

Rights and Responsibilities

As a Helpful Hounds beneficiary, you have the right to:

- Be treated with dignity, respect, kindness and without discrimination.
- Have your privacy and personal information respected and protected.
- Be listened to and involved in decisions about your support and your assistance dog.
- Receive clear, accessible information about our programmes, processes and expectations.
- Have your individual needs, circumstances and preferences considered.
- Be supported to make informed decisions about your assistance dog and your involvement with Helpful Hounds.
- Receive support that is delivered safely, professionally and in accordance with relevant legislation, guidance and Helpful Hounds policies.
- Ask questions and raise concerns without fear of being treated unfairly or having your support affected as a result.
- Give feedback or make a complaint and have it taken seriously and dealt with fairly.
- Request reasonable adjustments where needed to enable you to participate in our services and activities.
- Have your personal information kept confidential, except where there is a legitimate safeguarding or legal reason for information to be shared.
- Be free from abuse, neglect, bullying, harassment and discrimination.
- Have concerns about the welfare, behaviour or suitability of your assistance dog listened to and acted upon.
- Have your relationship with your assistance dog respected, recognising that every partnership is individual.

As a Helpful Hounds beneficiary, your responsibilities are to:

- Treat Helpful Hounds staff, volunteers, trainers, puppy parents, other beneficiaries and members of the public with courtesy and respect.
- Communicate openly with Helpful Hounds about your needs, circumstances and any concerns that may affect your support or your assistance dog.
- Follow the guidance and training provided by Helpful Hounds to the best of your ability.
- Take responsibility for the day-to-day care, welfare and wellbeing of your assistance dog, in accordance with the arrangements agreed with Helpful Hounds.
- Ensure your assistance dog receives appropriate food, exercise, veterinary care, grooming, rest and enrichment.
- Tell Helpful Hounds promptly about any significant changes in your

circumstances, home environment or ability to care for your dog where these may affect your partnership.

- Tell Helpful Hounds about any concerns regarding your assistance dog's health, behaviour, welfare or ability to work.
- Attend agreed training, reviews and assessments wherever reasonably possible, and communicate with us if you are unable to attend.
- Follow Helpful Hounds' policies and procedures, including those relating to safeguarding, dog welfare, health and safety and appropriate use of assistance dogs.
- Provide a safe and respectful environment for Helpful Hounds staff, volunteers and trainers when they visit your home.
- Respect the confidentiality and privacy of other Helpful Hounds beneficiaries and families.
- Provide accurate information to Helpful Hounds and let us know if information we hold about you needs updating.

Helpful Hounds' Responsibilities

As your assistance dog charity, Helpful Hounds will:

- Treat you with dignity, respect and compassion.
- Put the welfare of both people and dogs at the heart of our work.
- Work collaboratively with you to understand your needs and support a successful assistance dog partnership.
- Provide appropriate training, guidance and ongoing support within the scope of our programmes and resources.
- Ensure that our staff and volunteers are appropriately trained and supported to carry out their roles.
- Provide clear information about our programmes, expectations, decisions and any changes that may affect you.
- Communicate openly, honestly and as promptly as reasonably possible.
- Listen to your feedback, concerns and complaints and respond fairly and appropriately.
- Maintain appropriate and accurate records relating to your support and your assistance dog.
- Respect your privacy and handle your personal information responsibly and confidentially.
- Take reasonable steps to protect beneficiaries, staff, volunteers and dogs from abuse, neglect, exploitation, bullying, harassment and other forms of harm.
- Promote and safeguard the welfare of every dog involved with Helpful Hounds, including assistance dogs, puppies, training dogs and community dogs.
- Review assistance dog partnerships and support arrangements where necessary to ensure they remain appropriate for both the beneficiary and the dog.
- Be honest about what we can and cannot provide and, where possible, help

identify alternative sources of support when something falls outside our role.

- Work with you to resolve difficulties wherever possible and make decisions fairly, transparently and with the welfare of both you and your dog in mind.
- Our shared commitment
- A successful assistance dog partnership is built on trust, communication and shared responsibility.

Helpful Hounds is committed to working alongside beneficiaries and families to create positive, sustainable partnerships that improve independence, confidence and quality of life - while ensuring that the welfare of every dog remains at the heart of everything we do.