



# AAAIP

Association of Animal-Assisted  
Intervention Professionals

# Candidate Handbook for Professional Therapy Animal Team Certification

2025v1

AAAIP reserves the right to make changes to this Handbook.

# Table of Contents

Contact Information .....	2
<b>Introduction .....</b>	<b>3</b>
Certification Overview .....	3
<b>Applying for Certification .....</b>	<b>4</b>
Candidacy Requirements .....	4
Online Application.....	4
Fee Schedule .....	4
Scheduling and Observation Deadlines .....	5
<b>Before Your Evaluation .....</b>	<b>5</b>
Identify an Evaluator .....	5
Identify Your Observation Environment .....	6
Schedule Your Observation.....	6
<b>On Evaluation Day.....</b>	<b>6</b>
<b>After the Observation .....</b>	<b>7</b>
Results.....	7
Retesting .....	7
Your Certificate .....	7
<b>Maintaining Your Certification .....</b>	<b>7</b>
Recertification Process .....	7
<b>Ownership and Use of Your Credential .....</b>	<b>8</b>
Mark and Logo Use.....	8
Suspension or Revocation of Permission to Use Mark or Logo.....	8
Proper Use of the Credential.....	9
Verifying Certification Status .....	9
<b>Policies .....</b>	<b>10</b>
Contact Information Changes.....	10
Nondiscrimination.....	10
Statement of Impartiality and Fairness .....	10
Confidentiality and Privacy of Information.....	10
Testing Accommodations for Candidates with Disabilities .....	11
Appeals.....	12
Program Complaints.....	13
Complaints Against Certificants .....	14
<b>Guiding Documents .....</b>	<b>16</b>
Code of Conduct for Animal-Assisted Intervention Specialists.....	16

## Contact Information

**The Association of Animal-Assisted Intervention Professionals (AAAIP)**

[www.aaaiponline.org](http://www.aaaiponline.org)

[support@aaaiponline.org](mailto:support@aaaiponline.org)

# Introduction

---

## Certification Overview

AAAIP has introduced multiple credentialing opportunities not only to provide a foundation for professionalizing and standardizing AAI as a complementary treatment modality within an existing professional practice, but also to allow for the demonstration of awareness of best practices in AAI that protect client safety and animal welfare.

These certifications build on each other. Handlers begin by pursuing their **AAI Specialist Certification** (C-AAIS), which distinguishes you as a professional with the knowledge base to integrate therapy animals into practice.

This certification is also relevant for those working in environments with therapy animals although they may not be the handler. For example, an administrator in a school where some staff handle therapy animals, or a volunteer coordinator at a hospital who manages a therapy animal visitation program.

For those professionals who also handle an animal, becoming a **Certified Professional Therapy Animal Team** through AAAIP demonstrates that you can practically apply the best practices with your therapy animal in your work setting.

Together, these two credentials can help you:

- Demonstrate your credibility to clients, employers, and other key stakeholders.
- Be seen as a leader in the field.
- Advance the standardization and professionalization of the intervention.

AAI participants benefit from these elements of certification:

- Objective, independent, third-party evaluation and assessment of professional competence.
- Commitment to client safety and/or consumer protection.
- Accountability through ethical conduct standards and/or a disciplinary process.

For employers, certification represents a high level of achievement and demonstrates proficiency and a broad base of knowledge in AAI. Hiring certified individuals or investing in certification for your current employees can help achieve the following:

- Increase the competence level of your staff.
- Build a strong, dedicated team that is committed to high standards of AAI.
- Promote ongoing enhancement of knowledge and skills.
- Improve the quality of information and care.
- Minimize risks associated with the intervention.

# Applying for Certification

---

## Candidacy Requirements

Participation in any of the AAAIP certification programs is voluntary and open to anyone meeting candidacy requirements at the time of application.

For the **Certified Professional Therapy Animal Team**, requirements are as follows:

### Handler

- Be at least 18 years old.
- Agree to abide by the *Code of Conduct for Animal-Assisted Intervention Specialists*.
- Hold a current AAI Specialist Certification

### Animal

- Species or breed of animal allowed under local law
- Physically and emotionally mature, typically 1 year of age for dogs

**Please note:** While dogs are the most common species evaluated, other species may be considered. However, AAAIP's insurance provider has species limitations. Contact AAAIP for more information.

