

Guide Dogs.

Puppy Raising Manual



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Welcome!

Congratulations on receiving a beautiful pup!

Please take the time to familiarise yourself with the following Puppy Raising Manual. It contains useful information to assist you with your exciting journey ahead and is a place to keep track of and record your pup's important health information.

Policies are indicated by the icon: 

The role of a Puppy Raiser is a special one indeed.

We couldn't do what we do without you.

If you have any questions or concerns relating to the Puppy Raising Program, please do not hesitate to contact Puppy Raising staff at:

Guide Dogs NSW/ACT

1 Spinks Road

Glossodia NSW 2756

PO Box 3104

Freemans Reach NSW 2756

Telephone (02) 4579 7555 Press Option 3

Email: guidedogscentre@guidedogs.com.au

NAME OF PUPPY:

CODE: D00

BREED: LABRADOR

D.O.B:

SEX:

COLOUR:

MICROCHIP NUMBER:

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Dog's Name:

Microchip #:

Age	Vaccine	Date	Batch Number	Signature
6 weeks	Protech C3 (subcutaneous) Protech C2i (subcutaneous)			
10 weeks	Protech C3 (subcutaneous) Protech C2i (subcutaneous) Protech Bronchi-shield III (intranasal)			
14 weeks to 16 weeks	Protech C3 (subcutaneous)			

The Guide Dogs Centre will administer any further vaccinations required.



Date Due	Treatment	Date Administered
At 10 weeks	Paragard	
(From arriving home)		
1 st of each month	NexGard Spectra	
1 st of each month	NexGard Spectra	
	NexGard Spectra	
	NexGard Spectra	
	NexGard Spectra	
	NexGard Spectra	
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	NexGard Spectra	

Health

Vaccination Protocol

Vaccinations are integral to keeping our pups healthy and preventing serious illness. We are extremely fortunate to have received a sponsorship from Boehringer Ingelheim which provides vaccines to dogs in the Puppy Raising Program.

Please note: It is important that vaccinations remain refrigerated until use.

Please also keep the vaccines cool whilst travelling to your Veterinarian; an ice brick in a zip lock bag does the job.

Please forward your pup's vaccination dates to vetinvoices@guidedogs.com.au (a scan of the following page is fine). Thank you!

Preventative Protocol

Worming, Heartworm, Flea & Tick Prevention

Preventatives safeguard our pups and dogs from contracting serious illness caused by intestinal worms, heartworms, ticks, and fleas. Guide Dogs is generously supplied Paragard and NexGard SPECTRA by Boehringer Ingelheim. Please follow the table below to ensure your dog receives its required preventatives:

- Paragard (intestinal all wormer) administered up to 10 weeks.
- NexGard SPECTRA (prevention for heartworm, fleas, ticks, and intestinal worms) administered on the 1st of every month, from when they arrive in your home.
- If the 10-week Paragard coincides with the 1st of the month, use NexGard Spectra instead. It contains all wormer, so Paragard is not required.

See previous page for record table.

Tips for a Pup's First Days in Your Home

Welcoming Your Pup Home

- Bringing your new pup home for the first time is an exciting event! However, this new environment, coupled with separation from litter mates, can be quite overwhelming for a pup. As such, please resist the temptation to show him/her off immediately to friends and family. The move to your home is a major change and can be quite stressful, so we want to ensure your pup is as supported as possible especially in the first weeks while it finds its feet.
- To ensure safety and to encourage good home manners, all pups need active supervision when they first arrive in a new home. This means your eyes and attention are focused on the pup whenever it is out of its crate or sleeping quarters.
- Consistency is key. Ensure that the pup learns the house rules from an early age and behaves in a calm and relaxed manner whilst inside the home. Please do not allow the pup to jump onto furniture such as lounges, beds, or chairs.

Safety

- Before bringing your new pup home, it is important to 'puppy-proof' your house and yard to make sure that any dangerous objects are out of reach or removed. This includes any chemicals, hazardous plants, or sharp objects that can be lethal to the pup if chewed. Any valuable items should be secured well out of reach of the pup.
- Pups investigate with their mouths, so it is important, especially at this early stage, to always supervise the pup when exploring in your home. Please also observe the pup when it is in your yard, as many pups eat leaves, sticks or other debris that can lead to stomach upsets, or even more serious health issues. If unable to provide active supervision, please place the pup into a safe area such as its sleeping quarters or crate (see Crate Acceptance Training and Restrictions on Puppy Central).

Introducing Your Pup to Your Pets

When introducing your new pup to a family dog:

- Choose a neutral place. Introduce the pup to your dog(s) in your yard before you bring the pup into the house.
- If you have multiple dogs, introduce one dog at a time. Multiple adult dogs can be overwhelming for a pup.
- Have the meeting off leash if possible. This will allow both pup and dog to move towards or away from each other depending on how comfortable they feel.
- Move around and interact with them, rather than staying still and watching. This will encourage them to explore together.
- Always watch both your pup and the dog's body language to be sure they are comfortable with one another. If the adult dog is not in a calm emotional state, call the pup away. If the pup looks concerned, call the dog away and give the pup time to process. If both are in a calm emotional state, let them greet and allow the pup to choose where he/she is comfortable. Keep watching their body language and if either one begins to get aroused, take a break.

Other Pets.

- Pups should not chase cats, rabbits, chickens, or other pets. Please ensure that your pets can escape from the pup. For cats, that means giving them a chance to jump over a gate or up onto something the pup cannot reach - avoid putting your cat in the position of having to defend itself, as cats can hurt pups by scratching them, particularly in the eyes. For other pets, keep them in a cage or behind a baby gate until you know your pup can be calm around them, and even then, never leave them free and unsupervised together.
- To prevent other pets from being chased you can initially keep the pup on a leash. Having your pup on a leash gives you an emergency brake if your pup

tries to chase your other pets. As always, reward the behaviour you want - praise/pet/reward being calm and remaining attentive to you.

Feeding

- Our Guide Dog pups are fed Advance™ kibble, which has been formulated to provide the pup with the necessary nutrition to ensure healthy development.
- Please follow the feeding guide that is contained in the manual. Initially your pup will most likely be on 3 to 4 feeds a day. As the pup grows, the frequency of feeding will reduce.
- If you feel your pup is putting on too much weight, or if the pup appears too thin, speak to your Puppy Development Advisor (PDA). Your PDA will assess the pup's weight and body condition at each meeting. They will assist you in ensuring that the pup maintains an optimal weight. In general, it is best to keep pups lean, as excess weight puts unnecessary strain on growing bones and joints. It can also interfere with their ability to breed and with their fitness for working as a Guide Dog.
- Advance™ kibble can also be used as training treats. Alternatively, please see our Approved Treat List for other suitable options. Please note that any treats given to the pup for toilet training or obedience, should be taken out of their daily food ration, and not given in addition to.

How to Feed Your Pup

- Tip the measured amount of kibble into the food bowl and add a little water before feeding.
- Pick up the food bowl and wait for your pup to offer a Sit on his own.
- Once your pup sits, quickly lower the food bowl down while he holds the Sit position for 1-2 seconds. If the pup pops out of the Sit, straighten up (keeping the food bowl in your hand), wait for him to sit and then lower the food bowl more quickly so he can succeed at holding the Sit position.
- As the bowl touches the floor, say "free" to release the pup from his Sit.

- As your pup develops better self-control, increase the length of time you wait before you lower his bowl to the floor and say “free”.
- Once the pup has finished eating, remove the bowl. The pup should not be allowed to play with, or carry around, his food (or water) bowl.

Sleeping

It is important that a good nighttime routine is established for the pup from day one.

Preparation of sleeping quarters

- A well- rested pup is a happy pup. As such, you will want to ensure sleeping quarters feel safe and comfortable for your pup. Some people sleep their pups in their bedroom or the near their bedroom door in a hallway. Some sleep them in a laundry or a bathroom (preferably not one that is frequently used). These areas are tiled, allowing toileting accidents to be easily cleaned, and are not frequently occupied, allowing a quiet place for the pup to have undisturbed rest.
- Ensure that the sleeping quarters have been puppy-proofed, are well ventilated, but free from any drafts, and comfortable bedding is provided.
- Any water bowls should be removed once the pup has toileted and is in its sleeping quarters. However, if it is an extremely hot day or evening, or the pup is under veterinary care, please provide water.
- The door to the room must be left open and a baby gate or barrier used to block the entrance. This will prevent the pup from becoming distressed due to being fully enclosed within a small area.
- If you have other pets in the home, it is preferable to sleep them separately. This will aid our future Guide Dog by allowing him/her to build confidence and independence and prevent them from becoming too dependent on another animal.

Using the Sleeping Quarters

- Make sure the pup has eliminated and has had adequate exercise before putting it into the sleeping quarters.
- Lead the pup to the sleeping quarters and place a few pieces of kibble onto the bed while they are watching. This will prompt the pup to go into their sleeping quarters and onto their bed.
- Say 'Bed', smile, and praise the pup as he moves onto his bed. Close the gate or barrier when the pup is in and leave the pup to rest.
- For the first few nights, the pup may vocalise (bark or whimper) while adjusting to its new routine. It is essential that you do not go immediately to the pup while it is doing this as it can teach the pup very bad habits that are hard to break. Given you have already puppy-proofed the resting quarters, have just toileted the pup, and the pup is not in any form of danger, it is vocalising for attention.
- After 10 minutes, if the pup has not stopped vocalising, enter the sleeping quarters, and proceed to the pup's bed where you can offer tactile support and verbal shooshing to provide the pup comfort. Once the pup has settled, leave the area. If the pup commences vocalising again, repeat the procedure. There should be a decrease in the amount of vocalising as your pup becomes accustomed to his surrounds.
- Beware of sneaking quietly to the door to check on the pup as dogs have extremely good noses, so it will know that you are there!
- If the pup has been sleeping for a few hours prior to its bedtime, sometimes it can be hard for the pup to go straight back to sleep. It is a good idea to wake the pup up a little earlier for a short play session prior to its final toilet for the night. This way the pup is tired and ready to go to sleep again when you put it into its resting quarters.
- In the morning, as soon as you rise, let the pup out to toilet. As soon as the pup hears movement, it will wake, start moving, and need to toilet. If you take some time before attending to the pup, it will often have already toileted in the

sleeping quarters. Once the pup has been toileted, give it access to water again.

Toilet Training

- The quickest way to toilet-train a pup is to prevent accidents occurring. The more they get it right (by eliminating in the correct area), and are rewarded for their success, the quicker they learn.
- In the first few weeks, take your pup out every hour whilst awake and playing. In addition, key times when a pup usually needs to toilet are:
 - First thing in the morning, when waking from a nap, or just before putting the pup to bed.
 - Shortly after eating or drinking water.
 - When excited.
- Signals that a pup might need to eliminate may include wandering away from sleeping, eating, or playing areas, sniffing, and circling, beginning to squat, going to the door, whining, or restlessness that does not seem to have any specific purpose or cause.
- Choose an area that you would like your pup to use for eliminating.
- Take your pup outside to an area you would like your pup to use for eliminating. If it is too far away for a young pup, you may need to carry it at first. This will prevent the pup from eliminating before you reach the designated area.
- To encourage your pup to eliminate, place yourself in the chosen area, allowing the pup to circle around to find a toileting spot.
- Only when the pup starts to eliminate on the ground, say “Quick Quick”, associating the cue with the act of elimination. Give the pup ample time to finish elimination.
- Praise quietly, but generously when the pup eliminates. Take care not to be too excited, as the pup may startle and stop eliminating halfway through. The more the pup feels that he has done the right thing, the more likely he is to repeat this behaviour.

- Please note that we would like you to go outside with the pup when toileting it so that you can observe whether the pup has eliminated or not. This includes during wet weather, as many pups (even older ones), needing extra encouragement to step onto wet grass!

Exercise and Play

- Pups need daily mental stimulation as well as play and physical exercise. Your goal as a Puppy Raiser is to provide multiple daily sessions of exercise and play; typically pups need 1 to 2 hours a day.
- Remember that young pups tire quickly so adjust the length of the walk to its age and physical development. Always ensure that the pup is kept on the leash when outside your yard unless there is a fenced-in and secure run. Never take the pup outside your property without a collar and Guide Dog ID tag.
- When initially starting to walk with your pup, use 'Follow Me' and a long leash where appropriate. Allow your pup to explore on a loose leash at a relaxed and comfortable pace. Reward all Check-Ins with Use of You and food rewards appropriate for the step the pup is up to at the time (see [Puppy Central](#) for more information).

Exercise Tolerance

- Pups have soft bones. Therefore, over-exercising can damage joints and create health problems for them. A guideline to the exercise tolerance for pups at different ages can be seen in the table below:

Pup Age (months)	Duration of Walk (minutes)
2 – 3	5 – 10
3 – 4	10 – 15
4 – 5	15 – 20
5 – 8	20 – 30
8 – 12+	30 – 60

- Pups can be walked more than once a day; it is wonderful exposure for them and provides both mental stimulation and physical exercise. However, common sense should be used when deciding when to walk a pup, ensuring that the pup has had sufficient rest between walks, the weather is suitable, and that ground surfaces are of a suitable temperature for a pup to walk on.

