



## Information Guide

### Assistance Dogs for Adults



LIFE CHANGING  
DEVOTION

## **About Us**

Dogs for Good is an innovative charity, exploring ways dogs can help people overcome specific challenges and enrich and improve lives and communities.

Our assistance dogs support adults and children in their homes and in the community. We work with people with a range of disabilities and also children on the autistic spectrum. In our Community Dog service, our activity and therapy dogs work with specialist handlers in communities and schools. Together they help adults and children to overcome specific challenges and develop life skills. Our Family Dog team gives specialist advice and support to help people get the most out of their relationship with their pet dog, most notably families with a child on the autistic spectrum.

We believe dogs are good for us and we continue to explore new ways dogs can help people in the future.

### **Assistance Dogs for Adults**

Dogs for Good train assistance dogs for adults with physical disabilities. Every dog is specially trained to help with practical tasks that many disabled people find difficult or impossible to do, such as:

- Opening and closing doors
- Helping a person dress and undress
- Barking to raise the alarm in an emergency
- Retrieving items such as mobile telephones or dropped articles like keys or a bag
- Loading and emptying the washing machine
- Retrieving named articles such as slippers, gloves or a remote control
- Switching the lights on and off
- Retrieving the post
- Pressing a pedestrian crossing button
- Reaching up to shop-counters with items such as a wallet
- Helping people to walk by providing a constant forward motion

Our dogs provide an extension of a person's abilities, and as such are allowed by law to accompany their partner into public places such as shops, restaurants and also to travel on public transport.

We accept applications from people aged 16 and over with many different types of physical disability. We assess each application on how a dog could help the person.

The strength of each assistance dog partnership lies in the bond created between the person and the dog. To help build this bond, we provide full training in assistance dog ownership, this includes everything from feeding, grooming and exercise, to the practical task-work the dogs provide.

## **Our dogs**

We train mainly Labradors and Golden Retrievers and first crosses of the two. From time to time we will also train other breeds. These include breeds such as Cocker Spaniels and Flatcoated Retrievers. Each dog spends its first year of life with one of the Charity's volunteer puppy socialisers, and starts its formal training before the age of 18 months at our Training Centre in Banbury, Oxfordshire.

## **Training course**

In order to maximise our limited resources, we usually train two to three clients at a time at a hotel located near to one of our centres in Banbury, Culcheth and Bristol or from their own home depending on their specific care needs.

Training courses last for a minimum of five days and require overnight stays. Before making an application you will need to consider the arrangements you may need to make to look after any family members or pets during your stay away.

After the training course, an Instructor will visit you 2-3 times a week for a period of up to 3 hours each time over a period of 5-6 weeks. On the days in between these visits, you will need to invest a similar amount of time in training with the dog by yourself. Having time off from work and someone to help with children or other animals is vital.

## **Aftercare**

After the initial training course, each adult partnership is supported through regular visits by their Instructor, to ensure that both person and dog are settling in together and that they are developing their skills. As the partnership becomes established, these visits are reduced to yearly, combined with twice yearly visits to the local vet. Aftercare is an essential part of the Charity's work and an essential part of each partnership meeting its goals and aspirations. Visits are performed by our Aftercare Team including trained volunteers with back-up support from our Instructors.

## **Our Clients**

Clients and families are treated with dignity, compassion and respect. Dogs for Good is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Dogs for Good is also committed to promoting equal opportunities and preventing discrimination. This policy applies both to service delivery and our own employment practices.

## **Can Dogs for Good register my pet dog as an assistance dog?**

We receive many requests from dog owners who are training, or have trained, their own pet dog and would benefit from their dog being able to accompany them into shops etc. The laws and regulations relating to access are complex.

Unfortunately, we are unable to register pet dogs as assistance dogs. However, there are currently two other accredited assistance dog organisations: Support Dogs and Dog Aid,

who can support the training of a person’s own pet dog specifically for their individual needs. Their details are listed in the ‘Other Useful Contacts’ at the end of this guide.