## Online Application

All certification candidates are required to complete and submit an online application within AAAIP's certification management system operated by AAAIP's partner, Prolydian.

<https://app.prolydian.com/Organizations/AAAIP>

## Fee Schedule

Certification payments are made online by credit card at the time of the application. Visa, Mastercard, or American Express are accepted. Fees are non-transferrable from one candidate to another.

This does not include any fee collected by your evaluator. Evaluators may charge a fee for a private session or their services at their discretion.

If you do not pass your initial evaluation attempt, you do not need to re-apply for certification. Your evaluator may charge you for subsequent evaluation attempts.

## Professional Therapy Animal Team Certification and Renewal Fees

- \$65
- \$15 for all AAAIP Members, both Digital and All-Access

## Scheduling and Observation Deadlines

After your application and fees have been submitted and processed, you will receive an email confirmation with supplemental materials regarding your evaluation. If you have not received a message within two business days following online application submission, you should contact Prolydian.

Candidates must successfully complete their observation within six months of submitting their application. You will be scheduling your observation independently at a date and time that is convenient for you and your chosen evaluator.

## Before Your Evaluation

---

### Review Required Skills

Certified Professional Therapy Animal Teams should demonstrate competence in the following categories:

1. Handler Behaviors
  - a. Handler Competencies
  - b. Interactions with the Animal
  - c. Interactions with the Client
  - d. Interactions with the Animal and Client
2. Animal Behaviors
  - a. Basic Appropriate Animal Behavior
  - b. Animal's Behavior with the Handler
  - c. Animal's Behavior with the Client

The 30 skill statements are available under Therapy Animal Team Competencies in the larger document, [\*Competencies for the Ethical Inclusion of Therapy and Facility Animals\*](#).

Candidates and their animal partners may prepare in any way that best suits the team. There are no required training sessions or coursework.

### Identify an Evaluator

AAAIP's evaluation model empowers you to identify a qualified professional in your community who can come to your workplace (or a setting that closely resembles it) to observe you and your therapy animal working together.

Eligible evaluators may include dog trainers, animal behaviorists, veterinary professionals or, in some cases, professionals with expertise as AAI providers. If you are struggling to identify an appropriate evaluator, contact AAAIP.

To maintain objectivity, evaluators should not be overly familiar with the handler or animal. Professionals such as trainers or veterinarians who know the team through occasional visits or

professional services are acceptable. However, individuals with an ongoing personal relationship with the handler, such as family members, do not qualify as evaluators.

## **Identify Your Observation Environment**

The power of the professional therapy animal team evaluation is that it happens in your typical work setting with your typical clients, making it highly relevant to the work you do. If privacy considerations prevent you from working with actual clients, stand in clients such as friends and coworkers can assist as long as the animal is not overly habituated to that individual (such as a partner or child who lives in the home).

Your evaluator will observe you and should not attempt to create scenarios forcing skills to occur in a specific order. They may conversationally interact with you, if fitting, and may ask questions if they would like more context.

## **Schedule Your Observation**

You will coordinate directly with your chosen evaluator to determine a mutually agreeable time for your observation. Evaluations typically can be completed within one hour.

## **Rescheduling**

If you need to reschedule your evaluation, coordinate directly with your chosen evaluator.

If you do not pass your first attempt, you may evaluate again under the same application for certification, as long as it is within your 6-month authorization period.

Your evaluator may charge you for subsequent evaluation attempts. You do not need to reapply with AAAIP, unless your authorization period has expired.

## **On Evaluation Day**

---

AAAIP is committed to animal welfare and that interactions with therapy animals should never be at the cost of the animal's comfort or well-being. As the handler, you are your animal's best advocate. If your animal's health is compromised, you can reschedule your evaluation. You may also choose to stop or end an evaluation if it's in the best interest of animal welfare and client safety.

Evaluations may be rescheduled with your evaluator independently; you do not need to apply through the Prolydian system again, unless your 6-month certification window has passed.