Stairs

- Starting at a young age, a pup needs to learn how to move his body up and down stairs. Usually, a pup will start with a hopping motion, moving two front feet and then two back feet, but eventually it will become coordinated and able to walk smoothly up and down stairs. Pups need to feel comfortable on stairs, remaining calm and attentive, walking at the speed of their handler.
- Begin teaching by going up the stairs because pups are more coordinated going up. If it is a long flight of stairs, carry your pup to the second or third step from the top. Gradually increase the number of steps your pup ascends. When working on going downstairs, if it is a long flight of stairs, carry the pup to the second or third step from the bottom.
- Allow your pup to go up and down the stairs at its own pace, and to walk anywhere it wants to on the stairs (unsure pups often stay near the edges of stairs). Walk along with your pup and provide appropriate praise. Use a long line in case your pup wants to continue up or down the entire flight of stairs. This prevents the leash from getting tight.
- There are several helpful videos outlining the steps in teaching your pup confidence around stairs on [Puppy Central](#).

Undesirable Behaviours

Jumping

- A pup will jump up when it is excited or seeks attention. You need to teach the pup that jumping is not acceptable.
- The most important thing to do with a pup that jumps is not to reinforce the behaviour. In other words, ignore the pup when it jumps. This means not even making eye contact or using hands to push the pup away, as this is still attention. When the pup has four paws on the floor then you need to pay the pup attention. With repetition the pup will learn the correct way to get your attention. You can also ask the pup to do an alternate behaviour that is

incompatible with jumping like [Sit](#), and that way you can reward the pup for doing something positive.

Mouthing and Chewing

- Mouthing/Chewing on you or household items is also to be discouraged. If you find the pup has picked up something that it should not have, remove the object from its mouth and encourage Toy Seeking Behaviour (redirect the pup to one of his own toys). Make sure you put the object out of reach.
- If you catch the pup at the moment, it is about to pick up something it should not, interrupt the pup in a deep voice by saying “no” or “uh-uh”, and then distract it by giving it something else to play with. If you do not give the pup an alternative to play with, it will most likely return to the undesirable activity you wanted it to stop. You can use this method for redirecting mouthing on people too.

Vocalising

Vocalising in young pups is normal and this is how they have learnt to communicate with their mother and siblings. However, it is up to you to teach the pup that this is not how we want the pup to communicate with us! People may find it cute when pups ‘talk’ to them. This whimpering and whining can quite quickly develop into barking and howling to seek attention. It is best to address this problem early on before it becomes a habit.

The key to success is to remember that vocalisation increases with reinforcement (by attending to the pup, whether it be in a soft or firm voice), and it decreases without reinforcement (by ignoring the vocalising). For example, if the pup is vocalising to come inside the house, ignore it and wait for a short break in the noise. When the pup is quiet, reward it by giving it attention, or in this case, opening the door and letting it inside the house. This way the pup learns it will be rewarded for being quiet and calm, and ignored when it is noisy. Please do not raise your voice in an attempt to stop the pup from vocalising; pups will perceive this as you joining in on the conversation with them!

Diet and Feeding

It is paramount that your pup receives the correct amount of food so that it maintains healthy growth. To avoid overfeeding your pup please follow the feeding guide below. Your pup will arrive with two bags of supplements. These are probiotics and prebiotics. These supplements will help to support their developing gut microbiome during the transition period into your home. Each bag will be labelled with instructions and is to be added to the food daily until finished.

AGE	AM	NOON	PM
7 Weeks	½ Cup	½ Cup	½ Cup
8 Weeks	¾ Cup	½ Cup	½ Cup
9 Weeks	¾ Cup	½ Cup	¾ Cup
10 Weeks	¾ Cup	¾ Cup	¾ Cup
11 Weeks	¾ Cup	¾ Cup	¾ Cup
12 Weeks	¾ Cup	¾ Cup	¾ Cup
3-4 MONTHS	1 Cup	1 Cup	¾ Cup
4-6 MONTHS	1 Cup	1 Cup	1 Cup
6-8 MONTHS	1 ½ Cups		1 ½ Cup
8 MONTHS ONWARD	1 Cup		1 ½ Cup

Puppy Food			
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Raw Meat and Bones Policy

Although we appreciate there are many ways to feed a dog, it is Guide Dogs NSW/ACT's policy that our pups and dogs are **not** fed sources of raw meat and bones, and Guide Dogs NSW/ACT does not permit these as part of our pups' and dogs' diets.

Risk of feeding raw meat and bones

Salmonella and Campylobacter are two types of bacteria that cause gastroenteritis in dogs. Both of these bacteria are zoonotic. This means they can be spread to and cause disease in humans. Prior to establishing a 'no raw meat and bones' policy, we experienced outbreaks of diarrhoea in our dogs when fed raw meat or bones. In most adult dogs, it can be self-limiting, however in pups it can cause severe disease.

Our biggest concern is the carrier state that can develop. When a dog is fed raw meat or bones it may present with a single case of soft faeces, but it can become a carrier of the bacteria. Any time that dog is stressed, it can shed the bacteria into the environment. If the dog is one of our breeding females, she can infect her pups in the neonatal period when they have very little immunity to disease. When this occurs severe disease can result which can be rapidly fatal.

Treating with antibiotics when the dog has diarrhoea is more likely to cause the carrier state to develop. Therefore, we try to avoid antibiotics in cases of mild diarrhoea. Unfortunately, if the dog is becoming rapidly unwell or not improving with other treatments, antibiotics are necessary.

Bones have the added problem of potentially causing obstructions or damage to the teeth. Prior to the introduction of the policy, we had to perform abdominal surgeries and tooth removals on our dogs associated with the consumption of bones.

How can we keep the teeth clean?

Veterinary Oral Health Council-approved dental chews and dog dental toys can assist in keeping teeth clean. Please speak to your Puppy Development Advisor for advice on the best products available.

Other sources of Salmonella

Salmonella can be spread by chicken faeces. If you keep pet chickens, please do not allow your dog or pup access to the faeces.

Body Condition Score

It is imperative that your growing pup not become an overweight adolescent or adult dog. An overweight dog is an unhealthy dog. Your dog should be in the 'IDEAL 4-5' bracket at all times. Please follow ideal weight guidelines as advised by your Puppy Development Advisor or Vet. If you need assistance helping your dog maintain an ideal weight, please contact your Puppy Development Advisor.

Body Condition Score



1 Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance. No discernible body fat. Obvious loss of muscle mass.

2 Ribs, lumbar vertebrae and pelvic bones easily visible. No palpable fat. Some evidence of other bony prominences. Minimal loss of muscle mass.

3 Ribs easily palpated and may be visible with no palpable fat. Tops of lumbar vertebrae visible. Pelvic bones becoming prominent. Obvious waist and abdominal tuck.

4 Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.

5 Ribs palpable without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.

6 Ribs palpable with slight excess fat covering. Waist is discernible viewed from above but is not prominent. Abdominal tuck apparent.

7 Ribs palpable with difficulty; heavy fat cover. Noticeable fat deposits over lumbar area and base of tail. Waist absent or barely visible. Abdominal tuck may be present.

8 Ribs not palpable under very heavy fat cover, or palpable only with significant pressure. Heavy fat deposits over lumbar area and base of tail. Waist absent. No abdominal tuck. Obvious abdominal distention may be present.

9 Massive fat deposits over thorax, spine and base of tail. Waist and abdominal tuck absent. Fat deposits on neck and limbs. Obvious abdominal distention.

German A, et al. Comparison of a bioimpedance monitor with dual-energy x-ray absorptiometry for noninvasive estimation of percentage body fat in dogs. *AVJ* 2010;71:393-398.
Jeunesse L, et al. Effect of breed on body composition and comparison between various methods to estimate body composition in dogs. *Res Vet Sci* 2010;98:227-232.
Kealy RD, et al. Effects of diet restriction on life span and age-related changes in dogs. *JAVMA* 2002;282:1315-1320.
Lafamme DP. Development and validation of a body condition score system for dogs. *Canine Pract* 1997;22:10-15.

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Approved Treat list

Dog Treats: Commercial treats and chewable bones

Most dog treats are very high in salt, fat and preservatives. They can be a cause of imbalance in the immature gastrointestinal tract, often resulting in diarrhoea and vomiting in young dogs. In addition, items like rawhides, deer antlers, and bones can cause obstructions in the bowel, and even cause teeth to fracture. As such, not only do many treats cause harm to our pups, but they are a major component of our external veterinary bills. After much discussion around the impact that these treats have on the immature gastrointestinal tract of our dogs, Guide Dogs has introduced a Dog Food and Treat Policy. Please refer to the table below for approved treats and amounts which can be fed.

Approved Dog food: Advance Puppy/Adult Dog

We feed all our puppies and adult dogs **Advance dog food dry, wet and dry formulations**. It is a premium quality pet food which has been formulated to meet the nutritional requirements of growing and working dogs. It provides a careful combination of proteins, fats, minerals, vitamins, carbohydrates, and water to create a complete and balanced diet.

Prescription diets

Some of our dogs may be placed on prescription dietary trials if they are showing symptoms of skin or gastrointestinal allergies. These are generally short-term trials (4-6 weeks) and during this time period the puppy or dog may not be given any food outside of the prescription diet i.e., these animals cannot even be given any of the food items listed in the below table.

Treat allowance

To ensure that our pups and dogs maintain a healthy body weight, any food treats given must be taken from their daily feed amount. Treats and additional food items should not exceed 10% of daily food intake. The majority (90% or greater) of the calories should come from Advance dog food as recommended by Guide Dogs.

These food types are to be used as high value treats and ideally only one food type should be fed in any given day.

Food Type	Daily Allowance	Qty kibble to be removed from daily food ration	Notes
Prime 100, cooked meat and vegetable rolls	¼ cup	¼ cup	- Any of the cooked variety rolls are acceptable. - It can be purchased from most retail pet stores. - Must be kept refrigerated. - It can be chopped up and stored in the freezer in zip-lock bags ready for a training session. - Use a permanent marker to date the bags, and store for up to 3 months in the freezer
Chicken Breast (cooked)	¼ cup	¼ cup	- Chicken can be cooked, cooled, chopped up, and then (like the Roll), stored in the freezer for up to 3 months. - Ensure only clean utensils are used for the cooked meat.
Carrot	1 carrot	-	- Carrot can be chopped up and used as training treats or delivered whole as an enrichment item. - Circular pieces can be strung onto twine and hung between a door frame for supervised enrichment
Apple	½ apple	-	Apple can be chopped up and used as training treats or put in enrichment items like Kongs™.
Pear	½ pear	-	Pear can be chopped up and used as training treats or put in enrichment items like Kongs™.
Zucchini	¾ of a cup, cubed	-	- Cooked - Zucchini can be chopped up and used as training treats or put in enrichment items like Kongs™.
Butternut pumpkin	¼ cup, cubed	-	- Cooked - Butternut Pumpkin can be chopped up and used as training treats
Banana	1/8 cup, mashed	-	Banana can be mashed into a Kong™.

Food Type	Daily Allowance	Qty kibble to be removed from daily food ration	Notes
			Ensure Kong™ is thoroughly cleaned and washed afterwards

Veterinary Care

The physical health of our dogs is something that we all take very seriously, and it is important that any ailment or illness is addressed in a timely manner. The following is designed to assist you to triage your own dog to determine urgency and the steps required.

Communicating with the Guide Vet Team

As you can imagine, the Vet Team at the Guide Dogs Centre is very busy, conducting consults and surgeries for dogs offsite as well as caring for all pups and dogs onsite. As such, they are generally unable to take direct calls. Should you need to contact the Vet Team, please contact your Puppy Development Advisor or the Guide Dogs Centre who will contact the Vet Team on your behalf.

Triaging Your Dog

The following symptoms are considered an emergency:

If your dog has any of the following, please visit an [Approved Vet Clinic](#) or Emergency Centre immediately. If you are not near an Approved Vet Clinic, please visit your closest local Vet Clinic and follow the Non-Approved Vet Clinic procedure. Please note: Non- Approved Vet Clinics should only be used in cases of emergency.

- Severe trauma
- Trauma to the eye
- Toxin or poison ingestion
- Diarrhoea and/or vomiting that becomes protracted or with accompanying fever or lethargy.
- Collapse, weakness, or paralysis
- Seizures
- Bloat
- Shock or reaction to a vaccine
- Difficulty breathing
- White, blue, or yellow gum colour
- Straining and unable to pass urine.

The following symptoms are not considered an emergency and can be seen by your closest Approved Vet or the Vet Team at the Guide Dogs Centre at the earliest convenient time.

- Mild nose or ear discharge
- Ear infections
- Scratches/minor cuts
- Minor rashes
- Dry skin
- Hair loss
- Frequent urination (without straining or blood)
- Occasional sneezing or coughing
- Once off diarrhoea and or vomiting without fever or lethargy.
- Minor lameness.

It is very important that any ongoing issues are made known to your Puppy Development Advisor and the Vet Team so that a holistic picture of the dog is available prior to assessment and training. Should your dog have any of the following, it is likely that the Vet Team will request that your dog undergo a consult at the Guide Dogs Centre:

- Any persistent issues including:
 - recurrent skin/ears
 - recurrent gastrointestinal issues
 - recurrent urinary issues
 - any behavioural issues (including degree of comfort during Veterinary consults).
- Anything that requires x-rays (unless urgent) or non-urgent surgeries.
 - recurrent lameness and local vet recommending x-rays.
 - lump removals
 - narrow based canines.

This is not an exhaustive list but highlights primary concerns. If you are ever in doubt, please do not hesitate to reach out to your Puppy Development Advisor, the Guide Dogs Centre or your Approved Vet Clinic.

