



Freedom
SERVICE DOGS

TRAINING MANUAL

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CONTACT INFORMATION

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Welcome

Welcome to Freedom Service Dogs of America! We are so happy that this day has finally come for you. Your dog has been working very hard with their trainer and cannot wait to come home with you! Your time in training here will be both exciting and completely exhausting. You will have days when you think, “No sweat, this is a piece of cake,” and days when you wonder how you are going to do it all – don’t worry, this is normal and we are here to support you through it all. You will learn a whole new language, develop new friendships, and become an expert in laws concerning service dogs. Please be patient with yourself and your dog, and know that it will all come together in time. The journey you are embarking on is the beginning of a wonderful relationship, and remember, as with all relationships, it takes time, patience, and lots of love.

Freedom Service Dogs of America

The mission of Freedom Service Dogs of America (FSD) is to unleash the potential of dogs by transforming them into custom-trained, life-changing assistance dogs for people in need. FSD serves veterans with post-traumatic stress and traumatic brain injuries, individuals 5 years of age and older on the autism spectrum or with other neurocognitive challenges, and teens and adults with mobility issues.

FSD was founded in 1987 by Michael and PJ Roche. Michael was an EMT whose ambulance was broadsided, which resulted in him becoming paralyzed. PJ was a dog trainer who began to train her border collie, Oreo, to help Michael with a variety of tasks to help him become more independent. From that first year, Freedom Service Dogs of America (FSD) has grown to an organization that has provided life-changing service dogs to hundreds of individuals in need.

Building Evacuation

If there is a fire alarm or other emergency, please exit via one of the stairways outside of the classroom on the north or south side of the building. Both stairwells will take you outside of the building. Once outside, please make your way to the parking lot next to the outdoor dog kennels. If you need assistance on the stairs, let staff know to assist you so you can safely leave the building.

Personal Safety

FSD strives to ensure the classroom environment is safe for all participants and instructors. To help keep the environment a safe place, please:

- * Notify your instructor of any situation that is potentially unsafe for you
- * Follow the directions of the instructors unless you feel you will be unsafe doing so
- * Do not limit your ability to reach beyond your current capabilities unless you feel it would be unsafe, and
- * Remember that your safety comes first before the safety of the dog.

The Right to Change Your Mind

If at any time during Placement Class you feel a service dog is not right for you, please speak to an instructor immediately. The idea of a service dog and actually having a service dog can be two very different things. A service dog is not right for everyone, and for some individuals, this reality is only apparent when you begin training with a service dog. FSD wants to make sure you will use your dog as intended over the life of the dog. Your service dog is not a disposable item that you can discard when you begin to have problems—and you will have problems! If at any time during Placement Class you have questions or concerns, please talk with an instructor.

Miscellaneous

At times, we may have a resident cat living in the training room. If you have allergies to cats, please let us know.

There is a women's bathroom and a unisex bathroom located on the second floor outside of the training room. In addition, there are a women's and a men's bathroom located on the first floor.

There is a refrigerator in the upstairs kitchen if you would like to store food, drinks, or medication. There is also a water cooler near the kitchen for your use.

Class Standards and Expectations

1. Service and therapy dog handlers will follow the advice and methods outlined by Freedom Service Dogs (FSD) professional service dog trainers.
2. Service dog teams will receive a passing score on the Assistance Dogs International (ADI) Public-Access Test prior to FSD certification.
3. Clients will attend class each day. You are responsible for making arrangements for your daily personal needs within the boundaries of our schedule and class work. We try to accommodate special needs depending on the circumstances.
4. Clients will arrive on time at the correct location and ready to learn.
5. Teams that are unable to pass the public-access test due to a lack of commitment run the risk that they are unable to manage the immense responsibility of a service dog and may be subject to removal of the dog as outlined in the Placement Agreement.
6. Dogs will not be trained for aggression in guarding or protection tasks.
7. FSD will not certify dogs until they are physically and emotionally evaluated and trained appropriately.
8. FSD dogs will not be forced to work in areas for which they are not suited or prepared, such as zoos, burn units, areas with sustained loud noises, or areas where the dog is clearly uncomfortable.
9. FSD dogs will not be placed with handlers who cannot provide for both their emotional and physical needs.
10. For the first year, clients are required to submit a monthly progress report. After the first year, clients are required to submit annual reports.
11. Public-access certifications expire after one year and must be renewed at your one-year anniversary, at which time a new identification badge will be issued. After the first year, public-access tests must be renewed every two years for the life of your service dog. Travel to FSD may be required to complete the public-access test. Travel is the responsibility of the client.
12. Use of an FSD service dog is conditional and outlined in the Placement Agreement.
13. You are responsible for supervising and managing your family, attendants, or others accompanying you to class.
14. You are responsible for learning all the course material and skills necessary to ensure the successful use of your new service dog.
15. There will be numerous field trips to practice skills. We ask that if you have transportation, you meet us at the outing location. We will provide directions and maps. We have limited transportation for our clients.

16. If you have any questions, concerns, problems, or grievances, please do not hesitate to discuss them with your instructor.
17. If your questions, concerns, problems, or grievances cannot be reasonably resolved, you are welcome to speak with Michele Ostrander, president and CEO of Freedom Service Dogs.
18. If the issue cannot be resolved internally, you may contact Assistance Dogs International.

Policies on Abuse and Neglect

FSD has a strict policy on abuse and neglect. If FSD determines that any of the following conditions exist, there is a risk that FSD will take possession of your dog. In addition to FSD policy, you will need to become familiar with any local laws and ordinances in your state and city or town.

Abuse is defined, but not limited to, the following:

- ✿ Failure to maintain the proper weight of the dog; overfeeding and allowing obesity is the most common abuse and is just as harmful as underfeeding
- ✿ Lack of food or water
- ✿ Failure to let a dog relieve themselves outside a minimum of three times a day
- ✿ Evidence of excessive corrections or punishments by any person in the dog's environment
- ✿ Using improper or poorly fitted equipment
- ✿ Leaving the dog in a car for any length of time

Neglect is defined, but not limited to, the following:

- ✿ Excessive time spent alone outside
- ✿ Leaving a dog on a chain unattended
- ✿ Excessive time spent in a crate
- ✿ Allowing people other than the client to use the dog
- ✿ Failure to maintain the dog's training
- ✿ Failure to supply proper nutrition
- ✿ Failure to supply adequate love and affection
- ✿ Failure to keep the dog clean and groomed
- ✿ Failure to provide proper veterinary care, vaccinations, or medications
- ✿ Placing the dog in unsafe situations (i.e., around aggressive dogs, not on a leash in an insecure area, etc.)

Types of Assistance Dogs

FSD trains three categories of assistance dogs:

- Service Dogs & Third-Party Service Dogs
- Skilled Companion Dogs
- Therapy Dogs

Service Dogs & Third-Party Service Dogs are individually trained to do tasks a person with a disability cannot do for themselves as a result of the disability. Some service dog teams are called “third-party” because the individual who directly benefits from the service dog is not capable for any number of reasons to handle the dog on their own. Typically, this includes children under the age of 12. The Americans with Disabilities Act (ADA) requires a service dog to be trained to perform a minimum of one task to mitigate the disability. FSD requires a service dog be trained to perform a minimum of three tasks to mitigate the disability.

FSD Service Dogs help veterans with post-traumatic stress (PTS), traumatic brain injury, and mobility issues; children on the autism spectrum or with other neurocognitive disabilities; and adults and teens with mobility issues, such as spinal cord injuries, multiple sclerosis, or cerebral palsy.

Skilled Companion Dogs assist a person with disabilities in the home or in private settings. Skilled companion dogs do not have public-access rights. Skilled companion dogs can be helpful to children or adults.

Therapy Dogs are placed with licensed counselors, social workers, school counselors, or other professional therapists. Therapy dogs assist therapists in their work with children, teens, and adults. Therapy dogs do not have public-access rights.

Three Types of Support Animals Which is Right For You?

	Service Dog	Therapy Dog	Emotional Support Dog
	Is legally allowed to accompany the handler into stores, restaurants, libraries, etc.	✓	✗
	Must be allowed to live with owner even where there is a “no pets” policy.	✓	✗
	Can fly in the cabin of a plane with the handler.	✓	✗
	Must be able to tolerate novel environments, experiences, and interactions.	✓	✓
	Is specially trained to help handler only with tasks the handler cannot perform due to a specific disability.	✓	✗
	Is trained to provide comfort to many others at the handler’s direction.	✗	✓
	Primary function is to provide general emotional comfort to the handler only.	✗	✓
	Must wear special identifying gear.	✗	✓



Dog Body Language

Dog Body Language

Your dog's body language can give you many clues as to how they are feeling. Below are examples of behaviors or postures to look for, but remember: One signal action or posture is never enough to accurately interpret an animal's behavior. Every dog is different and has their own way of communicating certain things to you, but here are some common cues that your dog might exhibit.

Postures that indicate:

Relaxed and friendly

- * Soft eyes, lit up, looking but not staring
- * Ears forward or flopped with tips bent over (if anatomically possible)
- * Mouth open, lips slightly back giving the impression of smiling
- * Tongue hanging limply from the side of the mouth
- * Head in normal mid-way position
- * Tail in relaxed position, wagging
- * Relaxed, loose muscles

Playful

- * Relaxed, bouncy movement
- * "Play bow" (bottom in the air, dog resting on elbows)
- * Wagging tail
- * Ears up
- * Pawing at ground, toys, or other dogs

Anxious/Stressed

- * Eyes glancing side-to-side, looking away
- * Creating distance from people, other dogs, or objects
- * Panting out of context
- * Sudden shedding and/or dandruff
- * Sweaty paws
- * Ears held back or out to sides
- * Tail down or straight up with a stiff wag
- * Hackling (hair on back and neck raised)
- * Yawning out of context
- * Stretching out of context
- * Lip licking/tongue flicking out of context

Fearful (Defensive)

- ✿ Ears flat against head
- ✿ White eye (whites of eyes clearly visible)
- ✿ Body tensed, lowered position, may tremble or freeze
- ✿ Tail tucked or low
- ✿ Rearward body posture
- ✿ Crouching, retreating, hiding, trying to appear smaller
- ✿ May growl or snap
- ✿ Closed, tight mouth and lips
- ✿ Hackles up (hair stands up on back of neck/shoulders)

Fearful (Offensive/Aggressive)

- ✿ Tail raised, bristled, and stiff
- ✿ May snarl or lunge
- ✿ Ears forward
- ✿ Lips curled back, exposing teeth
- ✿ Forward body posture
- ✿ Stiff body
- ✿ Hackles up (hair stands up on back of neck/shoulders)

Calming Signals

- ✿ Yawning out of context
- ✿ Lip licking/tongue flicking out of context
- ✿ Looking away/avoidance
- ✿ Full body shakeoff

Displacement Behaviors

One additional thought to consider: Some fearful postures and signals might also be displacement behaviors. Displacement behaviors occur when an animal is in conflict about two incompatible desires. For example, you may tell your service dog “back,” but they are eager to move towards you. Although the dog heard your command, the dog is either ambivalent or unsure of what to do next.

It is important to remember as you learn your dog’s communication style to look for multiple behaviors to determine what your dog is trying to tell you.

DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"
look away/head turn



STRESSED
yawn



STRESSED
nose lick



"PEACE!"
sniff ground



"RESPECT!"
turn & walk away



"NEED SPACE"
whale eye



STALKING



STRESSED
scratching



STRESS RELEASE
shake off



RELAXED
soft ears, blinky eyes



"RESPECT!"
offer his back



FRIENDLY & POLITE
curved body



FRIENDLY



"PRETTY PLEASE"
round puppy face



"I'M YOUR LOVEBUG"
belly-rub pose



"HELLO I LOVE YOU!"
greeting stretch



"I'M FRIENDLY!"
play bow



"READY!"
prey bow



"YOU WILL FEED ME"



CURIOUS
head tilt



HAPPY
(or hot)



OVERJOYED
wiggly



"MMMM...."



"I LOVE YOU,
DON'T STOP"



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Training Methods

Training Methods

At FSD, positive reinforcement (+R) and negative punishment (-P) are used for training. In terms of training, positive simply means the addition of, while negative means the removal of. Additionally, reinforcement means to try and increase a behavior, while punishment is to try and reduce the occurrence of a behavior. FSD also uses a clicker to mark the behavior we want from the dog. This sound bridges to the positive reinforcement of food. The dogs learn when they hear a click, they will be rewarded with a treat.

Positive Reinforcement (+R) is the use of rewards, such as food or playing catch, to get an animal to continually perform a desired behavior.

Negative Punishment (-P) is taking away an anticipated reward in hopes of reducing the occurrence of a behavior.

Examples of Positive Reinforcement (+R)

You ask your dog for a “sit” using a verbal cue and hand signal, your dog puts their bottom on the floor promptly, and you click and give them a treat. The click/treat reinforces the behavior that the dog exhibited and increases the chance that he/she will sit promptly when asked in the future. Some “real-life” examples of positive reinforcement:

- * You are at a slot machine and get all sevens and win the jackpot. Now you want to play the slot machine again because you may get more money.
- * You study all week for a big test and you get an A. This encourages you to study hard for tests in the future in hopes that you will get another A.

Example of Negative Punishment (-P)

Your dog jumps up to greet you. Using negative punishment, you move out of the way so they cannot get to you. This REMOVES what the dog wants: attention from you. You wait for them to have “all four on the floor” and then pet them. This ADDS what they want and reinforces the behavior of having all their paws on the floor instead of on you (+R)! You could also ask for a sit and reinforce that behavior before they even jump on you. The dog sits = click/treat (C/T)! With repetition, the dog will learn that coming up and sitting for you is more rewarding.

We **do not** advocate or use positive punishment (+P), which is the use of verbal scolding or physical punishment to get an animal to stop doing an undesirable behavior. There is the potential for fallout using these methods, including the potential for the handler to get hurt and for the dog to make negative associations in his world, which can make them become more fearful, anxious, or possibly aggressive.

Going back to the jumping example: If you were to squirt your dog with water when they jump on you, it may stop and solve the problem more quickly in the moment if the dog finds it unpleasant. However, for some dogs, this may be a fun game that entices them to jump more. Other dogs may find it scary and develop a fear of any sort of water or a fear of you or being near you, or even a fear of offering

behavior, which really works against our overall training.

Choosing wisely based on your dog's temperament and personality is key, as some dogs will view water as fun and others as very unpleasant—and everything in between.

REMEMBER: *The dog chooses what is reinforcing and what is punishing.*

Positive reinforcement works because the dog has to think to get what they want. It builds trust and fun between you rather than fear and frustration. It is humane and doesn't hurt. It makes the world and everything in it a positive place for the dog, and it makes doing what we want rewarding!

Four Quadrants of Operant Conditioning

THE 4 QUADRANTS OF OPERANT CONDITIONING

When training an animal, there is one behavior that we want to **reinforce** (increase), and another behavior that we want to **punish** (decrease).

We can add something good or bad (+ **positive**) or remove/delay something good or bad (- **negative**) to get the behavior we want.

IN THIS EXAMPLE: The reinforced behavior is LOOSE-LEASH WALKING.
The punished behavior is PULLING ON THE LEASH.

+R

POSITIVE REINFORCEMENT
ADDING GOOD STUFF TO
INCREASE A BEHAVIOR



+P

POSITIVE PUNISHMENT
ADDING BAD STUFF TO
DECREASE A BEHAVIOR



-P

NEGATIVE PUNISHMENT
DELAYING GOOD STUFF TO
DECREASE A BEHAVIOR



-R

NEGATIVE REINFORCEMENT
DELAYING BAD STUFF TO
INCREASE A BEHAVIOR



Illustration inspired by "Clickertraining 101" / ClickerExpo 2011

Lili

How Dogs Learn and Communicate

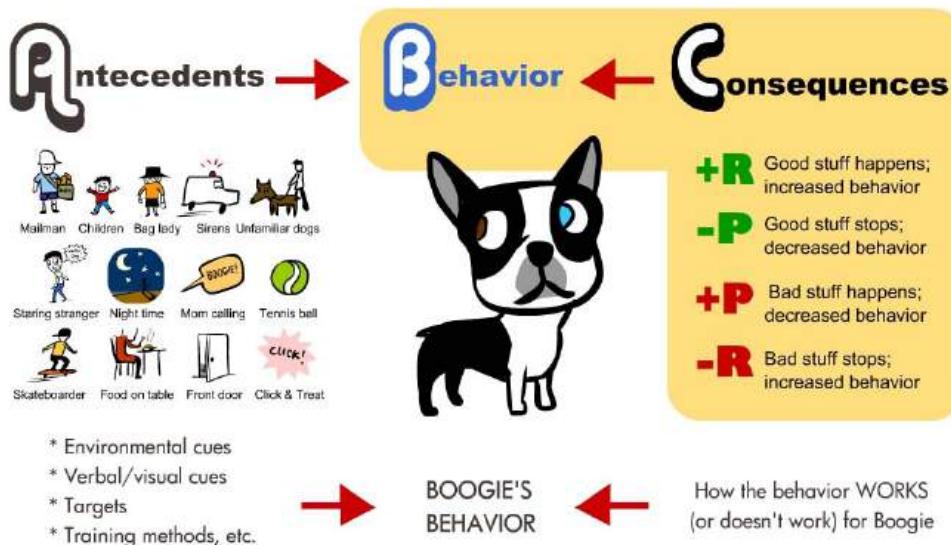
Learning—A change in behavior due to experience.

Behavior—An action the animal does that is influenced by its results.

There are three components to every “learned” behavior. To remember the components, think of your ABCs.

- A. **“A” is for antecedent.** An antecedent is a cue, or something that happens before a behavior. You are surrounded daily by all different kinds of antecedents, and you adjust your behavior accordingly.
- B. **“B” is for behavior.** Behavior is what the animal does, resulting from the cue.
- C. **“C” is for consequence.** The consequence is what happens directly after the behavior. Your dog saw the antecedent, did the behavior, and now comes the consequence.

LEARNING THEORY: OPERANT CONDITIONING



**"The Most Fundamental Law of Behavior is that
CONSEQUENCES DRIVE BEHAVIOR."**

Lili

Important Factors That Influence Learning

Dogs are “in the moment” creatures. They aren’t thinking about what happened to them this morning or what will happen in the future. Dogs are like sponges. They absorb the world around them. **Every experience shapes a future behavior.** Simply put, dogs do what works.

From the time they are puppies, dogs have learned their behavior has consequences. They learn to repeat behaviors that have desirable consequences and avoid behaviors that have undesirable consequences. Always remember to never allow a puppy to do what you will not want him to do as an adult dog. What may be cute with a 15-pound puppy will not be cute with a 90-pound dog.

Consistency is key! If each person in the family had different rules for the dog, we would have a very confused and ill-behaved dog. While it is important for your service dog to have relaxing downtime, they still must consistently follow certain rules (for example, no jumping on people or pulling on-leash).



There are three big factors in dog training: **timing, consistency, and motivation.** Equipped with these three principles, you can train a dog to do just about anything. If your dog seems confused, or if you are having trouble with your training, ask yourself if you have fully observed the big three.

First Factor: Timing

Dogs learn something in 1.3 seconds. Your dog associates a cause with an effect in those 1.3 seconds. This means the saying “You have to catch them in the act” is true. To correct a dog for a wrong behavior five seconds after the fact is meaningless to the dog. A dog believes they are being corrected or rewarded for whatever they are doing *at the moment*. Dogs live in the present. Building good timing is a skill that requires practice, but start by focusing on your dog and watching him closely enough that you see mistakes or successes exactly when they happen, and you can either praise or correct them instantly. Waiting longer than 1.3 seconds can create confusion in your dog due to the time lapse in communication.

Second Factor: Consistency

Dogs are pretty “black and white” in terms of how they view the world. They have a very hard time understanding the concept of “sometimes”, which is why

consistency is so important for them to learn what you expect from them. A rule is a rule. For example, if you want your dog to sit before being petted, you must consistently reinforce that principle. If you are in a good mood and reinforce the rule, and then the next day you are in a bad mood and don't want to deal with asking for a sit, you are confusing the dog. Should they sit or not? You must be clear in your training. You must be 100% consistent. This will produce a dog that feels confident, relaxed (or at least less stressed), and trusts you because his world and the consequences of his actions are predictable and reliable.