# After the Observation

---

## Results

After your observation you may discuss the results with your evaluator. They may have some insightful feedback about your strengths and areas of growth as a therapy animal team. Your evaluator will also submit the results of your evaluation to AAAIP.

Typically, within 72 hours of your evaluator submitting your results, you will receive an email from Prolydian with a formal indication of “pass” or “fail.”

## Retesting

For candidates who do not successfully evaluate, it is recommended that you wait at least a week from the initial evaluation date before attempting again. If this re-evaluation is within your original 6-month authorization period, there is no need to reapply, and no fees are due to AAAIP.

## Your Certificate

A certificate will be available for download for teams that are successful in passing their evaluation. Go to <https://app.prolydian.com/Organizations/AAAIP> and click on your My Achievements section to download. Successful candidates will also receive information on maintaining certified status.

The certification credential certificate may only be displayed during the time period for which the credential is valid.

# Maintaining Your Certification

---

## Recertification Process

Professional Therapy Animal Teams must renew every two years to maintain their credential.

Renewal requires:

- Current AAI Specialist Certification (C-AAIS) in good standing.
- A new Professional Team Evaluation.
- Payment of renewal fee.

Renewals may begin up to six months before your expiration date. Certifications are not eligible for extensions. Please schedule your re-evaluation accordingly.

# **Ownership and Use of Your Credential**

---

## **Mark and Logo Use**

The mark and logo for the Certified Professional Therapy Animal Team is the property of AAAIP. Use of any AAAIP certification marks and logos is limited to those persons who have been granted the certification by AAAIP and who satisfy all maintenance and recertification requirements established by AAAIP. Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited. Permission to use the certification marks and logos shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Those persons who have been granted permission to use the certification mark and logo shall do so pursuant to the rules and guidelines established by AAAIP. Persons granted permission to use the certification mark and logo must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth such rules and guidelines for use.

Marks and logos may not be revised or altered in any way. They must be displayed in the same form as produced by AAAIP, and they cannot be reproduced unless such reproduction is identical to the mark provided by AAAIP.

The title of Certified Professional Therapy Animal Team may be used on materials, such as business cards, stationery, letterhead, and similar documents on which the name of the individual certified is prominently displayed, to promote themselves personally as an individual certified in the maintenance and reliability profession.

The mark or logo may not be used in any manner that could bring AAAIP into disrepute or in any way considered misleading or unauthorized. The mark or logo may not be used in any manner that would tend to imply a connection between any business and the certification which, in fact, may not exist. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by AAAIP of a certificate holder's business or any product or service thereof.

## **Suspension or Revocation of Permission to Use Mark or Logo**

AAAIP retains the right, at its sole discretion, to suspend or revoke any person's permission to use its certification mark or logo. In most circumstances, when AAAIP is informed that a person is misusing the certification mark or logo, AAAIP will provide the person with notice of the misuse and a reasonable opportunity to comply with AAAIP's rules and guidelines. However, AAAIP retains the right to suspend or revoke privileges without notice and an opportunity to correct, particularly when the violation is of a gross nature and more immediate action is necessary to stop misuse.

Actions by AAAIP to suspend or revoke use of the certification mark shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. AAAIP may also publicize its actions on its website and/or any other of its publications. Should any person continue use of AAAIP's certification marks or logos after notice of suspension or revocation, AAAIP shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

## Proper Use of the Credential

After meeting all eligibility requirements and passing the evaluation, individuals may use their credential in all correspondence, on resumes/CVs, and promotional materials, such as stationery, websites, business cards, etc. The mark or logo may be used only with the name of the team certified.

Individuals who have met the certification requirements are authorized to use the following certification mark according to the following guidelines:

- Individuals with their animal may be identified as a Certified Professional Therapy Animal Team.
- The credential may also be expressed as Professional Therapy Animal Team Certification.
- The credential may be used after the certificant's name and following any academic degrees or licenses (e.g., Mary Smith, RN, C-AAIS, Certified Professional Therapy Animal Team)
- The credential must be clearly associated with the individual certified or be referenced in general terms:

Examples of correct use:

- Mary Smith is a Certified Professional Therapy Animal Team with her dog.
- John Smith and Tigger are a Certified Professional Therapy Animal Team.
- Three XYZ employees hold the Professional Therapy Animal Team Certification.

