services to the standards specified; irrespective of size or staffing levels.

In smaller organisations, staff will often perform more than one function. It is essential that adequate numbers of fully trained staff are available when providing the following services:

- Breeding
- Puppy Raising
- Kennels and Veterinary Care
- Guide dog trainers

2. Human Resources (HR) Requirements

The organisation, during training and post qualification, must ensure that the following human resources documentation exists for all full and part-time staff:

- Terms and Conditions of Employment
- Job Description
- Personal Profile
- Performance Development Review
- Staff Grievance and Appeals Procedure

3. Qualification and Position Requirement

1. Relevant Qualifications

The organisation, where currently involved in areas of staff education/instruction or planning to be in the future, must have a written curriculum in place that is available to the staff expected to complete the training.

There must be a written document explaining how the education/instruction will take place, including indicators of time frames. It is up to Member Organisations to decide on the order of content and timing. This document must be available to trainees.

The education /instructional materials must contain all the subject areas required by the IGDF.

The organisation must have supervisory staff suitably qualified in the areas supervised.

The organisation must have clear entry qualifications, in line with the educational/instructional demands of the position.

Member Organisations decide their entry qualifications, but the entry requirements must be in line with the demands of the task and the education/instruction required.

The Member Organisation must have an accreditation for the following:

- Accredited Prior Learning (APL)
- Accredited Prior Experiential Learning (APEL)

A policy document containing evidence both APL and APEL have been granted must be available where appropriate and relevant.

2. Position Competency

Staff assessments/evaluations must comprehensively cover the learning and performance areas, being appropriate to the skills required for the task to be performed.

Practical and/or theoretical assessments that will take place must be identified. They must be appropriate for the area to be tested. Examples of testing, where required, must be available upon request.

There must be no bias in assessment/evaluation. There are different ways that this can be assured, for example, assessors/evaluators external to the organisation can be used. There must be some identifiable effort to ensure that the assessment/evaluation process is fair.

Staff must be informed of when the assessments/evaluations will take place.

The Member Organisation must take steps to ensure academic integrity (refer to the IGDF website for a document on IGDF Academic Integrity).

The Member Organisation must have an Appeals Process in place, including assessment resit/retake opportunities. An appeals policy must also exist and trainees must be aware of it. Member Organisations can set the criteria, for example, one re-sit only. If there appear to be anomalies, explanations must be sought.

The organisation must seek feedback from trainees. For example, records of trainees' comments and confirmation that they were given opportunity to comment.

The organisation must show evidence of a continuing Professional Development Programme.

All staff must have the opportunity of an ongoing, relevant learning experience.

The organisation must maintain and have available all records of trainee/staff achievement.

All trainees/staff must be provided with or have access to records of their achievements.

The minimum number of guide Dogs to be trained, in order to validate qualification as a Guide Dog Trainer (individual who works only with dogs and not clients), is six as per the table below:

Fully Supervised	Two (2)
Partially Supervised	Two (2)
Unsupervised	Two (2)

4. Standard 4 – GDMI Education Programme

The Guide Dog Mobility Instructor Educational Programme ensures the consistency and completeness of instructor courses being offered by International Guide Dog Federation (IGDF) Member Organisations.

Member Organisations will be assessed on whether they are adhering to the standards presented below and/or are working towards them. If the Member Organisation currently involves itself in the education of trainee instructors, or if they plan to do so in the future, the following must be adhered to:

1. Curriculum/Course Content

- There must be a written curriculum in place and available for trainees.
- There must be a written document explaining how the course will take place, including indicators of time frames. It is up to Member Organisations to decide on the order of content and timing.
- Trainees must have access to the written curriculum document.

2. Course Structure

- The curriculum must contain all the subject areas required by the IGDF.
- The curriculum must adhere to the principles of Humane Care as outlined in Standard 5.

3. Educational Staff

- Supervisory staff must be suitably qualified. Direct supervisors of practical work must be IGDF Member Organisation qualified GDMI's; other tutors must have a reasonable level of recognised expertise in the subject area.

4. Entry Qualifications

- The Member Organisation must have clear course entry qualifications, which are in line with the demands of the course. Member Organisations decide their entry qualifications but the entry requirements must be in line with the demands of the course.

5. Accreditation of Prior Learning (APL) and Accreditation of Prior Experiential Learning (APEL)

- The organisation must be able to demonstrate that accreditation for Prior Learning (APL) or Prior Experiential Learning (APEL) is given where deemed appropriate.

