

Standards and Ethics Regarding Clients

In keeping with our purpose of helping people with disabilities achieve greater independence and improve the quality of their lives, the member organizations of ADI believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.

1. Clients have a right to be considered to receive an Assistance Dog regardless of race, sex, religion or creed.
2. Clients have the right to be treated with respect and dignity at all times in their dealings with the member organization's personnel and representatives.
3. The client has a right to receive a sound educational program to learn how to use his or her Assistance Dog most effectively at home and/or in public.
4. The client has a right to receive appropriate education on his or her role as a user of an Assistance Dog in the community.
5. The client has the right to receive regularly scheduled team evaluation and follow-up support.
6. The client has a right to receive information on or ask for assistance in the following matters:
 - Additional training for the dog that is needed due to a change in the client's functional level.
 - A behavioral management problem with the dog.
 - A major veterinary problem.
 - Legal problems pertaining to the use and access of the Assistance Dog as allowed by law.
7. The client has the right to expect that personal files will remain confidential and will not be disclosed unless he or she has given express prior permission.
8. The community has a right to expect an Assistance Dog to be under control at all times and to exhibit no intrusive behavior in public, therefore the client has the right be partnered with an appropriate dog and taught appropriate handling techniques.
9. The community has a right to receive information concerning ADI Program Standards and Ethics.
10. The community has a right to receive education on the benefits received by a person with a disability through the use of an Assistance Dog.
11. No client shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.