[**CAN/HRSO – 500.01 – 2023 – A.1 DEVELOPMENT OF A MANAGEMENT SYSTEM FOR ANIMAL-ASSISTED HUMAN SERVICES (AAHS)**](https://cf4aass.ca/download_file/view/e783b912-8a41-42ad-93a0-5a4f2e9d39c6/240)

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**Placeholder for your logo. A placeholder for your business name.**

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**This placeholder is for the signature of your business’s CEO or another authorized person responsible for overseeing the assessment. Sign Here**

**Sections**

1. **Scope**

This National Standard of Canada (NSC) is intended for all Animal-Assisted Human Services Providers (AAHSPs), whether they be an individual or organization, for-profit or not-for-profit, held publicly or privately, engaged in the business of AAHS

delivery.

**“Shall” vs “Should”:** In this NSC, “shall” indicates that the requirement is mandatory and is supported by normative references, whereas “should” indicates that the requirement is recommended or a best practice statement. For additional guidance, please refer to the following sections within the NSC. The NSC is embedded above for your convenience.

**Additional Context**

1. Normative References: NSC Page 7
2. Terms and Definitions: NSC Page 9
3. Technical Requirements: NSC Page 11
4. Annex B: Informative References: NSC Page 22

***How to Use This Worksheet/Checklist***

*Each of the following sections reflects content within the NSC. The text boxes serve as placeholders for your business’s corresponding Standard Operating Procedures (SOPs). Depending on the size and scope of your business, certain sections may not apply (N/A).*

*Instead of leaving the text boxes blank, please insert 'N/A'.*

*If you are working on a specific section, such as human resources policies, you could either name or paste existing policies into the relevant text boxes.*

*If this work is in progress, please type “work in progress” along with any notes you'd like to include. Third-party assessments would require the submission of the corresponding documents.*

*Familiarising yourself with sections two, three, and five, as noted above, will give insight into how other organizations capture some of these elements. Normative documents refer to other NSCs and any legal instruments, such as legislation. Annexes, photos, tables, and similar items can be added at the end of this document.*

*If you have any questions while completing the worksheet, please do not hesitate to reach out to us at community@cf4aass.org. With appreciation!*

**4.1 Mandate**

An Animal-Assisted Human Service Provider (AAHSP) in Canada **shall** work within an

enterprise structure. The enterprise structure **shall** have a written Mandate that

describes the management systems and administrative framework required to deliver

Animal-Assisted Human Services (AAHS).

The Animal-Assisted Human Services Provider’s (AAHSP) Mandate **shall** describe its origins and the processes for its approval, updates, and revisions. The AAHSP should ensure that the Mandate is available and accessible to its Stakeholders.

**4.1.1 Mission and Vision**

The Mandate **shall** describe the AAHSP’s Mission and Vision, including, but not limited to:

1. who the AAHSP is;

Click or tap here to enter text.

1. purpose or aim of the AAHSP;

Click or tap here to enter text.

1. the type(s) of service(s) provided;

Click or tap here to enter text.

1. to whom the service(s) is provided; and

Click or tap here to enter text.

1. aspirations of the AAHSP.

Click or tap here to enter text.

**4.1.2 Stakeholders**

The Mandate **shall** describe the Stakeholders of the AAHSP, including, but not limited to:

(a) identification of Stakeholders such as consumers, employees, subcontractors,

volunteers, government, funders, donors, sponsors, and partners;

Click or tap here to enter text.

(b) determination and communication of Stakeholders’ needs and expectations; and

Click or tap here to enter text.

(c) process for how the AAHSP will confirm that the needs and expectations of

Stakeholders were met.

Click or tap here to enter text.

**4.1.3 Core Values and Other Policies**

The Mandate **shall** describe the core values of the AAHSP and its adherence to relevant laws, regulations, guidelines, and policies.

**The Mandate shall:**

4.1.3.1 describe the core values of the AAHSP and the ethical principles that reflect

the core values.

Click or tap here to enter text.

4.1.3.2 list the relevant laws, regulations, guidelines, and policies (internal and

external) governing the AAHSP.

Click or tap here to enter text.

4.1.3.3 describe the AAHSP’s adherence to the relevant laws, regulations, guidelines, and policies outlined in section 4.1.3.2.

Click or tap here to enter text.

**4.1.4 Goals and Objectives**

The Mandate **shall** detail the goals and objectives of the AAHSP and how they align with the Mission, Vision, and needs of its Stakeholders.

4.1.4.1 The Mandate **shall** include a clear outline of the manageable goals and

objectives of the AAHSP. The goals and objectives **shall**:

Click or tap here to enter text.