### Costs of assistance dog ownership

Whilst there is no cost to our clients to acquire an assistance dog from us, as with pet ownership in general, there are ongoing costs associated with keeping and looking after an assistance dog.

At Dogs for Good we help where we can by negotiating support from our suppliers and sponsors to ensure that costs like insurance, worming, flea treatment, and equipment are kept as low as possible. We provide the below figures as a guide to the costs and implications of having one of our dogs. **However, please do speak with us if this could be a problem for you or if you need help meeting these costs:**

Application costs	Annual Assistance dog Approximate costs
<ul style="list-style-type: none"> <li>• Medical fee – up to £50 returnable on request if application is unsuccessful (GP fees vary)</li> <li>• Qualification fee - £25</li> <li>• Travel costs to Training Centre in Banbury, or other appropriate venue of the charities choice for assessment/training</li> <li>• Any adaptations required to the home or garden to securely house a dog i.e. an average 6ft x 6ft panel fenced toileting run is likely to cost around £80 – £100.</li> </ul>	<ul style="list-style-type: none"> <li>• Food - £360 (see footnote *)</li> <li>• Vaccinations £50</li> <li>• Anti worm treatment - £60</li> <li>• Anti parasitic treatment (flea/tick) - £176 (on average £44 per tablet, depending on vets and source of tablets)</li> <li>• Toys and bedding - £50 (at owner’s discretion)</li> <li>• Suitable bones, treats, rewards - £35 (at owner’s discretion)</li> <li>• Insurance policy £393.24 per annum / £32.77 per month.</li> <li>• Insurance excess £100 per condition, per policy year.</li> </ul>
	<p>All the above figures total to £1224.24 per annum  <math>£1,224.24 \div 12 \text{ months} = £102.02 \text{ per month}</math></p>

\* All of our assistance dogs are currently fed Royal Canin food and we have a direct ordering system in place to ensure that our dogs are fed per our recommendations.

**It is suggested that clients set aside approximately £102.02 per month to cover food, regular treats, toys, and insurance payments throughout the year. If these costs are a concern for you and your family then please do get in touch, as there are ways we can help.**

### Who can apply?

Because there are so many types of disability any person who is diagnosed with any kind of physical impairment which severely restricts their ability to be independent may apply for an assistance dog.

**People who are either visually or hearing impaired can apply, but should note that our dogs are not trained for guiding or hearing tasks. Our dogs are also not trained for seizure alert.**

### **Eligibility criteria**

We have outlined below the minimum eligibility criteria required to be considered for an assistance dog. Achieving the below does not necessarily mean that an application will be accepted and approved:

1. It is essential that you attend an Information Session at a venue of the Charity's choosing.
2. You can undertake an assessment of your physical capabilities and learning skills in accordance with the standards required for owning an assistance dog.
3. If you live in rented accommodation, you will need to provide written evidence from your landlord/housing association that you are permitted to have an assistance dog on the premises.
4. You must have access to a secure outdoor area at ground level that can be allocated to use for a dog's toileting purposes.
  - i. If you live in a property with a communal garden and propose to use that for the dog's toileting purposes, you must have written permission to put in place a toileting pen 6ft x 6ft (minimum) for the purpose of toileting a dog.

### **Toileting Pen**

The dog needs a safe and secure area for the purpose of toileting. Dogs learn by association, so by having a safe and secure area in which they can be let off lead to toilet, means that they learn to not toilet on the lead, which is important to ensure that the dog maintains the standard of behaviour required for public access.

In some instances, you may need to install a toileting pen. However, we will advise you accordingly during your home assessment if we feel that you need to install a toileting pen.

If you do need to install a toileting pen, it will mean that the dog will learn to go to the toilet when it goes into the pen. This is useful, as before you leave the house you can let the dog into the pen so it can toilet and then know that your dog will not need to toilet when you go out (depending on how long you are out). Toileting pens also keep all dog mess in one place so that it is easy to find and remove, particularly if you have children who may play in the garden.