Third Factor: Motivation

We motivate dogs to learn with rewards and praise when they are doing what you want. Behaviors you reward a dog for will happen more often so over time they become more reliable and the amount of motivation needed to keep the behavior going will be less over time. This means that behaviors that are new or hard to do may need higher value rewards (things the dog is extra excited about getting) to motivate them enough to put in the effort. Later, when the behavior is easier to do, kibble or praise may be all the motivation needed to keep the behavior going. On the other side, you communicate with corrections (marking the behavior "Uh-oh," withholding reward) when they make mistakes or are breaking your clearly defined rules. As a result, the behaviors you correct will not happen as often because you are motivating your dog to reduce or stop their unwanted actions. Both reward and withholding reward must be motivational and meaningful to the dog to change behavior.

Beware of the Behavior Chain

There is an exception to the timing factor. Dogs love patterns and repetition, which is why training works so well! Behavior chains can be great when we need a dog to perform a series of tasks, but they can also teach a dog unwanted behaviors. A common unwanted behavior chain happens when a dog jumps up on you. You ask them to Sit, and then reward the Sit. The dog learns Jump-Sit-Treat. Similarly, if a dog pulls ahead on leash, is asked to Heel, and then given a treat for returning to Heel position, the dog learns Pull-Heel-Treat. Another example would be Bark-Quiet-Treat. ***Beware the behavior chain!*** Look to reward the dog when they are doing the right thing, rather than waiting to correct the behavior with a command that you then reinforce.

Training with a Marker

What is a marker?

If you were going to teach someone who didn't speak your language how to do something new, where would you start? You would probably want some way to let them know when they had done something correctly, right? This is what a marking signal is; a sound, light, hand signal, or even a touch that means "Yes! THAT is what I want!" A marking signal allows your communication with your student to be clear and precise when given at the EXACT moment he or she comes on the right

answer. A marking signal is also a kind of “promise” to the dog that a reward for his effort will follow.

A clicker is a small noise making training tool that, when used right, can be a very powerful marking signal. By itself, the click noise that the clicker makes has no meaning and is simply a noise like any other in the dog’s environment. However, when that noise is consistently paired with a reward that the dog is willing to work, it becomes an important signal. Then, once that link is established in the dog’s mind, the sound can be used as a marking signal when the dog does something right during training.

In addition to being a powerful marking signal, using a clicker to train has other advantages:

- ✿ ***It is a muscle-memory marker.*** When used to teach a dog behaviors that are related to movements, it helps the dog feel what the right movement feels like without having to overthink what he is doing. Then when he repeats the movement over and over, the parts of his brain that control the movement become stronger and it takes less effort for the dog to do the behavior.
- ✿ ***It is an instant message.*** Because the click noise happens so fast and using it can make communication very precise, it clarifies in the dog’s mind what is expected of them. The click tells the dog that they are doing something right at the exact time of the behavior, and helps to bridge the gap of time between the action and the consequence.
- ✿ ***It speeds up training*** and shortens the amount of time needed to teach a behavior. When used during the initial phases of training, learning comes quickly.

There is a saying among clicker trainers that “you get what you click for”. A dog must hear the click as close to the exact moment as possible and then reinforced within 1.3 seconds to mark a behavior as correct, and then your dog moves on to the next moment. Remember, a late click rewards a wrong behavior. The timing of the click directly impacts what your end behavior looks like.

Other Tips for Using a Clicker to Train

- ✿ Mark only once. Click only one time when the dog has done the action you want. This is especially important when you are first starting; humans tend to repeat things when we think that we aren’t being listened to or simply out of habit. However, if you repeat yourself, the dog will actually be less likely to listen to you. Think about what you do when someone nags you; does nagging really make you want to listen to that person more?
- ✿ ALWAYS follow a click with pay, even if the mark is on accident. The click is a promise of reward and you must always keep your word for the signal to keep its power.

The Clicker VS Other Markers

So, why a clicker is better than using your voice as the reward marker? The short answer is that in addition to the reasons above, the sound of the clicker is always the same. Your tone of voice varies due to energy level, mood, health, etc. however the sound of the click does not change with these situations. It even sounds the same if another person uses it, and as we talked about before, consistency is key.

If you are unable to use a clicker, you can use a verbal “Yes” to mark a behavior. Be consistent in how you say “Yes.” Always keep a neutral tone, and avoid lengthening or shortening how you say “Yes.” It should always sound the same, just like a click always sounds the same!

Clicker Timing

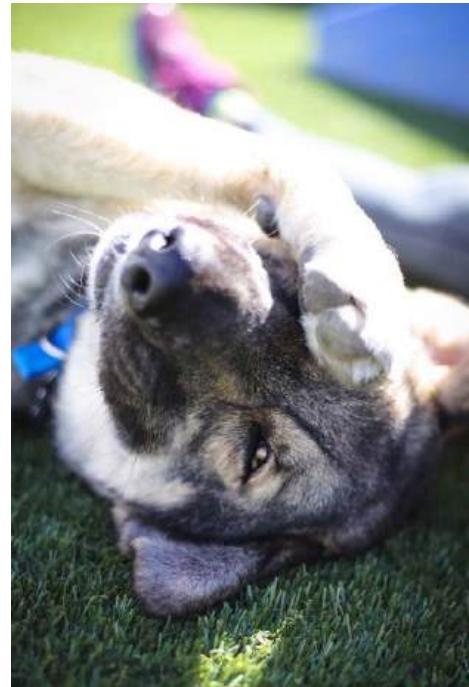
Dogs are “in the moment” creatures, so keep the following in mind when training your dog:

DO click within 1.3 seconds of the dog performing the behavior you are wanting.

DON’T be stingy with your clicks; this is the means by which you are communicating with your dog.

DO pay close attention to what you are clicking. The click tells the dog that it is what you want.

DON’T click without treating; the clicker has to tell the dog a reward is coming. Clicking without rewarding teaches that the click means nothing.



Ways to Train a New Skill

At FSD, we use three main methods to get a dog to offer a behavior. Once the dog performs the behavior, we will mark the behavior with a clicker and then give the dog a treat.

In the beginning, no cues are used. The dog doesn’t understand words, and it will only confuse or poison the cue. The first step is to obtain and reinforce the behavior before naming it.

The first method is called **CAPTURING**. Capturing occurs when we wait for a dog to perform the desired behavior without giving a cue, and then mark the behavior with a click. Capturing can be the fastest and easiest way to train simple behaviors. Capturing enhances a dog’s creativity, allowing them to become a free thinker. FSD wants our service dogs to think through situations and offer appropriate behaviors. An example would be waiting for a dog to lie down naturally, and then marking/rewarding the moment they do so.

The second method is **SHAPING**. Trainers use shaping to train more complex behaviors. To help the dog learn the complex behavior, the trainer breaks it down into small steps, then clicks and rewards each step repeatedly until the dog learns the entire behavior. In any series of repetition, some of the behaviors will be stronger, some weaker, and some will be average. As handlers begin to click and treat only the average and stronger behaviors, the average behaviors will begin to shift toward the stronger end of the scale. When this happens, the handlers raise the bar and only click the strong, precise behavior. Shaped behaviors tend to be more reliable than elicited (doing something to encourage the dog to offer the behavior) behaviors. The more shaping we do with the dog, the faster they learn.

The third method is the **LURING** method. By using a piece of food or a target that the dog has learned

to touch, the handler shows them how to do the behavior being asked for by luring the dog into the position. The lure is a form of operant conditioning in which handlers train the dog to associate the stimulus with a particular behavior. Lure and reward is effective with most dogs, and trainers find it easy and pleasant for both them and the dog. The disadvantage of lure and reward is that the dog may refuse to perform the desired behavior if the trainer does not show them the treat first. ***If you use a lure, it needs to be faded (minimized, then eliminated) as quickly as possible to prevent you or the dog becoming dependent on the lure to get the behavior.***

Adding the Cue

When a behavior becomes reliable (the dog performs the behavior eight out of 10 times), we add the cue for that behavior. A cue is a signal (activator) that tells the dog to perform a specific behavior in that moment. Using specific words such as “SIT” or “PLACE” are examples of familiar cues, but hand signals and presenting a specific item to the dog (such as a touch target) can be cues also.

Dogs do not generalize well, so if your dog isn’t “getting” it or you think they should know it—think about your environment. Maybe you went from your living room to the park, and that’s a huge leap in criteria. Your living room is quiet and controllable; the park can have so many different distractions: wonderful smells, gooses, other dogs, volleyball players, joggers, and more. It’s best to practice more around your home, yard, or smaller parks that are less crowded before going to the distraction mecca of the park!

Cue Tips

- * ***The cue for a behavior must be consistent*** and have just one meaning specific to that behavior. The word “Down” must mean “lie on the ground” to the dog and NOT also “get off the bed”; those actions should both have their own cue.
- * ***Do not add the cue to the behavior too early***, because if you give the cue but the dog does not understand the meaning, he will have trouble learning what action you really want from him in the future.
- * ***If the dog makes a mistake, we may have made the mistake*** of thinking that he “knows” what we want, when really they didn’t know the cue as well as we thought they did. Instead, we must back up and get the behavior reliably before using the cue.
- * ***Sometimes we need more than one kind of cue*** such as a hand signal and a word for a single behavior. We use hand cues first, and then move to verbal cues.
- * ***Avoid using the cue as part of praise***. For example, we do not say Good Sit or Good Down, as this dilutes the meaning of the cue.

The Three Ds

Commonly called “the 3 D’s” duration, distance, and distraction are 3 variables of behavior that when addressed in training, help build behaviors to fluency (mastery of the behavior) and help ensure they are reliable when cued. A behavior is considered to be under stimulus control when the dog responds consistently to the cue for that specific behavior and does not offer the behavior unless given the cue. In order for a behavior to be brought under stimulus control, the dog must practice and be able to perform the behavior under all the different conditions of the 3 D’s, including in combinations of 2 or all 3 at the same time. Trainers move carefully through this process, building a strong foundation and working the behavior under each condition individually before increasing the difficulty of any criteria (requirements).

Duration

Duration is the length of time the dog sustains the behavior before hearing the click that marks the end of the behavior. When adding more time to duration behavior, we reinforce the behavior in small increments. The handler wants the dog to be consistent in the behavior before beginning to test the criteria.

Just because a dog understands how to Stay for a minute does not mean he can Stay for 10 minutes. The duration needs to be built up with training.

Distance

Distance is where the dog performs the behavior at a distance from the trainer, or the dog stays while the trainer moves around or away from the dog. You should never work on duration and distance together until a firm foundation has been laid for one or the other.

Just because a dog can Stay for 10 minutes with you next to them does not mean they can Stay for 10 minutes with you 20 feet away. Distance must be built up with training.

Distraction

The last criterion is distractions. A distraction is anything in the environment competing with the animal’s attention when being asked to perform a behavior. Birds, loud noises, children playing, other animals, or new locations can all be distracting to the dog. A handler should start practicing the criterion of distractions in a low-distraction area, then gradually increase the level of distractions.

Just because a dog can Stay for 10 minutes with you 20 feet away does not mean they can do so while a cat crosses their path.



Adding Distractions to Cues

For any cue you are training, it is important to start in an environment without any distractions. This usually will be a room in your home, with just you and your dog to begin with. You will want to make sure you practice in all areas of your home and then in your backyard before trying your front yard, your neighborhood block, a wider area of your neighborhood, less distracting/populated parks, and finally moving up to more distracting public environments.

You can also add distractions within your home as your dog gets proficient without distractions. Add one distraction at a time and then others. Having the dog on harness and leash will prevent him from being able to engage with any of these distractions in the beginning, and then you can drop the leash and start going equipment-free.

Remember the Three D's?

- ✿ Duration: How long can the dog perform the behavior?
- ✿ Distance: At what distance can the dog perform the behavior?
- ✿ Distractions: Can the dog perform the behavior in the presence of distractions and in different environments?

When working with your dog, a good rule to follow for success is to adjust only one D at a time.

Example: You want to work on your dog's Come cue. Starting in a room with no distractions, you stand 1 to 2 feet maximum away from the dog and say her name excitedly, and then give the cue Come. She is successful in coming to you and sitting in front of you. You will want to repeat this several times, and once she is very reliable (i.e., you do five of these and she has come to you all five times), you can then add another foot to increase your distance criteria.

You would not want to proceed from having her be successful with Come in a certain environment without distractions from a foot away, and then increase criteria to 6 feet away with a toy in the middle of the floor; that would be increasing two criteria at once and might lead to failure.

Often we cannot control our environment when we are in a public space, so be mindful of your surroundings and move away from distractions as needed to practice skills. Over time and with consistency, your dog should improve. Working frequently within your home environment and adding your own distractions should help with a better transition to public environments. Remember, training is about both of you learning and growing together. You may feel frustrated at times, but if you think of it as a learning opportunity, you can be better prepared and less frustrated in future sessions.

Treats

Value and Delivery of Treats

It is important to choose treats that will serve as highly stimulating motivators.

- ✿ **Low-value treats** (i.e. kibble or dry treats): Use for everyday training in familiar situations or with known behaviors.
- ✿ **Middle-value treats** (i.e. Zuke's or Tricky Trainers): great for teaching new behaviors or when the dog is working with a new handler. This is a great option for most situations.
- ✿ **High-value treats** (i.e. hot dogs, cheese): for use in stores, high-distraction situations, or during behavior modification. Examples are hot dogs, food rolls, cheese, and real meat. If you use these every day, they will lose their value, and your dog may no longer work for kibble.

Also remember: For each click, give one treat, delivered by hand directly to the dog's mouth. Always click, then reach for your treat pouch to get the treat! Be mindful of how high or low your hand is, as that can affect what you're doing. If you're standing above the dog to deliver a treat in a DOWN, for example, and your hand is too high, you may get them out of that position by accident. Delivering too high can also cause a dog to reach and grab, taking treats harder.

Life Rewards

Life rewards are things other than food that your dog loves. The more reliably your dog has learned a behavior, the more you can use life rewards in place of treat rewards. Some life rewards are:

- ✿ Playing ball or Frisbee
- ✿ Playing tug
- ✿ Verbal praise and petting
- ✿ Access to something (going through a door, getting to sniff)
- ✿ Anything else your dog loves to do

Dos and Don'ts

- ✿ **Do** remember to keep your body still, and avoid talking too much when cueing a dog. Our dogs are looking for clear verbal and visual cues, and excess movement and words can be confusing.
- ✿ **Don't** carry treats in your hand. This can be distracting and can be accidentally seen as bribing the dog for behavior. Mark, THEN reach for the treat and deliver. *Note: An exception to this rule may be when you are moving through the kennels with a difficult dog.
- ✿ **Do** use the cue before the action—not after!
- ✿ **Don't** repeat cues. Say your cue, and be patient; if the dog does not comply within 10 seconds, reset or move on to something else, and re-evaluate the situation. It is possible the dog has not yet learned that cue fluently.
- ✿ **Do** fade out food lures as quickly as possible. Bait your hand up to five times, and then use your hand alone by the sixth time. This is very important, as we do not want dogs that are reliant on lures and do not know how to do the behavior without one.
- ✿ **Don't** give both cues at the same time. When using the verbal with a visual cue, give the hand signal (raised hand palm up) first, then say the verbal (i.e., Sit).
- ✿ **Do** use your tone of voice to help and not harm. Cues should be delivered in a regular, even tone of voice; you don't need to command the dog harshly. Using calm praise is helpful for an easily excitable dog.
- ✿ **Don't** use harsh verbal corrections, leash pops, spray bottles, or physical force.
- ✿ **Do** ask for help if you need it!

What's a Reinforcement Schedule and what does it have to do with bonding?

A high rate of reinforcement for a job well done rapidly builds communication skills between dog and handler. Frequent rewards keep the service dog engaged, enthusiastic, and interested. The dog gains experience with the new handler's unique delivery and communication style, and the handler benefits from practicing commands, cues, and timing. Training this way not only builds value for the dog but also allows the handler regular opportunities to polish performance and expectations.

Dog training professionals and behaviorists recommend **multiple, short training sessions**. Take every opportunity to practice commands and cues naturally throughout your day. As an example, reinforce proper loading and unloading from vehicles. Reward sharp, focused heeling as you navigate cubicles or a crowd. Hand your dog frequent treats for relaxing properly for long periods during work or school. Train formally two or three times a day for one or two minutes at a time. During these sessions, work on more complex behaviors, skills, and tasks. Some examples include cue recognition, generalizing behaviors, and distraction-proofing tasks. Regular practice results in the service dog being able to better read the handler and anticipate needs.

All throughout the day, handlers can dip into their dog's meal. At the end of the day, whatever kibble is left over can be fed to the dog in large handfuls. Sticking to handfeeding strongly reinforces the connection between dog and handler. Additionally, these sessions build value for interacting and focusing on the handler.

As new teams gain familiarity with each other, handlers will have to reward their dog less frequently. "Variable reinforcement" is a fancy dog training term for "treat the dog randomly for a job well done." This schedule of reinforcement is best for maintaining known behaviors and preventing loss of skills.



Know Your Dog

Dog-Proofing Your Home, Garage & Yard

Here are a few things you can do to make your dog more comfortable, as well as safe.

- ✿ Keep medications, cleaners, chemicals, lotions, and cosmetics on high shelves or in cabinets with child-proof latches.
- ✿ Keep trash cans covered or inside a latched cabinet.
- ✿ Keep toilet lids closed.
- ✿ Keep food out of reach (human food and wrappers can be harmful).
- ✿ Keep wires, cables, etc. out of reach.
- ✿ Keep paper shredders turned off unless in use. A dog's body part (tail or ear) can become caught in a shredder.
- ✿ Keep children's toys put away.
- ✿ Move any potentially poisonous house plants out of reach.
- ✿ Be aware of human food that is poisonous to your dog (e.g., chocolate, large quantities of onion or garlic), and keep it out of reach.
- ✿ Make sure that small pets and their cages are out of reach.
- ✿ Keep laundry and shoes behind closed doors (shoelaces, drawstrings, and buttons can cause problems).
- ✿ If your dog has access to the garage:
 - Move all chemicals to high shelves or behind closed doors.
 - Keep antifreeze out of reach. It has a very sweet taste, and even a very small amount (one teaspoon) can kill a dog.
 - Make sure all chemical remnants are removed from the floor.
 - Keep rat or mice poison out of reach. It can be deadly if ingested.
 - Keep pesticides and fertilizers out of reach, and follow safety warnings about pets when applying it to lawn or plants.
 - Keep all tools and dangerous equipment on high shelves or behind closed doors.
- ✿ Keep doors to rooms closed while the dog is adjusting to their new environment. They can slowly earn their freedom to have the run of the house as they start to settle in.
- ✿ If you have a fenced yard, repair any loose or broken boards so your dog can't escape.
- ✿ If you use pesticides on your yard, do not allow your service dog onto the lawn after application.



Car Safety

Freedom Service Dogs wants you and your service dog to be safe during transport in a vehicle. Although we do not mandate how you transport your dog in a vehicle, we do want you to understand the safety issues involved in transport.

If your service dog is loose, just as with a human passenger without a seatbelt, there is a danger of your dog being thrown out of the vehicle or within the vehicle if an accident should occur resulting in injury for your service dog.

The safest way to transport your service dog is to tether an appropriate size airline dog carrier crate into your vehicle. It is important that the crate be tethered so that it is secure and does not move. If you are unsure of the appropriate size airline crate or how to appropriately tether the crate in your car, please ask a trainer for assistance.

A second option is to use a seatbelt to strap in your service dog. It is important the seatbelt is attached to your dog's harness not the collar. There is equipment you can purchase that attaches to your seatbelt but be aware there have not been safety tests done on such equipment.

Another option is to train your service dog to lay on the floor of the passenger seat. If this is something you would like to do, the trainers can help you train your service dog on this cue.

It is very important that you never have your service dog sit in the passenger seat of a vehicle that has airbags. If there should be an accident, the airbag will explode suddenly and cause injuries to your service dog.

Your service dog should never be left unattended in a vehicle for more than 15 minutes. Additionally, during times in the year that might be abnormally warm or cold, it is important to be mindful of the temperature inside the car. The temperature inside the car can vary greatly from the temperature outside – please see the graphics on the next two pages for more information.

ASPCA

120°

Within 30 minutes,
the car's interior
can climb from
85° to 120°.

102°

On an 85° day,
it only takes **ten**
minutes for the
inside of your car
to reach 102°.

90°

Even if the temperature
outside is only 70°, the
inside of your car may
be as much as **20**
degrees hotter!

It's Hot Out!

Don't Leave Your Pet in the Car!



Pets most at risk for overheating are young, elderly or overweight animals, those with short muzzles and those with thick or dark-colored coats.