6. Assessment

- The assessments must comprehensively cover the learning area and be appropriate to the learning required.

- Practical and theoretical assessments to take place must be identified and be appropriate to the area to be tested. Examples of testing must be available upon request.
- There must be no bias in assessment - there are different ways that this can be achieved, for example, assessors external to the organisation can be used. There must be an identifiable effort to ensure that the assessment process is fair:
 - Candidates must be informed when assessments are to take place.
 - The Member Organisation must take steps to ensure academic integrity. Refer to the IGDF website for the IGDF Academic Integrity document.

7. Appeals Policy

- The Member Organisation must have an Appeals policy including assessment resit / retake and trainees must be made aware of the policy. Member Organisations can set the criteria, for example, one re-sit only. If there appear to be anomalies, an explanation must be sought.

8. Course Feedback

- Course feedback from trainees must be sought and proven. For example records of comments by trainees and confirmation that they were given an opportunity to comment.

9. Continuing Professional Development

- A programme of continuing professional development must be in place and all instructors must have the opportunity to access this programme for ongoing, relevant learning and experience.

10. Records

- All records of trainee achievement must be maintained and made available to trainees.

11. Minimum Number of Guide Dog/Teams Trained

The minimum number of guide dogs and guide dog/client teams to be trained to validate qualification as a GDMI is as per the table below:

Number of guide dogs trained		Number of guide dog/client teams trained	
Fully supervised	2	Fully supervised	2
Partially supervised	2	Partially supervised	2
Unsupervised	2	Unsupervised	2

5. Standard 5 – Humane Care, Training and Treatment of Guide Dogs

Humane care, training and treatment addresses the individual physical and emotional needs of every dog throughout the duration that it remains under the control of the member organisation.

Some of the factors that determine a dog's perception of any action are listed below:

- Temperament
- Inherent Body Sensitivity
- Past Experience

The emphasis of IGDF is on understanding the dog's body language, irrespective of the equipment used, and ensuring that the dog is relaxed and confident. Guiding principles for dog training should be based on an understanding of operant learning, positive reinforcement, negative reinforcement, negative punishment and positive punishment. Correction (positive punishment) must be appropriate to the circumstances and sensitivity of the dog. Corrections must not cause the dog unreasonable physical or emotional discomfort.

Member Organisations are responsible for the following:

- Ensuring that their staff and volunteers are aware of and comply with the International Guide Dog Federation's principles of humane care, training and treatment by the provision of regular in-service meetings and discussions.
- Ensuring the welfare of every dog accepted into their care.
- If the dog's quality of life becomes intolerable, any decision to euthanize will only be taken under the guidance of a qualified veterinarian.
- Compliance with applicable laws in all areas in which they operate.

IGDF Members are encouraged to lead their communities beyond minimal legal standards in the treatment of dogs, setting an example of 'best practice'.

The overall goal is that IGDF Member and Applicant organisations strive to maximise the use of positive reinforcement and minimise the application of positive punishment.

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.

6. Standard 6 – Breeding, Puppy Raising and Veterinary Services

Member Organisations must have a consistent supply of physically and temperamentally suitable dogs for training.

For Member Organisations that have an established breeding and puppy-raising programme, these programmes must follow the standards of the International Guide Dog Federation.

For Member Organisations that have breeding stock and puppies boarded in guardian/foster homes, agreements must exist that outline the rights and responsibilities of the Member Organisation and the guardian/foster family.

1. Breeding Programmes

The breeding programme must be the responsibility of a person with appropriate professional expertise and experience in canine reproduction, preferably including knowledge and experience of guide dog training.

There must also be access to veterinary services with breeding expertise.

1. Acceptance

Prior to acceptance into the breeding programme, all breeding stock must satisfy the following criteria:

- Have been cleared of common genetic diseases to minimise the transmission of unacceptable hereditary conditions.
- Have been temperamentally assessed to be of guide dog quality.
- The genealogy must be documented by a pedigree containing at least three generations, preferably but not necessary from guide dog lines.

2. Brood Bitches

Bitches must be allowed to have at least one season and be at least 12 months old before breeding them. They must not have more than 4 litters, up to the age of 6, without written veterinarian consent.

3. Stud Dogs

Stud dogs must be at least 12 months old before being used for breeding purposes.

2. Acquired Puppies/Adult Dogs

Where a Member Organisation accepts donated dogs/puppies, they must be temperamentally and physically assessed for suitability prior to acceptance into the training programme.

