



Information Guide

Assistance Dogs for Children

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In this guide we aim to provide you with all the information that you require prior to applying for an assistance dog from Dogs for Good. We have tried to answer as many commonly

asked questions as possible, however if after reading this you are unsure then please get in contact with us.

Assistance Dogs for Children

Dogs for Good train assistance dogs for children with physical disabilities. We believe that by training a dog to have special skills it will help give a child confidence by enabling them to be more independent. A children's assistance dog will be trained in tasks such as:

- Opening and closing doors
- Helping a child remove a jacket or pair of socks and shoes
- Barking to raise the alarm in an emergency
- Retrieving dropped items such as mobile telephones
- Retrieving named articles such as gloves or a remote control
- Help with physiotherapy exercises

We work with a 'team model' which includes a trained dog, a child (16 or under) and an adult family member (referred to as the Team Leader). The Team Leader is an individual who lives with the child and will be the main person to carry out the training and responsibilities for the dog. By training a Team Leader to assist with handling, the team is able to reach its full potential.

The Team Leader is responsible for ensuring that the child and dog are supervised when together and the child should not be left responsible for the dog if alone.

Dogs for Good accept applications from children with many different types of physical disability. We assess each application on how a dog can help a child, not on their type of disability. The strength of each assistance dog team lies in the bond created between the Team Leader, child 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.

We take the health and welfare of our dogs very seriously and encourage them to be kept at a healthy weight, through a good diet and suitable exercise. We understand that it's sometimes hard to maintain a dog's healthy weight, so if needed, we work with our clients to implement weight management plans to get the dog's weight back to a healthy level. If after

a period of time we find that weight has not been sufficiently lost, we may need to remove the dog from you so that we can work on this ourselves and return the dog to you at a suitable weight.

Our clients

Our 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.

We ask that clients provide the details and written consent of two people who live local to them, and can provide support to the partnership in the case of an emergency. This may include looking after the dog overnight at short notice, or helping out with exercising the dog if the client is ill for example. It is ideal if at least one of these people does not live within the home of the client.

Training

Training course

We primarily train with you in your own home, but occasionally, in order to maximise our limited resources, we may train two to three clients at a time at a mutually agreeable hotel location.

Training courses last for a minimum of five days. During this training course we ask that we work with just the Team Leader so that the dog can begin to build a strong bond to one person on day one. 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 training.

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, yourself and your child. Having time off from work and someone to help with children or other animals is vital. We also ask that your routine is as quiet and flexible as possible in the early days, to allow the dog to settle in. This may mean you need someone to help do school pick-ups for you for example, until such a time that you can take the dog with you.

We encourage bonding at home with the child from the beginning, but usually start to introduce the child to walks outside with their dog after about 2-3 weeks. The child will need to have permission to be out of school for these visits.

Aftercare

As the partnership becomes established, visits are gradually reduced to yearly, to ensure the partnership is still developing well, to provide support with any issues that may arise, or to provide further training. Aftercare is an essential part of the Charity's work and an essential part of each partnership meeting its goals and aspirations. We request that children are free to accompany the Team Leader on these visits for the lifetime of the partnership with a dog.

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
<ol style="list-style-type: none"> 1. Medical fee – up to £50 returnable on request if application is unsuccessful (GP fees vary) 2. Qualification fee - £25 3. Travel costs to Training Centre in Banbury, or other appropriate venue of the charities choice for assessment/training 4. 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. 	<ol style="list-style-type: none"> 1. Food - £360 (see footnote *) 2. Vaccinations £50 3. Anti worm treatment - £60 4. Anti parasitic treatment (flea/tick) - £176 (on average £44 per tablet, depending on vets and source of tablets) 5. Toys and bedding - £50 (at owner's discretion) 6. Suitable bones, treats, rewards - £35 (at owner's discretion) 7. Insurance policy £412.92 per annum / £34.41 per month. 8. Insurance excess £300 per condition, per policy year.
	<p>All the above figures total to £1443.92 per annum</p> <p>$£1,273.92 \div 12 \text{ months} = £120.32 \text{ per month}$</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 £120.32 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?

Any child who is diagnosed with any kind of impairment which severely restricts their ability to be independent may apply for an assistance dog. Children's applications can be taken between the ages of 7 - 16.

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.
 - a. A secure, fenced in garden (minimum fence height 5ft) is sufficient for this, however some clients choose to build a pen in their garden for the purposes of toileting. We will advise you accordingly during your home assessment if we feel that you need to install a toileting pen.

- b. 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 use the communal area for toileting, or to build a toileting pen 6ft x 6ft (minimum).
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 minimum of a 30 minute free run (off-lead exercise) each day. This may be longer depending on the breed and size of dog.
7. You will not leave the dog on its own for more than 4 hours within a 24 hour period.
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 walks / outings – suburban /urban / rural.
9. The Team Leader will attend a training course on all aspects of handling a dog and it's care. The length of the course, format and venue being at the discretion of the Charity.
10. If you wish to take your dog with you to work, you will need written permission from your employer 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 £120 per month. Please refer to earlier in this guide for a breakdown of these costs and let us know if this is 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. Throughout the process of application, training, and then during your working dog's life, Dogs for Good will contact you regularly for updates and information. This is so that we can ensure the welfare of the dogs, and ensure that we are supporting you. We therefore expect our clients to remain in regular contact, and have an open line of communication.

17. 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 fair 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 a Ballot Entry Form. The webpage will explain when entries can be submitted.
5. Once you have successfully completed the ballot form indicating that you meet our eligibility criteria, your details will go into a pool with all other successful potential applicants. Within 3-5 working days of the ballot closing, we will randomly

select from this pool a number of potential applicants to invite to an Information Session.