A car may overheat even when
the windows have been left
open an inch or two.

Shade offers little
protection on a hot day
and moves with the sun.



Many states and local governments have laws that prohibit
leaving an animal unattended in a motor vehicle under
dangerous conditions, which includes hot days. Your car
could be damaged or you could be charged with a crime.



**If you see an animal in a car on a hot
day, try to locate the owner, or call 911!
Stay by the car until help arrives.**



how cold is too cold?

°C	°F				
15°	60°	1	1	1	① No evidence of risk: Have fun outside!
12°	55°	1	1	1	② Risk is unlikely: Have fun outside, but be careful!
10°	50°	2	1	1	③ Unsafe potential, depending on breed. Keep an eye on your pet outdoors.
7°	45°	2	2	1	④ Dangerous weather developing. Use caution.
4°	40°	3	3	2	⑤ Potentially life-threatening cold. Avoid prolonged outdoor activity.
1°	35°	3	3	3	
-1°	30°	3	3	3	+2 if wet weather is present
-4°	25°	4	4	3	-1 if Northern breed or heavy coat
-6°	20°	5	4	3	-1 if dog is acclimated to cold
-9°	15°	5	4	4	
-12°	10°	5	5	5	
-15°	5°	5	5	5	
-17°	0°	5	5	5	

source: adapted from
The Tufts Animal Condition and Care (TACC)

Petplan®

www.Petplan.com

Name and ID Tag

FSD requires that you keep the name given to your service dog. It is important that we can easily identify your dog by name. Each of our service dogs is given a unique name.

FSD recommends that you put your dog's name, your phone number, and an alternate phone number in case you cannot be reached. Your dog is already microchipped, which will help get them home should they become lost and taken to a shelter or veterinary hospital. Your information, as well as FSD's information, will be on the microchip.

Public Access

Until you have passed your Public-Access Test, please only take your dog to public places, including dog parks, when you are with an FSD trainer. Stay close to your home or hotel, and take time to bond with your dog. Walks in a quiet park or neighborhood are fine.

Once you have passed the Public-Access Test, you can take your dog to public places such as work, stores, etc., but we do ask that you refrain from going to out-of-the-ordinary locations, such as concerts, conventions, parties, etc., until you have solidified the bond with your dog. If you have a trip planned during the first month with your dog, we ask that your dog not go on the trip.

Exercise Your Dog

Exercise is VERY important to keeping your dog happy and healthy. Your service dog will get a lot of mental stimulation working with you throughout the day, but they also need time to just be a dog. At FSD, dogs get a minimum of 20–30 minutes of play time twice a day. Exercise may include, but is not limited to, walks, playing in the back yard or in the house, or going to a dog park. We recommend you incorporate exercise every day, as it will help your companion stay relaxed, happy, and at a healthy weight.

Depending on the season, exercising your dog can pose some unique challenges.

Winter:

- ✿ Some dogs love being outside in the snow, and others not so much. It is important to find out your dog's preferences and work with them. If your dog doesn't like going outside in the snow to exercise, then come up with some fun games of indoor fetch to keep them moving and playing.
- ✿ For dogs that love being outside when it's cold, make sure to keep an eye on them because they will keep playing even when it is no longer safe for them. Check the dog's whiskers when it is cold. If they start to freeze and get icicles, it is time to go inside.
- ✿ Keep an eye on your dog's foot pads, as very cold temperatures can cause harm. Dogs' pads can freeze and chap just like human hands and feet. To prevent chapping or to treat chapping, you can apply Musher's Secret, Vaseline, or Bag Balm to their pads. These form a protective coating on the dog's pads. It is important that a dog's pads are rough and tough so they can handle most surfaces, so do not put lotion on your dog's pads as this will soften them and make them prone to tearing.
- ✿ Another option is to purchase dog booties, which may look silly but are extremely effective in protecting your dog's pads from injury during the winter months. You will want to spend some time helping your dog learn to comfortably wear booties before sending them out to romp. You can also use a paw wax (such as Musher's Secret) to protect the pads, which also helps give them more traction.

- ✿ Be aware that there are many chemicals, such as de-icer salts, used during the winter that are dangerous if your dog ingests them. Ingestion can happen as quickly as your dog licking their paws on a walk. Non-pet-friendly de-icers can also cause burns to your dog's paw pads. If you use de-icer at your home, choose a pet-friendly brand. You can use dog booties to protect their feet from these chemicals, or keep a warm, wet rag handy while traveling around town to quickly wipe off your dog's pads when you get where you are going.
- ✿ If your service dog has a thick undercoat of hair, they will stay warmer longer. If your dog has short hair without a thick undercoat, they will not stay as warm during the winter months. Some dogs need and prefer having a jacket to keep them warm during the winter months.
- ✿ The temperature change from inside to outside in the winter can cause dry, flaky skin. Brushing your dog during the winter months helps promote healthy blood circulation in the skin and removes dead hair that can build up.

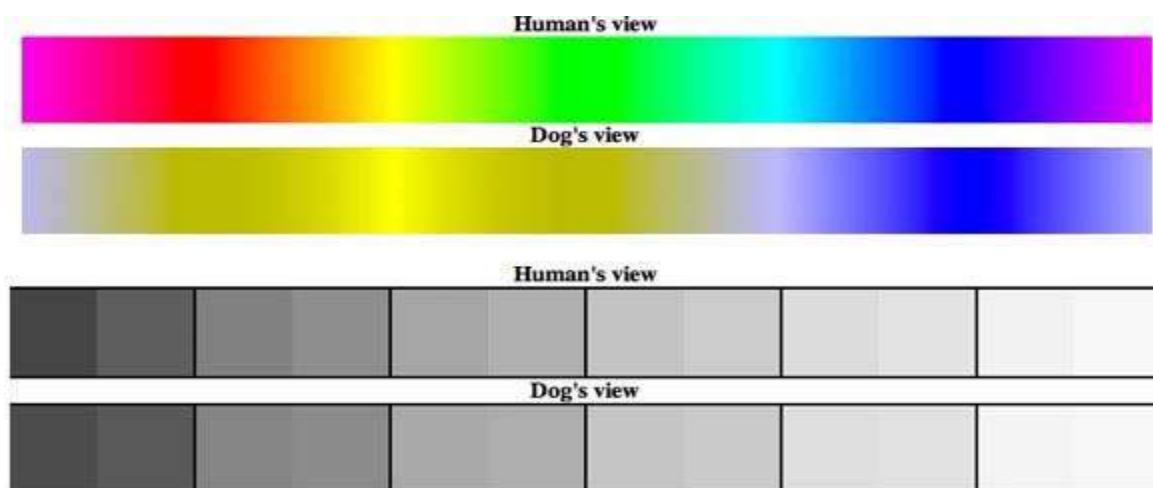
Summer:

- ✿ Your service dog does not sweat except through the pads of their feet. Dogs cool down by panting, and during extremely warm summer months, it can be hard for them to effectively regulate their body temperature. Be aware that the heat can affect their desire to work because they may be uncomfortable.
- ✿ As in winter, some dogs do not realize when it is no longer safe to be outside during the summer. Some dogs will play and play until they are overheated, so it is your job to monitor them and make sure they go back inside before they become ill.
- ✿ Always provide easy access to water, as this aids in helping a dog stay hydrated on a hot day. You can even add ice cubes to the water to help them stay cool and provide a fun treat. Small plastic kiddie pools can be a lot of fun for many dogs and a great way to cool off. Do not allow your dog to excessively gulp water as this can lead to vomiting or bloat.
- ✿ The pavement outside during the summer reaches very high temperatures and can cause a dog to burn their pads. A good rule of thumb is that if you can comfortably keep your hand in contact with the asphalt for 10 seconds, then it is safe for your dog. If it is too hot for you, then it is too hot for your dog. Do your best to park close to buildings during the summer to minimize the amount of time the dog must walk on pavement, and encourage your dog to walk on grass where available instead of on the sidewalk next to you.
- ✿ Booties can work well for extreme temperatures in the summer.
- ✿ If it is over 80 degrees, it is recommended to keep walks to no more than 10–15 minutes. This length of walk allows dogs to get exercise without overheating.

How Dogs See

A website called *Dog Vision* can manipulate an image you upload to show you how a dog would perceive that same scene.

The major differences? Well, there are a lot. **They not see color the same way we do.** Humans see red, green, and blue because we have receptors in eyes that are sensitive to those three colors individually. But in dogs, the cells that read green and red are the same, making those two colors less distinguishable. This theory goes against the previously held notion that dogs cannot see colors at all, which was found to be untrue. Although they have a limited spectrum and cannot determine as well as humans how bright a color is, they can see some colors. See the chart below, created by Dog Vision, to compare their spectrum and ours.



They have less visual acuity. In bright light, dogs see the world a bit blurry, but they see better than humans do in dim light. Dogs' visual acuity is about 20/75, but this can vary by breed.

So the result is this difference in brightness:



Human's view



Dog's view

And the difference in visual acuity:



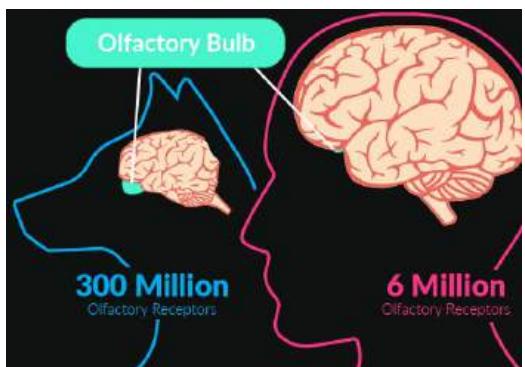
Human's view



Dog's view

Dogs are able to spot fast-moving objects (or prey) easier than humans can. Dogs also have a wider field of view due to the position of their eyes.

How Dogs Smell



Dogs' sense of smell overpowers humans' sense of smell by orders of magnitude; it is 10,000 to 100,000 times as acute. Dogs can detect some odors in parts per trillion. For example, a dog could detect a teaspoon of sugar in a million gallons of water (two Olympic-sized pools worth of water). Dogs possess up to 300 million olfactory receptors in their noses, compared to about 6 million in humans. And the part of a dog's brain that is devoted to analyzing

smells is, proportionally speaking, 40 times greater than ours. Dogs' noses also function quite differently than our own. When we inhale, we smell and breathe through the same airways within our nose. When dogs inhale, a fold of tissue just inside their nostrils helps to separate these two functions. "We found that when airflow enters the nose it splits into two different flow paths, one for olfaction and one for respiration," says Brent Craven, a bioengineer at Pennsylvania State University.

In humans, the sense of smell is relegated to a small region on the roof of our nasal cavity, along the main airflow path. So the air we smell just goes in and out with the air we breathe. In dogs, about 12 percent of the inspired air detours into a recessed area in the back of the nose that is dedicated to olfaction, while the rest of the incoming air sweeps past that nook and disappears down through the pharynx to the lungs. Within the recessed area, the odor-laden air filters through a labyrinth of scroll-like bony structures called turbinates. Like a whale's baleen sifting out krill, the turbinates sieve odor molecules based on different chemical properties.

Olfactory receptors within the tissue that lines the turbinates, in turn, "recognize" these odor molecules by their shape and dispatch electrical signals to the brain for analysis.

On top of all this, dogs have a second olfactory capability that we don't have, made possible by an organ we don't possess: the vomeronasal organ, also known as Jacobson's organ. Located in the bottom of a dog's nasal passage, Jacobson's organ picks up pheromones, the chemicals unique to each animal species that advertise mating readiness and other sex-related details.

The pheromone molecules that the organ detects—and their analysis by the brain—do not get mixed up with odor molecules or their analysis, because the organ has its own nerves leading to a part of the brain devoted entirely to interpreting its signals. It's as if Jacobson's organ had its own dedicated computer server.

A helpful video to learn more about this can be found on Youtube, called: *How do dogs "see" with their noses? - Alexandra Horowitz*

Children & Dogs

As a general rule, children under 12 years old should NOT be left alone and unsupervised with a new dog.

Do not allow children to behave with the dog in a manner you would not want the child to behave with a younger sibling. Teach children to leave a dog alone when the dog is eating, chewing, in their “place,” in their crate, or sleeping. Never allow a child to remove a toy or any other “prized” possession from a dog. A child will not differentiate between a dog they do not know and a dog they have grown up with, so you must make sure to keep everyone safe.

Be sure children know to be careful opening doors or gates to the outside so that the dog does not get a chance to escape.

“Stop the 77” Video:

<https://www.thefamilydog.com/stop-the-77/>

Kid-friendly videos: <https://www.thefamilydog.com/stop-the-77/kid-vids/>

Keys to Supervising Dogs and Kids

There are an estimated 800,000 Americans seeking medical attention for dog bites each year, with over half of these injuries to children ages 5-9. The problem is not lack of supervision.

The problem is no one has taught parents what they should be watching for.

Intervene when any of these things are happening:

1. Tense canine body language



2. Inappropriate human behavior



3. Three really-easy-to-see stress signals in your dog



4. Avoidance behaviors



5. Growling



Robin Bennett
Helping Others Learn How to Keep Dogs Safe
www.robinbennett.com

SAFE KIDS. HAPPY DOGS.

STAY SAFE AROUND THE DOGS YOU KNOW & LOVE

THEIR BODY



Pet dogs gently with one hand, collar to tail (not on the head).



Sit WITH dogs, not ON them.



DON'T dress up dogs.



DON'T kiss, hug or pick up dogs.

THEIR FEELINGS



Learn what dogs are saying and listen when they need you.



Be kind. Do things dogs like.



DON'T yell, scare, hurt or tease dogs.



DON'T be bossy (or make dogs do things they don't want to).

RESPECT



Always invite dogs into YOUR space instead of going into theirs.



Walk away from dogs when they're in crates or resting anywhere.



Train and play with dogs using treats and toys.



Let grown ups take care of dogs when they have something they shouldn't.



DON'T go up to dogs when they're eating or chewing.



DON'T put your face in dogs' faces.



DON'T take anything from dogs...



...EVEN if it's yours! Ask a grown up for help.

THEIR SPACE

Created by
 the family dog[®]
dog training for the whole family



stopthe77.com

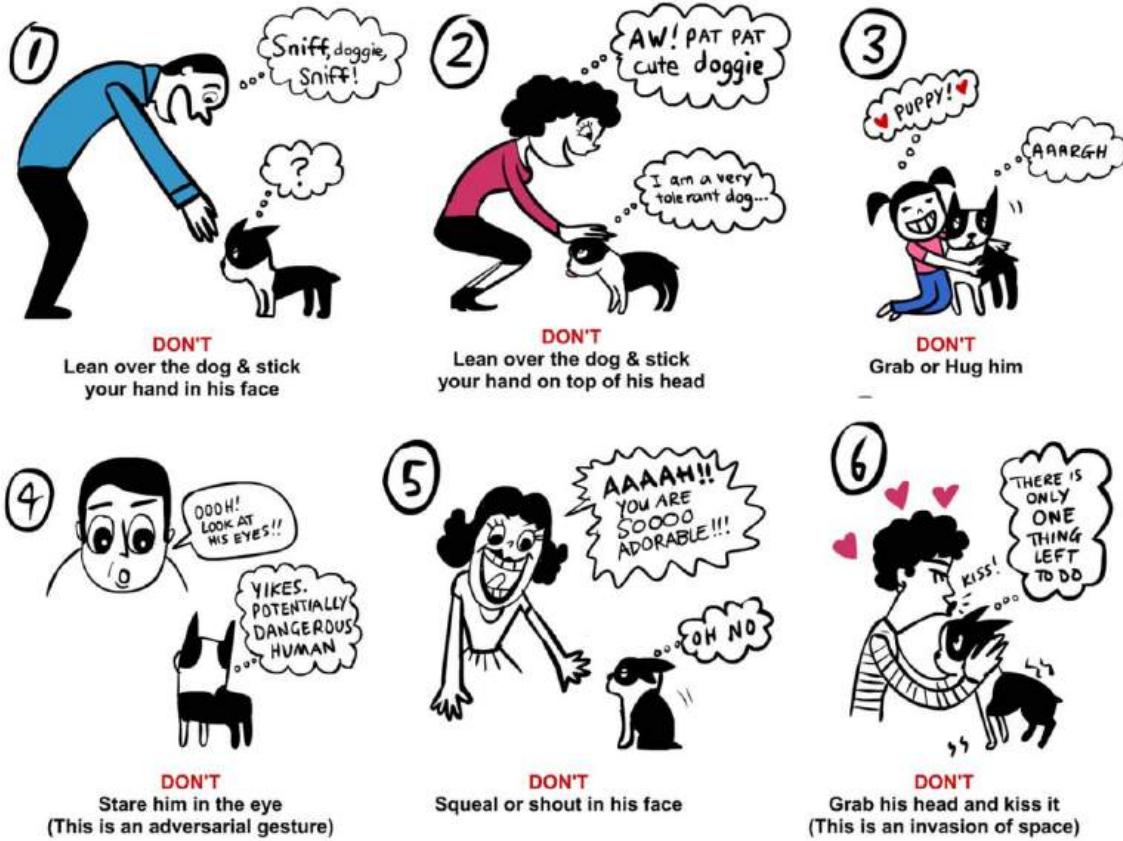
THEIR STUFF

Brought to you by your local dog trainer:

 **FREEDOM SERVICE DOGS**
OF AMERICA

HOW NOT TO GREET A DOG

*Most people do this stuff and it stresses dogs out so they BITE!
I don't care how cute you (or your kid) think Boogie is. Please show him some respect.*



Doing this to a dog who doesn't know you is like a perfect stranger giving you a great big hug and kiss in an elevator. Wouldn't that creep you out? And wouldn't you have the right to defend yourself?

THE CORRECT WAY:



- * No Eye contact
- * Let the dog approach you in his own time
- * Keep either your SIDE or BACK towards the dog (non-threatening posture)



- * Pet or stroke him on the SIDE of his face or body. Or on his back.

Appropriate Toys

Until you know how your dog handles various toys, always supervise them. Some appropriate toys include, but are not limited to:

- ✿ KONG products (except for the solid ball)
- ✿ Buster Cubes
- ✿ Rope toys
- ✿ Tennis balls
- ✿ Outward Hound toys (they make a whole line of different types of food puzzles)
- ✿ Stuffed toys
- ✿ Jolly Ball

You can find recipes to fill your dog's Kong with here: <https://www.kongcompany.com/recipes>



Inappropriate Toys

- ✿ Anything harder than the dog's teeth
- ✿ Anything small enough to get lodged in your dog's throat
- ✿ Children's stuffed animals (these often have parts like plastic noses and eyes)
- ✿ Rubber ball with only one hole (it can create a suction and be life threatening)
- ✿ KONG ball or other heavy, slick rubber ball (even if it is the size of a tennis ball, it can get lodged in a dog's throat)
- ✿ Old shoes



30 Day Bonding Period

For the first 30 days of having your new service dog home with you, all treats, walks, attention, playtime, training, meals, snuggles, and affection should primarily come from you. There may be exceptions to this in cases where another person is required to assist you in caring for your dog. You will work with your trainer to customize these exceptions to best fit the needs of both you and your dog. For example, you may not be able to fill your dog's food dish and place it on the ground, but you may be able to hold it in your lap while your dog eats from it.

This bonding period is very important for the future of your team. If the dog finds that attention, treats, food, and other wants and needs are fulfilled "for free" by a friend or family member, but that they have to "work" for you in order to earn these things, you can imagine who they will look to more often!

It is acceptable to introduce your new dog to the friends and family members who will be sharing a home with you and your dog, and to allow initial greetings. Do not, however, plan a big welcome party with people who do not reside in your home normally. This can be very overwhelming and confusing to a dog.

It can be difficult with children to explain a "hands-off" policy for the exciting new dog in the home. It may be helpful to use visual aids, such as a red bandana that means "Do not interact."

***When you get home, show your dog the spot where they will go potty, take a tour of the areas of the house where they will have access. In the first few days, limit freedom to spaces in the house where they will be spending a lot of time (i.e. family room, kitchen, bedroom). Dogs should be supervised at all times in the first few days.**

With any relationship, bonding provides the foundation upon which everything else rests. A new service dog partnership isn't any different. Proper bonding from the very beginning allows teams to move forward with confidence, both for work and training.

The following bonding tips have been adapted from anythingpawsable.com "3 Tips for Bonding with a New Service Dog" by Kea Grace.