Overview

- Any medical emergency should go directly to an Approved Vet or Emergency Centre.
- Non urgent medical concerns should not be taken to a Non-Approved Vet or Emergency Centre.
- The Vet Team welcome prescheduled visits to the Guide Dogs Centre. Availability is largely dependent upon load of dogs onsite and surgeries booked. Please ask your Puppy Development Advisor to request a booking with the Vet Team if you wish your dog to be seen at the Guide Dogs Centre.
- Any assistance Puppy Raisers and Temporary Carers can provide with transporting dogs to and from the Guide Dogs Centre for consults is always greatly appreciated.
- There is generally no onsite Vet service at the Guide Dogs Centre Monday or Friday.

Your First Vet Visit with Your Guide Dog Puppy

Your first Vet visit will typically be for your pup's 10-week vaccination. The due date of the vaccination will be on the Vaccinations Protocol in this manual. Please book in this visit at your earliest convenience after receiving your pup. You will need to take your pup's vaccination vials and this manual for the Vet to complete. Once the pup has had both the 10-week and the 14-week vaccinations, any further Vet visits are required to be approved by your Puppy Development Advisor, except in cases of out of hours emergency.

***Please, always take your Puppy Raising Manual with you when visiting the vet.**

Where to go

A list of approved Vets is provided on [Puppy Central](#) and in your Puppy pack. If you are unsure of your closest approved Vet, please ask your Puppy Development Advisor. Please note that you will be notified of any alterations to this list via Puppy Central.

What to take to Vet visits

- Puppy Raising Manual
- IDEXX pathology form
- Vaccinations (if required). These should be transported in an Esky or Ziplock bag with a cooler brick.
- High value treats for lots of positive associations (unless the pup is nil by mouth or sick).

How to set up your account

When setting up your pup's account, Guide Dogs is to be listed as the owner. The Vet should also have your mobile number on the pups' file. Please provide the following details when setting up an account:

- Dog's Name: (dog's name) (last name: GuideDogs) e.g., Blossom GuideDogs
- Microchip number: This can be found in this manual on page 3
- Guide Dogs Centre Details:
Guide Dogs NSW/ACT
1 Spinks Rd, Glossodia NSW 2756
Ph: (02) 4579 7555, select option 3.
guidedogscentre@guidedogs.com.au

Filling in these details correctly ensures that the Veterinary history and invoices can be processed promptly by the Guide Dogs Vet and Accounts Teams.

In the Vet Room

Vet clinics can be a very scary place for dogs. It is crucial that our Guide Dog pups are confident and calm when visiting Vet clinics. There are a few steps we can take to make Vet visits a positive experience for them, and ensure they are comfortable and easy to manage for future clients.

- Practice 'Low Stress Handling' techniques at home often using high praise and rewards. If you do this before you get to the Vet clinic, you will be able to support your dog better when it comes time for your Vet consult.
- Bring plenty of high value treats along with you to your Vet visit.

- Use praise and positive reinforcement, especially during potentially painful or uncomfortable procedures e.g., Vaccination injections or temperature checks. You can always use food to distract the pup from what the Vet is doing.
- Never use rough handling or reprimand the dog for showing signs of anxiety at the Vet. Fear cannot be reinforced through comfort. Always provide your pup with compassion and support during difficult moments.

Payment of Vet Bills

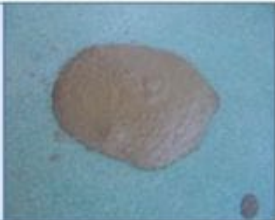
All approved Vet visits are covered by Guide Dogs. When visiting an approved Vet an invoice will be sent directly to Guide Dogs and you will not be required to pay anything up front.

If you are required to visit a Vet that is not on our Approved Vet List, you will need to cover the upfront cost of the Vet visit. Please request that a copy of the paid invoice is emailed through to Guide Dogs for our reference, and keep a copy for yourself, along with the receipt.

In order to be reimbursed, please send a copy of the invoice, receipt and an Expense Claim Form along with your phone number, email address and bank details to vetinvoices@guidedogs.com.au. The Expense Claim Form can be found on [Puppy Central](#) at Puppy Training Manual> Additional Information> Expense Claim Form.

Faeces Scoring System

Your journey through Puppy Raising and caring for a dog will inevitably lead to a discussion about poo; it's unavoidable! To make identifying any issues, whether acute or chronic, as easy as possible, we use the Faeces Scoring System. Please refer to this if you need to describe your dog's toileting in the case of illness.

The WALTHAM™ Faeces Scoring System					
Grade 1 "Bullet like", crumbles with little pressure		Grade 1.5 Hard and dry, stool cracks when pressed		Grade 2 Well formed, does not leave a mark when picked up	
Grade 2.5 Well formed with slightly moist surface, leaves a mark when picked up		Grade 3 Moist, beginning to lose form, leaving a definite mark when picked up		Grade 3.5 Very moist, still with some definite form	
Grade 4 Most or all form is lost, no real shape		Grade 4.5 Liquid stool with slight consistency		Grade 5 Entire liquid stool	

Ticks

Paralysis ticks can kill dogs. If you suspect your dog has a tick, please take your dog to your Approved Vet immediately.

TICK ALERT

Protect your pet



TICK TIPS

To find a tick, feel for lumps or bumps and look for areas that appear irritated.

Regularly check your pet for ticks after outdoor playtime and walks, even if your pet is on a preventative.

COMMON AUSTRALIAN TICKS



Unfed Paralysis Tick



Unfed Bush Tick



Unfed Cattle Tick



Unfed Brown Dog Tick



Fully Fed Paralysis Tick



Fully Fed Bush Tick

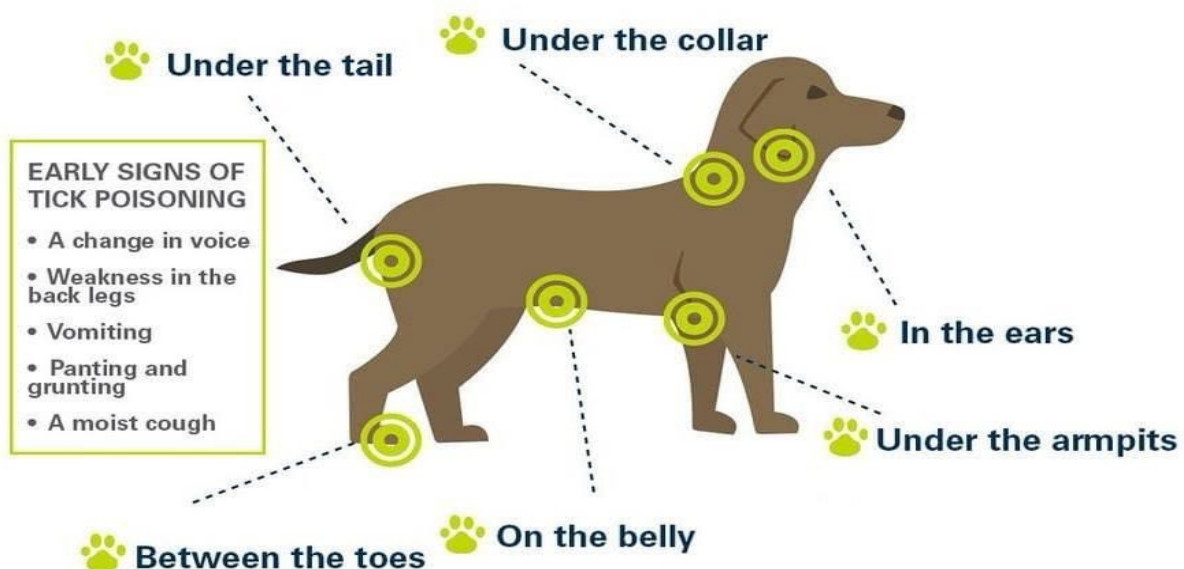


Fully Fed Cattle Tick



Fully Fed Brown Dog Tick

TICKS ARE DRAWN TO DARK, MOIST AREAS



If you find a tick or if your pet exhibits symptoms, call your local vet immediately.

Toxic and Non-Toxic Plants List

The Animal Poison Control Centre (ASPCA) has a comprehensive list of plants toxic to dogs which includes a gallery of images.

For plants in your garden, please check the ASPCA's [Toxic and Non-Toxic Plant List -Dogs](#)

Please note: the infographic below does not give a comprehensive list.



Grooming and Health Checks

Regular grooming and health checks are important from an early age to:

- Ensure the pup is happy to be handled.
- Accustom the pup to remain still whilst being groomed and health checked.
- Ensure the pup is in good health.

Please conduct health checks and grooming daily. If your pup or dog shows any discomfort or aversion to these activities, please advise your Puppy Development Advisor.

- Brush coat in the direction of the natural growth of hair.
- Check eyes are clear with no discharge.
- Check body for any parasites (ticks, fleas), rashes, abnormalities, wounds.
- Check mouth for broken teeth, gum irritations or any abnormalities, especially when teething.
- Check ears for discharge, smell, or redness.
- Check paws for cuts, redness, long or broken nails.

If the pup presents with any of the following, please contact your PDA:

- Ears showing signs of discharge or redness
- Shaking or scratching the ears or head
- Excessive scratching of the body
- Chewing of feet
- Lameness (limping or not weight bearing on foot)
- Vomiting or diarrhoea
- Discharge or redness of the eyes
- Wounds or hotspots
- We recommend the pup to be bathed monthly in a soap free or oatmeal shampoo. If the pup has been swimming, please rinse with clean water or bathe it if needed and towel dry.



Puppy Coat Policy

Puppy coats are often a source of pride for our Puppy Raisers who love seeing their pups wearing their smart orange vests. It is also an important way to acknowledge our very generous sponsors.

Your pup can receive a coat when they meet the following criteria:

- Pup is 5 months or older.
- Pup has successfully completed all Foundation Classes.
- Puppy Raisers have attended Education Sessions 1 and 2 (within the last 3 years).
- Completed a Puppy Coat Assessment.

When to wear the coat:

- When the pup is in public e.g., on a walk or at a training session.
- When the pup is on leash and being supervised.
- When the pup is in a calm emotional state i.e., the '[Green Zone](#)'.

When not to wear the coat:

- If the temperature exceeds 26 degrees.
- If the pup is showing signs of discomfort or sensitivity, stalling (stops walking with the coat on), chewing/scratching at the coat, excessively panting if it's not hot, or avoids 'getting dressed' into the coat.
- If the pup is seeking Veterinary treatment.
- Whilst travelling in the car.
- When the pup is toileting.

- During play with other dogs.
- When the pup is off leash or unsupervised.
- If the coat has not been issued to your pup. Please do not seek or accept coats from other Puppy Raisers.

Wearing the coat:

- Please practice putting the coat on following the '[Get Dressed](#)' section of STEP. This can be found on Puppy Central under Puppy Training Manual > Dog Skills > Get Dressed.
- Ensure the coat fits correctly. A correctly fitted coat should not interfere with your pup's movement. As a guide, you should be able to fit two fingers between the girth or chest strap and the pup's body. Your Puppy Development Advisor will assist you with the correct fit when the coat is issued.
- Please speak with your Puppy Development Advisor should you need a larger sized coat.
- If for any reason you or your Puppy Development Advisor is concerned about your pup's behaviour or your pup is developing an aversion to the Puppy Coat, wearing of the coat may be suspended until the concern is resolved. You may be provided with a bandana should this occur.

Ownership:

- All coats remain the property of Guide Dogs NSW/ACT.
- All coats must be returned to Guide Dogs NSW/ACT on request.
- Please return coats that your pup has outgrown so that a correctly fitted one can be supplied.
- All coats need to be returned to your Puppy Development Advisor at your last visit prior to Guide Dog Assessment.
- Please launder the coat before returning.

- Puppy Coats should not be modified in any way. This includes, but is not restricted to removing the lining, extending the chest or girth straps, or adding names or patches.
- Please be careful with your coats. Lost or damaged coats may not be able to be replaced.
- Please ensure coats are always kept clean and presentable. They should be washed in cold water with a mild detergent that will not irritate your pup's skin and be dried in the shade to prevent fading.
- Please store coats in the shade to prevent fading and away from your pup's reach to prevent damage.

Access Rights:

- In New South Wales, Guide Dog pups in training do **not** have public access rights. Any public access extended to Guide Dogs for training purposes is provided as a kindness and is not a right.
- Please note that wearing the Puppy Coat does **not** change this status. Permission to enter any public spaces must be granted by the owner. Guide Dog pups have no legal rights to enter public spaces. Doing so without permission may result in you being asked to leave or being fined.

Being awarded a Puppy Coat is a great achievement and something you and your pup should be very proud of.



Puppy Coat Assessment

Assessment Details			
Pup's Name		Date	
Puppy Raiser		Pup's DOB	
PDA		Location	

Assessment Outcome			
Coat Issued	Yes / No	Size	Medium / Large
Coat ID Number		Fitted	Yes / No

Assessment Criteria	
Assessment Criteria	Assessment Response
Pup is 5 months +	Yes / No
Pup has completed Foundation Classes	Yes / No
Puppy Raiser has attended Education Session #1 & #2 (in the last 3 years)	Yes / No

Assessment Session	
Assessment Criteria	Assessment Response
Body Condition Score	1 2 3 4 5 6 7 8 9
Appropriately loads and unloads from a vehicle	Satisfactory / Working Towards
Appropriately greets people (3 separate greeters)	Satisfactory / Working Towards
Walks nicely on leash (age-appropriate response)	Satisfactory / Working Towards
Prompt Name Response	Satisfactory / Working Towards
Can maintain a Sit (30sec)	Satisfactory / Working Towards
Can maintain a Drop (30sec)	Satisfactory / Working Towards
Promptly Heels	Satisfactory / Working Towards
Can Get Dressed and is comfortable in all equipment	Satisfactory / Working Towards
Will Settle when stationary (under 3 mins)	Satisfactory / Working Towards
Vocalises	Satisfactory / Working Towards Bark / Whimper / Whine / Other
On leash dog pass (age-appropriate response)	Satisfactory / Working Towards
Toileting (age-appropriate)	Satisfactory / Working Towards
Presence of apparent marking behaviour	Satisfactory / Working Towards
Pup is responsive to Handler	Satisfactory / Working Towards
Puppy Raiser recognises the pups needs	Satisfactory / Working Towards
Puppy Raiser responds in a way that helps the pup	Satisfactory / Working Towards



Dog Parks and Off-leash Policy

Good socialisation of our pups with other dogs is essential to developing good social skills and confidence. It is important for a Guide Dog to be able to understand the body language of other dogs and respond appropriately. This is achieved through repeated positive dog to dog interactions, including off-leash play, with carefully considered playmates.