3. Breeding Documentation Requirements

Member Organisations, with their own breeding programmes, are required to keep the following records:

- Identity and details of parents/ pedigree
- Temperamental assessment of parents
- Forecast planning calendar for mating and whelping
- Regular semen checks / sperm counts
- Mating and whelping history
- Frequency of mating and length of time
- Types and dates of mating – natural or artificial insemination
- Number and gender of puppies born
- Number and gender of puppies stillborn
- Number and gender of puppies that die in the nest, including dates
- Health, weight, vaccination and worming history
- Date of weaning
- Success of each puppy / litter
- Type, incidence and degree of inherited abnormalities

4. Puppies

Puppies must receive ongoing human nurturing and socialisation, prior to being placed with puppy raisers.

5. Puppy Raising

Any puppy raising programme must be the responsibility of a person with appropriate professional expertise and experience in puppy development, preferably including knowledge and experience of guide dog training.

Puppy raising programmes must satisfy the following criteria:

- Puppies must be placed in carefully selected homes after the age of 6 weeks – acknowledging the need for effective vaccine protection and early socialisation.
- Should any pups not be placed on a puppy-raising programme or retained for breeding purposes, the Member Organisation must ensure that these pups are found appropriate homes.
- There must be an appropriate agreement, including the rights and responsibilities of both the Member Organisation and puppy raiser.
- Member Organisations must ensure the use of adequate puppy food and equipment.
- Puppy raising programmes must have access to centre or community based veterinary services.
- Puppy raising programmes must have access to a variety of environments for sequential socialisation and access to public and private transportation.
- Puppy raisers must be supported by regular visits by puppy raising supervisors or representatives who maintain the required records.

6. Puppy Raising Documentation Requirements

Member Organisations must maintain a history of each puppy's temperament, health and supervisory visits. (Records must include regular, progressive reports of a puppy's performance (temperament, behaviour and socialisation)).

7. Dogs Withdrawn from the Programme

Member Organisations must have a policy regarding the re-homing of dogs removed from the puppy raising programme, or any other stage of the programme.

Member Organisations must have a written agreement with each adopter of a re-homed dog.

8. Veterinary Services

Member Organisations must have the following:

- Access to comprehensive general and specialist veterinary services.
- Regular examination of dogs, to detect hereditary and other health problems, with prompt and appropriate care.
- A neutering (castration/spaying) program for all guide dogs prior to placement with clients.
- A veterinarian examination of all dogs prior to formal assessment and training, to identify any abnormalities, particularly relating to the following:
 - Hips
 - Shoulders
 - Elbows
 - Skin
 - Heart
 - Eyes
- A comprehensive vaccination and deworming programme
- Provision for withdrawal of a dog on the medical recommendation of a veterinarian.
- Recommendations to their Graduates to have their dogs examined by a veterinarian at least once a year.

9. Veterinary Service Records

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

7. Standard 7 – Guide Dog Assessment and Training

1. Assessment

Member Organisations must assess the physical and temperamental suitability, for guide dog work, of all dogs prior to commencing training. This assessment must ensure that the dog has the basic temperament required, prior to any modification of the training process.

1. Essential Physical Qualities

Dogs accepted for training:

- Be physically sound, with appropriate balance, stamina and gait.
- Be of an acceptable appearance – coat compatible with climate and within the Client's ability to maintain.
- Be a minimum age of 12 months at the commencement of training. Breed and maturity of individual dogs should be considered when assessing at which point after 12 months of age that individual dogs should commence training.

2. Essential Temperamental Qualities

Dogs must exhibit the following qualities:

- Be even tempered, trainable, adaptable and comfortable in the presence of animals and humans.
- Be positively motivated by guide work, and responsive to the vocal and physical cues from the handler.
- Be able to develop and maintain good concentration; even in the presence of other animals, particularly dogs.
- Be adaptable to reasonable environmental and/or handler changes.
- Have low chase instinct (predatory drive).
- Possess appropriate working drive and handle tension.
- Not demonstrate excessive response to being stroked/handled.
- Not be shy, sound shy, nervous or evidence excessive suspicion or protective nature.
- Not be over dominant or aggressive in any way.

3. Essential Social Behaviour Qualities

Dogs must exhibit the following qualities:

- Quiet, steady behaviour off duty and in social situations.
- Be non-scavenging.
- Have clean toileting habits – relieving on command and in appropriate locations.
- Not suffer from travel sickness.

2. Training

1. Training Principles

The guiding principles for dog training used by Member Organisations must be:

- Operant Learning
- Positive Reinforcement
- Negative Reinforcement
- Correction

Member Organisations must have supporting documentation to substantiate that the dog has received broad experience through a sequential training course and has attained proficiency in the Performance Standards outlined in this Standard.