## Verifying Certification Status

A public, online directory of AAAIP Certified Professionals is available at [app.prolydian.com/organizations/aaaip](http://app.prolydian.com/organizations/aaaip). You can elect to be listed in this directory.

To add yourself to the directory,

- Log into your Prolydian account.
- From your dashboard, navigate to the My Achievement section.
- Click Add to Public Registry.

# Policies

---

## Contact Information Changes

The AAAIP (Prolydian) online portal is the primary method used for communication regarding exam confirmations, exam results, and recertification. As a candidate and certificant, you have 24/7 access to profile details and are responsible for ensuring that your contact information in your profile is kept up to date. AAAIP recommends using a personal email address and phone number in the event of changes in employment.

## Nondiscrimination

AAAIP does not and shall not discriminate on the basis of age, gender, gender identity, gender expression, ethnic origin, color, religion, race, disability, pregnancy, childbirth or related medical conditions, marital status, sexual orientation, or military status in any of its activities or operations. These include, but are not limited to, approval of certification/recertification applicants, staff decisions (including but not limited to hiring, discipline, promotion, and termination), selection of volunteers and vendors, and provision of services. AAAIP is committed to providing an inclusive and welcoming environment for certification candidates, certificants, volunteers, staff members, subcontractors, vendors, and clients.

## Statement of Impartiality and Fairness

AAAIP's leadership and management, including its Certification Commission, endorse the principles of impartiality and fairness and commit to do the following:

1. Implement its policies and procedures impartially and fairly;
2. Not restrict certification based on undue financial or other limiting conditions; and
3. Not allow commercial, financial, or other pressures to compromise impartiality in certification activities.

## Impartiality Related to Education and Training Leading to Certification

AAAIP produces comprehensive education and training materials for professionals who work with therapy animals. The AAAIP Certification Commission does not require, provide, approve, accredit, recommend, or endorse any specific educational programs, courses, study guides, review materials, or other examination preparation products.

## Confidentiality and Privacy of Information

AAAIP shall hold in confidence, and in a secure manner, the information obtained in the course of certification program activities at all levels of the organization, including the activities of all personnel (paid, contracted, or volunteer) acting on its behalf. Except as required in this Policies & Procedures Manual, information about a particular individual is considered confidential information and shall not be disclosed to a third party by AAAIP staff, volunteers, or contractors without prior written consent of

the individual. Where the law requires information to be disclosed to a third party and unless the law restricts it, the individual shall be notified in writing beforehand of the information disclosed.

## **Testing Accommodations for Candidates with Disabilities**

AAAIP complies with the Americans with Disabilities Act (ADA) and is committed to providing necessary testing accommodations for examinees with documented disabilities, consistent with the requirements of the law. Accommodations may also be approved for examinees with documented qualifying medical conditions that may be temporary or are not otherwise covered by the ADA, such as pregnancy or a temporary impairment following surgery, including conditions that require the use of medical devices or medication during the examination. AAAIP will also provide testing accommodations for candidates testing in other jurisdictions, to the extent required by applicable laws in those jurisdictions.

An individual is not considered to have a disability requiring accommodation if the limitations arising from the individual's impairment do not significantly restrict the individual's major life activities when compared with the abilities of the average person. Non-specific diagnoses such as individual learning styles, learning differences, academic problems, computer phobias, slow reading, and test difficulty or anxiety in and of themselves do not constitute a disability or impairment.

**The decision as to whether a medical condition that is not covered by the ADA is a “qualifying medical condition” for purposes of a certification exam accommodation is at the sole discretion of AAAIP.**

Accommodations are provided on an individual basis and depend on the nature of the disability or medical condition and documentation provided. AAAIP will make reasonable efforts to provide the requested accommodations to examinees provided the functional impairment has been demonstrated through adequate documentation, and the accommodations do not fundamentally alter the measurement of the skills or knowledge the examination is intended to test, do not jeopardize examination integrity and security, are compatible with the nature and purpose of the examination or assessment program, and do not result in an undue burden to AAAIP. Accommodations cannot be made to the actual content of the examination. A range of available accommodations are considered to assist examinees with disabilities or qualifying medical conditions.