Bonding Tip #1: Tethering and Umbilical Training

One of the top tips for building and strengthening bonds is "spend lots of time together." For newly formed service dog teams, time together results in a cascade of relationship-building opportunities. By spending time together, both members of the team get to know each other, learn to communicate, and start integrating the other into daily routines. Indeed, almost every facet of bonding requires interaction and time together.

One of the easiest ways to help a new service dog adjust to new environments, expectations, and schedules is "tethering." Tether training, also known as umbilical training, uses a 3- to 6-foot leash or specially made tether to keep a dog in close proximity to their handler. Lots of tethers have a snap on both ends. Many use chew-proof materials, like lightweight coated cable, in the design.

Tethering creates strong handler focus, assists in routine development, strengthens bonding, and facilitates relationship building. When used as a bonding tool, the handler or trainer usually attaches

the tether to their belt. Some handlers prefer looping the tether around a sturdy object, like a desk leg, or clipping it into an anchored O-ring in the baseboard. If you attach your dog to furniture or a stationary ring, remember to take the dog with you when you move from the area!

Benefits of Tether Training: Tethering allows the handler to comfortably keep their hands free and focus on work or activities. Simultaneously, it conditions the dog to move when the handler moves and rest when the handler rests. The two are never farther than a few feet apart. As a result, they get quality time together all day, every day! Constantly keeping a new service dog within the handler's space expedites the bonding process in four major ways.

Tethering benefits:

- ❖ *Quality time*
- ❖ *Close proximity*
- ❖ *Training opportunities*
- ❖ *Communication practice*

First, the handler and tethered service dog frequently interact. Since the service dog remains within arms' reach, the handler pets and talks to the dog more often. Bonding relies on consistent positive interactions between handler and service dog over a period of time. Consequently, each time the handler engages their new partner in an enjoyable way, it contributes to the budding relationship's foundation.

In a like manner, tether training builds teamwork. Partnerships require two parts to work together as a single unit. Tethering requires the handler and dog to navigate each other and the environment as a unit. Without awareness of each other, the two will frequently be in each other's way. As a result, the constant close proximity means the two new team members get ample practice moving with and around each other.

Finally, tethering forces the dog and handler to utilize the dog's skills and behaviors. The handler must communicate with the dog using the proper cues and commands. In a like manner, the dog must learn to focus on and respond to the handler. Since the service dog remains so close, the handler can frequently and easily train and practice throughout the day.

Bonding Tip #2: Handfeed Your Dog and Use Meals for Training

Maintaining service dogs' skills requires regular practice. Training all of these behaviors and creating reliable, distraction-proof performance requires hundreds upon hundreds of hours of careful skill building, instruction, and practice. Keeping these skills calls for frequent, regular practice and use. The old adage "Use it or lose it" definitely applies to a service dog's obedience, public-access skills, and task training. The more complex or precise a behavior is, the more practice it takes to keep the skill honed. In the beginning, a new team has many new cues, skills, behaviors, and tasks to learn, practice, and polish. This undertaking goes far beyond merely memorizing a list of commands. In addition to

mastering verbal and nonverbal cues, the new handler must also learn and utilize training and behavior theory.

Without an understanding of criteria, rate of reinforcement, and many other dog training concepts, a new handler can quickly create sloppy or unreliable responses from their canine partner. For these reasons and others, new teams need as much practice together as they can get.

Only experience allows the handler to develop the necessary communication skills, timing, and teamwork necessary for maintaining complex training. The only way to gain experience is by doing, practicing, trying, failing, and doing some more. You can get this practice by handfeeding your dog their meals while practicing cues.

Handfeeding Meals Offers Multiple Bonding Benefits: As mentioned above, honing a service dog team's performance and skills requires practice. Thankfully, service dogs with a high food drive make this process easy! Since they happily perform and learn for small tidbits of food, handlers can use mealtimes as a way to get lots of extra practice and build a relationship.

A key part of bonding relies upon convincing the dog that the handler is a source of all good things. Food is a good thing in the mind of a high food drive dog. Consequently, the handler directly delivering the food one piece or small handful at a time builds powerful associations for the dog. These positive associations along with the quality time spent interacting during training sessions, serve to deepen, enhance, and strengthen bonding.

In addition to strengthening growing bonds between dog and handler, handfeeding meals also offers a convenient way to reinforce behaviors all day long. Placing the service dog's entire daily allotment of kibble in a pouch or baggie allows the handler to carry the food and keep it close at all times. As a result, the handler can frequently reward their canine partner for proper responses and performance.

Bonding Tip #3: Do More Than Work and Train

Service dogs work for their handler who has a disability. They perform trained tasks to mitigate the results of their handler's disability. A well-trained service dog offers independence, freedom, increased quality of life, and peace of mind. Many service dogs remain on-call 24 hours a day, 7 days a week, 365 days a year. These unique, highly trained dogs definitely work hard.

However, service dogs also love hard and live hard. The same traits that help them excel as service dogs also create a need for interaction, play, and downtime. A working dog who only works risks burnout, just like humans. As a direct result of burnout, performance decreases, health declines, and previously sharp skills become unreliable or non-existent.



Keeping your service dog close and regular training with lots of reinforcement, along with routine use of your canine partner's skills and tasks, contribute to a strong bond. Quality time outside of work and training also enhances a service dog team's relationship and partnership.

Unique individuals mean unique team needs: Every service dog team is unique, as are the individuals that make up the team. Dogs have a plethora of personality types. Even more than just personality, every dog varies in play style, physicality, exercise requirements, and desire for interaction. Some dogs need time to run in circles and goof off every single day, whereas other dogs delight in snuggling with their handler or getting brushed.

The longer a dog and handler are partnered, the better they'll know each other. Spending time playing, grooming, snuggling, or exploring allows a new handler to learn their dog's preferences. All of these out-of-work activities also result in quality time spent together, which, of course, further enhances team bonding. It's a win-win!

Outings with your service dog

When you first bring your dog home, spend time together within the home and try to only go on beginner outings (see below). Prior to going on any outing, check in with yourself and see if you feel up to going. If not, that's okay! You can spend time with your dog at home. Your dog will pick up on your stressors and will be aware if you are not feeling up to the tasks of going on an outing. We encourage you to take things slow in the beginning.

Beginner outings

These should be to low distraction environments, should be kept short in duration (less than 15 min), and you should use high value treats

- ✿ *Walk in your neighborhood during a quiet time
- ✿ *Visit to small, local park near your house
- ✿ Visit to library
- ✿ Walk around an outdoor shopping area
- ✿ Coffee shop where you can sit outside
- ✿ *Any store where you can sit outside that does not have a lot of noise distractions
- ✿ Art gallery

Intermediate outings

Gradually begin going on these outings as the bond with your dog strengthens, use high value treats at first and keep duration between 1-2 hours maximum

- ✿ Stores during non-peak hours, such as Target
- ✿ Grocery store when you only need to pick up a few items
- ✿ Hardware store, such as Home Depot
- ✿ Park during busier hours of the day
- ✿ *Dog park during non-peak hours
- ✿ Indoor/Outdoor mall on quiet day
- ✿ *Pet Store
- ✿ Doctor's appointment, such as a consult
- ✿ Movie, ideally a matinee showing

Advanced outings

These outings should be reserved for when you have bonded with your dog and feel confident as a team. You should use high value treats and a high rate of reinforcement at first and possibly scout location prior to your trip without your dog.

- ✿ Any store at a busy time
- ✿ Grocery store, for a full shopping trip
- ✿ Airport
- ✿ Doctor appointment, with an examination
- ✿ Therapy appointment
- ✿ Public transportation
- ✿ Full-day outing away from the home

*These are outings you can go on before you have public access

Plan for outings when bringing your dog home:

Weeks 1-2: One or two Beginner outings

Weeks 3-4: Start with two Beginner outings, move on to one-two Intermediate outings if you are feeling confident

Weeks 5 (after 30-day bonding): Two-Three Intermediate outings per week; Go on a Beginning outing if you feel you still need practice

Week 6: Two Intermediate outings, one Advanced outing with a day in between each outing

Week 7-12: One-two Intermediate and one-two Advanced outing with time in between outings

Week 12+: Your dog can go almost anywhere with you but you always need to be mindful of the dog's energy, mood, stress level, as well as your own

It is important to give your dog (and yourself) rest after a more challenging outing and give them down time. It is more than okay to leave your dog at home / in their crate, where they can relax after a difficult outing.

Suggested restrictions for locations where you should not take your service dog:

- ✿ Zoo
- ✿ Loud concert
- ✿ Swap meet or flea market
- ✿ Amusement park
- ✿ Doctor's appointment that includes surgery
- ✿ Any event where animals are present (i.e. rodeo, petting zoo)



Nutrition

Dog Nutrition in a Nutshell

At FSD, we feed the dogs twice a day, once in the morning and once in the evening. It is better for your dog's metabolism to eat two smaller meals twice a day than one large meal once a day. In general, give your dog about 20 minutes to eat and then remove the food even if they are not done. FSD does not recommend "free feeding." Feeding your dog on a schedule helps you keep track of how much they are eating and any changes in eating habits. Your dog's eating habits can tell you a lot about their overall health. For example, if a dog that normally gobble down their meals is suddenly not interested in eating, there might be a health issue you need to address.



It is important to limit your dog's activity for at least one hour after eating a meal to allow your dog time to digest their food. If your dog exercises too roughly right after a meal, it can cause what is known as "bloat," where the dog's stomach flips over inside their chest. This effectively pinches off either end of the stomach, trapping dangerous gasses inside the stomach that can build up and, if not treated, lead to death.

It is EXTREMELY important that your service dog maintains a healthy weight.

A kennel environment can be stressful for dogs and may cause them to not retain as much weight as they would in a home environment. FSD has recommended a specific amount of kibble for your service dog. You will need to monitor your dog's weight and adjust the amount of kibble if they begin to gain weight. As little as 5 pounds overweight can cause increased strain on the heart and other organs, as well as an increased risk for diabetes and joint problems.

At the time of placement, your dog is at or close to a healthy weight. Your service dog's backpack and harness has been fitted specifically to your dog. If these items are getting snug, your dog is gaining weight. It is important to readjust your dog's kibble to help them lose the added weight. If you have questions as to what amount of kibble is right for your service dog, call FSD.

You should be able to run your hands over your dog's sides and feel their ribs without having to push down too hard, but you should not be able to see the dog's ribs through their fur.



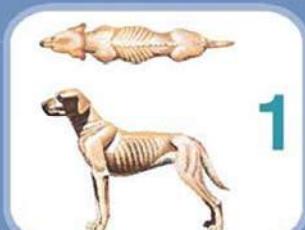
Nestlé PURINA

BODY CONDITION SYSTEM

IDEAL

1

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



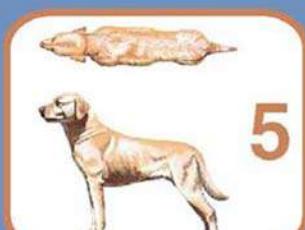
2

Ribs, lumbar vertebrae and pelvic bones easily visible. No palpable fat. Some evidence of other bony prominence. 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.



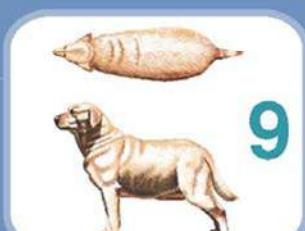
4

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.

The BODY CONDITION SYSTEM was developed at the Nestlé Purina Pet Care Center and has been validated as documented in the following publications:

Mawby D, Bartges JW, Moyers T, et al. Comparison of body fat estimates by dual-energy x-ray absorptiometry and deuterium oxide dilution in client owned dogs. Compendium 2001; 23 (9A): 70

Lafamme DP. Development and Validation of a Body Condition Score System for Dogs. Canine Practice July/August 1997; 22:10-15

Kealy, et. al. Effects of Diet Restriction on Life Span and Age-Related Changes in Dogs. JAVMA 2002; 220:1315-1320

Call 1-800-222-VETS (8387), weekdays, 8:00 a.m. to 4:30 p.m. CT

Nestlé PURINA

What to Look For in a Dog Food

There are a ton of food choices for your service dog. At FSD, we feed dry dog kibble. You can mix in wet food from time to time, but remember, if your dog gets used to only eating wet food with each meal, they will be less likely to eat straight kibble when offered. Most of us, given the option, would choose cupcakes over broccoli. Dogs will choose wet food over dry food.

Here are suggestions of what to look for in a dry dog food:

- ✿ Look at the first three ingredients on the package of kibble. Manufacturers are required to list ingredients by weight, just as with people food. You want quality meat to be the top ingredient. AVOID foods that have meat “by-products,” as this basically means that any parts of the chicken not fit for human consumption are used. For example, a food with chicken by-product might contain things like beaks and feet that clearly do not hold the same nutritional value as real chicken meat.
- ✿ If you wouldn’t eat it yourself, it’s probably not good for your dog!
- ✿ Try to find a food that contains real meat products and is low in fillers such as corn or rice. If fillers are the top ingredient in the food, your dog will not get the nutrition they need.
- ✿ Higher-quality dog food will include meat, vegetables, and grains. Lower-quality food will have more fillers and fewer ingredients that your dog can digest and absorb.
- ✿ REMEMBER: A higher-quality dog food may be more expensive, but you will be able to feed your dog less because of the higher-quality ingredients. A quality dog food will also reduce veterinary bills caused by poor nutrition. An additional perk is that your dog will produce less waste because they are able to absorb the food better.
- ✿ Look for food that contains fewer preservatives and other additives such as sugar or other sweeteners. Sugar provides no nutritional value for your dog, and dogs do not have enough taste buds to truly appreciate it like people do.
- ✿ Due to current studies about the potential health risks associated with feeding a grain-free diet, many vets are recommending dogs are not fed grain-free diets long-term. If you do decide to feed a grain-free diet, make sure that legumes including peas, are not in the top 5 ingredients.
- ✿ We recommend you continue to give your dog the supplements recommended by FSD. Often even high-quality kibble will not provide everything your dog needs to remain healthy. Refer back to “Know Your Dog” for the list of recommended supplements for your dog.



Dietary Supplements

Fish Oil (Omega 3s)

Benefits:

- ✿ Healthy skin and coat
- ✿ Improves immune system
- ✿ Decreases inflammation
- ✿ Reduces joint discomfort
- ✿ Reduces risk of stroke and heart disease
- ✿ Improves brain functioning
- ✿ Renews energy
- ✿ Daily recommended dose: 2,000mg-3,000mg of EPA/DHA
- ✿ Some dog foods have omega 3s in the food, so remember to check before supplementing

Probiotics

Benefits:

- ✿ Aids digestion
- ✿ Increases nutrition absorption
- ✿ Decreases 'bad' bacteria
- ✿ Increases 'good' bacteria in the gut
- ✿ Enhances resistance to viruses and diseases
- ✿ Reduces cholesterol
- ✿ Improves resistance to stress
- ✿ Improves resistance to bowel problems
- ✿ Daily recommended dose: 2-4 billion CFUs (colony-forming units)

Glucosamine & Chondroitin

Benefits:

- ✿ Improves stiffness, range of motion, and mobility
- ✿ Helps create new cartilage
- ✿ Eases pain associated with osteoarthritis
- ✿ Especially recommended for large dogs and older dogs

FSD is committed to helping you find the best nutrition option for your dog within your budget. Do not feel pressured to purchase a food that you cannot reasonably sustain for the long term. FSD can advise you on dog food options that fit your budget. You can check out options on the Dog Food Advisor website at www.dogfoodadvisor.com.

How to Switch Your Dog to a New Food

If you want to change your dog's food, it is important to gradually switch your dog to a new food so as not to cause diarrhea and upset stomach. We usually recommend doing a food switch over the course of a few days.

- ✿ Day 1 of food switch: Start with $\frac{3}{4}$ of Food #1 and mix it with $\frac{1}{4}$ of Food #2 for both meals.
- ✿ Day 2 of food switch: mix $\frac{1}{2}$ Food #1 with $\frac{1}{2}$ Food #2 for both meals.
- ✿ Day 3 of food switch: Mix $\frac{1}{4}$ Food #1 with $\frac{3}{4}$ Food #2 for both meals.
- ✿ Day 4: Dog should now be moved to only Food #2 for both meals.

If your dog is still experiencing some stomach problems, even with the gradual switch, you can add a cup of cooked rice to the kibble to help calm their stomach.

Is People Food Okay for My Dog?

FSD does not recommend feeding your dog people-food scraps from your plate or from the kitchen table. Your dog does not need people-food scraps to have a balanced diet, and you will teach your dog to beg if you share from your own plate. If you give your dog people food too often, they might start to think they only need to eat people food and that their kibble isn't up to par. You do not want to get your dog hooked on people food to the point that they will not eat their own kibble. Dogs are smart that way!

If you really want to give your dog a special treat, then make sure to move to a different room and have the dog do a command to receive the scrap of food. Certain types of people-food scraps (like steak bits or pieces of cooked chicken) can be used as high-value treats when teaching your dog something new or in high-distraction situations. You can take these scraps and mix them with some of your dog's regular kibble to use for training. Remember to use high-value treats sparingly or they will lose their value. If you feed your dog straight from your plate or the dinner table, you are rewarding them for begging and being rude. If you only use appropriate leftovers as a part of training treats, your dog will not make the connection to the food you are eating at the table and begin to beg. It is all about the situation.

Treats

At FSD, our dogs have been taught the “Nothing in Life is Free” philosophy. This means that they don’t get free handouts just for being cute, but instead must work for their rewards just like people do. If a person wants to get paid every week, they must do their job and earn their pay. It is the same in the dog world. Your dog should offer some sort of acceptable behavior/task in order to receive a treat. This positive reinforcement ensures they will continue to perform the tasks for which they have been trained. If your dog get treats simply for looking cute, then they won’t want to have to work to earn them. Every time you want to give your dog a treat, ask them to perform a task and reward them when they perform on cue. It does not need to be anything complicated; a simple “sit” command will do the trick. FSD also recommends giving your dog a simple command before each meal and upon performing the task, providing their food bowl.

Dogs love treats that are smelly, as they use their sense of smell over taste. As with their food, you want to make sure you have a variety of treats: regular kibble for everyday training in familiar situations or for known behaviors; middle-value treats, such as Zuke’s training treats, for new behaviors; and high-value treats for behavior modification or in high-distraction situations. The fewer preservatives, artificial colors, and flavors, the better quality of the treat. Each dog is different, so find treats that your dog loves and remember to mix it up so your dog does not get bored. Using different values of treats will help your dog stay tuned in to you when you are working together. If you find yourself giving your dog a lot of treats in the first few months of owning your service dog, do not worry; this is part of the bonding process.

During this time, cut back a bit on your dog’s daily meals so they do not gain weight. Treats are generally richer than a dog’s normal food and can cause weight gain.

Appropriate Treats

- ✿ Zuke’s: Great treats!
- ✿ Old Mother Hubbard biscuits
- ✿ Canine Carry-Outs: Not the best nutritionally, but dogs love the smell, so they are good for occasional use or when mixed with kibble. You’ll want to break up the large chunks into smaller pieces for treats.
- ✿ Happy Howie’s Dog Food Roll: referred to as “loaf,” it is VERY rich but great for using as a very high-value treat (shown at right).
- ✿ Pet Botanics “Training Reward”: Small, bite-size treats that dogs love.
- ✿ Hot dogs (high value): Look for higher-quality hot dogs or ones that are lower in sodium (if you wouldn’t eat it, you probably shouldn’t feed it to your dog).
- ✿ Small bits of cheese (high value)
- ✿ Small bits of meat (high value): Boiled chicken, lunch meat, leftover steak (avoid sauced and spiced meat).
- ✿ Freeze-dried liver (high value): Comes in a large tub and can be expensive, but if you cut it up into smaller pieces, it lasts a long time and dogs LOVE it.



- ✿ Raw bones (only those purchased from a pet store to ensure quality, not cooked): Be sure to supervise your dog with these, and only let them eat the bone for about 10 minutes at a time the first few times to see how their stomach reacts to the richness.
- ✿ **Pressed** rawhide treats made in the U.S.A.: Make sure to always supervise your dog with these (shown at right).
- ✿ Bully sticks made in the U.S.A- again, always supervise



Inappropriate Treats

- ✿ Any non-pressed rawhides or rawhides that have “knots” twisted into them, as dogs can tear those off and swallow them (shown below)
- ✿ Anything made in China (their dog food/treat-processing laws are very lax)
- ✿ Any bones that are baked or cooked, as the pieces easily splinter



Water!