There is inherent risk using public off-leash areas however and the welfare and safety of our pups and dogs is paramount. Public off-leash dog areas involve our dogs socialising with other dogs of unknown health status, temperament, and dog-dog social skills, especially at peak times. Pups and dogs can become traumatised by other dogs in these environments and a negative incident can result in increased dog reactivity. Injury, illness, and death are also risks.

As such, the use of dog parks, dog friendly beaches, nature walks, and off-leash areas, is considered on a case-by-case basis and only after a pup has reached **5 months of age**. Puppy Raisers wishing to utilise these spaces must seek permission from their Puppy Development Adviser and read the following guidelines prior to attending any off-leash spaces.

Your Puppy Development Advisor will consider:

- Completion of Foundation classes.
- Completion of Education Sessions 1 and 2.
- Safety of off-leash area the Puppy Raiser wishes to visit.
- Puppy Raiser skill at assessing risk of off-leash area.
- Pup/dog demonstrated ability to appropriately socialise with other dogs (age appropriate).
- Puppy Raiser skill at reading dog body language and stress cues.
- Puppy Raiser and pup/dog team recall skills.

- Likelihood of pup/dog enjoying and benefitting from off leash areas.

It should be noted that your Puppy Development Advisor may decline your request based on the welfare of the pup/dog. Your Puppy Development Advisor or other trained staff at Guide Dogs may also temporarily or permanently cease off-leash area permission for your dog even after permission is granted. This will be based on careful consideration of your dog's temperament and behaviour, or stage of training i.e., if your dog begins to display fear behaviour with other dogs on lead, then it will not be appropriate to continue to take your dog to an off-leash area, or, if your dog is nearing Guide Dog client placement, to reduce risk of injury, you may be asked to not attend off-leash areas where other dogs are present, etc. Decisions are always made with your dog's welfare and comfort at front of mind.

It is also important to acknowledge that not all dogs enjoy dog off lead areas. Many alternative locations exist that may facilitate fun dog to dog interactions including fenced in yards, tennis courts, or even in larger fully fenced fields. Puppy playdates with known dogs is a great way for your dog to learn social cues and manners.

How Do I Know if an Off-leash Area is Safe?

The honest answer is – you can't always know. This is why there is inherent risk to off-leash areas. To make the best educated decision however please adhere to the following guidelines to reduce risk:

- Off-leash dog parks and areas should be enclosed, or large enough that a dog is not at risk of running into traffic or public spaces.
- Off -leash dogs parks should first be surveyed before entering. Please do not enter if you observe:
 - Dogs showing signs of aggression or poor social skills.
 - Unkempt i.e., rubbish, broken items, dog faeces, etc.
 - Long un-mowed grass.
 - Dogs standing by owners cowering, hiding, or growling.

- Dog owners distracted in conversation or staring at phones and not watching their dogs carefully.
- Where possible tip water out of shared water bowls, rinse, and refill to reduce risk of communicable illness and disease such as gastro bugs and canine cough.
- If you are in the dog park and dogs enter who display poor social skills, leave immediately.
- If your dog becomes over stimulated and seeks out other dogs to continually chase or hump, put your dog back on lead and allow some cool down time, then release. If your dog continues, it's time to leave. We do not want your dog to practice undesirable behaviours. Please seek advice from your Puppy Development Advisor who can assist with managing these behaviours.
- Always wear your treat pouch when visiting off-leash areas. Take high value treats. Ensure your recall is reliable. This is the perfect place to practice!
- Choose off peak times. The busier the park, the higher the risk.
- Ensure your dog is on leash until you are safely in the off-leash area.
- For nature walks consider using longline leads to mitigate risk of being lost or injured. Please do not use retractable leads.
- For off-leash beach areas please use the same precautions that you would for a park where possible. Keep your dog on lead until you are securely in the beach area.
- When utilising public areas, ensure that you are complying with all local council regulations and always maintain control of your pup/dog. Please note that should you incur a notice for not being compliant with regulations or willingly enter a private property, Guide Dogs will not be responsible for any consequences incurred.

Entire (un-desexed) Dogs in Off -Leash Areas

Your pup will likely not be desexed until after 12 months of age. As such it is important that the hormonal changes in your dog are considered when taking your dog to off-leash areas.

Large breed female dogs generally have their first season around 10 – 14 months of age but can come into season from 6 months of age. When female dogs are about to enter a season, they attract attention from male dogs. Your female dog may also feel more sensitive at these times and may become irritated or overwhelmed by the attention. If you suspect your female dog is coming into season, immediately cease from visiting any off-leash areas to mitigate the risk of unwanted mating and pregnancies and undesired attention from other dogs. Your female dog will thank you!

Entire male dogs become fertile at around 6 months of age. As such, it is imperative that you keep a close watch on entire males when mixing with other dogs to ensure that an accidental pregnancy does not occur.

Your pup/dog **must** remain on leash at all other times when outside of an off-leash area.

Mounting and Humping Behaviour

Mounting and humping behaviour is normal for dogs, albeit at times a little embarrassing! Mounting is a pre-programmed behaviour that most dogs are born with. This is called a fixed action pattern (FAP). These FAPs are triggered by the dog's environment without any prior learning. This is why you see young puppies displaying this behaviour like an old pro!

It is usually not appreciated by other dogs either who can become quickly agitated when another dog mounts them. Dogs mount toys, pillows, other dogs, and people. Mounting is an early part of communication development in young puppies and is often seen in play. It can increase in frequency and intensity as the dog approaches sexual maturity and can easily turn into an attention seeking behaviour by both male and female dogs.

Mounting behaviour is triggered by many factors including play, excitement, conflict/stress, or general arousal. Triggers such as play (with humans and other dogs) and excitement e.g., when someone arrives home, can lead to mounting behaviour being displayed. Mounting can also occur in conflict situations that cause mild frustration or anxiety – settings where a dog wants to do something, but isn't allowed to, and funnels the energy into an unrelated behaviour.

How do I Manage a Mounting Dog?

Interrupt and redirect

Prevention is the best method of managing mounting. If you know when the behaviour usually occurs (e.g., the triggers), help your puppy or dog to be calm in these situations and give them something to do (such as a chew) to bring their excitement level down. You should also teach the dog reliable recall skills to call your dog away from other dogs or items.

If you find it problematic (it is usually considered problematic when mounting is displayed to humans or other dogs), then teach an alternative behaviour such as 'off' or 'leave it'. Try to cue your dog or puppy to do this before they get too excited.

Using a tug toy can distract a puppy or dog and focus their attention on playing with you more appropriately. Using an excited voice to catch their attention whilst walking away is another. Use 'timeout' to teach your dog or puppy that engaging in mounting behaviour results in no social contact for a short period (no longer than 30 seconds otherwise they'll forget why they are in timeout!). This could mean popping them on lead and walking away from the excitement. They do not need to be isolated.

It is far easier to prevent the behaviour than to interrupt it! In the situations where you see the mounting behaviour, be prepared to step in and distract your dog to help reduce its excitement level.

What to do in the case of a dog attack/bite

- Remove yourself and your dog from the area immediately.
- Check your dog over and attend to any concerns that you are able to i.e. if your dog is bleeding apply pressure to the area, etc.
- Take your dog to an Approved Vet for a check-up immediately. Internal damage is not always obvious externally.
- Where possible and only if safe to do so, take details of the person responsible for the dog who attacked.
- Report to your Puppy Development Advisor or the Guide Dog Centre as soon as possible.

In Season/Heat Female Dogs

If you are raising a female dog, please read on in. If you are not, it's still good information to know!

A dog's first season or heat can occur anywhere from around 6 months of age. Large breed dogs generally come into season around 10 – 14 months of age, but just like humans, every dog is different.

There are some tell-tale signs that your dog may be coming into season. Please advise your PDA or Guide Dogs as soon as possible if you observe:

- Swollen vulva or licking her vulva and back end more.
- Toileting (urinating) more than usual.
- Changes in behaviour. Your dog may become more sensitive, more or less friendly with other dogs, her appetite may increase or decrease.
- You may see drops of blood or "spotting" coming from the dog's vulva or you may see drops of blood on their bedding or the floor. Some girls keep themselves so clean the only evidence you might see will be on the bedding.

What do I do?

Your girl will stay at the Guide Dogs Centre during her season to keep her safe.

When you notice that your dog is in season please:

- Make a note of the day/date you first saw the blood - this is very important for our records.
- Call your PDA or the Guide Dogs Centre, tell them the day/date on which you first noticed the blood and discuss how and when you will transport the dog to the GDC.
- Ensure that your girl stays at home (no walks, no leaving your property) until she is delivered to the Guide Dogs Centre - we don't want any little surprises!

Frequently Asked Questions

How long will my dog's season last?

A dog's cycle usually lasts about 21 days. Occasionally a girl will have what is known as a 'split season'. In a split season the dog comes out of season very early. This is more common in a girl's first or second season. If this happens, we will send your girl home until she comes into season again. She will likely then be in season for the full 21 days.

How do I get my dog to and from the Guide Dogs Centre?

With so many dogs in transit at any one time, we sincerely appreciate any assistance Puppy Raisers can provide with transport. Wherever possible we kindly ask that you drop your girl off for her stay at GDC and collect her once she is ready to go home.

What happens to my dog when she is in kennels?

Your girl will receive loads of love and cuddles from our staff and volunteers. She will team up with other girls in season to socialise and play, and will even get to go for walks around the property.

Our staff will remain vigilant, checking your dog daily, and as soon as she stops bleeding, they will notify their Team Leader who will take a swab to confirm whether or not the 'in season' cycle has ended. As soon as she has the all-clear, you will receive a call to arrange collection.

Can I call to find out how my pup is going when she is in kennels?

We understand you will be very keen to receive an update on your girl. With so much to do though, we kindly ask that you hold off calling to enquire, unless you haven't heard from us for 22 days. We promise we will contact you if we have any concerns!

Our experience is that the dogs enjoy their time in kennels with all their friends and whilst they will be delighted to be back at home with you, most absolutely love their 'holiday' at Glossodia.

Do male dogs have seasons?

No. Male dogs are fertile all year round, typically from around 6 months of age.

If you have any further questions, please don't hesitate to ask your Puppy Development Advisor.

Image description: Lia and Anori in the ball pit while in season at the Guide Dogs Centre.



Zoonotic Diseases

What is a Zoonotic Disease?

A zoonotic disease is a disease that is transmissible to humans. Any domestic animal may spread disease to people, although it is very rare for this to occur.

Basic hygiene practices, such as hand washing after handling animals and before eating, will assist to avoid spread of disease.

The risk is slightly higher for people with compromised immune systems such as people on chemotherapy, those with chronic diseases or women who are pregnant.

Some of the zoonotic diseases that could potentially cause a problem are listed below.

Should you have any concerns or questions, please contact your Puppy Development Advisor or Whelp and Brood Stock Advisor.

Salmonellosis

Salmonellosis is caused by the bacteria, Salmonella, and is the most common cause of food poisoning in people.

Dogs can develop Salmonella gastroenteritis from eating raw or undercooked meat. After eating raw meat or bones, dogs can become carriers and shed Salmonella bacteria into the environment for extended periods of time, even if they have never become ill themselves.

If that dog then becomes one of our breeding dams, they can shed Salmonella in their milk or faeces during the whelping period, which can cause severe illness and even death in our most vulnerable pups, along with potential contamination to those people handling the litter.

For more information, please see the following fact sheet

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/Salmonellosis.aspx>

Campylobacteriosis

Campylobacteriosis is another form of bacterial gastroenteritis in people. Spread of the bacteria occurs usually through contaminated food or water sources, although dogs that have been fed raw meat can also shed the bacteria in their faeces.

Handling dogs that have been fed raw meat or had access to contaminated water can cause illness in people if routine hygiene practices are not followed.

For more information, please see the following fact sheet

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/Campylobacteriosis.aspx>

Worms

Dogs can be a potential source of roundworm, hookworm, tapeworm or whipworm infection in people.

Signs of roundworm infection in people are dependent on the location of the roundworm larvae. The larvae can migrate to any part of the body.

Roundworm infection can be transmitted through the faeces of the dog, so routine hygiene in people and regular worming of animals will prevent infection.

Hookworm infection in people is usually caused by the larvae penetrating the skin and migrating under the skin. Regular worming of animals will prevent contamination of the environment.

Hydatid tapeworm in people is generally caused by ingestion of contaminated undercooked meat. It can cause cysts to develop in regions of the body.

Flea tapeworm in people is usually transmitted through ingestion of fleas or lice. Regular worming and flea preventatives will prevent infection.

Q Fever

Q fever is an illness caused by a bacterial infection, usually spread through whelping ruminant animals, but rarely by infected dogs and cats, through handling infected

placentas or birthing fluids. It can also be spread through drinking of unpasteurized milk, or handling of wool, straw or hay.