4.1.4.2 be developed with input from individuals responsible for them, including, but

not limited to, individuals responsible for the governance, administration, and

operations of the AAHSP, whenever possible.

Click or tap here to enter text.

4.1.4.3 align with the AAHSP’s Mission, Vision, and needs of its Stakeholders.

Click or tap here to enter text.

**4.1.5 Responsibility and Accountability Organizational Structure**

That Mandate **shall** describe the organizational structure and reporting relationships of

the AAHSP.The Mandate **shall**:

4.1.5.1 Outline the organizational structure of the AAHSP and its internal reporting

relationship(s), and those reporting relationships external to the enterprise, if any.

Click or tap here to enter text.

**Conflicts of Interest**

The AAHSP shall have written procedures that identify, disclose, review, and manage

conflicts of interest of Individuals within the AAHSP and their personal associates.

**Written procedures shall**:

4.1.5.2 include a definition of the term “conflict of interest” as it pertains to Individuals

within the AAHSP and their personal associates, and their responsibilities and activities. The definition **shall** describe potential, actual, and perceived conflicts of interest and include conflicts of interest that are of a financial, professional, or personal nature.

Click or tap here to enter text.

4.1.5.3 outline the process for Individuals within the AAHSP to disclose conflicts of

interest that may affect any aspect of their responsibilities.

Click or tap here to enter text.

4.1.5.4 describe how the identification and disclosure of conflicts of interest will be

documented (e.g., conflict of interest statement), managed, and reported.

Click or tap here to enter text.

4.1.5.5 ensure that Individuals within the AAHSP (such as AAHSP personnel, subcontractors, volunteers, students, and partners) are trained on how to identify

and disclose conflicts of interests.

Click or tap here to enter text.

**Privacy of Individuals within the AAHSP and Consumers**

The AAHSP **shall** have written procedures to safeguard the privacy and personal

interests of Individuals within the AAHSP (such as AAHSP personnel, sub-contractors,

volunteers, students, and partners), and consumers, and to maintain the confidentiality

and the security of their personal information.

**Written procedures shall:**

4.1.5.6 outline the privacy training criteria for Individuals within the AAHSP.

Click or tap here to enter text.

4.1.5.7 describe how the privacy and personal interests of Individuals within the

AAHSP and consumers will be safeguarded.

Click or tap here to enter text.

4.1.5.8 outline the process for maintaining the confidentiality and security of personal

information (such as consumer profiles, medical information, and personnel and volunteer files), including, but not limited to, how information is:

(a) protected from unauthorized access, such as encryption, multi-factor

authentication, and locked physical storage;

Click or tap here to enter text.

(b) accessed, and how this access is monitored;

Click or tap here to enter text.

(c) shared and transmitted (e.g., consent);

Click or tap here to enter text.

(d) stored (paper, electronic, other media), retained, and destroyed.

Click or tap here to enter text.

**Safety of Individuals within the AAHSP and Consumers**

The AAHSP **shall** have written procedures to safeguard the safety interests of

Individuals within the AAHSP (such as AAHSP personnel, sub-contractors, volunteers,

students, and partners), and consumers.

**Written procedures shall:**

4.1.5.9 outline the safety training criteria for Individuals within the AAHSP.

Click or tap here to enter text.

4.1.5.10 describe how the safety interests of Individuals within the AAHSP and

consumers will be safeguarded (such as psychological safety, physical safety,

first aid, evacuation procedures, hazardous substance storage, clean facilities, and surveillance).

Click or tap here to enter text.

4.1.5.11 describe how safety risks are identified, assessed, managed, and evaluated

(prospective process).

Click or tap here to enter text.

4.1.5.12 describe how safety-related incidents are reported and managed

(retrospective process).

Click or tap here to enter text.

4.1.5.13 describe the requirement for ensuring that the AAHSP has all appropriate

types of insurance for the delivery of AAHS (see section 4.1.5.25 Insurance and Liability Protection).

Click or tap here to enter text.

**Safety and Welfare of Human Services Assistance Animal (HSAA)**

The AAHSP **shall** have written procedures to safeguard the safety and welfare of

HSAAs.

**Written procedures shall:**

4.1.5.14 outline the selection process and criteria that determine the HSAA’s capability

and suitability for its specified role in the delivery of AAHS (such as temperament, motivation, mood, age, conformation, health, species/breed, and behavioural cues).

Click or tap here to enter text.

4.1.5.15 outline the process that ensures a gradual and progressive exposure of the

HSAA to initial and ongoing specific training that utilizes positive reinforcement training techniques.

Click or tap here to enter text.

4.1.5.16 outline the process for the ongoing monitoring and evaluation of the HSAA’s

suitability (see section 4.1.5.14) for service delivery (e.g., certification, where applicable).