Your dog should ALWAYS have access to fresh water. If you’re out working all day with your dog, bring a collapsible water bowl or Tupperware container so you can stop for periodic water breaks. There are many different types of water bottles for dogs that make it easy to give your dog water when you’re on the go. Keep in mind that when your dog is getting lots of treats throughout the day, they are going to need more water than they normally would. If your dog stops wanting to take treats or is acting “off,” try offering them water and a bit of a time out to see if that solves the problem. You should have water available on each level of your house so your dog can have access to it when they want it.

If your dog has just ingested a large amount of water, hold off on activity with them for a little while. If a dog exercises too quickly after drinking a lot of water, they will most likely throw it up— and that’s a mess you don’t want to have to clean up. You will also want to prevent your dog from excessively gulping large amounts of water, as that can lead to bloat.



Grooming

Grooming Your Dog

For service dog owners that take their dogs to public spaces, keeping the dog clean, neat, and tidy is of the utmost importance. Grooming and cleanliness are important aspects of caring for your service dog. A well-groomed dog is more readily accepted in public spaces, and a clean dog has less of an impact on those with allergies to dog fur and dander.

Although many dogs do not need professional grooming, it is important that you practice regular grooming at home. If you have a physical disability that prevents you from grooming at home, find a local professional groomer to assist. It can be as simple as brushing your dog a couple of times per week. Grooming is a great time to bond with your dog, while also keeping them happy and healthy. The best thing you can remember about grooming your dog is to make it fun and give lots of treats and praise throughout the entire process.

The more fun you make it, the less likely your dog will be to become nervous or agitated while being groomed. If you make it enjoyable, then a dog that might run away from bath time will instead be excited to hop in the bath.



Brushing

- ✿ Brushing helps keep a dog's coat clean and healthy. It spreads the natural oils throughout the fur to keep it shiny and help prevent tangles and mats.
- ✿ Grooming is a great time to look for things like lumps, bumps, ticks, and fleas etc. that you might not notice normally.
- ✿ Certain breeds, like Labs that have a thick undercoat, need brushing on a regular basis to control shedding.
- ✿ Brushing helps remove tangles before they become matted. If hair becomes matted, shave the mat out rather than brushing or cutting to prevent injury or pain to your dog.

There are many types of brushes available. Please see the next page for recommendations for specific brushes based on your dog's hair type, such as short, double-coated, long, curly, etc.

Rubby Brush: Use strokes or circular motions to dislodge dander, dead hair, and dirt. Don't use on the head. Cost-effective and long-lasting brush for top-coat management. Can also be used to help disperse shampoo and conditioner. Good for short-haired, slick-coated dogs. Good for long, flat, or heavy-coated dogs, such as golden retrievers.



Wire Slicker Brush: Great for use on **unmatted** dogs, especially when shedding. Hold one hand against the body while brushing in the direction of hair growth. Be careful to not scratch the skin. Use one hand to gently push against the body while pulling down with the brush in the direction of hair growth. Good with long, flat, or heavy-coated dogs and short- to medium-haired double-coated dogs.

"Furminator"-Style De-Shedding Tool: Great for dogs that are shedding. Press firmly but NOT hard, and use short-to-medium flat strokes. This tool can scratch skin and is used only on the dog's body. Never use on their lower legs, head, face, or ears. Use sparingly, once or twice a month, as it might thin the coat too much.

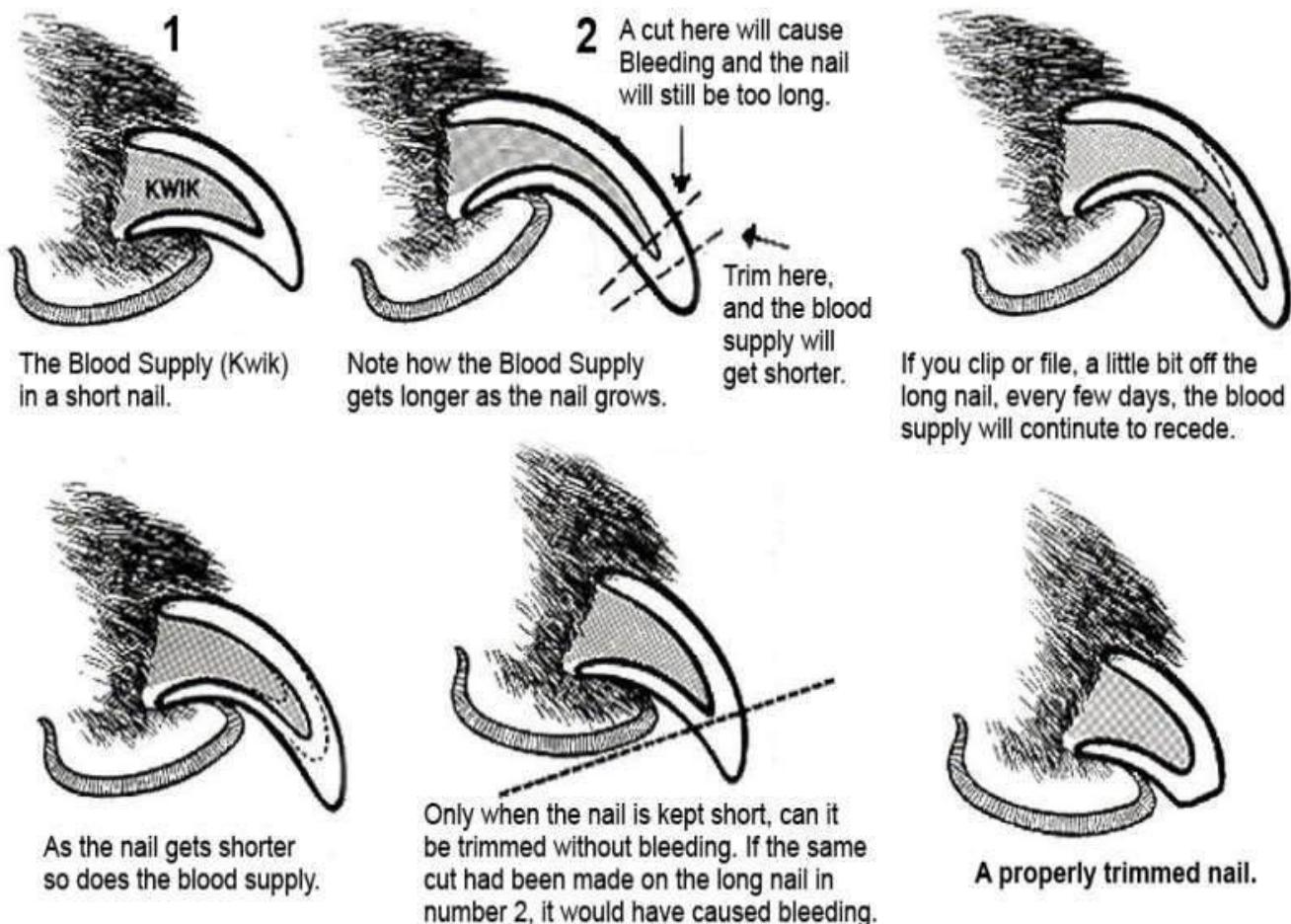


Bathing

- ✿ We usually suggest bathing your dog about once per season throughout the year, unless needed. A dog's skin is more sensitive than human skin and will dry out and get flaky/itchy if they are bathed too often.
- ✿ Select a shampoo that is gentle on your dog's skin. Oatmeal shampoo is recommended.
- ✿ Shampoos and conditioners with dyes and perfumes can irritate a dog's skin.
- ✿ Thoroughly rinse out the shampoo, as it can make your dog itchy if you miss a spot.
- ✿ **When bathing your dog, be sure to brush them before bathing to help eliminate dead hair that may be present along with the healthy fur.**
- ✿ Try to avoid getting your dog's head and ears wet. Water in their ears can lead to ear infections, and water/shampoo in their eyes can be painful and irritating. Unless your dog's head is really dirty, stick to bathing them from the collar back and then towel wash their face.
- ✿ In the winter months, thoroughly dry your dog off before letting them outside.

Nail Trimming

- This can be a stressful experience for your dog if you do not properly prepare them. FSD recommends working with your dog on “handle and massage,” focusing on the feet, while giving them treats. This is a great way to get your dog used to the sensation of having their feet handled.
- Use LOTS of treats when you are trimming nails, as it will help your dog associate good things with the nail-trimming sessions. It is important that the treat comes after each clip, not during. For example: DO clip a small amount of nail and then allow your dog to lick some peanut butter off a spoon. DO NOT allow your dog to lick the peanut butter while you are clipping the nail.
- Use sharp dog-nail clippers to help prevent the scissors from crushing the nail instead of cutting it.
- While clipping a dog’s nails, you want to make sure to take off a very tiny amount each time. This way you will avoid hitting a dog’s quick, which is a vein in each nail. On a dog with lighter-colored nails, you can usually see the quick running down the center of the nail. For dogs with darker nails, it is hard to see the quick, so extra caution is necessary.
- If you do accidentally hit your dog’s quick, apply styptic powder, flour, or cornstarch to help to stop the bleeding. Even a small cut into the quick can bleed rather profusely.



As the nail gets shorter so does the blood supply.

Only when the nail is kept short, can it be trimmed without bleeding. If the same cut had been made on the long nail in number 2, it would have caused bleeding.

A properly trimmed nail.

Dental Care

Periodontal disease is the most commonly diagnosed disease in dogs and cats. Approximately 75 percent of dogs have some form of periodontal disease by the time they are age 3. FSD encourages you to maintain a prevention routine with your dog:

- ✿ Daily care helps prevent tartar (also known as calculus) buildup. It is important to remove as much tartar as possible before it builds up because once it is there, brushing will not remove it. In order to keep the tartar from building up, brush your dog's teeth daily and remember to brush at the gum line. If brushing every day is something you are not physically able to do, try to find someone who can help you do it even if it is just once a week.
- ✿ Use doggie toothpaste for best results. It produces an antibacterial effect that also helps in the prevention of tartar buildup.
- ✿ Another good way to maintain dental health is by providing your dog with crunchy foods and toys made specifically for dental health. There are many products on the market that help promote your dog's natural desire to chew, while also helping to keep tartar from forming.

Prevention, prevention, prevention!

Brushing combined with dental chews and toys a routine basis will help immensely in keeping your dog's teeth and gums healthy. Dental issues can be very costly and painful for your dog, so we recommend you maintain your dog's oral health. And remember to make it positive for your dog! Before you know it, your dog will be happy and excited to get their teeth brushed.

Steps for Taking Care of Your Dog's Ears

It is important to be checking your dog's ears periodically for any redness, odors, swelling, or pain. If you notice any significant or persistent symptoms, including if your dog is shaking their head or scratching their ears, please consult your veterinarian. These may be signs of a more serious problem, such as an infection.

1. Using an ear cleaner made for dogs, found at retail stores, squeeze a small amount onto a cotton pad or cotton ball, never use cotton swabs.
2. Gently wipe the inner and outer ear until the ear is clean and free from debris.
3. Let the ears dry.
4. If bathing the dog, use the ear cleaner afterwards, as it helps pull moisture from the inner ear canal.
5. You may notice your dog shaking their head more after the cleaning; this is perfectly normal and should stop within a couple hours.
6. If you are not comfortable cleaning your dog's ears, please have a veterinary clinic or groomer assist.

*If your dog goes swimming or gets wet, make sure to dry their ears out with a cotton ball/pad. Dog's ears can trap moisture which can lead to bacteria and infection.



Health & Medical

Veterinary Care

Primary Veterinarian

It is important to establish a relationship with a local veterinarian for all of your dog's routine healthcare needs. FSD recommends setting up an appointment with your veterinarian within the first two weeks of receiving your dog. This will allow the veterinarian to get to know you and your dog and for you and your dog to get to know your veterinarian.

- ✿ FSD recommends and requires that your dog have annual exams with a veterinarian to ensure your dog is healthy.
- ✿ Prompt veterinary attention is an imperative part of keeping your service dog healthy. If your dog is not feeling well or you notice something abnormal, make an appointment with your veterinarian as soon as you can so that the concern can be addressed before it potentially becomes a more serious and expensive health issue.

Emergency Veterinarian

It is also important to find an emergency veterinary clinic close to where you live, that is open 24 hours and on weekends and holidays. It is important to have an established emergency vet so that you already know where to take your dog in case of an emergency.

- ✿ If you believe your dog is having an emergency health issue, you can call the vet ahead of time to let them know you are on your way so they will be ready for you when you walk in the door. You can also call the emergency vet clinic and ask if they would advise you to bring your dog in as an emergency, or if they believe that the dog can see wait to see your normal vet.

Poison Control

American Society for the Prevention of Cruelty to Animals (ASPCA) Poison Control

Resources: 24-hour Hotline: 1.888.426.4435 (put this number in your phone for easy access!)

ASPCA Mobile App (download to phone)

Animal Help Now app

If you are a resident of Colorado, this is an app you can download that will allow you to search emergency veterinary care facilities nearby. This is helpful if you are away from your neighborhood and have an emergency.

If it is an emergency, proceed immediately to your 24-hour emergency veterinarian and call them to let them know you are on your way!

Keeping Your Service Dog Healthy

Vaccinations and Regular Veterinary Care

FSD requires that you maintain current vaccinations on your service dog including: rabies, and distemper/parvo combo (canine distemper, adenovirus-2, parvovirus, +/- parainfluenza). If your dog flies with you, stays at a boarding facility, or goes to doggie daycare, you may be asked to provide your dog with a yearly bordetella vaccination. If your dog spends time in lakes, rivers, or streams, you may want to discuss the leptospirosis vaccine as well. Some vaccination requirements will vary between geographical locations, and your veterinarian is best suited to help you determine which vaccinations are most appropriate for your dog. You will be required to take your service dog to your veterinarian for an annual examination, which will be submitted with your annual report. This visit and reporting is mandatory. If you keep your dog's rabies and distemper/parvo vaccine up to date, they will only need to be vaccinated every three years.

Your service dog is current on vaccinations and in good health.

Heartworm Prevention

Heartworm is a serious disease that can cause organ damage and even death. The worms are spread by mosquito bites. It is important to keep your dog on monthly heartworm prevention.

You can obtain heartworm prevention from your veterinarian. Your service dog has had a heartworm test and is currently on monthly heartworm prevention.

FSD dogs are monitored daily for health and wellness. Your service dog is currently in good health and isn't exhibiting any health concerns currently.

When you initially take your service dog home, it is important to remember that they may experience some stress and/or anxiety due to the changes. This stress can present in several different ways including:

- ✿ Refusing to take treats or eat dog food Soft stool
- ✿ Diarrhea with mucus and/or spots of blood
- ✿ Drinking excessive water

If any of these issues persist for more than 24 hours, please call your FSD Client Services contact to discuss your dog's condition.

AAHA Canine Vaccination Guidelines

Vaccination recommendations for general practice

Core

Canine distemper virus,
adenovirus-2, and parvovirus,
+/- parainfluenza virus

Rabies virus

Noncore

Bordetella bronchiseptica + canine parainfluenza virus
Bordetella bronchiseptica
Leptospira
Borrelia burgdorferi
Canine influenza virus-H3N8
Canine influenza virus-H3N2
Crotalus atrox (western diamondback rattlesnake)

Note: Veterinarians have discretion to recommend administration of one or more noncore vaccines that may be considered regionally important for a majority of dogs.

Signs and Symptoms of a Health Problem

- ✿ Dog is not eating, drinking, or eliminating normally *
- ✿ Dog is throwing up or has diarrhea
- ✿ Dog has small amounts of blood and/or mucus in feces *
- ✿ Dog has a lot of blood in stool
- ✿ Dog has blood in urine
- ✿ Dog seems lethargic – very low energy level (this may be due to exhaustion from the initial training and stress; once you get to know your dog, you will be able to tell the difference)
- ✿ Dog's ears are red and irritated
- ✿ Dog has a persistent cough or runny nose with green or yellow discharge
- ✿ Dog is limping, having a problem getting up from a down position, or cannot stand up
- ✿ Dog refuses to go up or down stairs
- ✿ Dog has red eyes or yellow/green mucus discharge
- ✿ Dog is scooting on the ground
- ✿ Dog is constantly scratching or pawing at ears
- ✿ Dog has a lump or a bump on their body or extremities

*except for initial stress/anxiety in new environment

Addressing Common Health Issues

- ✿ **Loose stool-** dogs can have loose stool for a variety of reasons. If your dog has loose stool, you can try adding 1-2 tablespoons of pure pumpkin puree to their meals. Pumpkin helps regulate stool consistency, so it is also great for constipation. Psyllium husk powder is a fiber that can be added to your dog's meals if they are having loose stool- ¼ tsp per meal. Pumpkin and psyllium can be added to your dog's meals as needed or regularly to help maintain healthy stool quality. If loose stool doesn't improve within a couple of days, contact your veterinarian, as something concerning may be causing loose stool.
- ✿ **Goopy eyes-** dogs can have goopy eyes, especially in the morning. If your dog has more discharge than normal, and it is a clear or gray-tinged, then you can try rinsing your dog's eyes with saline solution a couple times daily. Saline solution helps restore the natural pH of the eyes and can help flush away debris and allergens. If your dog has red eyes, yellow or green discharge, or crusty eyes, contact your vet as your dog may require medication.
- ✿ **Vomiting-** if your dog vomits up their food, or if they have a single instance of vomiting, but are otherwise acting normally, you can withhold treats and food for a couple of hours, feed a bland diet consisting of cooked rice and chicken (3:1), or give half the normal amount of food for the next meal. Monitor to see if the dog vomits up the food. If they can slowly be reintroduced to their regular diet over 2-3 days. If your dog cannot keep down food or water, vomits several times over a couple hours, or is lethargic, contact your vet.

Protecting the Dog from Dangerous Objects/Items

1. **Ingesting Foreign Objects:** A dog will eat just about anything! It is your job to protect your dog and keep them out of harm's way. Dogs have been known to eat rocks, pantyhose, electrical cords, safety pins, nails out of a bucket in the garage, sprinkler heads, cell phones, remote controls, dog toys, and more.
2. **Escalators:** Only use elevators with your dog, NEVER escalators or moving sidewalks! Dogs can get their paws or hair caught in them.
3. **Flying Insects and Spiders:** Dogs stung or bitten by an insect or spider can experience similar symptoms as a human would and may require immediate veterinary care.
4. **Poisons:** Many dogs die from ingesting poison. Keep poisons and other harmful chemicals, foods, and plants somewhere in your house or garage where a dog cannot get to them.

Common People Foods That Can Be Toxic to Your Dog

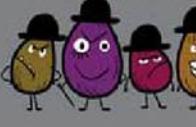
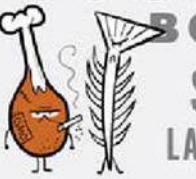
Some people foods, though highly desired by our canine friends, can be toxic to them. This is a list of the most common foods that can be toxic to dogs. If you're not sure if your dog can have something, do not give it to them!



- ✿ Onions and garlic contain a toxic ingredient called thiosulphate. This poison builds up in your dog's system and can be toxic.
- ✿ Chocolate contains theobromine, which is a cardiac stimulant and a diuretic.
 - If your dog has ingested chocolate, you determine the toxicity level by going to: <https://www.petmd.com/dog/chocolate-toxicity>
- ✿ Grapes and raisins can damage your dog's kidneys.
- ✿ Most fruit pits and seeds contain cyanogenic glycosides, resulting in cyanide poisoning.
- ✿ Macadamia nuts contain an unknown substance that is toxic to dogs.
- ✿ Cooked bones should not be given to your dog, especially chicken bones, because they can splinter and cause laceration of the digestive system and/or become lodged in your dog's throat and pose a choking hazard.
- ✿ Potato peelings, green potatoes or tomatoes, or the green parts of tomatoes contain oxalates, which can affect the digestive, nervous, and urinary systems.
- ✿ Rhubarb leaves contain an unknown toxic substance.
- ✿ Broccoli in large quantities is toxic.
- ✿ Yeast dough can produce gas and swell in your pet's stomach, leading to rupture of the digestive system.
- ✿ Coffee, coffee grounds, tea, and soft drinks are dangerous due to the caffeine they contain.
- ✿ Beer/wine/alcohol of any kind can lead to coma or even death.
- ✿ Marijuana of any kind (inhaled or edibles) is harmful.
- ✿ Human vitamins, especially those containing iron, can cause damage to the lining of the digestive system, as well as cause kidney and liver damage.
- ✿ Moldy or spoiled food: If you wouldn't eat it, don't let your dog eat it.
- ✿ Persimmons can cause intestinal blockage.
- ✿ Raw eggs and raw fish can cause salmonella poisoning.
- ✿ Salt, baking soda, or baking powder in large amounts.
- ✿ Mushrooms contain toxins that could cause liver and kidney damage.
- ✿ Sugar-free foods, chewing gum, and even some brands of peanut butter contain Xylitol, which

has been found to cause liver failure in some dogs.