Approximately half of all human infections are asymptomatic and some people have flu-like symptoms. Most people do not require treatment and gain life-long immunity after exposure. Occasionally a person may have extended illness or complications.

Vaccination is recommended for those at risk.

Dogs and cats become infected through eating infected placentas or newborns of wildlife, rabbits and rodents, or through transference from ticks.

Further information can be found through the following link.

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/Q-Fever.aspx>

Leptospirosis

Leptospirosis is a bacterial disease that can be spread through animals and rodents to humans. Dogs and people can become infected when the bacteria penetrates the body through cuts, or through drinking contaminated water or eating contaminated food. Dogs can ingest the bacteria when being fed raw meat and offal or rodents, swimming in or drinking from stagnant water or eating contaminated food.

The disease in dogs usually develops with a fever, then inflammation of the liver and possibly kidneys. Death can result. In humans, the disease can result in liver or kidney failure, meningitis and haemorrhage. Occasionally it can cause chronic fatigue or chronic eye inflammation.

You can reduce the risk of infection in people and dogs by; not feeding raw meat to animals, use routine hygiene such as hand washing on a regular basis, control rat populations without using rat baits (baits and deceased rodents are poisonous to dogs), avoid swimming in or drinking water that can be contaminated with rodent urine.

<https://www.health.nsw.gov.au/Infectious/factsheets/Pages/leptospirosis.aspx>

FIDDLE: Early Stress Signals in Dogs



LIP LICKING



VELCRO DOG



PAW LIFT



SCRATCHING



YAWNING



MOUNTING



SHAKE OFF



HYPERVIGILANCE



CONSTANTLY LICKING
SELF OR OTHER



SNIFFING
OR SNEEZING

Vet Behaviour Team
Phone: 0432881174
www.vetbehaviourteam.com



HYPERAROUSAL



HYPERACTIVE



DESTRUCTIVE



PANTING



FACIAL GRIMACE



UNABLE TO FOCUS



SNATCHING TREATS



MOUNTING



LIPSTICK SHOWING



**CONSTANTLY JUMPING
AND MOUTHING**



EXCESSIVE FRIENDLINESS

Vet Behaviour Team
Phone: 0432881174
www.vetbehaviourteam.com



Physiological Signs of STRESS



PANTING



PUPILS DILATED



SHEDDING



URINATION/
DEFECATION



HYPERSALIVATION



NOT TAKING
TREATS



TENSE MUSCLES



LIPSTICK SHOWING



GRIMACE



SWEATY PAWS



VOMITING



RED SCLERA

Vet Behaviour Team
Phone: 0432881174
www.vetbehaviourteam.com



Facial Expressions of STRESS



LOOKING AWAY



WHALE EYE



CLOWN MOUTH



BROW FURROWED



EARS ALERT



EARS BACK/FLATTENED



EARS SIDEWAYS



GRINNING



CHEEK PUFFING,
TEETH CHATTERING



SQUINTING,
BLINKING

Vet Behaviour Team
Phone: 0432881174
www.vetbehaviourteam.com



Think and Learn Zone Diagnostic Tool





Training Session Attendance and Compliance Policy

Training sessions with your Puppy Development Advisor are an integral part of raising a confident, skilled, and resilient pup. As your pup grows into an adolescent and then into an adult, it is truly amazing what they can achieve in such a relatively short time span – with you as their guardian helping them every step of the way.

Training sessions begin with weekly Foundation Classes where you and your pup work on basic skills. You then progress to fun activities such as shopping centre walks, group training sessions, in home sessions, and decompression walks, whilst strengthening foundation skills and adding a few more skills along the way. Group sessions are a great way to meet and socialise with other Puppy Raisers with whom we hope you create connections with (puppy playdates!).

Expectations

The first year of a pup's life contains critical learning and socialisation periods which do not exist beyond the first year. These periods strongly influence the rest of their life. As part of your commitment to your pup, the greater goal of the pup becoming a Guide or Therapy dog, and your role as a Puppy Raiser, it is expected that you will attend weekly Foundation Classes and a minimum of two training sessions per month thereafter. It is also expected that should your Puppy Development Advisor request an in-home visit, or request to collect the pup to conduct an independent session (PDA and pup only), that you are able to reasonably accommodate that request at the earliest convenience.

We of course appreciate that life is full of unexpected events and life circumstances can change quickly. We are also very grateful for the time, effort and love you put into the selfless role of a Puppy Raiser and are here to support you.

If you are unable to attend training sessions, please contact your Puppy Development Advisor as soon as possible so that assistance can be sought. If you are unable to attend foreseeable future training sessions, so that your pup still receives the required training and important socialisation development it requires, your pup will be rehomed either temporarily, or permanently if there is no change in circumstances. We thank you for your understanding.

Temporary Care and Supplies.

Raising a pup generally means a 14-month commitment. During this time, you will likely need Temporary Care for your pup, and will definitely need supplies. To ensure your Puppy Development Advisor can best provide you with the support you need please read the following guidelines:

Temporary Care

Our Temporary Carers play a vital role in the raising and training of our pups and dogs. They allow dogs to stay out of kennels and in a home environment when their beloved Puppy Raising family is holidaying, unwell, or as they transition through programs. Our Temporary Carers may be other Puppy Raisers like you, or volunteers who are not Puppy Raisers, but instead take care of pups or adult dogs for long or short periods of time.

So that we can best support you and our Temporary Carers, we ask that you give as much notice as possible should you require care for your dog. We appreciate at times there may be emergencies however in most cases a minimum of 2 weeks' notice is requested.

In many cases your Puppy Development Advisor will attempt to find a Temporary Carer in your area. To assist with Guide Dogs very busy transport calendar, we kindly ask that you transport your pup/dog to and from the Temporary Carer's where at all possible. We are however always happy to assist when needed.

In the instance you find care for your pup yourself, we kindly ask that you supply your Puppy Development Advisor with the following information via email or text so that we can keep accurate records of our pups' whereabouts:

Start and end date that pup will be in care.

Name, phone number and address of Carer.

As always, we sincerely appreciate any assistance you can provide with transporting pups to and from care.

Supplies

So that your Puppy Development Advisor can focus their time on the most important aspects of Puppy Raising – you and your pup – we ask that you please communicate your supply needs to your Puppy Development Advisor at least 2 weeks before you expect you will require them. Providing personal delivery of supplies at short notice is often time consuming and challenging for Puppy Development Advisors to fit into their schedules.

Food, preventatives, and nail clipping will be available at group training sessions. Attendance at training sessions and collecting supplies at this time will ensure you are always well stocked, and you will not run out of anything.

We appreciate your assistance with Temporary Care requests and collecting supplies.

Temporary Care Checklist

If your pup is going into Temporary Care, please send the following supplies with the pup:

- ☐ Collar with Guide Dogs identification tag on it
- ☐ Martingale/training collar or Halti
- ☐ Leash
- ☐ Long Line
- ☐ Water and Food bowls
- ☐ Food – enough kibble for the duration of the pup's stay
- ☐ Note on Quantity of food given to the pup (and rough feeding times)
- ☐ Puppy Raising Manual (including the Approved Vet List and IDEXX form)
- ☐ Preventative Medication if required, and a note with date and quantity to be administered
- ☐ Veterinary Medication if required, and a note with date and quantity to be administered
- ☐ Brush
- ☐ Toys from the Approved Toy List (e.g., Kong or Nylabone).



Warm Weather Policy

Australian summers can be scorching hot with temperatures often reaching over 40 degrees. Like humans, dogs (especially our very young pups) are susceptible to heat stroke. Precautions must be taken to ensure the safety and well-being of our pups, not only in these weather extremes, but also when temperatures are warm.

Please take note of and share these precautions with family and friends as needed:

Warm Weather Precautions

- If it is hot for you, it is hot for the pup.
- Do not walk pups in the middle of the day when temperatures are extreme.
- Early morning and late evening walks are best in hot weather. The cooler the air and surfaces, the safer it will be for your pup. Please be mindful, as your pup is closer to the ground, the hot air rising will be hotter for them to breathe in making it more difficult for them to regulate their temperature through panting.
- Where appropriate, consider walking in alternative locations such as air-conditioned shops or malls, ensuring that the ground to the entrance is not hot.
- Ensure that under footings are a suitable temperature for the pup to stand or walk on, even at night. Asphalt and metal surfaces can retain their heat for a long period after the heat source has ceased.
- Use the 5 second rule. If you cannot comfortably place the back of your hand on the ground for at least 5 seconds, then it is not suitable for your pup to be on.
- If you observe your dog shifting weight from side to side, it may indicate that the ground is too hot for them.
- Be mindful of different under footings along your walking route.
- Provide access to cool clean water throughout the day to avoid dehydration.
- Never leave your pup outside in hot weather. During extreme weather conditions, pups should remain indoors in a cool, well-ventilated area.

- If leaving your pup outdoors in warm weather provide more than one water source in case one is tipped over.
- If leaving your pup outdoors in warm weather, ensure that ample shade and shelter is always available.
- Under no circumstances should a pup ever be left unattended in a vehicle. Even on a cool day, internal car temperatures can rapidly increase in a short time.
- Ensure that preventative treatments, especially those for Flea and Ticks, are up to date. If you live in a high tick area, be extra vigilant and check your pup daily for ticks, especially after nature walks. Ticks and fleas love warm weather.
- Ensure that the pup's sleeping quarters and crate are in well-ventilated areas, out of direct sunlight, and are in areas that will not overheat at different times of the day.
- For those who access waterways for cooling down on hot days, please read and adhere to our Water Safety Policy.



Heat Stroke

Heat Stroke can be a life-threatening condition that requires immediate veterinary attention. It may occur when a pup is:

- Left in a vehicles.
- Left outdoors in hot/humid conditions, especially without adequate shade.
- Exercised in hot/humid conditions.
- Suffering another medical condition that causes a rise in body temperature.

Signs of Heat Stroke include.

- Panting heavily.
- Drooling.
- Distress.
- Disorientated / unsteady on its feet.

- Gums changing colour to either blue/purple, or bright red.

What to do if you think your pup is suffering Heat Stroke

- Remove the pup from the environment causing the Heat Stroke.
- Begin to cool the pup by placing moist (NOT cold) towels over the pup's neck, armpits, and groin regions. A cool fan may also assist with the cooling process.
- Seek Veterinary advice.



Water Safety Policy

Water can provide a wonderful source of entertainment and fun for the entire family, including for a pup, but it is of the utmost importance to follow some simple safety precautions. Pups require the same water safety precautions that you would practice for a human toddler.

Important!

- Pups and dogs must be supervised at all times when near a body of water, even when they are on-leash, tethered, or in an enclosed area.
- Just because the pup is a dog, it does not mean that it automatically understands water and can swim.

- Not all pups like water. Read the pup's body language, and do not force a pup into water.

Water Dangers for Pups

- Drowning.
 - Most pups under 12 months of age do not have the physical strength or cognition to hold their heads above the surface of the water for an extended period of time.
 - Many pups do swim 'doggie paddle' and can hold their breath underwater for short periods of time, however:
 - Some will swim straight down.
 - Some may swim in circles until they run out of air, and then aspirate water.
 - Powerful waves along the shoreline can unbalance pups, and wash footings out from beneath them.
 - Strong currents can drag a pup out into open waters.
- Accidental hanging may occur if the pup has been tethered, and attempts to jump out of a boat, or off a wharf. They may not realise that the water is not solid ground.
- Shoreline hazards.
 - Decaying animals such as fish and birds.
 - Debris that has washed up, such as fishhooks, glass, or boards with protruding nails. These may cause injury to the pup's paw pads if walked upon, or to the mouth if picked up.
- When swimming, a pup may be crushed between a boat and the wharf.
- Pups may catch and injure their toes or pads between the gaps on wooden slated wharfs, or on protruding nails.
- Swimming pools present a drowning hazard to pups. Limited time, if any, should be spent in domestic pools. If a pup gains access and enters an unknown swimming pool, it may drown due to not being able to locate an exit route.
- In-ground fishponds must be fenced so that pups cannot gain access.
- Pups should not be taken kayaking or canoeing.

What to Watch for When a Pup is in the Water

- Distress.
- Overexertion.
- If on leash, ensure that the pup does not get its legs tangled, or that the leash does not get caught on plants, obstructions, toys, people, or other dogs.

What to Do

- Like people, pups can drown in shallow water so always stay connected to your pup and be observant.
- Enter water sources from appropriate points. Graded surfaces or ramps that allow the pup to enter the water gradually are ideal.
- If walking along water sources such as beaches and rivers, be mindful to avoid decaying animals such as fish and birds.
- If on a boat;
 - The pup must wear an appropriately sized lifejacket.
 - The pup must be restrained by the handler, but not tethered in case of an accident.
- Pups may attend dog friendly beaches, provided carers are vigilant of other unknown dogs and potential hazards and follow Off-leash guidelines.
- Use a leash or long line when swimming with the pup.
- Children's clam shells or paddle pools are acceptable for pups to play and cool-off in, but they should always be supervised.

What NOT to Do

- Never leave the pup unattended near any body of water, including swimming pools, creeks, dams, lakes, oceans, or beaches.
- Under no circumstances should the pup be tied to a boat, canoe, kayak, or a wharf.
- Do not allow the pup to swim around, or between, boats and the wharf.
- Using a lifejacket does not replace supervision.

- Lifejackets do not hold the pup's head above the water, and hence they can still drown.
- They may cause the pup to work harder to swim, resulting in earlier fatigue.
- Be mindful that when a pup is out of the water, wearing a lifejacket can be uncomfortably hot.