Click or tap here to enter text.

4.1.5.17 outline the plan, including those responsible, for ensuring that all necessary

resources are available to fulfill the safety and welfare needs of the HSAA (such as veterinary care and nutrition).

Click or tap here to enter text.

4.1.5.18 describe the various setting-specific roles, responsibilities, and qualifications

of individuals working with the HSAA (such as schools, retirement facilities, hospitals, and therapy farms).

Click or tap here to enter text.

4.1.5.19 outline the process for determining the length of time the HSAA is actively

working during service delivery (such as hours per day and days per month), including the frequency and length of recovery time.

Click or tap here to enter text.

4.1.5.20 outline the continuous process for determining when the HSAA is at the end

of its work lifecycle (e.g., retirement phase) and its aftercare.

Click or tap here to enter text.

4.1.5.21 outline the process for the management of events that would affect the

HSAA’s permanent or temporary withdrawal from service delivery (such as

unforeseen medical conditions, unforeseen environmental events, pregnancy, injury, and death), including a reintroduction plan.

Click or tap here to enter text.

4.1.5.22 outline the process for protecting the HSAA from physical and/or

psychological harms with respect to the work setting (such as schools, retirement facilities, hospitals, therapy facilities, and others).

Click or tap here to enter text.

4.1.5.23 outline the process for protecting the HSAA from physical and/or psychological harms with respect to the environment that the HSAA is exposed to (such as weather, pollutants, poisons, predators, and infectious agents).

Click or tap here to enter text.

4.1.5.24 outline the process for assisting the HSAA in recovering from any physical

and/or psychological harms that it may experience.

Click or tap here to enter text.

4.1.5.25 describe how the animal’s basic needs will be met with respect to access to

water, food, relief areas, rest, hygiene, exercise, shelter, space accommodation, play, natural behaviour, and social bonding, both during working and non-working hours.

Click or tap here to enter text.

**Insurance and Liability Protection**

4.1.5.26 The AAHSP **shall** have insurance in place appropriate to the activities

undertaken and commensurate with risks of the operation (such as comprehensive general liability, professional liability, and HSAA insurance).

Click or tap here to enter text.

4.2 Required Resources

Click or tap here to enter text.

4.2.1 Human Resources

Click or tap here to enter text.

**Qualifications and Training**

The AAHSP **shall** have written procedures to ensure that all Individuals within the

AAHSP have relevant credentials, education, training, and experience required to

deliver AAHS.

**Written procedures shall:**

4.2.1.1 outline the process for conducting background verifications on Individuals

within the AAHSP, where required (such as vulnerable sector checks and criminal record checks).

Click or tap here to enter text.

4.2.1.2 outline the process for ensuring that Individuals within the AAHSP have relevant qualifications (such as credentials, education, skills, training, and experience) in order to perform their roles.

Click or tap here to enter text.

4.2.1.3 describe the qualifications and responsibilities for each role within the AAHSP.

Click or tap here to enter text.

4.2.1.4 describe the elements of each training program (internal or external) associated with each role within the AAHSP.

Click or tap here to enter text.

4.2.1.5 outline the process for ensuring that Individuals within the AAHSP have

participated in the relevant training prior to performing their roles.

Click or tap here to enter text.

4.2.1.6 outline the process for monitoring and evaluating performance of Individuals

within the AAHSP.

Click or tap here to enter text.

4.2.1.7 describe the plan for ensuring ongoing training and continuing education for

Individuals within the AAHSP.

Click or tap here to enter text.

4.2.1.8 outline the process for the creation and maintenance of training files for all

Individuals within the AAHSP.

Click or tap here to enter text.

**Code of Conduct**

The AAHSP **shall** have a Code of Conduct policy for Individuals within the AAHSP, such

as AAHSP personnel, sub-contractors, volunteers, students, and partners.

**Written procedures shall:**

4.2.1.9 describe the origins of the policy, and the processes for its approval, updates,

and revisions.

Click or tap here to enter text.

4.2.1.10 outline the criteria within the policy, including, but not limited to, definitions of

terms and responsibilities of Individuals within the AAHSP (such as behaviour, attitude, and compliance).

Click or tap here to enter text.

4.2.1.11 describe how Individuals within the AAHSP will be trained on the policy.

Click or tap here to enter text.

**Management of Complaints**

The AAHSP **shall** have written and accessible procedures that describe the reception

and management (timely response, handling, and reporting) of complaints.

Click or tap here to enter text.

**4.2.2 Physical, Financial, and In-Kind Resources**

The AAHSP **shall** have written procedures to ensure that it has the physical and

financial capacity required to deliver AAHS.