6. 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 ballot. 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 a email link to 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.

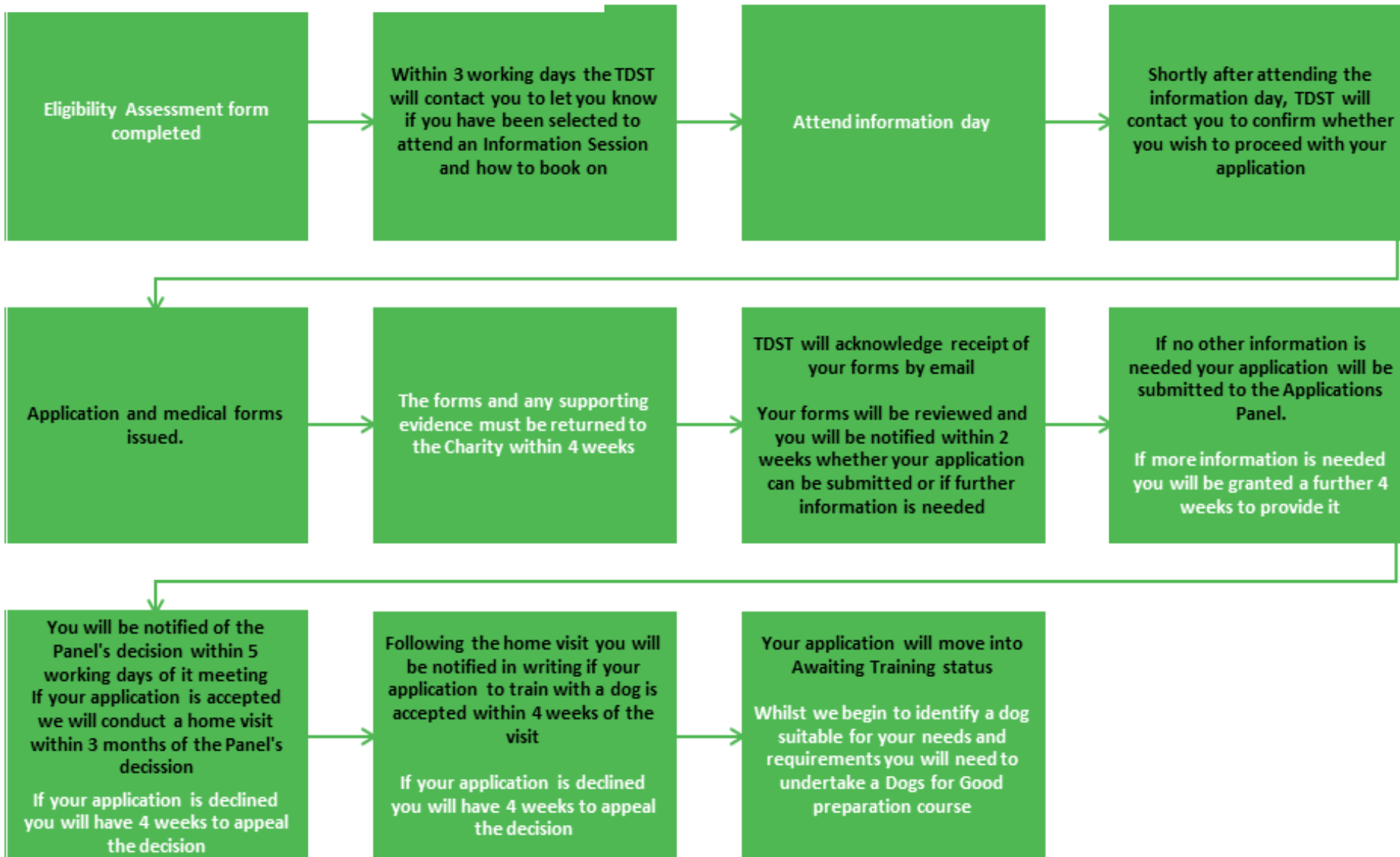
If your application is accepted you will then be moved into the awaiting training stage. Awaiting training is the stage where we will begin to identify a suitable dog progressing through our training programme that matches your circumstances and needs.

16. Whilst in awaiting training, you will need to undertake the Dogs for Good preparation course. This may involve additional dog handling training, attending a workshop and undertaking online learning 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 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 Services Manager in consultation with the Director of Operations 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.

Our contact details

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

Telephone: 01295 252600

Web: www.dogsforgood.org

Email: info@dogsforgood.org

Charity Registration No England & Wales 1092960

Charity Registration No Scotland SC039828

Company Registration No 4416149

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
- Dog Aid - 01743 891314 www.dogaid.org.uk

Hearing Dogs for Deaf People

The Grange
Wycombe Road
Saunderton

Tel: 01844 348 100 (voice & minicom)

Princes Risborough
Buckinghamshire HP27 9NS

E-mail: info@hearingdogs.org.uk
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
www.guidedogs.org.uk

Support Dogs

21 Jessops Riverside
Brightside Lane
Sheffield
S9 2RX

Tel: 0114 261 7800

E-mail: info@supportdogs.org.uk
www.supportdogs.org.uk

Canine Partners

Mill Lane
Heyshott
Midhurst
West Sussex
GU29 0ED

Tel: 08456 580480

E-mail: info@caninepartners.org.uk
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
www.dogaid.org.uk

The Kennel Club

The Kennel Club
Clarges Street
Piccadilly
London W1J 8AB

Tel: 0129 631 8540

www.thekennelclub.org.uk