***Pups and dogs must be supervised at ALL times when near a body of water.**



Visitor Policy: Puppy Raisers and Temporary Carers

During the week and weekends our onsite staff are very busy caring for our dogs.

For safety of our staff, volunteers, and dogs onsite, we ask that you please follow our Visitor Policy for weekends and public holidays.

Site visits on weekends or public holidays are generally not permitted. Exceptions to this are picking up or dropping off a pup/dog by appointment only. When picking up or dropping off a pup/dog during these times, directions on how to enter the premises will be advised prior to the time of the appointment.

We appreciate you may wish to visit a dog you have raised or cared for.

Opportunities to visit pups and dogs that are boarding at the Guide Dogs Centre are possible and we are happy to facilitate visits on weekdays by appointment. Please contact the Guide Dogs Centre on 02 4579 7555 (select option 3) to book in a visiting time. To avoid disappointment please do not visit the Guide Dogs Centre unannounced as dogs are frequently off- site training and staff are busy focusing on the dogs, transport, Veterinary visits, and kennel duties.



Approved Toy Policy

Play and the development of good chewing habits are important aspects of puppyhood. As such, it is essential to provide suitable toys for your pup. Toys are an important part of development as they encourage thought, problem solving and play. Below is a list of suggested toys. All toys should be inspected regularly and any that are showing signs of damage or are becoming too small for the pup as it grows and may pose a choking hazard, should be removed, and replaced.

Due to both health and behavioural concerns, Guide Dogs no longer permits our pups to use soft, rope or easily destroyed toys. There have been a number of pups that have had obstructions due to ingesting inappropriate toy parts, some even resulting in surgery. In addition to this health concern, some pups that have been placed as Guide Dogs have had difficulty distinguishing between what is a dog toy, a child's toy, or someone's fluffy slipper. To address these concerns, please remove any plush toys, and other items that resemble children's toys from your pup's toy box.

Some items we give to our pups require supervision to ensure the pup's safety. Items that require supervision have been noted below, this means that you must be present while the pup has access to it and put it away safely when not in use.

If you are uncertain about the appropriateness of a toy, please speak with your Puppy Development Advisor before giving the item to your pup.

We greatly appreciate your assistance in keeping our pups happy and healthy and in giving them their best opportunity to be successful.

Purchased Toys

Toys are best bought with durability and safety in mind. During its time in puppy raising, the amount of chewing and the pup's overall jaw strength will increase, making cheaper toys unsafe due to their lack of durability.

In general toys approved for pups are durable, do not contain rope, stuffing, or any easily removable parts such as ears or tails. Below are our recommended toys that can be purchased online or in pet stores.

Special Notes:

- The majority of KONG products are durable and will last longer than cheaper products. Soft material and rope toys of Kong are not permitted.
- NYLABONE/TASTY BONE produces hard plastic bone-shaped chew toys. The 'original' flavour is suitable for our puppies. Additional flavouring in Nylabone products, such as beef, bacon, peanut butter and cheese can cause gastrointestinal upset in young dogs and should be avoided. TASTY BONE however contains a synthetic flavouring and is suitable for our pups.
- TUFFY TOYS have a double layer of industrial strength nylon with hard black stitching and are safer and will last longer than classic soft toys. Toys with small pieces will need to be closely monitored so that these sections are not removed and ingested. Tuffy toys that do not have the thick stitching outline are not permitted.

Please find examples of Approved Toys in appendix.

Foreign Bodies in the Dog

Foreign bodies are items that can cause obstruction in the dog's intestines. This can be life threatening by causing damage to the intestine, systemic infection, or even cardiovascular shock.

Obstructions can be caused by non-food items such as rocks or batteries, or even food sources items such as corncobs, mango seeds, bones and kebab sticks.

The worst kind of foreign body is a linear foreign body. This is where the dog has eaten a product that is long and thin, such as a piece of rope or material. With linear foreign bodies, many meters of intestine can be damaged as the intestines become bunched around the item.

Rope toys are notorious for causing major damage to dog intestines.

It is important to monitor your dog when it is using any toy that could be ingested and remove any toy that has signs of damage.

Dogs that are destructive, or have a propensity to ingest things, should not use fabric toys, but larger hard plastic toys that cannot be ingested.

Signs of obstruction include:

- Lethargy
- Vomiting
- Inappetence
- Abdominal pain.

Should you suspect that your dog has eaten something that can cause harm, visit the vet. If it has eaten the item within the past couple of hours, your vet may be able to make it vomit the item up before it causes damage.

Enrichment Activities

What is Enrichment and Why is it Important?

Enrichment is anything that enhances and provides outlets for energy, brain stimulation and the performing of natural behaviours. Providing enrichment to a dog's life will not only keep it entertained but will give you a chance to do something new and exciting with it. In addition, like people, dogs without enough mental stimulation can get bored which may lead to undesirable behaviours developing such as Counter Surfing, stealing items, digging in the yard, and even chewing a wall or skirting board. Every pup is different; some are mentally stimulated enough after their short daily training sessions and a walk, while others need a bit more to occupy their brain and time.

The Appendix contains a list of different types of enrichment activities you can give to a pup, some items we give to our pups require supervision to ensure the pup's safety. Items that require supervision have been noted below, this means that you must be present while the pup has access to it and put it away safely when not in use.

Special notes

- Toy rotation: keeping toys and enrichment in rotation helps to keep a pup excited and interested in them. You can rotate toys every few days and try to vary enrichment so it is a bit different each time.
- Frustration: some enrichment can take time for pups to work out. If it looks like the pup is getting frustrated or about to give up, walk over to it and show it how it works. Age and level of concentration can also factor in so just be patient.
- Motivation to solve the enrichment can be increased by using it as a meal replacer or using higher motivator treats like cooked chicken.
- Over-feeding: as a lot of enrichment is food based, we need to make sure that we do not over-feed so pups stay trim and healthy. Please use these enrichments in conjunction with the Dog Food Policy, taking food used out of their daily ration.
- Durability: be mindful that even the toughest of toys can still falter, so you should be vigilant in regularly checking that all dog toys are in good condition.

If you are uncertain about the appropriateness of a toy or enrichment activity, please speak with your Puppy Development Advisor before giving the item to your pup.



Guide Dog Centre Dog Pick Up Policy

Each week at the Guide Dogs Centre (GDC), dogs are coming and going for all manner of reasons, whether they are in season, in for a vet visit or going out to their Puppy Raising homes for the very first time!

We often have multiple dogs going out within a short period of time and our staff are always on the go so it can be difficult to predict who will be available when you come to pick up your pup/dog. This means that the person who greets you when you arrive may have never met you in person before. If this is the case, the person who looks after you will ask to see your driver's licence or other photo ID so that we can uphold our Duty of Care to both you, and the dog. As such, when coming to collect a dog from the Guide Dogs Centre, please have a form of ID ready to show a staff member in the instance they request it.

If for some reason you need to send someone to collect the dog in your place, please ensure you notify your PDA, Trainer or Whelp Stock Advisor in advance so that the staff at the Guide Dogs Centre know whom to expect. It would also be great to let the person know that we will ask to see their ID so they are forewarned.

NOTE: Should a person other than the approved carer be picking up a dog, that person's full name (as appears on their photo ID) should be given to the GDC in advance of the dog being picked up.



Smoking and Vaping & Drug and Alcohol Policy

We appreciate that everyone is entitled to their personal lifestyle choices. It is important however that our staff and dogs are not exposed to smoking or vaping. We kindly ask that if you engage in smoking or vaping that you do so before or after your training sessions, and away from your Puppy Development Advisor, other volunteers, and pups/dogs.

If you smoke or vape at home, we also ask that you do not smoke or vape indoors with your pup/dog whilst in your care. Smoking and vaping around pups and dogs can cause serious respiratory distress, allergies, and illness.

It is mandatory for the sake of their own, our staff, and other volunteer safety, that volunteers do not attend group training sessions, one on one sessions, events or the Guide Dog Centre, or other Guide Dog NSW/ACT related activities if affected by drugs or alcohol.

Thank you for your understanding and commitment to providing a safe and healthy workplace for Guide Dogs staff and a healthy home life for our pups and dogs.



Social Media Guidelines for Volunteers

1 Purpose

The purpose of these Guidelines is to outline GDN's expectations with respect to Social Media and public comment and to ensure that social media is used in a legal, ethical, and responsible manner.

These Guidelines are applicable to all GDN Volunteers.

2 Your Obligations

2.1 We encourage you to share your thoughts, comments, and opinions on Guide Dogs NSW/ACT (GDN) posts and pages in a thoughtful, considered, and respectful way.

2.2 In the context of Social Media, please be mindful of your obligations to GDN as a Volunteer and valued representative and ambassador of the Guide Dogs brand.

2.3 We ask you to:

- (a) be polite and respectful of other people's opinions.
- (b) respect other people's right to privacy.
- (c) always exercise good judgement about what materials appear online.
- (d) ensure that your posts and interactions do not bring GDN's reputation into disrepute.
- (e) adhere to any Social Media platform terms of use.

3 Our Rules

3.1 When posting or commenting on Social Media, please ensure your behaviour aligns to GDN's values. This applies during working hours and around the clock.

3.2 Please do not:

- (a) use abusive, offensive, vulgar, or defamatory language on GDN's Social Media pages.
- (b) post content which signals out individuals or groups.
- (c) post content which targets race, ethnicity, religion, gender, sexuality, or political orientation or which could be deemed hateful.
- (d) post anything negative about competitor organisations, their personnel, or activities.
- (e) vent your frustrations online.
- (f) engage in criticism or heated debates online.
- (g) use Social Media as a platform for marketing or public comment which implies that you are speaking on behalf of GDN.

Such posts will be removed without notice and repeat offenders will be banned from our Social Media pages. If you see a comment that requires our attention, please contact us.

3.3 Posts that are promotional in nature, spam, duplicates, or that do not add value to our community will be deleted. We will also remove posts soliciting funds directly from community members, comments violating any intellectual property rights or containing viruses.

3.4 We encourage you to promote GDN fundraising events. Posts relating to unregistered events will be removed. Please contact us if you see a fundraiser promoted on Social Media that looks suspicious.

3.5 GDN's Social Media pages are public. For your personal safety, avoid posting any Personal Information and don't post anything that you don't want to be seen publicly.

4 Our Brand

4.1 If you want to include our name, logo, or brand in any posts on Social Media pages, please obtain written permission from management prior to

doing so. This will ensure our intellectual property rights and our brand are protected from unauthorised use.

5 Privacy

- 5.1 You are welcome to post photographs, poems, artwork, and other material that is relevant to the topic and the GDN community, provided you are the owner of the work and have permission from any individuals whose images may appear in your post.
- 5.2 We ask that you respect the rights of children and protect their privacy by not posting any content about children which could identify them or where they live.

6 Definitions and Acronyms

- 6.1 In these Guidelines, unless the context requires another meaning:
 - (a) GDN means, collectively and severally, Guide Dogs NSW/ACT and related bodies corporate, as that term is defined in the Corporations Act 2001 (Cth).
 - (b) Personal Information means information or an opinion about an identified individual, or an individual who is reasonably identifiable:
 - (i) whether the information or opinion is true or not; and
 - (ii) whether the information or opinion is recorded in a material form or not.
 - (c) Social Media is the collection of online technologies that allow the posting and uploading of content (including text, photos, audio and video) in real time and/or the sharing of content and social networking. this includes online forums, instant messaging services, blogs or other websites including but not limited to Facebook, Twitter, LinkedIn, Flickr, YouTube, Myspace, Instagram and Tumblr.

- (d) Volunteer means an individual who offers their services, skills and experience of their own free will to perform agreed tasks for GDN without compensation or reward. Volunteers include puppy raisers, temporary carers, home boarders, home rearers, committee members and advisory panel members.

Version History	
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Next Review	5 June 2026

Guide Dog Assessment Process - Assessment & Training

Assessment

At around 14 – 16 months of age your pup will return to the Guide Dogs Centre for "assessment". During assessment, which generally takes place over the course of three weeks, the pup will participate in training activities onsite and in the local community. It will also undertake a behavioural assessment and a comprehensive health review which will help the team to decide its career pathway. Those dogs who exhibit the most desirable Guide Dog traits will go on to join the Breeding Program or the Guide Dog Training program. Those whose talents lie elsewhere or who exhibit concerning health issues will be redirected to either the Therapy Dog Program, the Ambassador Dog Program, or the Pet Dog Program, whichever is considered the best pathway for that particular pup.

Many Puppy Raisers are anxious about how their pup will get on when it returns to kennels, but we have them covered! On arrival at the Centre, you will be greeted by a welcoming committee consisting of members of the Guide Dog Training Team, and volunteers from the Intake Team. The trainers and volunteers will welcome you and your pup to the Centre and assist you with taking those proud (and sometimes teary) 'in for assessment' photos. Once you leave, the Intake team will introduce your pup to the kennels. During Intake week it's not uncommon to see pups and volunteers snuggled up together enjoying a pat, or out and about on the property taking a walk or even playing a game in one of the free runs. Our aim is to give each pup a positive introduction to kennel life, with staff and volunteers providing individual attention, enrichment, and training.

With the exception of those selected as breeding dogs, all dogs that are still entire when they come in will be desexed after their pathway has been determined and most then return home for a few weeks to rest and recover before returning to commence training. At the conclusion of the assessment period, you will be contacted by one of our experienced Training Team members who will provide you with feedback as to how your pup performed during the Assessment period and notify you of any decisions made.

