



Loyal Guardians Service Dog Training

Policies & Procedures

Core Values

- Integrity – We earn trust by behaving in an honest, fair, and ethical manner. Our words and actions remain consistent, modeling the highest standards of ethics.
 - Organizational Knowledge – We understand and uphold the mission, objectives, structure, and culture of Loyal Guardians, while staying mindful of regulatory, industry, and community standards.
 - Problem Solving – We identify issues, evaluate solutions, and recommend actions in the best interest of Loyal Guardians and those we serve.
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Attendance Policies

Student Cancellations & No-Shows

- Lesson schedule changes must be made at least 24 hours prior to lesson time.
- No-call / no-shows will be charged the full scheduled fee.
- Make-up classes for no-shows are at participant expense.

- Standard rates: \$100/hour for in-person lessons; \$50/hour for virtual/phone consultations.

Missed Classes & Make-Ups

- Students cannot attend other group classes as “make-ups.”
 - Homework notes must be used to keep up with training.
 - Missing one class in a 6-week session is typically manageable.
 - Missing more than one class requires a private make-up lesson (additional fee applies) to remain eligible to graduate to the next level.
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Weather & Instructor Cancellations

- Weather Closures – Decisions are based on local road conditions and temperatures.
 - Students will not be charged for weather-canceled classes.
 - Make-up classes will be scheduled.
 - Notice may be last-minute (text, phone, email).
 - Instructor Illness/Travel –
 - We will communicate cancellations as early as possible.
 - Students are not charged for canceled sessions.
 - Session timelines will be extended accordingly.
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Children in Class

- Under 7 years – Must be accompanied by an additional adult.
- Ages 7–11 – May observe (and assist with instructor approval). Must sit with a parent/guardian.
- Ages 12–15 – May handle a dog independently (with instructor approval) if control is demonstrated, but an adult must remain present.
- Ages 16+ – May attend independently.

Private Lessons – Children of any age may attend, but must follow facility rules:

- Remain with parents at all times.
 - Ask permission before approaching dogs.
 - Walk, don't run, in the facility.
 - Stay calm and under control.
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Facility & Liability

- Waivers – All adults must sign a liability waiver prior to starting. Parents/guardians must sign for minors.
 - Multi-Dog Families – One handler per dog is required.
 - COVID Measures – Masks optional; distancing observed when appropriate; enhanced sanitation in effect.
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Governance & Voting

- Standard motions pass with a majority (50% +1) of votes cast. Abstentions are excluded.
 - Exceptions requiring 2/3 vote:
 1. Modifying rules of order.
 2. Preventing introduction of a question.
 3. Closing, limiting, or extending discussion.
 4. Closing nominations.
 5. Removing membership or office.
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Fundraising & Use of Name/Logo

- All fundraisers must follow LGSDT fundraising rules and approval process.
 - Use of the LGSDT Name & Emblem requires authorization.
 - The emblem must appear in its entirety, in correct colors, without distortion, obstruction, or alteration.
 - Partnerships must clearly define LGSDT's role.
 - Unauthorized use in private, commercial, or trademarked products is prohibited.
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Website & Service Terms

- Use of Loyal Guardians' site or services constitutes acceptance of our Terms of Use.

- Users must be at least 18 years old and legally able to enter contracts.
 - Prohibited conduct includes:
 - Illegal activities or promotion of harm.
 - Exploitation of children.
 - Spam, hacking, or distribution of malware.
 - Infringement of intellectual property or privacy rights.
 - Misrepresentation or deceptive claims.
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Content & Intellectual Property

- Loyal Guardians Content (text, graphics, media, logos, etc.) is protected and may not be reproduced or altered without permission.
 - User Content (submissions, photos, reviews, etc.) may be used by Loyal Guardians in alignment with our mission.
 - By submitting content, users grant Loyal Guardians a license to use, reproduce, and display content as needed for organizational purposes.
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Volunteer & Employment Compliance

- LGSDT complies with the Drug-Free Workplace Act and employs only U.S. citizens or authorized workers.
- We do not discriminate on the basis of race, creed, color, national origin, marital status, gender, sexual orientation, or disability.

- Volunteers consent to background checks.
- Appointment as a volunteer is conditional and may be terminated for violations of laws or policies.