

Canine Allies Code Of Conduct

About us

Canine Allies CIC is a UK based assistance dog training organisation designed to assist disabled people with training their own assistance dogs to fit their needs. This document looks to outline the Code of Conduct and ethics we expect all members of the organisation - including staff and volunteers to adhere to.

Code of Conduct

The code of conduct is more than a document. This is a set of values that all members and staff align with, and these inform every action we take.

- **C - Compassion.** We believe that everyone should be treated with kindness and respect, regardless of the breed of dog they have, or the task their dogs do. We are committed to ensuring that everyone is treated equally and fairly.
- **A - Advocacy.** This is at the heart of everything we do. We support our members with access issues, and inaccessible signage. Canine Allies encourages our members to advocate for themselves and others in their communities.
- **N - Nurturing.** We have a strong support network within CA, and a committed safeguarded team who can support our members with pastoral care and issues affecting their quality of life.
- **I - International.** Canine Allies CIC is ever expanding and includes international teams. We also are committed to becoming ADI accredited in the future, allowing our members to travel internationally.
- **N - No Tolerance.** Canine Allies CIC does not tolerate any bullying of any kind. We utilise a strike system for some behaviours but will remove members if their behaviour is not able to be safely managed.
- **E - Ethical Training.** We operate a force free policy. Aversive tools such as prong collars, E-collars etc, are not permitted.

So, what now?

The Code of conduct isn't something that is brought up a lot, but we do refer back to it every so often. It's just good to keep in the back of your mind when interacting with other members and staff. We may ask people to refresh on the Code of Conduct from time to time.

If you feel like something isn't right there are some things that you can do.

1. Speak to Staff

You can always message a member of staff if something doesn't feel right. You can message Skylar, Dani, Holly, or Bryony. They will be able to talk to you about the situation, and hopefully be able to help resolve this.

2. Send us an email

Sometimes, sending an email feels best. You can send us an email if you have something you need to get off your chest.

If you feel like it could be a safeguarding problem - please email safeguarding@canineallies.com. If you have a complaint, it's best to send it to complaints@canineallies.com Both of these inboxes are monitored very frequently, and someone will get back to you soon.

3. Call us

Sometimes, you do just need to speak to someone on the phone. For that reason, we do have a telephone number. Between 10am and 6pm, you can call 01234 958843 and speak to Em. She can talk through any concerns, and sign post you to the most appropriate resource.

What happens if I break the Code of Conduct?

1. Strikes

If it's the first time you've broken the Code of Conduct, or the way you've broken it isn't severe, we may issue a strike. A strike is a mark against your record which will accumulate over time. On the first strike, we issue a written warning about the breach of the code. The second strike, we suspend your involvement from the Organisation for 48 hours, and this usually includes chat features too. If you continue to breach the code of conduct, and get issued a third strike, we will remove you from the organisation and withdraw your membership.

2. Immediate Expulsion

This option is reserved for the most serious breaches of the Canine Allies Code of Conducts, and is not taken lightly. We would only usually consider immediate expulsion from the organisation for the safety and integrity of our organisation if it is truly necessary. In this instance, we place the member on a temporary suspension, until a full investigation has been completed, and will then issue a letter to confirm the expulsion in full.

Canine Allies CIC
Assistance Dogs

www.canineallies.co.uk | info@canineallies.co.uk