## Appeals

An appeal is a formal request for special consideration regarding a decision made by the Certification Commission or its representatives related to an individual's achievement or retention of a certification.

### Appeal Submission

An appeal must be submitted electronically on the AAAIP website. The appeal must be submitted no later than 30 days after notification by AAAIP of the adverse decision. All relevant supportive documentation must be included or referenced in the appeal submission.

### Initial Appeal Review and Determination

The AAAIP Executive Director or their designee will serve as the first level of appeals review. The review will occur within 10 business days of receipt, and a response will be sent to the appellant via email. Staff members will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest.

The AAAIP Executive Director or their designee will review the appeal to determine whether it meets the definition of an appeal and whether appeal submission requirements are met. If it does, the AAAIP Executive Director or their designee will investigate and consider the appeal, including but not limited to taking into account the results of previous similar appeals, and make a determination on appeal action.

The initial response will be one of the following:

- Appeal approved.
- Appeal denied.
  - The response will be accompanied by an explanation for the denial and/or information on an alternate course of action where applicable. The denial will include information on the appellant's further recourse if the appellant wishes to pursue the appeal.
- Appeal delayed to provide time to gather further information.
  - Within 30 calendar days, the appellant will be sent either an appeal denied or appeal forwarded notification.
- Appeal forwarded to the Appeals & Complaints Panel.

Written notice of the Appeals & Complaints Panel determination (appeal denied or appeal approved) or a progress notice (appeal forwarded or appeal delayed) will be provided to the appellant within 10 business days of the determination.

## Second Level Appeal Review and Determination

If applicable, appeals are sent to an independent three-member team selected from the Appeals & Complaints Panel for consideration. The appeal will be considered no later than 90 days after the appeal receipt.

Members of the Appeals & Complaints Panel will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is an actual or apparent conflict of interest.

The appeal will not include a hearing or any similar trial-type proceeding.

The function of the Appeals & Complaints Panel in a given case is to review the decision being appealed based on the record that was presented at the time of the determination.

The Appeals & Complaints Panel will review the appeal, including but not limited to taking into account the results of previous similar appeals, and make a determination on appeal action.

The second level response will be one of the following:

- Appeal denied.
- Appeal approved.
- Appeal delayed to provide time to gather further information.

Written notice of the Appeals & Complaints Panel determination (appeal denied or appeal approved) or a progress notice (appeal delayed) will be provided to the appellant within 30 business days of the determination.

## Procedural Appeal Review and Determination

If an appellant feels his or her appeal was handled improperly by the staff or Appeals & Complaints Panel, a procedural appeal may be filed with the Certification Commission.

## Program Complaints

Individuals with concerns regarding the certification program materials, personnel, or activities are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

### Submission of Formal Program Complaints

A formal complaint will be submitted electronically on the AAAIP website within 90 days of the incident's occurrence. In the case of complaints related to exam administration, those must be submitted within two weeks after the applicable exam administration. The submission will include sufficient objective evidence to substantiate the claim(s) and appropriate action to be taken.

Dissatisfaction based on hearsay will not be considered as a complaint. Anonymous complaints will not be considered.

## Staff Level Review

The AAAIP Executive Director or assignee will serve as the first level of complaint consideration to determine its validity. This person will investigate the circumstances of any valid complaint and take one of the following actions:

- Determine and implement corrective action.
- Refer the complaint to a different suitable staff member to determine and implement corrective action.
- Escalate the complaint to the Certification Commission for review.

If the complaint is not immediately resolvable, written notice of progress (of a referral or escalation) will be provided to the complainant within 10 business days of complaint receipt.

In all cases, the AAAIP Executive Director or assignee will communicate the proposed resolution to the complainant within a period of no longer than 30 days.

If for any reason the target deadlines in this policy are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

## Certification Commission Review

If a complaint is found to warrant escalation, the Certification Commission Chair will be notified, and the complaint will be reviewed by the Certification Commission or its designees. A decision will be communicated to the complainant within a period of no longer than 30 days.

If for any reason the target deadlines in this policy are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

## Appeal of Complaint Determinations

The determination of staff or the Certification Commission is appealable, and the Appeals policy will apply.