- ✿ Nutmeg can cause tremors, seizures, and central nervous system damage.
- ✿ Excessive fatty foods can cause pancreatitis.
- ✿ Avocado—all parts—are toxic to dogs.
- ✿ Dairy products with high fat content can cause problems since dogs can be lactose intolerant. Lactose intolerance leads to gas and diarrhea, although small amounts of yogurt and cheese are usually fairly well tolerated.

ALCOHOL  COMA DEATH INTOXICATION	AVOCADO  CONTAINS PERSIN: VOMITING DIARRHEA	RAISINS CURRANTS  KIDNEY FAILURE
COOKED BONES  STOMACH LACERATIONS	WALNUTS MACADAMIAS  NERVOUS SYSTEM AND MUSCLE DAMAGE	ONIONS GARLIC  TOO MUCH BLOOD CELL DAMAGE ANEMIA
DAIRY  TOO MUCH: DIARRHEA	The world's most DANGEROUS FOODS FOR DOGS © LILI CHIN & DESIGN LAB CREATIVE STUDIO 2012	
MUSHROOMS  SOME VARIETIES: SHOCK DEATH		GRAPES  KIDNEY FAILURE
CAFFEINE  VOMITING DIARRHEA TOXIC TO HEART & NERVOUS SYSTEM	XYLITOL  (GUM, CANDY ETC.) LIVER FAILURE HYPOGLYCEMIA DEATH	FATTY FOODS  TOO MUCH: PANCREATITIS
MEDICATIONS (TYLENOL, ADVIL ETC.)  KIDNEY FAILURE GI ULCERS	<p>If you think your dog ate something dangerous, CALL YOUR VET OR:</p> <p>ASPCA POISON CONTROL HOTLINE (888) 426-4435 NATIONAL PET POISON HELPLINE (800) 213-6680</p> <p>illustration by LILI CHIN layout by DESIGN LAB CREATIVE STUDIO DOGGIEDRAWINGS.NET DESIGNLABCREATIVESTUDIO.COM</p>	

Dangerous Topical Products

Many dogs enjoy licking lotions and other types of topical products off their human's skin. Unfortunately, many products are harmful to your dog. Some of the products that can be harmful include:

- ✿ Personal care products: soap, body wash, toothpaste, sunscreen, lotion, self-tanners, shampoo, conditioner, deodorant, and makeup can cause upset stomach.
- ✿ Creams containing hydrocortisone can cause increased thirst and urination, panting, vomiting, and diarrhea.
- ✿ Ointments, lotions, and creams containing antibiotics can cause upset stomach.
- ✿ Antifungal creams can cause vomiting and diarrhea.
- ✿ Ointments, lotions, and creams containing zinc oxide can cause vomiting and diarrhea.
- ✿ Muscle rub creams can cause vomiting and stomach ulcers.
- ✿ Hair regrowth products can cause vomiting and lethargy progressing to a buildup of fluid in the lungs and ultimately heart failure.
- ✿ Hormone creams can cause changes, such as mammary gland enlargement, and in sterilized females, signs of estrus and false pregnancy.
- ✿ Anti-inflammatory pain medication creams can cause kidney damage.
- ✿ Vitamin A compounds, such as retinoids, can cause upset stomach.
- ✿ Calcipotriene (brand name Dovonex) used to treat psoriasis can cause vomiting and kidney failure.
- ✿ 5-fluorouracil (brand names 5-FU and Efudex) used to treat precancerous sun damage and skin cancer can cause uncontrollable seizures, bloody vomiting, diarrhea, and lead to death.

5 Tips for Keeping Your Dog Safe from Topical Products

- ✿ Prevent your pet from licking you after you have applied any product to your skin. Even if you use organic, nontoxic products, it is best to consistently discourage licking to keep your pet safe in all situations.
- ✿ Allow all topical products to dry or soak in completely—or cover the area of application—before having contact with your pet.
- ✿ Never apply a topical product meant for humans to your pet without first talking with your veterinarian.
- ✿ After applying any topical drug or over-the-counter or prescription drug, wash your hands thoroughly before handling your dog. Store all such products well away from your dog.
- ✿ Contact your veterinarian or an emergency veterinary clinic immediately if you suspect your dog may have ingested or come into contact with a potentially harmful topical product.



First-Aid Supply List

FSD recommends that you create a dog first-aid kit so you are prepared for routine and emergency first aid. FSD recommends having a kit in your home and in your car.

The following items are recommended for your first-aid kit:

- Muzzle
- Saline solution- eye wash, wound flush
- Betadine or other wound cleaner
- Cotton pads
- Non-stick gauze pads
- Bandage tape
- Vetwrap
- Ace bandage
- Tweezers
- Scissors
- Latex gloves
- Vaseline or KY Jelly
- Thermometer- rectal, normal temp- 101-102.5 degrees F
- Hydrogen peroxide- to induce vomiting, not to clean wounds
- Styptic powder
- Rubbing alcohol
- Benadryl (antihistamine)- allergic reactions/bug bites- 1mg/lb
- Cortisone topical
- Aloe vera
- Neosporin
- Emergency veterinarian numbers & directions

Potential Emergencies

In an emergency situation, take the dog to the vet immediately! If feasible, call ahead to alert the emergency vet that you are on your way, and what your emergency is so they are ready when you arrive.

Foreign Body/Poison Ingestion

- * If you see a dog swallow/eat an inedible object, poisonous food, medication, etc. you can induce vomiting within an hour. Contact a veterinarian- depending on what the dog ingests, the dog may need to go to the vet immediately.
- * To induce vomiting, administer 1-2 tablespoons of hydrogen peroxide and wait for the dog to vomit. If the dog does not vomit after 15 minutes, you can give them another 1-2 tablespoons and wait another 15 minutes. If the dog does not vomit after the second administration, contact a veterinarian.
- * Do not induce vomiting if the dog has ingested a sharp, solid object ie. glass or plastic, or a chemical ie. Bleach, as this can cause more damage to the esophagus. Contact a veterinarian if a dog ingests any of these items.

Snake bites/spider bites

- * If a dog is bitten by a snake, remove the dog's collar and alert the Animal Health Manager, or take the dog to the vet.
- * If a dog is bitten by a rattlesnake, the dog must be taken to a vet with the antivenin.
- * If you notice swelling in the dog's face or on another part of their body, this could be a reaction to a bug or spider bite. 50mg of Benadryl can be administered to the dog to help with the swelling.
- * If the swelling gets worse, or if the dog is acting strangely, or having a hard time breathing, contact a veterinarian.

Bloat

- * Bloat is a serious condition in which the stomach fills with air, food, or liquid and twists, trapping blood in the stomach and preventing it from returning to the heart, and putting pressure on the diaphragm making it hard to breathe. This is more common in deep-chested dogs such as great danes.
- * If you notice a dog with a distended belly, a dog that is retching with little or no production, panting, drooling, pacing, and acting listless, take the dog to an emergency vet immediately. They will likely need to do emergency surgery.

Trauma

- * If a dog experiences a serious trauma, for example, being hit by a car, take the dog to the closest emergency hospital immediately.

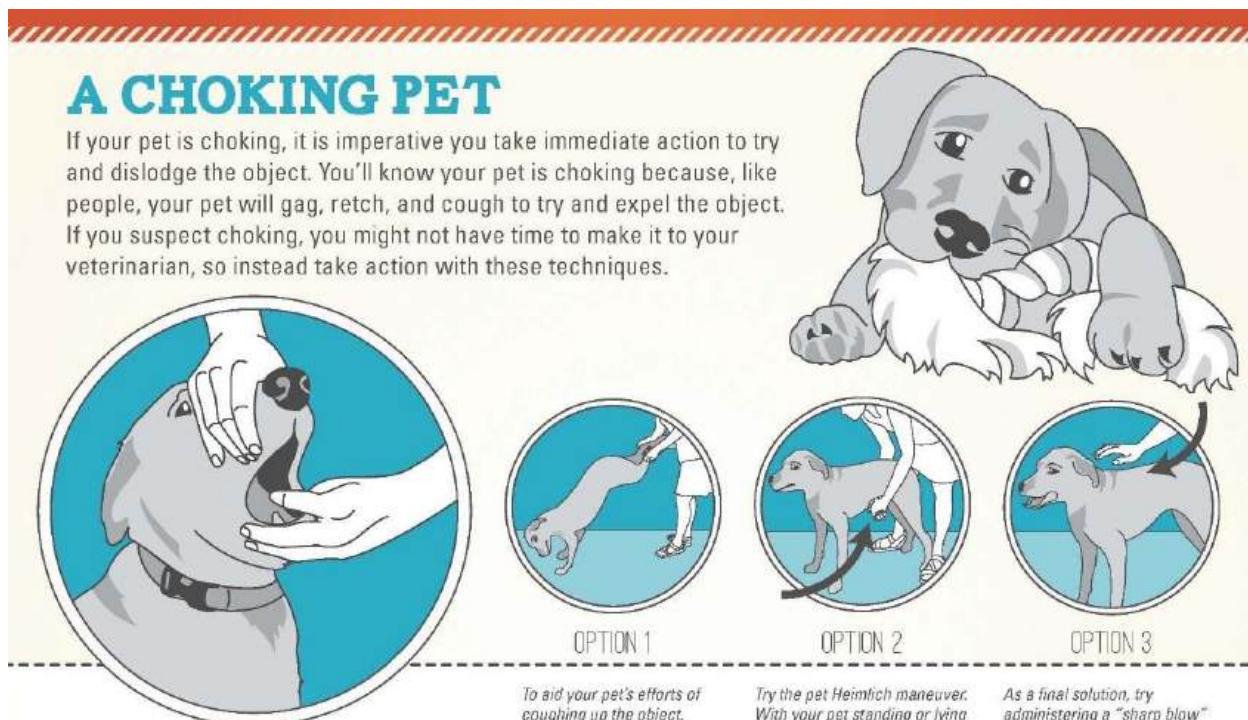
Unconsciousness

- * If a dog is unresponsive, check their Airway, Breathing, and Circulation, if they don't have a blocked airway, are breathing, and have a heartbeat; take them to the closest emergency vet immediately.

- * Otherwise call for help and begin Canine CPR- see “Saving your pet with CPR” sheet

Choking

- * If a dog is choking, you should first see if you can safely remove the object from their throat manually. If not, begin Canine Heimlich. See below.



First, open your pet's mouth and sweep from side to side to see if you can dislodge the object. Be careful not to get bitten or push the object further into the throat.

To aid your pet's efforts of coughing up the object, first remove the collar. Try and lift your pet by the hind legs and hold him up vertically with the head facing down, like a wheelbarrow. This position may dislodge the object.

Try the pet Heimlich maneuver. With your pet standing or lying down, place your arms around the waist. Close your fist and place it on the underside of the torso, where the ribs end just below the sternum. Compress the abdomen by pushing up with your fist 5 times, in rapid succession. Alternate with CPR if your pet is not breathing.

As a final solution, try administering a “sharp blow” with the palm of your hand between your pet’s shoulder blades. Then go back to repeating the abdominal compressions (Option 2).

Sweep the mouth again for the object. Once dislodged, seek veterinary help immediately.

How to Perform Canine CPR

Evaluate their condition

- ✿ Before doing anything, you must evaluate the dog's condition so you know what to do.
- ✿ Remember "ABC"- airway, breathing, circulation.

Is The Dog Breathing?

- ✿ Hold the back of your hand or your cheek up to their nose and feel for air. Also, watch for the rise and fall of their chest.
- ✿ If they are not breathing, check their airway for any blockage. Pull the tongue forward as far as possible and remove any objects or liquids in the throat or mouth.

Does The Dog Have A Pulse?

- ✿ The femoral artery, located on the inner thigh, is the easiest place to find the dog's pulse. Run your hand along the inside of the hind leg until you are almost to the point the leg joins with the body. There you should feel a slight dip where the femoral artery is closest to the skin. Use your fingers (not your thumb) to press down gently and feel for a pulse.
- ✿ If you cannot feel the pulse at the femoral artery, try just above the metacarpal pad (the large, center pad) of the dog's front paw, or directly on top of the heart.
- ✿ The dog's heart is located on the left side of their chest. To find it, lay the dog on their right side and bend the front left leg so the elbow touches the chest. The point on the chest where the elbow touches is the location of the heart.
- ✿ *If the dog has a pulse, but is not breathing, you can just perform artificial respiration (Skip down to Step 4 below). If your dog does not have a pulse, you will need to do CPR, or Cardiopulmonary Resuscitation, which is a combination of artificial respiration and chest compressions.

CPR Instructions

1. *Position the dog for treatment*

- ✿ Lay the dog on a stable, flat surface with their right side down. If the dog has a barrel chest, place them on their back.
- ✿ Straighten their head and neck as best you can to create a direct passage for their airway.
- ✿ Pull the tongue forward so that it rests against the back of their teeth and shut their mouth.
- ✿ Kneeling on the ground, position yourself behind their spine.

2. *Find the heart and prep for compressions*

- ✿ Place both of your palms, one over the other, on top of the widest part of the rib cage, near the heart, but not directly over it.
*For barrel-chested dogs, place your palms at the base of the sternum. For smaller dogs weighing 30lbs or less, cup your hands around the dog's rib cage, placing your fingers on one side of the chest and your thumb on the other

3. *Begin compressions*

- ✿ Keeping both arms extended, push down on the rib cage in firm, quick compressions. Only compress 1/4 to 1/3 of the chest width or 1-3 inches.
- ✿ Repeat compressions at a quick rate of 15 compressions per 10 seconds. This rhythm the same

beat as the song “Stayin’ Alive” by the Bee Gees, and it can be helpful to hum this while counting compressions.

*For smaller dogs, use your thumb and fingers to squeeze the chest to about a 1/4 or 1/3 of its width. Repeat this at a slightly quicker pace than for larger dogs, aiming for 17 compressions in 10 seconds.

4. Begin respiration

- ✿ If performing CPR alone, give the dog artificial respiration after each set of 15 compressions.
- ✿ Begin by sealing the dog’s lips. Place your hand over the dog’s muzzle and ensure the mouth is completely closed.
- ✿ Next, place your mouth over the dog’s nostrils and blow gently, watching for the chest to lift and expand. If the chest does not rise, blow harder into the nostrils and check that the mouth is properly sealed.
- ✿ *For smaller dogs, place your mouth over their entire muzzle.
- ✿ Remove your mouth from the nose/muzzle between breaths to allow for air return.
- ✿ Administer one breath for every 15 compressions.
 - *If there are two people available to perform CPR, have one person do the compressions, while the other gives artificial respiration after every 5 compressions.
- ✿ If you are only performing artificial respiration, follow the same procedure as above for sealing your dog’s mouth, and administer one breath every two to three seconds at a steady pace of 20 to 30 breaths per minute.

5. Repeat

- ✿ If performing CPR alone, give the dog artificial respiration after each set of 15 compressions.
- ✿ Continue CPR or artificial respiration until the dog starts to breathe on its own and has regained a steady pulse. If at any point the dog begins breathing and regains a pulse, transport them to an emergency vet immediately.
- ✿ If the dog is not breathing after 20 minutes, it’s time to consider discontinuing treatment, as it is not likely you will have success after this point.

Saving Your Pet With CPR

If there is no breathing and no pulse, begin CPR immediately.

1 Check for breathing & pulse

Check for pulse using middle and index finger below wrist, inner thigh, below the ankle or where left elbow touches the chest.

3 If no pulse, start compressions

Lay animal on right side and place hands over ribs where its elbow touches the chest. Begin compressions.

Do not give compressions if dog has a pulse.



Diagram Source:
American Red Cross

2 Look for other warning signs

- Gums and lips will appear gray
- Pupils will be dilated

4 If not breathing, give mouth-to-mouth

Cats & small dogs: place your mouth over nose and mouth, blow air in.

Medium-large dogs: place your mouth over nose, blow air in.

Repeat Procedure

- Check pulse after 1 minute and then every few minutes
- Continue giving CPR until animal has a pulse or is breathing
- Stop CPR after 20 minutes

Animal Size	Compress Chest	Compressions per breath
Under 30 lbs.	1/2 - 1 inch	5
30-90 lbs.	1 - 3 inches	5
Over 90 lbs.	1 - 3 inches	10

Easy Ways to Manage Pet Care Costs

- ✿ Take your new service dog to the vet when you first get them home. Going to the vet when they are healthy helps the vet know how your dog acts "normally" so the vet has a comparison when your dog is sick. The initial visit also provides a baseline of temperature, eating habits, weight, and general health. Many veterinarians offer deep discounts for service dogs, so be sure to ask!
- ✿ Take your service dog for an annual health checkup each year. This examination is required by FSD. Additionally, an annual visit allows for preventive veterinary care, as opposed to treating issues after they become a larger problem.
- ✿ Maintain up-to-date vaccinations. Current vaccinations will keep your service dog healthy when interacting with other dogs and animals.
- ✿ Spend a little time each week doing "handle and massage" sessions where you do a thorough check of your dog. Check ears, eyes, paws, teeth, gums, and skin. This consistent check helps you keep track of what is "normal" for your dog. Checking for ear infections, bumps, scabs, etc. can help you catch things before they become a bigger issue.
- ✿ Put aside money into a special fund in case of pet emergencies. If you put aside a little at a time, you will have money to pay for veterinary costs when they arise.
- ✿ When filing your taxes, you can deduct costs associated with a service animal incurred in maintaining the health and vitality of the service animal so that they may perform their duties. Deductible costs could include medical care, food, and grooming.





Cues

DOG CUE DEFINITIONS

HANDLE AND MASSAGE	Dog is comfortable being handled on every inch of their body (feet, ears, tail, etc.).
GET DRESSED	Dog will put head through a harness.
RELAX	Dog will lay head in handler's hand and be calm. Dog can calm down (relax) when excited.
OUTSIDE	Urinate and defecate on leash on command.
NAME	Dog turns to handler and makes eye contact.
WATCH	Dog will make and maintain eye contact.
SIT/STAY	Dog will stay in SIT position until handler returns and releases them.
WAIT	Momentary pause at door, exiting crate, etc. Dog waits for handler's release.
QUIET	Ceases barking, whining, etc.
OFF	To get off of an item (out of car, off bed, etc.).
EASY	Walk slower (used when handler is slowing pace or if dog is starting to forge ahead in a heel); also used on the stairs if dog is moving ahead.
KENNEL	Enter crate or kennel.
GOTCHA	Collar grab (dog should be comfortable with having collar grabbed and being led by collar).
ALL DONE	Release word (end of a command).
DOWN/STAY	Dog will remain in DOWN position until handler returns and releases them.
LET'S GO	Walk on a loose leash in a HEEL position.
LEAVE IT	Leave food on the ground, toy, smell, etc.
HUP	Jump up onto something (into a vehicle, etc.).
MOVE	Move out of handler's way (should be able to do this from a STAND, SIT, or DOWN position).
PLACE	Predetermined place (usually a bed or a blanket) that the dog goes to on command. Dog should lie down and stay until released.
TOUCH	Used to target objects (start with flat palm as target).
MANNERS	Same as LEAVE IT but used when dog is soliciting attention from a person or another dog.
COME	Come directly to you and sit in front of you.
FIX	Untangle leash from front leg.

HEEL	Move to HEEL position at your left side.
HURRY	Quicken pace.
CLOSER	Move closer to you from any position.
UNDER	Go under desk/table/bench, lie down & stay until released.
AROUND	Move around an obstacle to untangle the leash.
GO	Move out ahead of you (e.g.: going up stairs, into an elevator, through a doorway).
BACK	Walk backward next to handler, or back up straight in front of handler.
VISIT	Move from handler's side to "visit" with someone for petting (other than the handler).
STAND	Come up into standing position and stay.
TAKE	Pick up an object.
GIVE	Release object into handler's hands.
BRING	Bring item to you.
HOLD	Continue holding the object until told otherwise.
DROP	Put retrieved item into a container or drop object where the dog is standing.
TUG	Pull on item with mouth (used to open or close door, drawer, or to tug clothes off).
FRONT	Stand in front of handler with side against handler's knees (shaping behavior for brace to get up or for blocking).
FLIP	When in a down position, flip the hip to the other side
UH OH	Light and neutral tone to mark that no reward has been earned. If this is something that you are saying frequently, re-evaluate the training plan as consistent use is a sign that something isn't working.