The toileting pen can be placed on grass or concrete slabs. We do however advise that if the toileting pen is to be situated on concrete, astro- turf or bark chippings are used to create a covering for its floor. This would be confirmed at the final stages of matching a dog to you and be prior to placement of the dog.

Some examples of toileting pens:



5. You must be able to provide a means of feeding, giving water and grooming the dog.
6. You must be able to **independently** provide regular exercise for the dog as advised by the Charity – on average this amounts to a minimum of two 30 minute lead walks and a 30 minute to 1 hour free run a day. This may be longer depending on the breed and size of dog.
7. You will not leave the dog on its own for longer than 4 hours per day.
8. You must have a need for a dog to carry out at least three distinct tasks that helps to mitigate aspects of your disability. Examples may include:
  - Retrieve –different textured items.
  - Pull – internal and external doors, clothes etc.
  - Push – internal and external switches, doors and footplates on a wheelchair etc.
  - Speak – barking to alert attention on command
  - Environmental walking / outings – suburban /urban / rural.
9. You will be able to attend a training course on all aspects of handling a dog and its care. The length of the course, its format and its venue being at the discretion of the Charity.
10. If you wish to take your dog with you to work or school, you will need written permission from your employer or school to take a dog on site with you.
11. You must be able to provide access to a local veterinary surgeon for routine preventative treatments and emergency treatment.
12. Whilst Dogs for Good constantly seeks to maintain the lowest possible costs for an assistance dog owner, you agree to undertake all identified costs relating to assistance dog ownership i.e. insurance excesses; feeding, worming, flea treatment and equipment etc.
13. You understand that assistance dog ownership costs will be approximately £80-90 per month\*.

\* Please refer back to page 4 if these costs are a concern as there are ways we can help.

14. You understand that the information provided by you in your application will be used by Dogs for Good to assess eligibility for our assistance dog services. Only information relevant to the application will be held by us in accordance with the General Data Protection Regulation and Data Protection Act 1998. Dogs for Good will be the data controller for the purpose of this Act.
15. We ask for and store the information you have provided us in order to best assess your needs and to meet the requirements for accreditation with Assistance Dogs International. We keep your information secure, private and will not share it with anyone outside of the organisation without your permission.
16. You understand that Dogs for Good is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. You agree to comply with the Charity's safeguarding processes and procedures.

Please note that as part of the application process, eligibility will also be dependent on permission from landlords/housing associations and employers (where applicable). Additionally, home checks are conducted prior to placing a dog. All application information received will be treated with the highest level of confidentiality and respect. Dogs for Good retains the right to use this information for research purposes and in our work with sponsors and accreditation organisations.

### **How to apply**

To provide fairer access to all potential applicants, we currently use a ballot style approach for accepting successfully completed eligibility assessments and inviting applications to our assistance dogs services. This approach ensures that we can provide our services in a timely manner to our applicants within our limited resources. The ballot approach is delivered in accordance with the Dogs for Good Application Ballot - General Conditions of Entry.

1. Check our website to see if we are accepting enquiries from your region. Whilst we do cover the whole of England and Wales, our enquiry management system works on a postcode basis. This enables us to deal with the volume of enquiries we receive in an efficient and fair way, based on the demand for our services in any particular area/region and the resources we have available in that area. It is very possible that your enquiry may not be able to be processed when you first contact us.
2. We are happy to take your enquiry in a number of ways. The easiest and our preferred way of receiving an enquiry is through our website. If we are able to accept an enquiry from your area, you will be able to complete an online form that will record your details and confirm you meet our eligibility criteria. If you do not have access to the internet we can take an enquiry in writing or over the phone, but please be aware that we may have to arrange a time and date to do this.
3. If we are not accepting applications in your area, you will need to monitor the webpage regularly to see if we have been able to open our lists in your area. Where possible we will give you an indication as to when the next opening will be for your area.

