

International Guide Dog Federation

Summary of Standards 2020

Effective from 1st January 2022



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Standard 1: Applicant / Client Selection

This Standard sets out the requirements for guide dog organisations in relation to applications and communications with clients, including:

- Client Service Procedure
- Dealing with Enquiries
- Information Sent to Applicant
- Applicant Interview and Practical Assessment
- Notification of Acceptance / Non-acceptance of Applicant
- Possible Referral to Other Services
- Appeal Process
- Client / Guide Dog Matching Process (physical characteristics and personality/temperament)
- Confirmation of Instruction Dates and Venue
- Successor Dogs
- Guide Dog Retirement / Repossession Policy

Standard 2: Client and Guide Dog Team Instruction and Follow-Up

This Standard sets out the requirements for guide dog organisations in relation to the training of a client/guide dog team, including:

- Training Programme Content
- Training Programme Duration
- Guide Dog Clients
- Training Programme Location
- Client Requirements
- Client/Guide Dog Instruction (initial training and client instruction course)
- Follow-up / Aftercare

Standard 3: Staff Employment, Education and Professional Development

This Standard sets out the requirements for guide dog organisations in relation to their employed staff, including:

- Staff Requirements
- Records
- GDMI and Guide Dog Trainer Education Programmes

Standard 4: Humane Care

This Standard sets out the requirements for guide dog organisations in relation to the humane care of their dogs, including:

- Positive Mental Experiences
- Nutrition
- Environment
- Health

Standard 5: Dog Supply and Veterinary Services

This Standard sets out the requirements for guide dog organisations in relation to the supply and care of their dogs, including:

- Breeding Programmes
- Acquired Puppies / Adult Dogs
- Breeding Documentation Requirements
- Puppies
- Puppy Raising
- Puppy Raising Documentation Requirements
- Dogs Withdrawn from the Programme
- Veterinary Services
- Veterinary Service Records

Standard 6: Guide Dog Assessment and Training

This Standard sets out the requirements for guide dog organisations in relation to the assessment and training of their guide dogs.

Standard 7: Kennel Specifications

This Standard sets out the requirements for guide dog organisations in relation to their kennel buildings.

Standard 8: Buildings and Transport

This Standard sets out the requirements for guide dog organisations in relation to their buildings and transport.

Standard 9: Administration

This Standard sets out the requirements for guide dog organisations in relation to their administration, including:

- Client Services
- Dog Training, Health and Well-being
- Human Resources

Standard 10: Risk Management and Business Continuity

This Standard sets out the requirements for guide dog organisations in relation to the risk management and business continuity, including:

- Purpose
- Definitions
- Identifying and Recording Risks

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