**Written procedures shall**: describe the process for ensuring that the AAHSP has:

4.2.2.1 or has access to physical resources necessary to deliver AAHS and to meet its

obligations (such as land, facilities, equipment, appropriate animal transport, and appropriate animal enclosures).

Click or tap here to enter text.

4.2.2.2 the financial and/or in-kind resources necessary to deliver AAHS and to meet

its obligations (such as personnel, animal health and welfare resources, and contracts).

Click or tap here to enter text.

4.2.2.3 a succession plan and emergency response plan for the AAHSP including the

HSAAs.

Click or tap here to enter text.

**4.2.3 Information Management**

The AAHSP **shall** have written procedures that outline the process for managing

information pertaining to the AAHSP, including, but not limited to, how information is:

4.2.3.1 protected from unauthorized access (such as encryption, multi-factor authentication, and locked physical storage).

Click or tap here to enter text.

4.2.3.2 accessed, and how this access is monitored.

Click or tap here to enter text.

4.2.3.3 shared and transmitted.

Click or tap here to enter text.

4.2.3.4 stored (paper, electronic, other media), retained, and destroyed.

Click or tap here to enter text.

**4.3 Ongoing Improvement of the Management System**

The AAHSP **shall** have procedures to improve the management system, on an ongoing

basis, by assessing the quality of AAHS delivery, and by monitoring compliance with

written procedures informed by relevant laws, normative texts, and NSCs.

**4.3.1 Plan for Assessing the Quality of AAHS Delivery**

**Written procedures shall:**

4.3.1.1 describe the plan to assess the quality of AAHS delivery including, but not

limited to:

1. its origin (e.g., originating from management or Stakeholders);

Click or tap here to enter text.

1. the role of the individual(s) responsible for preparing and implementing the plan;

Click or tap here to enter text.

1. the processes for its approval, updates, and revisions;

Click or tap here to enter text.

1. the methods used to assess quality; and

Click or tap here to enter text.

1. the frequency of assessments.

Click or tap here to enter text.

4.3.1.2 outline the process for engaging Individuals within the AAHSP in developing

the plan to assess the quality of AAHS delivery.

Click or tap here to enter text.

4.3.1.3 identify the indicators of quality that the AAHSP will measure in order to help

them improve AAHS delivery such as customer satisfaction and employee/volunteer

retention.

Click or tap here to enter text.

4.3.1.4 outline the process for collecting the information obtained from the assessments.

Click or tap here to enter text.

4.3.1.5 outline the process, including the role of individual(s) responsible, for analyzing

and interpreting the information collected.

Click or tap here to enter text.

4.3.1.6 outline the process whereby the AAHSP will implement improvements arising

from the quality assessment outcomes.

Click or tap here to enter text.

4.3.1.7 outline the process for receiving, assessing, and addressing complaints from

Individuals within the AAHSP and from Stakeholders.

Click or tap here to enter text.

4.3.1.8 describe how the AAHSP will protect complainants from reprisal and how

information about this protection will be disseminated to those Individuals within the

AAHSP (e.g., ability to lodge an anonymous complaint) and Stakeholders.

Click or tap here to enter text.

**4.3.2 Monitoring Compliance with Written Procedures**

**Written procedures shall:**

4.3.2.1 outline the process for maintaining written procedures including their development, management (such as updating and version control), and storage.

Click or tap here to enter text.

4.3.2.2 outline the process for ensuring that Individuals within the AAHSP have access

to the current version of written procedures.

Click or tap here to enter text.

4.3.2.3 outline the process for training Individuals within the AAHSP on the written

procedures (see section 4.2.1).

4.3.2.4 describe the plan to monitor compliance of the AAHSP’s practices with written

procedures, including, but not limited to:

(a) the role of the individual(s) responsible for preparing and implementing the plan;

Click or tap here to enter text.

(b) the processes for its approval, updates, and revisions;

Click or tap here to enter text.

(c) the basis for monitoring compliance (such as monitoring in the event of an incident, or monitoring selected on a random basis);

Click or tap here to enter text.

(d) the methods used to monitor compliance; and

Click or tap here to enter text.

(e) the frequency of monitoring compliance.

Click or tap here to enter text.

4.3.2.5 outline the process for reporting the findings arising out of compliance

monitoring.

Click or tap here to enter text.

4.3.2.6 describe the indicators used to conduct an analysis of compliance (such as the

time between discovering the finding and its resolution, the seriousness of findings, and the frequency of findings).

Click or tap here to enter text.

4.3.2.7 outline the process whereby the AAHSP will implement improvements arising

from the compliance monitoring outcomes (such as training, revising written

procedures, and allocation of resources).

Click or tap here to enter text.

**This section may be used for annexes, photos, diagrams, video links, and other relevant material.**