Basic Obedience Cues and Training

Get Dressed

Our dogs are taught to put their head through the hole in the harness when shown the harness. Hold the harness in front of the dog with the head hole opened up. The dog should offer her head through the hole and then stand still while you clip the buckles.

Name

The objective is for the dog to turn to you and give you his attention when you say his name.

Step One: Get the Behavior and Reinforce It

Start in an area with no distractions; this can be an easy behavior to capture, so that is the technique we will be using.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ In an upbeat, excited tone, say your dog's name.
- ✿ The instant he turns his attention to you, C/T. This may not take long for him to do, or you may have to be patient and just wait a bit.
- ✿ Continue to do this at least 10 to 15 times.

Step Two: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to his name in the same environment and at the same distraction level you've been using, you can C/T every other response, every two to three responses, etc., or stop using your clicker and praise/treat as needed, or give other rewards/no treat, etc.

Step Three: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through both steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior of responding to his name, and you'll be able to more successfully ask for and receive it.

Watch

The goal of this behavior is to get the dog to look you in the eyes.

Step One: Get the Behavior and Reinforce It

Most dogs will easily look into your eyes, so it's a very easy behavior to capture. Start in an area with no distractions.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ Stand in front of your dog, and look at her and wait.
- ✿ The instant your dog looks you in the eyes, C/T. This may not take long for her to do, or you may have to be patient and just wait a bit.
- ✿ Continue to do this at least 10 to 15 times.

If your dog is having trouble focusing on you, you can also opt to lure/reward for this behavior:

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ Bait your hand with a treat and get your dog's nose attached to it, then slowly bring it up beside your eyes (to the right).
- ✿ The instant your dog looks you in the eyes, C/T. This may not take long for her to do, or you may have to be patient and just wait a bit.

- ✿ Continue to do this 3 to 5 more times with the lure.
- ✿ If your dog is getting more consistent, don't bait your hand, but instead place your hand up beside your eyes as you did when you were luring, then C/T.
- ✿ Continue to do this 3 to 5 more times with the hand signal.

Step Two: Name the Behavior and Reinforce It

- ✿ CAPTURING: So long as your dog has been able to do the above capturing technique successfully for those 10 to 15 reps, you can look away from her, look back and then say your cue, Watch, and then C/T the instant your dog looks in your eyes. Do 10 to 15 more repetitions with the cue.
- ✿ LURING: After going through the above step, try saying your cue, Watch, and give your hand signal; C/T once your dog looks at you. Continue this for 5 to 10 more repetitions, then say the word only and wait—then C/T once your dog looks at you. Continue using the verbal cue only for 10 to 15 more repetitions.

Step Three: Build Duration

- ✿ Delay the C/T for a second at a time: "Watch." Your dog looks in your eyes, count to 1, and then C/T.
- ✿ Do this two times, then increase the time to 2 seconds, then 3, then back down to 1.
- ✿ Gradually raise and vary your duration criteria and C/T all responses.

Step Four: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to Watch and giving you longer periods of eye contact, you can C/T every other response, every two to three responses, etc., and stop using your clicker and praise/treat as needed, give other rewards/no treat, etc.

Step Five: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through all four steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior and you'll be able to more successfully ask for and receive it.

Touch

The goal of this behavior is to have your dog touch his nose to the palm of your hand.

Step One: Get the Behavior and Reinforce It

Most dogs are curious about an outstretched palm and will reach out to sniff it, so it's a very easy behavior to capture. Start in an area with no distractions.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ Stand in front of your dog and stretch out your hand, fingers down, an inch away from his nose.
- ✿ The *instant* your dog touches his nose to the palm of your hand, C/T. This may not take long for him to do, or you may have to be patient and just wait a moment.
- ✿ Continue to do this at least 10 to 15 times.

Step Two: Name the Behavior and Reinforce It

- ✿ So long as your dog has been able to do this successfully for those 10 to 15 reps, you can present your hand and say TOUCH at the same time, and then C/T the instant your dog looks in

your eyes. Do 10 to 15 more repetitions with the cue.

Step Three: Build Distance

- ✿ Start building more distance with your hand, an inch or two at a time: Touch.
- ✿ Gradually vary your distance—make it closer as well as farther—and C/T for all responses. If your dog doesn't get it, remove your hand and try closer. You may have to stop saying the cue when you are building distance if your dog isn't reliable enough, and once he is more reliable, reintroduce the cue.

Step Four: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to Touch and able to be more reliable at a variety of distances, you can C/T every other response, every two to three responses, etc., and stop using your clicker and praise/treat as needed, give other rewards/no treat, etc.

Step Five: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through all four steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior and you'll be able to more successfully ask for and receive it.

Sit

The goal of this cue is for your dog to sit on his behind.

Step One: Get the Behavior and Reinforce It

Most dogs will sit on their own in time if you are patient and just wait, so you can easily capture it. You can elect to lure it, however. Start in an area with no distractions.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ Stand in front of your dog and wait.
- ✿ The instant your dog puts his bottom on the floor, C/T. This may not take long for him to do, or you may have to be patient and just wait a bit.
- ✿ Continue to do this at least 10 to 15 times.
- ✿ If you prefer to lure it, bait your hand and move it from your dog's nose up and over his head so he will naturally lean back into a sit. Click and release the treat as soon as his bottom hits the floor. You can repeat this up to 5 times with a baited hand, but you will want to get rid of that lure quickly.

Step Two: Name the Behavior and Reinforce It

- ✿ So long as your dog has been able to do the above successfully for those 10 to 15 reps, you start to add your cue, Sit, right before his bottom touches the floor, and then C/T the instant his bottom touches the floor. Do 10 to 15 more repetitions with the cue.
- ✿ If you have been luring, you will want to use your hand in less pronounced ways, saying Sit before using your hand to get your dog in position. You'll also want to say the Sit and wait, without doing a hand signal, to fade it out to ensure your dog knows the verbal cue before proceeding.

Step Three: Build Duration

- ✿ Delay the C/T for a second at a time: Sit. Dog places bottom on ground, count to 1, and then C/T.
- ✿ Do this two times, then increase the time to 2 seconds, then 3, then back down to 1.

- ✿ Gradually raise and vary your duration criteria and C/T all responses.

Step Four: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to Sit and giving you longer periods of remaining in that sit, you can C/T every other response, every two to three responses, etc., and stop using your clicker and praise/treat as needed, give other rewards/no treat, etc.

Step Five: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through all four steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior and you'll be able to more successfully ask for and receive it.

Down

The goal of this behavior is to have your dog lie down.

Step One: Get the Behavior and Reinforce It

You can use luring to get a dog to go into a down faster; some dogs benefit more from shaping this behavior, particularly if they pop up during the luring process. Start in an area with no distractions.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go.
- ✿ Stand in front of your dog and ask her to sit, and bait your hand.
- ✿ Use your baited hand by putting it up to your dog's nose, then down and out in a "backwards" L motion to get her to lie down. Click and release the treat as soon as she makes it all the way. You can repeat this up to five times with a baited hand, but you will want to get rid of that lure quickly.
- ✿ If your dog pops up out of position, try shaping the behavior instead: Lure her head down, C/T, then again to get shoulders down, C/T, and keep going in little increments at a time. Once your dog gets all the way down, you can mark and place a handful of treats in between her front paws on the floor so she finds being down there super rewarding, and you can also build duration with remaining down.

Step Two: Name the Behavior and Reinforce It

- ✿ So long as she has been able to do the above successfully for 10 to 15 reps, you start to add your cue, Down, right before she gets all the way down, and then C/T the instant her bottom touches the floor. Do 10 to 15 more repetitions with the cue.
- ✿ You will also want to remember to start fading the lure, saying Down before using your hand to get her in position, and making less-pronounced motions with your hand. You'll also want to say the Down and wait without doing a hand signal to fade it out and ensure she knows the verbal cue before proceeding.

Step Three: Build Duration

- ✿ Delay the C/T for a second at a time: Down. Dog goes down, count to 1, and then C/T.
- ✿ Do this two times, then increase the time to 2 seconds, then 3, then back down to 1.
- ✿ Gradually raise and vary your duration criteria and C/T all responses.

Step Four: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to Down and giving you longer periods of remaining in that down, you can C/T every other response, every two to three responses, etc., and stop using your clicker and praise/treat as needed, give other rewards/no treat, etc.

Step Five: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through all four steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior and you'll be able to more successfully ask for and receive it.

All Done

The goal of this cue is to tell the dog that he is done doing whatever behavior you've asked for (i.e., Sit, Down, Stay, Place, etc.).

Step-by-step instructions for teaching a release cue

- ✿ Have lots of treats in your treat pouch ready to go.
- ✿ Choose a behavior you want to use in context of your release cue: Sit or Down. Choose one at a time for your training sessions in the beginning; you can elect to change your cues as your dog is more proficient with them and with the meaning of the release cue.
- ✿ Once your dog is in a Sit, wait a few seconds and then give your release cue in a very upbeat tone: All Done!
- ✿ Wait. Once the dog breaks position, praise generously and give treats to him.
- ✿ Repeat this process several times. Over time, you can build duration for sitting and randomly say your release cue so that he knows, no matter how long he is in the sit, he has to wait for that release cue.
- ✿ If you're waiting a very long time after you've said the release cue with the dog not breaking it, you can also try luring it by tossing a treat as you say All Done. Be careful to not do this too many times. Some clients also use body language to entice the dog to move out of position once they give the release cue (i.e., throwing hands up in the air or moving away), but again, be careful that your dog doesn't pick up on your body language as the cue, or moving away can work against your stays with distance. So fade that body language quickly, say your cue, All Done, and wait it out. Being patient is key!

Stay

The goal of this cue is for the dog to stay where you have placed her (could be standing, sitting or lying down) until you physically return to the dog and give the release cue, All Done.

Stay – Build DURATION first

- ✿ Place your dog in a Sit or Down (or you could just have them stand if you like).
- ✿ Say Stay and count to three in your head.
- ✿ So long as your dog has not broken position, you can C/T.
- ✿ Slowly increase how long you count/how many seconds your dog can Stay; from three seconds to four, to five, to three again, to five, to six, to four, etc.
- ✿ If your dog breaks the Stay at any point, you can re-prompt the original behavior (i.e., Sit) and ask for a Stay for a shorter amount of time, and C/T. It may be good to take a break if you've been practicing for a while to end on a high note!
- ✿ You can give your release cue at any point to also practice this and/or once you are finished practicing Stay.

Stay – Build DISTANCE

- ✿ Place your dog in a Sit or Down (or you could just have them stand if you like).

- ✿ Say Stay and take one small step back—do not pause—go back and C/T so long as your dog holds position.
- ✿ Slowly increase how many steps you can take away from your dog: one small step, two small steps, one large step, two small steps, three small steps, back to one small step, two larger steps, etc.
- ✿ If your dog breaks the Stay at any point, you can re-prompt the original behavior (i.e., Sit) and ask for a Stay for a shorter distance, and C/T. It may be good to take a break if you've been practicing for a while to end on a high note!
- ✿ You can give your release cue at any point to also practice this, once you've returned to your dog to C/T for the Stay, and/or once you are finished practicing Stay.

Moving out of sight and turning your back are also components of the Stay cue. Remember that this can be harder, since it seems like you're ignoring your dog or if she has a hard time with you going away. Go slowly and make tiny movements, and make sure to not add duration (pause) after you take these steps and make these movements. Over time, you'll be able to make more pronounced movements and add duration.

For turning the back, you can make quarter turns to start, for instance. For going out of sight, you can sometimes go only partially out of sight before going fully out of sight (i.e., stepping behind a corner or walls).

Wait

The goal of this cue is for the dog to take a pause before you give your next instruction. Some examples:

- ✿ Waiting at doors or thresholds to go through (Wait, then Let's Go).
- ✿ Waiting before getting in or out of a vehicle (Wait, then Hup or Off).
- ✿ Waiting at crosswalks before proceeding (Wait, then Let's Go).
- ✿ Waiting before getting to eat a meal (Wait, then All Done).
- ✿ Waiting before getting access to a toy or game (Wait, then Get It/Take It).

Waiting for a release to eat a meal or get a toy is a great exercise you should incorporate immediately.

- ✿ Fill your dog's bowl or enrichment toy with her meal and ask her to Sit.
- ✿ Say Wait and then start to place the bowl or toy on the floor.
- ✿ If your dog breaks position, keep the bowl or toy and start again by having it in your hand, all the way up instead of down near the floor.
- ✿ Say Wait again. So long as your dog does remain in position, you can place it on the floor and then give your release cue, All Done, to give permission to eat or get the toy.

Place

The goal of this cue is for the dog to go to his place (i.e., a mat or bed), lie down, and stay there.

Step One: Get the Behavior and Reinforce It

Start in an area with no distractions.

- ✿ Have your clicker and lots of treats in your treat pouch ready to go, as well as your place.
- ✿ If the dog goes over to the bed and lies down on his own, C/T for this. If he does not, you might lure him there to make it faster, and C/T once he is in position.

- ✿ Release him from the place with All Done.

Step Two: Name the Behavior and Reinforce It

- ✿ So long as he has been able to do the above successfully for 10 to 15 reps, you start to add your cue, Place, as he approaches the place, and then C/T the instant he lies down on the place. Do 10 to 15 more repetitions with the cue.
- ✿ You will also want to remember to start fading the lure, saying Place before using your hand to point to the place, and making less pronounced motions with your hand. You'll also want to say Place and wait without doing a hand signal to fade it out and ensure he knows the verbal cue before proceeding.
- ✿ Make sure to use your release cue, All Done, each time before he breaks position. At this point, you may only be waiting a few seconds before releasing him.

Step Three: Build Duration

- ✿ Give the Place cue and once he follows through, count to five in your head and give an All Done to release him.
- ✿ Do this two times, then increase the time to 10 seconds, then 15, then back down to 10, etc.
- ✿ Gradually raise and vary your duration criteria and C/T all responses.

Step Four: Use Intermittent Reinforcement

- ✿ Once your dog is getting the hang of responding to Place and giving you longer periods of remaining on his place, you can C/T every other response, every two to three responses, etc., and stop using your clicker and praise/treat as needed, give other rewards/no treat, etc.

Step Five: Change Location/Add Distractions

- ✿ Change location or add a distraction, but start from Step One and work through all four steps.
- ✿ Each time you change location or add new distractions, you will want to go back to Step One and work through all four steps. Over time, your dog will be able to generalize the behavior and you'll be able to more successfully ask for and receive it.

Come

The goal of this cue is for the dog to respond to Come by coming to you and sitting in front of you. As with any other cue, you will want to start in an area free of distractions. In addition, you will want to start with a very short distance—maybe only a few inches to a few feet—and then build that distance, and then gradually add distractions.

In the beginning, you will want to reward your dog just for getting to you. Once the dog becomes more reliable, you can wait for or lure into a Sit to incorporate that into the cue. Remember to make it upbeat, and if your dog is unable to respond, do not continue to use the cue as this will only teach him to ignore your request. Re-evaluate your criteria and go back to an easier step instead.

This can also be a very fun cue to teach. Here are some games you can incorporate into your training:

Catch Me

You can elect to do this exercise either on leash or off leash when inside. We recommend doing some of each for optimum results as this can help your dog learn how to Come when on leash as well as off leash. With your dog in front of you, start running away, facing her, and patting your leg, encouraging her to chase you. Right before she catches up to you, give your Come cue and generously reward once

she's in front of you. Repeat. You can also use a longer lead for this exercise to make more space and for safety when practicing outside.

Round Robin Recall

This one is fun to do with the whole family, friends, and other guests in your home or backyard off leash. Everyone takes random turns calling your dog and rewarding once he comes to you.

Hide-and-Go-Seek

By hiding out of sight and calling your dog to come to you, it's a lot of fun for you both. You can also play this with different members of the family and others in your home and elsewhere.

Let's Go (loose-leash walking)

The goal of this cue is to have the dog walking on a loose leash at your left (heel position) side. The leash should be in a nice "J" shape.

You will want to begin in an environment without distractions, and start with getting the dog on your left side and rewarding her for being there (C/T as you are stationary, so long as the dog remains in the heel position). You can also C/T for eye contact, as good leash walking, like all other skills, always starts with that connection to you.

Once you feel confident that the dog is paying attention to you and is ready to move, say Let's Go and take a step forward. As the dog moves with you, C/T her for following you at your left side. In the beginning, you may be C/Ting for every one to two steps, but as you progress, you can start taking more steps before C/T.

You will want to vary your pace and take turns as well. Sometimes luring a bit as you take turns can help ensure the dog stays in the correct position, but you can fade this as she gets more competent and anticipates your movements.

Once your dog is doing well in an environment with no distractions, you can start adding distractions and ultimately start working more outside in a more unpredictable environment. It's also great to practice in your yard before going out into your neighborhood, then before going to a quiet park, and then going into busier parks and public places. As you add distractions and are in more difficult environments, you may need to raise your rate of reinforcement, as well as consider using higher-value food.

In addition, make sure you are asking the dog to Wait before going outside, crossing sidewalks, and going through doors or other thresholds. This helps set the tone that she is walking *with* you and should have that connection and is a good way to ensure the safety of all, as bolting can lead to dangerous situations.

Outside

Dogs should not be allowed to sniff or stray away from you to go potty while on leash walks without you giving the cue Outside. This means the dog has permission to take a break and sniff and relieve himself. It can also be a great reward for doing well, so keep that in mind!

Visit

This is the cue to use if you want to give your dog permission to go greet someone. Unless you give this cue, the dog should mind her manners.

Leave It and Manners

The goal of Leave It is for the dog to leave food, toys, trash, and other objects on the ground (inanimate items in the environment). With Manners, it is the same concept of ignoring a living being in the environment, such as people, other dogs, etc.

The most important thing when teaching these cues is to have proper leash control of the dog to prevent her having access to these items/people. If you have too much slack on the leash or aren't monitoring the distance of your dog, she could very well gain access, which works against your training. Be aware of your surroundings at all times!

You can practice by placing objects in the environment or having friends stand in your dog's pathway, or a combination of those, and walking past them at as large a distance as possible. Once the dog notices the item/person, say the appropriate cue, and then if she looks to you or continues moving, or even backs away if she did try to pull toward it, you can then C/T.

You'll want to start with easier scenarios before moving on to more difficult scenarios. Remember, the dog will decide which object/person is more challenging than another. Some dogs will find kibble easier to leave than a ball, while others will be the opposite. Likewise, when you are using people to help with your practice, you will want them to be very neutral and ignore the dog in the beginning, before moving up to where the person may act excitedly when they see the dog. Over time practicing a particular criteria, you can decrease distance to ensure that not only can the dog leave kibble that is 8 feet away on the floor, but also only 1 foot or less away.

Remember to use an upbeat tone rather than a firm voice when you give the cue; this will make the dog more likely to respond to you.

Kennel

The goal of the Kennel cue is for the dog to enter his kennel/crate. You can elect to toss in some treats when you give the cue to make it easier, but you will want to fade this out as quickly as possible.

When it's time to release the dog from the kennel or crate, he should be able to wait for you to open the door and then give the release cue, All Done.

Hup

The goal of this cue is for the dog to jump into a car or onto a surface of some kind. Before entering a vehicle, a dog should Wait until you say Hup. You can also toss treats along with saying the cue to help the dog understand, but again, this should be faded quickly.

Off

The goal of this cue is for the dog to jump off a surface or vehicle once you've arrived at your destination; she should wait before you give the Off cue. It can also be used if the dog is jumping on

you or others, or on furniture. You can opt to toss treats when giving the cue, but remember to fade this out so the dog learns the verbal cue.

Relax

The dog rests her head in your open palm until released with an All Done cue. The goal of this behavior is to have your dog calm down for a moment and redirect her attention to you.

Under

Under is great for public outings, especially those where you will be sitting at a table or desk, or when on public transportation. When you give your dog the Under cue, he should follow your pointed finger and go under either the table or desk, or your legs.



Freedom
SERVICE DOGS

Problem Solving

Problem Solving

At one point or another, dogs will demonstrate behavior problems because many problems are actually normal behaviors for them!

Should your dog display behaviors that you are not comfortable or capable of managing, please contact Freedom Service Dogs immediately.

The following is meant to guide you through dealing with some common behavior issues as they come up. Please reach out to your trainer to learn more detailed methods that can address your concerns more directly and efficiently.