## Complaints Against Certificants

Certificants commit to adhering to the standards set out in the guiding documents for their particular certification program, such as the AAI Specialist Code of Conduct. AAAIP shall have a process for handling complaints against certificants in a constructive, impartial, and timely manner.

## Complaints

A complaint against a certificant must be submitted electronically via the AAAIP website. A complaint must meet four criteria:

1. Specific to a section of the guiding document for their certification program.
2. In writing by the individual lodging the complaint.
3. Supported by definitive and specific evidence of such accusation.
4. Made against a current holder of an AAAIP certification.

## Complaint Handling and Communications

- The complaint and all related documentation will be dealt with in a strictly confidential manner.
- The expectation is that complainant will hold in strict confidence the filing of the complaint. Complainant will not announce or promote in any manner, or use personal or institutional communication vehicles, to announce filing of a complaint.
- If a preliminary investigation of the information/evidence reveals a valid complaint, the individual(s) named in the written complaint will be sent a Notice of Complaint. The Certification Commission will also request any additional information needed and a specific timeframe for providing such information. If this additional information is not received, a decision shall be rendered based on the information initially provided.
- If it is determined that no further action is warranted, the complainant will be advised in writing of the outcome of the initial assessment. The target date for this communication is within 30 days after receipt of the complaint.
- If the initial investigation supports the complaint, an independent investigation will commence, and the information shall be handed over to the Certification Commission.
- The Certification Commission will issue a written report of its findings within 60 working days of receiving all further requested supporting information.
- The final disposition will be communicated to the complainant. The target date for this communication is within 10 working days of the written report findings being accepted.
- If for any reason the target deadlines in this procedure are not able to be met, a progress notice will be sent to the complainant, outlining when the findings will be communicated.

## Potential Disciplinary Actions

If a complaint is found to have valid grounds, the Certification Commission may recommend one of the following disciplinary actions depending on the severity of the infraction:

- Warning. A written warning could be issued that outlines the consequences if the situation occurs again, or if there is another violation.
- Suspension. AAIS certification or eligibility to become certified could be suspended.
- Revocation of Certification. AAIS certification could be revoked.

## Appeals of Certification Commission Findings

The subject of the complaint may appeal the disciplinary actions. The Appeals policy will apply.

# Guiding Documents

---

## Code of Conduct for Animal-Assisted Intervention Specialists

Certificants and applicants for certification shall act in a manner that justifies public trust and confidence, enhances the reputation of animal-assisted interventions (AAI), and safeguards the welfare of individual clients and participating animals.

### Animals

- Prioritize the welfare of animals engaged in AAI, not only during sessions, but at home as well. Their welfare and well-being are to be placed above all other business considerations.
- Structure interactions in such a way that therapy animals thrive; not simply tolerating, but actively enjoying their role.
- Engage in training methodologies and interactions with animals that are based on positive, relationship-building methodologies that do not intentionally cause fear or discomfort to the animal.
- Be aware of, and comply with, applicable laws regarding animal licensure, vaccination, and restrictions based on species or breed.
- Never falsely represent a therapy animal as a service animal.
- Never abuse, neglect, or mistreat animals, whether your own or someone else's.

### Clients

- Incorporate AAI only where there is reasonable expectation that it will be advantageous to the client. Refrain from providing guarantees regarding the specific outcomes of AAI sessions.
- Respect the client's right to treatment with informed and voluntary consent. Respect the client's right to refuse, modify, or terminate interactions regardless of prior consent given.
- Take all reasonable steps to ensure safety and prevent harm to clients.
- Be aware of, and comply with, applicable laws regarding the reporting of injuries caused by animals (e.g., bites).

### The Field of AAI

- Support the implementation of and compliance with standards and best practices in AAI.
- Represent your qualifications honestly, including education, competencies, and professional affiliations, and provide only those services you are qualified to perform.
- Never provide advice or recommendations in areas of veterinary medicine, animal behavior, or human and/or mental health services unless qualified to do so.
- Maintain adequate liability insurance coverage inclusive of AAI activities.
- Never display acts of discrimination, acts of hate, acts of violence, bullying, sexual harassment, coercion, intimidation, or any act of that impedes or interferes with anyone's civil rights.