4. If we are accepting applications in your area you will need to complete an Eligibility Assessment. The Eligibility Assessment will remain open for 2 weeks. The webpage will explain when the Eligibility Assessment will close.
5. You must complete your Eligibility Assessment before the last day indicated on the Eligibility Assessment page.
6. Once you have successfully completed the online form indicating that you meet our eligibility criteria, your details will go into a pool with all other successful potential applicants. Within 3 working days of the Eligibility Assessment closing, we will randomly select from this pool a number of potential applicants to invite to an Information Session.

We will inform you by email, telephone or in writing as soon as practicable after the selection if we can offer you a place on an Information Session - or - if we are not able to offer you a place on an Information Session.

If you have not been offered a place on an Information Session, we will advise you as to how to access the next Eligibility Assessment. We will then destroy all information which we hold on you in accordance with our privacy policy.

When we advise you that we can offer you a place on an Information Session, we will send you a link to a booking website from which you can book your attendance at the available Information Sessions.

7. Information Sessions are held throughout the year. It is the responsibility of the applicant to book their own place on an Information Session through the booking website provided. It is important to note that some Information Sessions may book up quickly. You should endeavor to book your place on your preferred Information Session as quickly as possible. If you have difficulty using the internet or the booking system, a member of the TDST will be able to assist you.
8. Shortly after you attend an Information Session, a member of the TDST will contact you to confirm whether you wish to proceed with your application.
9. We will send you an application form and medical form or provide details of where you can download them. You will need to return the forms and any supporting evidence within four weeks. If the forms are not returned within this deadline we will assume you no longer wish to proceed with your application and close your file.
10. You will be notified by email of the forms being received by the Training Department Support Team (TDST).
11. Within two weeks of your forms being received, the TDST will review the details you have provided and notify you if there is any further information or clarification that is required to proceed with your application.



If further information is required then you will need to provide it within a further four weeks.

If no other information is needed, your completed application will be submitted to the Applications Panel.

12. The Applications Panel meets monthly.

13. You will be notified of the Applications Panel's decision within five working days of it meeting.

If your application is accepted we will arrange for one of our Instructors to undertake a home visit.

If your application is declined, you may appeal the decision through the Charity's appeals process (detailed on page 11)

14. If your application is accepted, a home visit will be conducted within two months of the Panels' decision.

15. Following the home visit we will notify you by letter within five working days of the Applications Panel's meeting to advise you of the Panel's decision to accept your application to train with a dog.

Should your application be declined, you will have four weeks to submit an appeal under the Charity's appeals process.

If your application is accepted you will then be moved into the awaiting training stage. Awaiting training is the stage where we will begin to identify a suitable dog progressing through our training programme that matches your circumstances and needs.

16. Whilst in awaiting training, you will need to undertake the Dogs for Good preparation course. This may involve attending a workshop and undertaking online learning. This is to prepare you for your life with your assistance dog and ensure that you and your Instructor can make the best use of your training time.

Black = Charity responsibility

White = Client responsibility

## Application Flowchart



## **Data Protection**

Under the Data Protection Act 2018 and the General Data Protection Regulation, we must outline to you and seek your consent where appropriate to collect and use your personal data. "Personal data" means any information which can be used to identify you as an individual. The ways in which we collect and use your personal data are set out in the Privacy Statement attached to the Application Form.

If you are making an application for an Assistance Dog, you are not under any legal obligation to provide us with personal data. However, should you decide that you prefer not to provide us with the personal data we request, we may not be able to provide Assistance Dog services to you.

Most of the information we will collect and use will be directly provided by you, and you will therefore be aware what it is.

We will not process externally or share with others (except in a medical or other such emergency) any sensitive personal data without your prior consent and you have the right to withdraw your consent for us to store and use your data at any time.

We will hold your information for the period of your application and then for a further three months if your application is unsuccessful or withdrawn (to allow you to appeal any decision made in relation to your application), after which it will be destroyed. If your application is successful, your personal data will be stored securely within the Dogs for Good Dogs Databases for the period of your Assistance Dog contract.

## **Appeals Process**

Dogs for Good receives many applications from people wishing to benefit from having an assistance dog supplied by the Charity. As a relatively small charity with limited training places, we are regrettably unable to help everyone who applies.