In situations where it is apparent that the guide dog is aware of the appropriate response to a given command but, for some reason such as distraction, the dog chooses not to comply, correction may be necessary.

Corrective training must be fair, consistent and appropriate to the circumstance as well as the sensitivity of the dog.

2. Performance Standards

The fully trained dog must be able to perform satisfactorily and safely, maintaining concentration and effective work despite external distraction under a broad range of environmental conditions.

During the finishing stages of the dog's training, the training must focus on any special requirements of the dog's future handler.

Prior to allocation, a Guide Dog Mobility Instructor (GDMI) must assess each dog's work, including under blindfold conditions, to assure that the dog meets the performance standards as listed below.

1. Conscientious Obedience

The dogs must obey the following commands:

- Come
- Heel
- Sit
- Down
- Stay

The dog must demonstrate competency in recognising and responding to specific location commands.

2. Recall

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

The dog in harness must be relaxed when walking without excessive pulling, bending its back or crabbing. It must concentrate naturally on the route ahead.

The dog must work at a consistent steady pace, providing safe, effective and fluid movement appropriate to its handler and travel conditions.

4. Obstacles

Obstacles must be avoided in such a way that there is sufficient clearance for a handler to continue on their way safely.

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 to the pavement / footpath / sidewalk at the first opportunity.

The dog should be trained to recognise higher-level obstacles that jeopardise the handler's head or upper body, and respond appropriately to familiar obstacles and on second approach to unfamiliar obstacles.

5. Pavement/Footpath/Sidewalk

The dog should maintain a central position, where practical, and indicate any change in surface level (e.g. kerb, road crossing, steps, stairs, break in surface, etc) by sitting or standing as close to the edge as practical to enable the handler to determine the most appropriate response. The dog should, where practical, indicate the most appropriate location for road crossings.

6. Road Crossing

Road crossings:

- Should be initiated by the handler, not the dog.
- Roads should be crossed, in response to handler command, in a straight line.
- Where a vehicle intersects the path of travel during a road crossing, the dog should wait and not attempt to resume the crossing until directed by the handler.
- Where an obstacle is located on the far side of a road crossing, the dog should respond accordingly to locate the far kerb.

7. Traffic Training

Member organisations must conduct training that ensures that guide dogs respond appropriately to a vehicle intersecting their path of travel. This can be incorporated into training for road crossings where appropriate.

On completion of training a dog must be capable of responding consistently to a vehicle intersecting its path of travel whilst guiding.

8. Distractions

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

9. Public places

The dog must be well behaved in all locations both on and off duty.

The dog must remain close to the handler and stay where directed when at rest.

10. Public Transport

The dog must show no distrust or concern at the approach of public transport.

On command, the dog must find the entrance of the vehicle, board in a calm manner and remain where directed without hindrance to other passengers.

When getting off, the dog must find the way out, wait at the first step and then proceed as appropriate when directed at a speed suited to the handler's needs and the environment.

11. Rural Walking Ability

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

12. Doorways

Doorways must be found on command.

13. Stairs

Stairs must be indicated on command. The dog should indicate the change in surface level by stopping as close as practical to the stairs or step. The dog may indicate by placing its front paws on the rise where there is an upward change in surface level (e.g. an up-step).

The dog must walk the stairs at a speed appropriate to the handler's needs.

14. Elevators

The dog must be able to locate the entry to elevators / lifts on command. On entering an elevator / lift, the dog must proceed to the far wall of the elevator / lift, turn around, sit or stand and wait calmly for a command to exit.

15. Escalators/ Travelators

If trained to ride an escalator / travelator, the dog must appropriately locate the entrance, stop as close to the mounting location as possible, wait for instruction to proceed onto the escalator / travelator, remain calm whilst travelling and exit smoothly.

16. Off-Duty

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

17. Walking on Leash (Non Working Situation)

The dog must walk in a controlled manner on a loose leash by the handler's side.

8. Standard 8 – Kennel Specifications

Kennel buildings must adhere to the following:

- Be large enough for the dog to fully stand, stretch and comfortably turn around without restriction.
- Comply with Government Statutory Building regulations and practices, meeting requirements of access, health and safety and the kennelling of canines.
- Be designed and constructed with materials that promote best practice, hygiene and canine husbandry. Floors must be sloping and self-draining and non-permeable.
- Provide adequate ventilation and temperature control to ensure the health and safety of staff and dogs – providing protection from the prevailing weather conditions.
- Provide staff and dogs with clear visibility of each other and the surrounding environment.
- Provide access to hot and cold running water, a sewer system and power supply.
- Be designed to ensure the security of staff and dogs.
- Be designed to facilitate specific individual kennel functions such as breeding, boarding, training, isolation, veterinary clinic and hospital.
- Provide adequate relieving and free running areas.

