

# International Guide Dog Federation

## Summary of Standards 2024

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## **Standard 1: Administration, Risk Management and Business Continuity**

Purpose of standard: To ensure that IGDF certified organisations demonstrate operational stability; sound and ethical business practices; financial transparency; responsible use of resources; adequate safety and emergency procedures; adherence to applicable governmental laws and regulations; have fair and equal policies and procedures for staff and volunteers. It includes:

- Client Services
- Dog Training, Health, and Wellbeing
- Human Resources
- Risk Management and Business Continuity

## **Standard 2: Staff Education and Professional Development**

Purpose of standard: To ensure that all staff and/or volunteers who train, care for, or manage dogs have sound theoretical knowledge and practical experience in dog health and welfare, humane training methods, appropriate socialisation, an understanding of the temperaments required for guide dogs, safe public interactions, and client disabilities. It includes:

- Job Descriptions
- Technical Training
- Competency Assessments / Evaluations
- Continuous Professional Development
- Records
- Educators

## **Standard 3: Client Services**

Purpose of standard: To ensure that organisations have clear and comprehensive application, screening, and matching processes for clients; clients are treated equally and with respect and dignity; clients receive a thorough and individualized educational process regarding all aspects of guide dog partnership; and organisations provide lifetime follow-up and team support. It includes:

- Client Service Procedure
- Managing Applications
- Client / Guide Dog Matching Process
- Client and Guide Dog Team Instruction
- Follow-up / Aftercare

## **Standard 4: Breeding and Dog Supply**

Purpose of standard: To ensure that IGDF certified organisations operate ethical practices in the breeding of assistance dogs; puppies are humanely raised and appropriately socialised to prepare them for their role as guide dogs; and any alternative sources of dog supply also conform to ethical standards and demonstrate commitment to dog welfare. It includes:

- Breeding Programmes
- Puppy Raising
- Dogs Withdrawn from the Programme

## **Standard 5: Dog Training and Behaviour**

Purpose of standard: To ensure that all policies and procedures regarding selection, training, and care of dogs are in accordance with the standards for dog health and welfare; 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. It includes:

- Assessment
- Dog Training
- Public Access

## **Standard 6: Dog Health and Welfare**

Purpose of standard: To ensure that IGDF certified organisations provide humane care and treatment for all dogs that they are responsible for; that competent 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 there is a commitment to the dog's welfare for the lifetime of the dog. It includes:

- Veterinary Services
- Veterinary Service Records
- Positive Mental Experiences
- Nutrition
- Environment
- Health
- Retirement

## **Standard 7: Facilities and Kennels**

Purpose of standard: To ensure that all facilities and kennels used by IGDF certified organisations provide the care needed to meet the individual needs of each dog and client; that kennels provide a safe and enriched environment; that there are proper maintenance and cleaning procedures; that all facilities are accessible to the population served. It includes:

- Kennel Buildings
- Buildings
- Transport and Vehicles

**End of document**