Placing an assistance dog with a client is a major undertaking so each and every application is given very careful consideration prior to a final decision being reached.

If you are unhappy with our decision, you have a right of appeal, as described in the procedure below:

1. A letter should be addressed to the Client Services Manager within 28 days of receiving your decline letter, fully explaining your reasons for disputing our decision.
2. Your appeal will be considered by the Client Services Manager in consultation with the Head of Production and the Director of Training & Development within 21 days of receiving your appeal.
3. We will contact you within 7 days of considering your appeal to advise you of the outcome.

It is important to note that the Charity's decision is final.

Our decision will be based on the information provided at the time of the application. Should your circumstances change significantly you may re-apply, providing supporting evidence of your changed circumstances.

## **Other options**

### **Re-homing**

We recognise that companionship is an important aspect of many applications, so in some cases we may suggest re-homing one of our older retired or withdrawn from training dogs. This can be particularly suitable to some applicant's needs as a re-homed dog would provide companionship, without the need to adhere to the routines and practices involved with maintaining a full assistance dog partnership.

### **Pet Dog**

Alternatively, you may consider that a pet dog as suitable for your needs. A local dog trainer can help with general obedience and other training.

*Please note pet dogs are not permitted into shopping centres etc. as they are not accredited assistance dogs.*

In certain situations a well trained pet dog can be registered as an assistance dog. There are currently two registered assistance dog organisations in the UK that can train and register a pet dog, these being:

- Support Dogs - 0114 261 7800 [www.supportdogs.org.uk](http://www.supportdogs.org.uk)
- Dog Aid - 01743 891314 [www.dogaid.org.uk](http://www.dogaid.org.uk)

## **Our contact details**

Dogs for Good  
The Frances Hay Centre  
Blacklocks Hill  
Banbury  
Oxon  
OX17 2BS

Telephone: 01295 252600

Web: [www.dogsforgood.org](http://www.dogsforgood.org)  
Email: [info@dogsforgood.org](mailto:info@dogsforgood.org)

Charity Registration No England & Wales 1092960  
Charity Registration No Scotland SC039828  
Company Registration No 4416149

## **Hearing Dogs for Deaf People**

The Grange  
Wycombe Road  
Saunderton  
Princes Risborough  
Buckinghamshire HP27 9NS

Tel: 01844 348 100 (voice & minicom)

E-mail: [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)  
[www.hearingdogs.org.uk](http://www.hearingdogs.org.uk)

## **Guide Dogs**

Hillfields  
Reading Road  
Burghfield Common  
Reading  
Berkshire RG7 3YG

Tel: 0870 600 2323

E-mail: [guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)  
[www.guidedogs.org.uk](http://www.guidedogs.org.uk)

## **Support Dogs**

21 Jessops Riverside  
Brightside Lane  
Sheffield  
S9 2RX

Tel: 0114 261 7800

E-mail: [info@supportdogs.org.uk](mailto:info@supportdogs.org.uk)  
[www.supportdogs.org.uk](http://www.supportdogs.org.uk)

## **Canine Partners**

Mill Lane  
Heyshott  
Midhurst  
West Sussex  
GU29 0ED

Tel: 08456 580480

E-mail: [info@caninepartners.org.uk](mailto:info@caninepartners.org.uk)  
[www.caninepartners.org.uk](http://www.caninepartners.org.uk)

## **Dog Aid**

Earlyworld House  
7 Darwin Court  
Oxon Business Park  
Shrewsbury  
Shropshire  
SY3 5AL

Tel: 01743 588469

Email: [general\\_admin@dogaid.org.uk](mailto:general_admin@dogaid.org.uk)  
[www.dogaid.org.uk](http://www.dogaid.org.uk)

## **The Kennel Club**

The Kennel Club  
Clarges Street  
Piccadilly  
London W1J 8AB

Tel: 0129 631 8540

[www.thekennelclub.org.uk](http://www.thekennelclub.org.uk)