Guide Dog Training

The Guide Dog Training Program is approximately five months in duration. In addition to building relationships with staff and settling into kennel life, the first 2-3 weeks of Guide Dog Training focuses on teaching basic skills. These initial skills include the use of verbal commands, identifying with feet and hand signals, polite food refusal, walking nicely on lead without pulling, speed control, and targeting steps and curbs. Skills then progress further to include walking in a straight line, learning to turn left and right, to stop on command and the introduction of the harness.

The dogs learn these basic skills at the Guide Dogs Centre before being taken out to generalise and consolidate them in other environments, commencing in very quiet residential areas. This allows them to practise and gain confidence without too many distractions. In these quiet public places they learn to stride out in harness while learning to target curbs and pram ramps, and to confidently turn left and right on command. We also teach Pavement Positioning at this stage, using food and other positive reinforcement techniques to reinforce the required skills.

Once a dog has mastered the ability to guide in harness and is comfortable in the various residential areas used for training, it is taken to busier environments such as small shopping areas or semi business areas. As the dog becomes accustomed to these environments and gains confidence it is introduced to busier more challenging situations.

By the end of its training, all basic guiding skills will have been consolidated and the dog will know how to avoid obstacles, locate seats, doors, and poles, find destinations, and ignore scents, other animals and food on the ground. The dog will have experienced various types of public transport and will have developed an understanding of traffic.

For the last 8-10 weeks of training most dogs leave kennels and go into Home Boarding Program where they live with volunteers out in the community. The dogs are picked up by their trainers each weekday and are able to relax with their host families at the end of each busy training day and on weekends. You can learn more about the Home Boarding Program on our website.

In the final stage of the Guide Dog Training Program each dog is taken into very busy environments such as inner-city suburbs and the CBD. Again, skills consolidation is key, and the dog is given the opportunity to put everything it has learned into practice.

Progress Reviews

Each dog's skills and abilities are reviewed at three key points during their training. This process allows the training team to look at the dog's skills acquisition, together with their ability to guide through an environment in the presence of distractions. These reviews allow us to identify areas of training that may require additional work.

The first review is held relatively early in training during a residential walk. The second review is completed during a semi business walk, and the final review completed when the dog has progressed to the inner-city suburbs, or the CBD.

These reviews allow the team to put together a comprehensive profile of the dog which is invaluable when it comes time for client matching. Factors such as a dog's walking speed, drive, handle tension when in harness and any limitations the dog may have all add to the information we use when assessing which client is this dog's perfect match.

Graduation and Matching

Graduation

After about 20 weeks of training dogs in the Guide Dog Training Program undergo a final assessment. Some dogs will require additional training and may work with a different training team for a time to consolidate their skills, others will graduate immediately.

When a dog graduates the Puppy Raisers are invited to attend a Graduation Walk where they will be able to see the fruit of their labours: a fully qualified Guide Dog working in harness.

Matching

The matching process usually begins about three-quarters of the way through the dog's training. This timeframe provides new handlers (clients) with advance notice for training and the availability of the dogs once they graduate. Guide Dogs NSW/ACT staff work closely with clients to assess their needs and match them with the dog that is just right for them. The dog is taken through any client-specific training that is required prior to placement. Once a Guide Dog team is matched, the focus is on building trust with each other and developing a strong bond.

In some instances, Puppy Raisers may be invited to host the dog for a time after its graduation prior to placement, however this is not the norm. Under normal circumstances the new Guide Dog team begins its life together immediately after the dog's graduation whilst the dog's learning is still fresh. With the support of a Guide Dog Mobility Instructor (GDMI), they commence training at a basic level and building up to more complex situations as dog and handler gain more confidence together. A Guide Dog team will continue training throughout its working life.



Therapy Dog Program

Guide dog work is unique, and a specific skillset and temperament is required from a Guide dog. Because of this, not all dogs coming through our Puppy Raising program will suit Breeding or Guide work but will shine in other programs including the Therapy Dog Program, Canine Court Companion Program, Ambassador Dog Program, or another role with an approved external organisation such as Defence Community Dogs.

The primary role of a Therapy dog is to provide companionship and emotional support to individuals, families, or facilities such as schools, allied health professionals and rehabilitation clinics. Therapy dogs may assist those with behavioural and mental health conditions, physical disabilities, and illness by reducing anxiety, increasing a sense of community, encouraging routine and commitment, and of course, providing unwavering friendship.

Therapy Dog applicants are assessed first by phone screen, and then by a face-to-face in-home assessment by the Therapy Dog Team. The Therapy Dog Team match the dogs to applicants, conduct the placement of the dog in the home of the applicant, and provide follow up and ongoing support for the life of the dog.

The Therapy Dog Team conduct assessments of dogs reclassified to the program to check for suitability and to assist with client matching. Therapy dogs are placed throughout NSW and ACT.

Therapy dogs are truly special creatures who do amazing things!



Pet Dogs (Reclassified)

Guide Dogs appreciates the love and hard work Puppy Raisers put into the dogs they raise and make every effort to ensure that each dog possible is used in valuable roles that support our community. The health and happiness of our dogs is paramount however, and during Puppy Raising and assessment, some dogs may be deemed not suited to continue to fulfil Breeding, Guide, or Therapy dog roles due to health or temperament. Dogs deemed unsuited for our programs are generally offered back to their Puppy Raiser in the first instance as a pet dog. If the Puppy Raiser is unable to take the dog as a pet, the dog is placed on our Pet List and is matched and offered to the most suitable Pet List applicant.

Why does Guide Dogs charge for rehoming reclassified dogs as pets?

Guide Dogs NSW/ACT receives minimal government funding and relies heavily on public donations so that it can deliver services to those in need. It costs more than \$50,000 to breed, raise and train each life changing Guide Dog. All our dogs undergo the same early love, care and training before a decision is made on the best 'career' path for them.

Guide Dogs charges a fee for the rehoming of pet dogs based on current market prices as well as prices being charged by comparable organisations. By charging a fee, we're acknowledging the time, effort, care, and love that all our dogs receive. We are also demonstrating that we value the contribution made by our Donors and that we place value on the dogs that they have helped us breed, raise, and train.

Cost

The cost of adopting a pet dog for the public is \$2500.

Puppy Raiser Discount

We recognise the immense contribution made to Guide Dogs by our volunteer Puppy Raisers. As such, Puppy Raisers are offered a discounted fee of \$1500. A fee will not be charged to Home Whelpers who have held the dog for over 12 months, or for Guide or Therapy dogs who have returned due to retirement. Discounts for health reclassifications may apply at the discretion of the Guide Dogs Vet Team.

Pet Dog Kit

All dogs are microchipped, desexed, are up to date with vaccinations including C2i (Leptospirosis), Parvovirus, Distemper, Hepatitis and Canine cough, up to date with preventatives, and come with a complete health history: Pets Dogs are placed with:

- 1 bag of premium food (or other as required)
- 1 flat collar
- 1 martingale collar
- 1 lead
- 2 x Nexgard Spectra (monthly all-round preventative)
- 1 toy
- Dog's folder including all relevant paperwork.
- Pet Dog Carer Handbook.

Pet dogs will be washed, have nails clipped and a final Vet check before placement.

If you are unable to take your dog back as a pet, you will be asked to complete a Pet Dog Profile which will assist Guide Dogs in finding the best possible pet home for the dog.

Compliments, Complaints and Feedback Procedure

Guide Dogs welcomes and encourages feedback from our community of volunteers, so that we can provide the best experience possible.

A **Compliment** lets us know what we're doing well or recognises a staff member or volunteer who has gone above and beyond.

A **Complaint** lets us know if you've had a less than satisfactory experience with us, so we know where we can improve.

Your **Feedback** is also welcome and may provide us with new ideas or help improve the service we provide.

You can register a compliment, complaint, or feedback via the following avenues:

- Contacting your Puppy Development Advisor (PDA)
- Contacting the Guide Dogs Centre on 1800 436 364 and selecting option 3
- Emailing feedback@guidedogs.com.au so our feedback assistant can lodge feedback for you, noting the feedback will be forwarded to our Puppy Development Manager
- By visiting the website <https://nsw.guidedogs.com.au/contact-us/> and submitting the feedback form. Feedback or Complaints can be made anonymously.

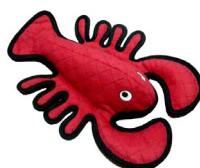
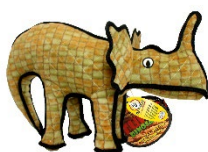
In the event you are not satisfied with a complaint response / outcome, or wish to escalate a concern, we encourage you to call the Guide Dogs Centre on 1800 436 364, select option 3 and request to speak to a manager.

Whichever way you choose, your feedback will be acknowledged and recorded in our Feedback Register.

We look forward to hearing from you!

APPENDIX

Purchased Toys: NOT Requiring Supervision



Instructions

1. Put a small amount of kibble, cut up apple or carrot in the toy as applicable and give to pup.
2. Let the pup manoeuvre the toy to retrieve the food.
3. Clean after each use.



Purchased Toys: Requiring Supervision

Permitted until the pup is 5 months of age. These products are good for small jaws and teething.



KONG Classic, KONG Dental, KONG Ball, KONG Tire or KONG Goodie Bone



Time to prepare: 10 minutes plus overnight freezing.

Use and longevity: One use per assembly, multiple uses for toy

Materials needed: Food; kibble, carrot, apple or cooked chicken.

Instructions

1. Soak kibble until forms a paste (you can combine kibble with small pieces of carrot, apple or cooked chicken).
2. Place into the holes on the toys.
3. Freeze overnight. Clean after each use.



Purchased Enrichment: Requiring Supervision

LickiMat

Time to prepare: 10 minutes plus overnight freezing.

Use and longevity: One use per assembly, multiple uses for mat.

Materials needed: LickiMat (or similar rubber product with grooves in its surface).

Food (cooked chicken, carrot, apple or kibble), blender/food processor, freezer

Instructions

1. Prepare the food:

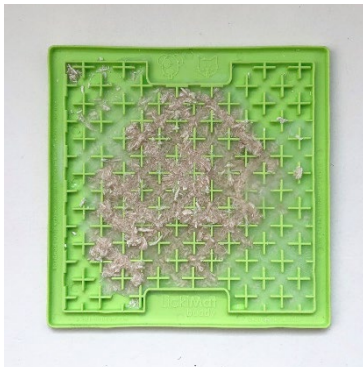
Cooked chicken, carrot or apple: shred it until very small pieces (as shown in the example).

Kibble: add water, let it soak until it forms a paste.

2. Smear the food onto the Lick Mat.

Note: if using anything other than kibble you will need to add some water to the mixture to help secure it to the mat (as shown in the example).

3. Freeze the mat overnight on a flat surface.
4. Place Lick Mat on flat ground for pup to lick clean. If pup starts to chew the mat remove from pup.
5. Clean after each use.



Puzzles (various)

Time to prepare: 10 minutes plus optional overnight freezing.

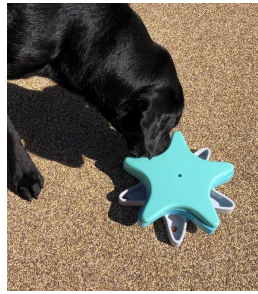
Use and longevity: One use per assembly, multiple uses for toy.

Materials needed: Puzzle Toy – must not contain loose or removable parts.

Food (cooked chicken, carrot, apple or kibble).

Instructions

1. Fill the puzzle with food, following the packaging instructions. You can make a paste out of cooked chicken and kibble to put in the puzzle.
2. Some puzzles can be frozen to help increase the difficulty of the puzzle.
3. Allow pup to remove the food from the puzzle.
4. Remove and clean once pup is finished with it, or if it loses interest.



Homemade Enrichment: NOT Requiring Supervision

Pupsicle Stick

Time to prepare: 10 minutes plus overnight freezing.

Use and longevity: One use per assembly, multiple uses of pipe

Materials needed: Narrow PVC pipe, approximately 20cm long.

2 rubber bands.

Cling wrap.

Food: Kibble.



Instructions

1. Add water to kibble for a few minutes until the kibble starts to expand and soggy.
2. Cover one end of the PVC pipe with cling wrap and secure with a rubber band.
3. Fill pipe with soggy kibble over the sink until the pipe fills. Push down on the kibble so it condenses in the pipe.
4. Cover the open end of the pipe with the remaining cling wrap and rubber band.
5. Place overnight in freezer.

6. Remove from freezer, leave at room temperature for a few minutes before removing the Pupsicle from the pipe.
7. Give Pupsicle to pup immediately, this can be used instead of a meal.

Shell digger

Time to prepare: 5 minutes.

Use and longevity: One per assembly, multiple uses of shell and toys.

Materials needed: Children's shell paddle pool. Sand/dirt or water. Food: kibble, carrot or apple. Approved toys.

Instructions

1. Fill pool with sand/dirt or water.
2. Sand/dirt: Hide toys or kibble.
3. Water: scatter waterproof toys or food.
4. Allow pup to sniff out and find the items hidden.



Puppy Raising Self-Assessment Form (Copy)

The following questions have been designed so that you can assess your suitability and readiness to become a valued Puppy Raiser. If you answer 'no' to any of these questions, it may suggest that your current situation does not support raising a pup. You may however be suited to another role such as Temporary Care, Home Whelping or Home Boarding that we would be happy to explore with you.

