



Pawsitive Squad CIC

Assistance Dog and Assistance Dog in Training Customer Agreement

Responsible handler conduct

The responsible handler refers to the parent/carer or, if aged 18-25, the owner handling their dog independently with primary responsibility for the dog.

When you are out with your dog you are representing Pawsitive Squad CIC. Even if your dog isn't wearing Pawsitive Squad identifiable equipment, some people will be aware that your dog has trained with Pawsitive Squad. We therefore expect you not to behave in an aggressive or rude manner while handling your dog. Should your dog have passed their gold award and face an access issue you should follow the Pawsitive Squad protocol for access refusals. If a member of the public is rude to you please walk away. If your dog is still in training and you receive an access refusal you must accept this and walk away. We ask that you report all access refusals to us even if your dog is in training.

Conflicts of interest

- As a Pawsitive Squad customer you agree protect the intellectual property of Pawsitive Squad. This means you agree not to share information about the administrative processes, assessments, details of training activities & exercises, training methods and any other secrets of the organisation. You understand that sharing the intellectual property of Pawsitive Squad can result in removal from Pawsitive Squad and legal action being taken against you.
- Pawsitive Squad registered/ certified dogs may not be registered with, be associated or obtain assistance task or public access training from any other trainer, canine industry professional or organisation.
- Pawsitive Squad assistance dogs in training may only obtain standard obedience and behaviour modification training from an appropriately trained individual and using force free, positive reinforcement training methods only. You agree to declare any additional training your dog is receiving.
- You must declare any professional potential conflicts of interest, especially if you're working in or studying any animal, therapy or youth disability related discipline.

Health

- You, as the dog's owner are solely responsible for your dog's health and any related costs.
- Your dog must be insured, as an assistance dog/assistance dog in training for veterinary cover and public liability. You must send a copy of your insurance policy to Pawsitive Squad. Your policy must either specifically state your dog is training as an assistance dog OR we must see a follow up email or similar evidence confirming your insurers are covering your dog as an assistance dog who will be obtaining access to 'non dog friendly' environments.
- You agree to inform us if you change your insurance or your policy laps and to send us up to date evidence of any changes.
- Should your insurance lapse you agree not to work your dog in public until a new, appropriate policy is obtained.



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- You agree to obtain primary and booster vaccinations in at least leptospirosis, distemper, hepatitis and parvovirus at the frequency recommended by your vet.
- We do not accept canine vaccinations using homeopathic prophylactics.
- You agree to flea, worm and tick treat your dog with a suitable product and at the frequency recommended by your veterinarian. You must evidence this by either sending copies of receipts, prescription or record of subscription after each purchase.
- If your dog will be used for mobility or guiding work, they must have a hip score documented and must weight over 25kg.
- You agree to 6 monthly veterinary checks and agree to send the vet report to Pawsitive Squad within 4 weeks of your appointment.
- Failure to keep your dog's insurance, health reports, vaccination and flea, worm and tick treatment up to date will result in the removal of your dog as an assistance dog or assistance dog in training from Pawsitive Squad CIC except in exceptional circumstances.
- You are responsible for sending records and reports in a timely manner, without reminders from Pawsitive Squad CIC.

Feeding

- Due to potential risks posed by raw feeding including the potential for parasites and bacteria such as E-coli, Salmonella and Listeria which aren't killed by freezing produce, we do not allow any dogs accessing Pawsitive Squad services or joining Pawsitive Squad as an assistance dog or assistance dog in training to be given a raw food diet. You agree not to feed your dog anything containing raw meat or unpasteurised milk. This includes not feeding any raw meat or unpasteurised milk products as treats.
- Your dog must be kept at a healthy weight as determined by your veterinarian. Your 6 monthly health report must state your dogs' weight and whether this is an acceptable weight for your dog. We will temporarily remove your dog as an assistance dog/assistance dog in training if your veterinarian feels your dog is excessively over or underweight for a non-medical reason. If your dog is slightly outside the correct weight bracket you must follow a veterinarian supported plan for your dog to return to the correct weight.

Exercise and Mental Stimulation

For the purpose of this agreement the term 'free play' is used to describe either off lead play or walking on a longer lead where your dog is able to express natural behaviours such as sniffing and running. Free play can involve games with the owner such as fetching a ball or off lead play with another well socialised, friendly dog but must also contain time in which your dog is able to sniff and explore.

- Your dog must receive a 'free play' walk every day. Five of these walks should be of least a 30-minute duration.
- The only exceptions to this are excessive temperature which could pose a risk to your dog's health, under veterinary recommendation or due to acute owner or dog illness lasting less than 72 hours.
- If, for any reason your dog cannot have free play one day it is not acceptable for them to do public access work on that day either.



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- If you are unable to exercise your dog due to illness you are responsible for sourcing another appropriate individual to exercise your dog.
- Your dog must be provided with adequate mental stimulation to prevent excessive boredom throughout the day. Mental stimulation can be provided in a variety of ways including food toys and puzzles, tricks training, scent games and obstacle courses.

Behaviour and Training

- The responsible handler is solely responsible the dog’s behaviour. While your dog will be thoroughly assessed we only see your dog for a small percentage of the time and therefore Pawsitive Squad CIC cannot make any guarantees or take any responsibility for your dog’s behaviour. You must notify Pawsitive Squad if your dog starts showing signs of, or shows increased signs of anxiety or any signs of aggression.
- You are required to keep a written record of public access training while your assistance dog is in training between foundation and gold level. If your dog is training to perform any medical alert or response you must keep a full and accurate record of this while in training.

Pawsitive Squad CIC reserve the right to amend, or change the stipulations contained in this agreement at any time.

Pawsitive Squad CIC reserves the right to suspend or withdraw any assistance dog partnership from the training program or certification or to close the assistance dog program at any time.

Declaration

I, [the responsible handler & owner] agree to meet all of the requirements of the above agreement. I understand that I maintain sole responsibility for my dog. I understand that failing to meet the requirements of this agreement could result in removal from the Pawsitive Squad Assistance Dog Program.

Responsible handler and dog’s owner

Signed: _____ Date: _____

Full name: _____

Second responsible handler and dog’s owner (if applicable)

Signed: _____ Date: _____

Full name: _____

Pawsitive Squad CIC Trainer or Director

Signed: _____ Date: _____

Full name: _____