9. Standard 9 – Buildings and Transport

1. Buildings

All buildings must comply with Government Statutory Building regulations and practices, meeting requirements of access, health and safety to ensure the health and safety of clients and staff.

2. Transport

Member Organisations must provide vehicles that adhere to the following:

- Provide safe and comfortable transportation for clients, staff and dogs.
- Be designed or appropriately modified to ensure the security of clients, staff and dogs.
- Have appropriate climate control and be continuously ventilated even when parked.

10. Standard 10 – Administration

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

- Client Services
- Canine Health, Welfare, Assessment and Training
- Human Resources
- Breeding

1. Client Services

Member Organisations must undertake the following responsibilities with regard to Client records:

- Maintain all records and have an archive policy consistent with applicable laws.
- Ensure the integrity, security and controlled access to client's records and other confidential data.

2. Dog Training, Health and Well Being

1. Breeding Records

All 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.

Member Organisations must keep clear and accurate records for every dog. These records must contain the following information:

- Identity – Name and Number
- Date of Birth
- Sex
- Parentage
- Breed
- Colour
- Hereditary Disorders

3. Dog Assessment and Training

The following records relating to the Dog Assessment and Training must be kept.

- The date, progress and final outcome of the dogs' temperamental and physical assessment.
- The dog's progressive completion of its training programme (on a minimum of a weekly basis).
- The date and reason(s) why a dog did not qualify and at which point the dog exited the programme.

- A record confirming that a final training review walk has been undertaken and the dog is competent to be allocated to a student.

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4. Dog Health

All health records must be dated and kept separately from training records. They must include the following:

- Regular weight checks
- Regular veterinary examinations
- Diagnosis and treatment plans
- Internal and external parasitic worming
- Vaccinations
- Minor and major illnesses, surgery and whether anaesthetics were administered
- Hereditary disorders

5. Human Resources

Member Organisations must show evidence of a technical staff performance management system including the following:

- Staff supervision by supervisors and managers.
- Peer reviews and technical appraisals.
- Staff performance and development reviews.

Member organisations must show evidence of staff recruitment, induction and staff exiting procedures.

Member Organisations must show evidence of a staff grievance procedure.

Appendix



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 Member 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. Member Organisations, 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 Member 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 Member Organisation, its staff and representatives.

14. Clients have the right to receive information from the Member 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 Member 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.

What follows is a new procedure recommended by the AC for the continued review of these standards as noted in the beginning. Due to the lack of a written procedure there existed periods of confusion as multiple copies of the standards existed and were being used for assessments. Assessment is the most significant benefit of membership and this procedure will provide a level of professional integrity to the standards used during the assessment.

International Guide Dog Federation Standards Review/Revision Procedure

The International Guide Dog Federation Standards are a living document. It is essential that they be reviewed on a regular basis and where necessary be revised. This is a responsibility of the Accreditation Committee (AC) who will involve assessors, subcommittees and technical experts when needed. The even numbered standards shall be reviewed on even numbered years and the odd numbered standards on the odd numbered years. Thus a complete review is accomplished every two years. The AC will finalise a schedule and a process to be followed in the coming year, two months prior to the start of that year and will supply this information to the Chairperson of the Board. The Chairperson of the AC will present to the Chairperson of the Board a draft of each standard as completed noting if changes are recommended or a copy of the standard with the words “reviewed” denoting no changes recommended. It is the responsibility of the Chairperson of the Board to notify the AC as to whether the recommended draft changes, or reviewed status are ratified. If not ratified the Chairperson of the Board will direct the AC to further work and resubmission. Each standard must carry either a revised or reviewed date at the end of the standard. The scheduling of the work of each standard during the year must be such that all standards scheduled for the year are completed and ratified by the end of the year. It is the responsibility of the office to distribute copies of the ratified standards for the year at the beginning of the following year. Standards reviewed/revised and ratified in an even numbered year will take effect at the beginning of the odd numbered year. Additional time may be given at the discretion of the Board for effect to take place if changes made in a standard warrant additional time for compliance. The current standards will be posted on the website at the beginning of each year.