

Policy on Client Respect

The Service Dogs Malta Foundation values and promotes an environment that exemplifies respectful treatment of others. This means that we treat employees, volunteers, service users and persons who apply for or receive a service dog with respect, dignity, and courtesy and that we provide a positive atmosphere during all of our interactions.

In order for the organisation to operate effectively toward the goal of providing the best service, employees and volunteers must be aware of those rules and regulations which impact the manner in which they perform their duties.

All Board Members, volunteers (including puppy raisers) and staff will be instructed in sensitivity training towards people with disability. They should also be aware of what a service dog can do and the training involved.

Any volunteer or employee who treats a client, another volunteer or another employee with disrespect will receive a verbal or a written warning.

Race, colour, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, AIDS/HIV status, height, weight or any other protected group status as defined by law in any of its operations or programmes of any person will not be tolerated.