1. Commitment of Time:

- Do you have adequate time each day to exercise and work on skills with the pup? This includes but is not limited to; daily walks, daily obedience sessions, and teaching good home manners.
- Do you have adequate time to attend (at minimum) fortnightly Group Training Sessions, one on one walks, and training and socialisation outings during weekday business hours?
- Do you have adequate time to commit to spending an ample portion of your day with the pup and not leave the pup unattended for more than 4 hours at a time (some exceptions apply) making it part of your life and normal routine?
- Are you prepared to housetrain the pup and teach good toileting habits?
- Do you have adequate time to socialise the pup in a variety of environments, at least 3-5 times a week? Socialisation experiences can be short (5-15 mins) and can be incorporated into everyday activities such as school pick-ups, sporting events, etc., whereby the pup can encounter various noises, floor surfaces, people, and animals.
- Do you agree to communicate with all GDN staff in a timely fashion? Please note, phone calls, text and email are our primary means of communicating with our Puppy Raisers. Access to a computer or smart phone is preferred but not mandatory.

2. Safety of You and the Pup:

- Can you provide a safe, loving, and secure home environment for the pup?
- Labrador pups quickly grow into adult size dogs. Do you, or does a committed family member, have the ability to manage a dog weighing approximately 30kgs – 40kgs? This might include lifting the dog where required.
- Do you have the physical ability to perform a number of repetitive tasks when attending to the pup (from a small pup to a mature adult)? These tasks may involve lifting, twisting, stretching, bending, kneeling, and squatting.
- Is your fencing and yard secure, preventing the pup from escaping, and unwanted dogs from gaining access to the pup, especially when entire (not desexed) and during female heat cycles? Please note, dogs are generally desexed at around 12 months.
- Are you prepared to puppy-proof your property to ensure the safety of the pup? This includes, but is not limited to:
 - The removal of all rat and snail baits, poisons, safe relocation of chemicals, cleaning products, and medicines, and moving electrical cords and other potential hazards.
 - Remove or block access to any dangerous plants.
 - Ensure fencing is secure around pools and elevated areas to prevent falls and risk of drowning.
- Do you have adequate outdoor shelter? Shelter should be connected to the home and the pup should be able to escape the elements comfortably should that be required. This may be a veranda or a dog door to the home.
- Are you prepared to keep the pup on leash, or in a secure fenced-off area whenever it is outdoors?
- Is everyone in the household committed to keeping the pup safe? For example, moving out of reach small objects that could pose a choking hazard

such as children's toys, and ensuring that gates and doors are secured and shut at all times?

- Are you prepared to maintain the pup's health and well-being by following Veterinary direction, ensuring preventative medication is delivered in a timely manner, and Guide Dogs NSW/ACT advice adhered to?
- Are you prepared to health check and groom the pup on a regular basis as taught by your Puppy Development Advisor?
- Are you willing to pick up and appropriately discard of faeces daily? Faeces are generally collected via a toilet bag and thrown in the bin, or by using a pooper scooper and discarding in a designated bin which is then emptied weekly.
- Some dogs can be coprophagic (eat their own and other animals' faeces). Are you willing to manage this behaviour should it occur by cleaning up after the dog immediately after toileting?
- Are you committed to using positive reinforcement training and handling methods?
- Will you do your utmost to ensure the pup's safety whilst in your care, both at home and on outings where you may encounter a range of potential hazards such as cars and bikes?

3. Expectations of the Household:

- Primary applicant is 18 years or older.
- Are all members of the household in agreement with raising a pup and adhering to the guidelines set out by Guide Dogs NSW/ACT to ensure consistent handling of the pup?
- Are all members of the household committed to maintaining optimal physical health of the pup including exercising restraint when feeding and treating (not overfeeding)? Please note, should a pup/dog become overweight and

attempts for weight loss are not successful, Guide Dogs reserves the right to rehome the pup for weight loss on a temporary or permanent basis.

- Can you ensure that all people in the home are not allergic to, uncomfortable around, or scared of, dogs? During the Puppy Raising period, our small pups grow at a rapid rate to become large dogs!
- If other pets are present in the household, will they be comfortable with having a pup in the house? Are you willing to ensure that our criteria for house manners are followed, even though different rules may apply for your own pets?
- Are you willing to deal with toileting accidents should they occur? You will be taught how to toilet train your pup. During training pups can be prone to accidents. It is paramount that the pup is not scolded should this occur. Toileting will need to be cleaned as soon as found.
- Labradors shed hair. Are you willing to live with dog hair and the extra cleaning it requires to manage? This might include extra sweeping, vacuuming, and dusting. You will also notice dog hair on your clothes.
- Are you willing to live with dog slobber and other dog bodily functions?

4. Focus on the Mission:

- Are you committed to raising the pup adhering to the methods and processes outlined by Guide Dogs NSW/ACT, even if they differ from what you have previously used to raise your own pet dogs?
- Are you willing to be part of our Puppy Raising program, working closely as a team with your Puppy Development Advisor, and other staff at Guide Dogs NSW/ACT?
- Are you willing to become part of an amazing team whose goal is to raise and train gorgeous pups into confident adults who can go on to become a Breeding, Guide or Therapy Dog, and help our community.

Puppy Raising / Temporary Care Agreement (copy)

Parties

Guide Dogs NSW/ACT (ACN 000 399 744) of level 1, 7-9 Albany Street, St Leonards NSW 2065 (**Guide Dogs**) and

The person or persons named in Item 1 of the Schedule (**You/Your**).

Background

- A. Guide Dogs would not be able to produce life changing guide dogs and therapy dogs without the generous support and selfless efforts of volunteers like You.
- B. Raising a Guide Dog pup is an important responsibility, and involves love, time, and resources on Your behalf.
- C. By entering into this Agreement, You agree to comply with the following terms and conditions of being a volunteer puppy raiser or temporary carer for Guide Dogs.

Operative provisions

Care and Ownership

- 1 You have agreed to raise and care for a dog, without compensation, on behalf of Guide Dogs for the period specified in Item 4 of the Schedule.
- 2 You acknowledge that Guide Dogs is the owner of the dog and therefore maintains sole authority regarding all aspects of the dog's well-being. This includes, but is not limited to, the dog's health, safety, socialisation, training, and placement.
- 3 You will permit Guide Dogs or its authorised representative to inspect the dog at all times, upon reasonable notice. If, in Guide Dogs' reasonable opinion, the dog's welfare or safety is or may potentially be at risk, You waive the right to notice prior to such inspection.

Training Sessions and Appointments

- 4 You agree to attend all required training sessions and appointments, including education sessions, training sessions, assessments, and veterinary appointments.
- 5 You agree to complete all web-based training materials assigned to You by Guide Dogs.
- 6 If You are unable to be meet any of Your scheduled sessions or appointments or You are unable to complete the training materials assigned to You, You must cooperate with Guide Dogs staff to find a suitable alternative arrangement.

Equipment and Resources

- 7 Guide Dogs will provide equipment and other resources to You, where necessary, to assist You in caring for the dog. Equipment may include, but is not limited to, travel crates, wire crates, long lines, bowls, collars, and grooming equipment.
- 8 You agree to return all equipment provided to you, when requested, and in a substantially similar condition to when it was received.

Your Obligations

- 9 You agree to keep the dog at Your home, and feed, exercise, and care for the dog until the dog is required to be returned to Guide Dogs.
- 10 You agree to return the dog, in good care and condition, to Guide Dogs upon request.
- 11 You agree to keep the dog at a healthy weight, well-groomed, and administer all preventative veterinary treatments in a timely manner.
- 12 You agree to teach the dog basic skills, good house manners and social skills, and provide regular socialisation, exposing the dog to a variety of environments and experiences in a positive manner to enable the development of a confident, well-mannered guide dog.

- 13 When outdoors, You must keep the dog on leash, or in a secure fenced area.
- 14 Should the dog become ill or injured, You must immediately report this to Guide Dogs, and if required, deliver the dog to Guide Dogs or an Approved Vet Clinic for examination. Guide Dogs will only pay for authorised veterinary expenses, except in the case of an emergency. In the event of an emergency, You must notify Guide Dogs as soon as possible.
- 15 You will treat all Guide Dogs stakeholders, including staff, volunteers, clients, and dogs, with respect and kindness.
- 16 You agree to comply with all Guide Dogs policies and procedures and to read all information provided to you pertaining to the care and wellbeing of the dog, including, but not limited to the Social Media Policy and information about Zoonotic Diseases.
- 17 Guide Dogs may update or amend its policies, procedures and information from time to time.
- 18 Failure to comply with Your obligations under this clause may, in Guide Dogs' sole discretion, result in the dog being re-homed and this Agreement being terminated. You may also be removed from the Puppy Raising Program. Should this occur, You must comply with clause If Guide Dogs terminates this Agreement before the date on which the dog is due to be returned, You agree to return the dog or to cooperate with Guide Dogs so that the dog may be collected and transported to the Guide Dogs Centre by Guide Dogs staff..

Liability

- 19 Guide Dogs will not be liable for any injury or damage caused by the dog, to any property or person, whilst it is in Your care.
- 20 If You have taken all reasonable care of the dog, and the dog becomes lost or injured, through no fault on Your part, Guide Dogs will not seek compensation for the loss or damage. However, You must immediately

report the fact to Guide Dogs, and in the case of the loss of the dog, You agree to take all reasonable steps for its recovery.

Media Consent

- 21 From time to time, Guide Dogs staff are required schedule visits to take photographs or film of dogs in Your home for commercial and educational purposes. The footage will be of dogs only, unless additional consent is provided.

Confidentiality

- 22 As a volunteer, You may hear or come across Confidential Information. You must keep confidential, and not use or disclose, any Confidential Information, unless required by law.
- 23 If You have received Confidential Information from Guide Dogs, You must, on Guide Dogs' request, immediately deliver or destroy all documents or other materials containing Confidential Information in Your possession, power or control to Guide Dogs.

Career options for dogs

- 24 You acknowledge and agree that if the dog is released from the Guide Dog Program for any reason, it will first be considered for a career in the Therapy Dog Program or an approved external service dog organisation, prior to being made available for pet adoption.

Termination

- 25 Guide Dogs may, in its sole discretion, terminate this Agreement at any time.
- 26 If Guide Dogs terminates this Agreement before the date on which the dog is due to be returned, You agree to return the dog or to cooperate with Guide Dogs so that the dog may be collected and transported to the Guide Dogs Centre by Guide Dogs staff.

Dispute Resolution

- 27 If You wish to formally dispute a decision made by Guide Dogs pursuant to this Agreement, You are required to follow the resolution procedure set out below:
- 27.1 You must give Guide Dogs written notice setting out the nature of the dispute, and any documents in support. The dispute must raise a genuine matter of concern and not be frivolous or vexatious in nature.
- 27.2 Guide Dogs will refer the dispute to the relevant manager, who will either provide a written response to the dispute, or request to meet with You to resolve the dispute through negotiations.
- 27.3 If the dispute is not resolved within 45 days of receipt of a notice in accordance with clause You must give Guide Dogs written notice setting out the nature of the dispute, and any documents in support. The dispute must raise a genuine matter of concern and not be frivolous or vexatious in nature., Guide Dogs' decision will be final and binding.
- 27.4 This clause If You wish to formally dispute a decision made by Guide Dogs pursuant to this Agreement, You are required to follow the resolution procedure set out below: will survive termination of this Agreement.

Definitions and interpretation

- 28 If two or more people are named at Item 1 in the Schedule, then the obligations under this Agreement apply to both parties, jointly and severally.
- 29 In the interpretation of this Agreement, no rules of construction will apply to the disadvantage of one party on the basis that that party put forward this Agreement or any part of it.
- 30 This Agreement is the entire agreement of the parties about its subject matter and supersedes all other representations, negotiations,

arrangements, understandings or agreements and all other communications.

- 31 Each party must, at its own expense, whenever reasonably requested by the other party, promptly do or arrange for others to do, everything necessary or desirable to give full effect to this Agreement.
- 32 A waiver by a party of a provision of or of a right under this Agreement is binding on the party granting the waiver only if it is given in writing and is signed by the party or an authorised officer of the party granting the waiver. Failure by a party to exercise or delay in exercising a right does not prevent its exercise or operate as a waiver.
- 33 This Agreement may be amended only by a document signed by all parties.
- 34 This Agreement may be signed in counterparts and all counterparts taken together constitute one document.
- 35 The rights, remedies and powers of the parties under this Agreement are cumulative and do not exclude any other rights, remedies or powers.
- 36 This Agreement is governed by the laws of New South Wales, Australia. Each party submits to the non-exclusive jurisdiction of the courts of New South Wales, Australia and waives, without limitation, any claim or objection based on absence of jurisdiction or inconvenient forum.
- 37 In this Agreement, unless the context requires another meaning:
 - 37.1 **'Agreement'** means this Puppy Raising and Temporary Care Agreement.
 - 37.2 **'Confidential Information'** includes this Agreement, any information relating to any of Guide Dogs' data, clients, supporters or donors (which may include personal information) and any other information specifically identified by Guide Dogs as confidential.
 - 37.3 **'dog'** includes puppies in the Puppy Raising Program, dogs in the Guide Dog Training Program, Therapy Dog Program, Breeding

Program, Ambassador Dog Program, graduated Guide Dogs, and any puppies or dogs in holiday care.

Schedule

Item	Description
Item 1: Full Name of Puppy Raiser or Temporary Carer	
Item 2: Address	
Item 3: Carer Type (PR or TC or Both)	
Item 4: Date	

Executed as an Agreement

Signed sealed and delivered by You:

Your Full Name (print)	
Your Signature	
Name of Witness (print)	
Signature of Witness	
Date Signed	

Signed for and on behalf of Guide Dogs NSW/ACT

Name of GDN representative (print)	
Signature of GDN representative	
Title of GDN representative (print)	
Date signed	