It is of utmost importance that behavior issues are brought to our attention as soon as possible. The longer a dog is allowed to practice a behavior, the harder it becomes to extinguish it. Many of the following use management methods to keep the dog from being put into the situation to perform the unwanted behavior in the first place. Your ability to manage in order to prevent undesired behavior and arrange for the dog to learn what is desired is key!

Being One Step Ahead

Many behavior “problems” you see will be your dog adjusting to their new environment. When you first bring your dog home or to work and are helping them adjust, these tips may help smooth out the transition:

- ✿ If you leave, crate your dog and leave them with a KONG toy stuffed with peanut butter and other treats. Freeze the KONG to make it last longer!
- ✿ Play soothing background music or leave the television or radio on for your dog.
- ✿ Offer your dog a stuffed KONG toy or bully stick during a long car ride.
- ✿ Bring a special treat for your dog when going to the veterinarian.
- ✿ Dilute lavender oil with water and a couple drops of dish soap, and spray it near where your pet will sleep. When you first do this, make sure your pet can move away from this area if they do not like the scent. In other words, do not spray it in their kennel and then close them in until you know they are comfortable with the scent.
- ✿ Try Dog Appeasing Pheromones (ADAPTIL) for dogs that show anxiety in certain situations, such as thunderstorms.
- ✿ Try Bach Rescue Remedy for Pets or other homeopathic solutions like L-Theanine (consult your vet for guidance).
- ✿ **Avoid drugs like Benadryl or Acepromazine (“Ace”) for fear. While these drugs may be used in other situations, they are not appropriate for fearful responses. Your dog will be physically drowsy and immobile, but still mentally aware and experiencing the emotional fear.**

Working with Strange Stimuli

Most of our dogs that are placed as service dogs have been exposed to many different kinds of stimuli, and they all have their own challenges to face in that regard. Some dogs may become excited by seeing people, for instance, while others may be afraid of strange-looking statues in your local park.

For dogs that do appear afraid of something in the environment, it is important to remember to be patient, make it positive, and go at their pace. Don't worry about behavior at this point. We want to use basic Pavlovian conditioning/counterconditioning to help the dog make a positive association. When using these techniques, be careful not to get too close or go too long, as that can overwhelm the dog and make matters worse. Remember to read your dog's body language to gauge your success.

For dogs that are excited, you will want to use a similar approach, but you can ask for behavior more quickly, generally speaking.

Dogs that are afraid or excited (often we refer to this as "overarousal") are not in their rational, thinking minds. This is why making more space and making shorter sessions for training can help, as it can keep them "under threshold" (less likely to show signs of fear, excitement, or overarousal such as pulling, lunging, whining, barking, growling, etc.). This is also why it can be unsuccessful for a handler to ask for and receive a behavior with dogs who are in this state of mind, although it's a good goal to work toward.

For example, if your dog becomes too excited when they see another dog from a distance of 10 feet or less, you will want to maintain a minimum distance of 10 feet, and preferably a little more, to work with the dog. You'll be more likely to get a behavior you like, such as having them respond to their name or Watch or Touch. Asking for easier, simpler behaviors is best in the beginning, rather than expecting a Down-Stay. As the dog gets better at responding, you can either ask for more challenging behaviors at that same distance, or decrease the distance slowly and stay at the same behavior.

If the dog is afraid, don't worry about behavior, but use counterconditioning at that threshold to first make a positive association. Once the dog shows signs of being more relaxed and happy in the presence of what is scary, you can then either decrease that threshold slightly and continue with the technique, or ask for a simple behavior and reinforce it at that threshold. The visual below shows this concept.

STRESS & SUPPORT SCALE

Stay On The Beach!

Dog's stress level is analogous to rising water level

BAT ZONE

Dog is CURIOUS about the trigger

DOG:
-loose body
-soft mouth, ears
-not avoiding trigger
-sniffing ground
-passing glances,
easy to look away
-moving to explore
environment



DOG:
-gathering info
-arcs towards trigger
-ears up
-focused eyes
-air-scenting
-disengages easily



DOG:
-arousal level moderate,
but is decreasing
-intent on trigger
-disengages without
help, but takes more
than 2 seconds.



DOG:
-unable to disengage
-stiff face and body
-tail up and stiff
-mouth closed
-breathing faster
-avoids trigger
altogether
-pickier about food



DOG:
-over his head
-signs of reactivity



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Body Language of Fear in Dogs



Slight Cowering



Major Cowering

More Subtle Signs of Fear & Anxiety



Licking Lips
when no food nearby



Panting
when not hot or thirsty



Brow Furrowed, Ears to Side



Moving in Slow Motion
walking slow on floor



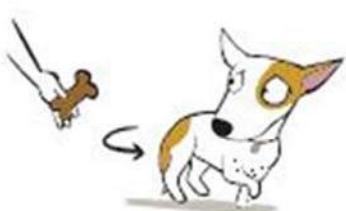
Acting Sleepy or Yawning
when they shouldn't be tired



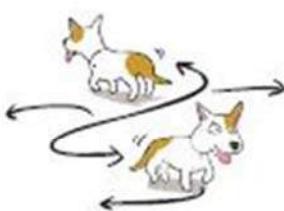
Hypervigilant
looking in many directions



Suddenly Won't Eat
but was hungry earlier



Moving Away



Pacing

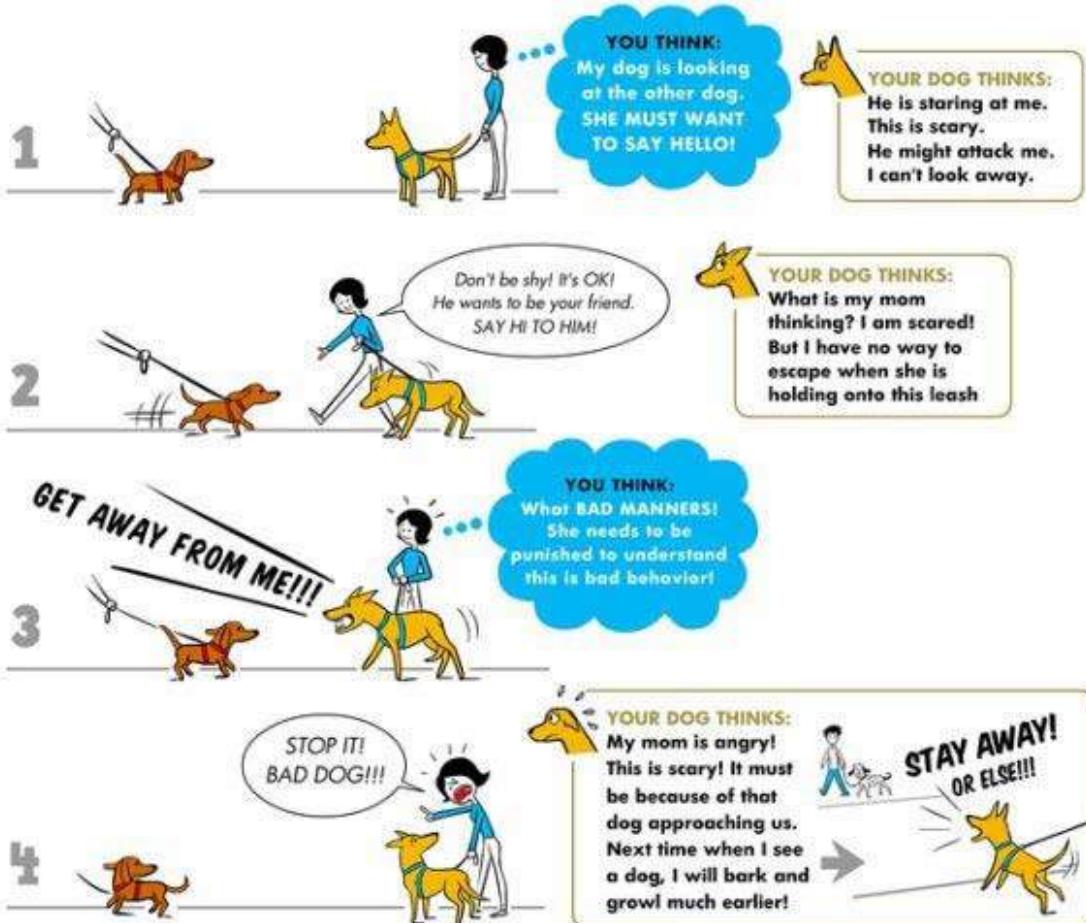
Dr. Sophia Yin, DVM, MS

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YOUR CHOICE Affects Your Dog's Choice.

A case of BARKING at other dogs



Dogs don't always want to greet and/or play with other dogs even if they LOOK at another dog.

When they feel fear, they may find it hard to turn away. You can choose to help your dog feel safer and prevent undesirable behavior.



In the early stages, HELP YOUR DOG KEEP DISTANCE FROM OTHER DOGS, or help your dog focus on something else that is pleasant - treats, a toy, or you - to avoid escalating her fearful and excited feelings. If your dog is unable to look away from the other dog and continues to react, then she needs more distance and more help. Please talk to a professional trainer using science and reward-based dog training techniques.

Your dog can make better choices if YOU make better choices!

Let's learn more about dogs and Positive Reinforcement Training!

Fear in Dogs

Just as people have a certain level of self-confidence, dogs may potentially be bothered by something they see, hear, or experience. Your dog's perspective is different than yours, so you may find that they react to something you perceive as neutral or non-threatening. It is important for you to recognize when your dog is fearful and be prepared to address it appropriately.

Freedom Service dogs extensively evaluates our canine candidates to ensure they are confident and appropriate for service work. However, certain situations may cause out of the ordinary responses. Some of those situations may include but are not limited to:

- ✿ Any illness or painful physical condition
- ✿ Aging
- ✿ A bad experience like an attack by an off-leash dog
- ✿ Being forced to remain in a fearful situation
- ✿ Change in owners
- ✿ Moving to a new home
- ✿ New house member like a baby, dog, or cat

Most fear responses will be towards an auditory or visual stimuli. Some examples of potentially startling noises include but are not limited to: cars backfiring, loud traffic, sudden yelling or clapping, fireworks, thunder, etc. If your dog is unable to determine the source of the noise, it may add to their discomfort. However, this does not always mean it is a good idea to get your dog closer to the sound.

Whereas people may be more uncomfortable in a crowded situation, dogs tend to be more concerned with isolated people. A person who is wearing a uniform, standing very still, staring, smiling, walking with a cane, or wearing unusual clothing may cause your dog to have a fearful response. Sometimes saying "Hello" to the person will help elicit a response from your dog to help them realize it is 'just a person'.

Inanimate objects can also cause fear responses to a dog. The object may appear to have eyes but not be moving, could appear suddenly like a blowing piece of trash, or may move erratically. Shadows or changes in lighting may cause optical illusions to dogs who do not detect visual detail as well as people do.

Certain situations or locations may also be perceived as scary to your dog. Perhaps it is a noisy elevator that they have never been on, a new staircase with open-backed stairs, or the veterinarian's office. Many dogs have a fear of thunder storms, and will begin to show fearful reactions before you are even aware that a storm is coming.

What does it look like?

Fear body language may include but is not limited to: backing away, ears pinned back, tucked tail, low body/crouching, growling, barking, or trying to escape. More mild signs of fear/discomfort may include but are not limited to: lip licking, yawning, showing the whites of the eyes ('whale eye'), head turns/avoidance, stretching out of context, frequent full-body shake offs, or leaving sweaty paw prints.

What to do

If your dog shows signs of fear, do not force them to approach or interact with any person, place, or thing. In these instances, do your best to remove the dog from the situation. Keep a calm and even tone to your voice. It is OK to pet and reassure the dog, as you cannot reinforce fear. However, you can add to the dog's discomfort or fear by acting frantic, anxious, rushed, or speaking in a high-pitched voice yourself. In some situations, allowing your dog to investigate at their own pace is also a good way to help them realize there is nothing to be afraid of.

Barking

For dogs barking out of fear; you will want to do your best to remove the dog from the situation **or** allow them to investigate at their own pace. There are ways to help a dog who shows consistent fear towards a certain trigger, but in the moment you will want to manage the situation the best you can. That might mean having someone take the dog for a walk while you run the vacuum cleaner. It could mean slowly approaching a 'scary' statue from behind and touching it yourself while gently encouraging the dog to investigate. It might mean walking away from the person dressed up like the Easter Bunny while talking in a calm reassuring voice. **Avoid punishing a dog who is barking or growling out of fear as it will only make the fear worse.**

Growling

Growling is a form of communication and should not be punished. When a dog growls, they are telling you that they are uncomfortable with the situation. "Punishing a growl is like removing the ticker from a time bomb." -Dr. Ian Dunbar. Instead, we want determine why the dog is growling and address the situation from there.

If your dog growls at another dog, child, or cat you will want to remove the other dog, child, or cat from the situation. Most dogs want to avoid confrontation and growl as a warning that they are uncomfortable or need space. If the target of their growl does not move away it is up to you to step in. This is especially true of dog/dog interactions. If the other dog takes the hint and walks away, praise that dog for making a good choice. If they do not take the hint, intervene. Otherwise the growling dog will feel that they need to increase the strength of their message and may lunge, bite, or snap. Over time the dog that was originally communicating

appropriately by growling may learn the only way to get their message across is to skip straight to biting if no intervention occurs- or if growling has been punished.

Again, your dog has been extensively evaluated to determine suitability as a Service or Therapy dog. However, while adjusting to their new life with you the stress of these changes may manifest as fearful behaviors.

Should your dog display barking growling behaviors towards people or children, or repeated or extreme fearful responses towards anything, please contact your trainer immediately for guidance.

Leash Reactivity & The Engage/Disengage Game

We often see dogs who bark at other dogs, people, or objects on leash. We refer to this as leash reactivity. It typically includes pulling, lunging, barking, or growling upon seeing the trigger. If your dog exhibits these behaviors, the best thing to do in the moment is move the dog away from the trigger. This might mean moving behind a parked car to create a visual barrier between your dog and another dog out on a walk. We want to avoid reprimanding the dog in this situation and remain calm as we put distance between the dog and his trigger.

Yelling “phooey, no, quiet!” will only serve to further exacerbate the situation and reinforce to the dog that the trigger is indeed something to be worried about. As you head home, avoid walking close to the dog’s trigger again as best you can.

This behavior may also occur when the dog is behind a fence or window, and is called barrier reactivity. Initially this is best handled with management until you have an opportunity to work through the situation with training. You may have to draw the blinds shut or prevent the dog from accessing the room with the window. If the dog is barking in the yard, it may help to bring him out on leash into the yard even if it is fenced. This will allow you to keep him away from the perimeter and more easily manage his behavior.

THE ENGAGE-DISENGAGE GAME

A training game for dogs who are FEARFUL, ANXIOUS, or FRUSTRATED around a specific trigger such as another dog, person, or sound. The goal is to first decrease the dog's fear/anxiety/frustration and then to teach the dog a new safe and appropriate behavior to do instead.

PREP:

- High value treats
- Clicker (or verbal marker)
- Humane harness or collar
- Practice fast u-turns by luring your dog with a treat on his nose, or tossing "find-it" treats on the ground as you both walk away quickly in the opposite direction.

- Take a break if you see subtle stress signals (displacement behaviors) such as excessive lip licking, yawning, or scratching.



PLAY FOR 1-5 MINUTES. TAKE A BREAK. REPEAT.

LEVEL 1: ENGAGE



Start at a safe distance away from the trigger, where your dog is not reacting. Be quiet and still so your dog notices the trigger on his own.



At the precise moment your dog ENGAGES by looking at the trigger, CLICK!



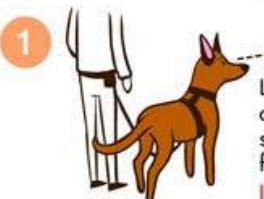
When your dog turns his head towards you after the click, feed a treat.
If your dog reacts or is not turning back to you after the click, move further away from the trigger to reset at an easier distance.

LEVEL 1 GOAL:

To do at least 3-5 repetitions in a row at the same distance before moving on to LEVEL 2. A successful repetition is when your dog immediately turns back to you after the click.

If the trigger is moving or changing in intensity, keep playing LEVEL 1 until your dog has calmly looked at (or engaged with) the trigger from every direction. Then move on to LEVEL 2.

LEVEL 2: DISENGAGE



Let your dog notice the trigger again, but now wait 1-5 seconds to see if he will offer to LOOK AWAY from the trigger on his own.

If your dog is fixating on the trigger for longer than 5 seconds, GO BACK to LEVEL 1.



At the precise moment your dog DISENGAGES by looking away from the trigger, CLICK!



After the click, feed a treat.
If your dog reacts or is not turning back to you after the click, move further away from the trigger to reset at an easier distance.

LEVEL 2 GOAL:

To do at least 3-5 repetitions in a row before moving 1-5 steps closer to the trigger. A successful repetition is when your dog comfortably disengages with the trigger on his own.

As you move closer, keep playing LEVEL 2 if the trigger is not moving or changing in intensity. If the trigger is moving or changing in intensity, go back to LEVEL 1 at the new distance.



Public Access Laws & ADI / IAADP

Assistance Dogs International, Inc. (ADI)

ADI is a worldwide coalition of nonprofit programs that train and place assistance dogs. Founded in 1986, ADI has become the leading authority in the assistance dog industry.

The objectives of ADI are to:

- ✿ Establish and promote standards of excellence in all areas of assistance dog acquisition, training, and partnership
- ✿ Facilitate communication and learning among member programs
- ✿ Educate the public to the benefits of assistance dogs

ADI has established minimum standards and ethics for member programs and for the training, placement, and follow-up support services for assistance dog teams. FSD is an accredited member of ADI, meeting—and in most cases exceeding—the minimal standards. For more information, visit ADI's website at <http://www.assistancedogsinternational.org/>.

For a complete list of ADI minimal standards, see Appendix C.

International Association of Assistance Dog Partners (IAADP)

IAADP is a nonprofit cross-disability consumer organization that represents all Assistance Dog Partners and advances consumer interests in the assistance dog field. The mission of IAADP is to: provide assistance dog partners with a voice in the assistance dog field; enable those partnered with guide dogs, hearing dogs, and service dogs to work together on issues of mutual concern; and foster the disabled person/assistance dog partnership.

Requirements for membership and benefits: person with a disability working with a guide, hearing, or service dog with the assistance dog training being a minimum of six months and 120 hours of schooling on obedience, manners, and tasks in accordance with IAADP Minimum Training Standards for public access prior to enrollment.

Your FSD service dog has already met and exceeded the minimum training standards for IAADP membership required for membership.

Some of the benefits of being a member include: free medication, reduced medical services at participating veterinarians, limited grants for veterinary costs, and much more. Memberships begin at \$40 for U.S. members. For a Partner membership application, go to <http://www.iaadp.org>.

Guide to Assistance Dog Laws

There are numerous United States federal and state laws that are applicable to assistance dogs. The Americans with Disabilities Act (ADA) is the federal law that protects the rights of people with disabilities in public. The Fair Housing Act is the federal law that protects the rights of people with disabilities in residential facilities. The Air Carrier Access Act is the federal law that protects the rights of people with disabilities in air travel. Additionally, many states have legislation that further clarifies assistance dog law. It is important to check your state laws or laws within states where you plan to travel. If you travel internationally, you must check with the country in which you plan to travel.

AMERICANS WITH DISABILITIES ACT

Covers: Guide dogs, hearing dogs and service dogs

Rule Regarding Accessibility: 28 Code of Federal Regulations (CFR) Part 36 §§ 36.104 and 36.302

Locations Allowed: Areas open to the general public: A public accommodation shall modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability in any area open to the general public. Areas not open to the general public: In areas not open to the general public, a public accommodation shall modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability. If the modification would fundamentally alter the nature of the goods, services, facilities, privileges, advantages, or accommodation offered or provided by the public accommodation, or if the policies, practices, or procedures are necessary for safe operation, the use of a service animal may be denied.

Summary of Law: The Americans with Disabilities Act guarantees a blind, deaf, or physically disabled person the legal right to be accompanied by a service animal in all areas open to the general public. Service animal means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including but not limited to guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Due to the vagueness of these rules refer to individual State Laws for additional Rights.

Additional: Complaints regarding access can be referred to The Department of Justice at (800) 514-0301 or (800) 514-0387 TDD or Public Access Section, Civil Rights Division, US Dept. of Justice, P.O. Box 66738, Washington, DC 20035-6738

U.S. Department of Justice, Civil Rights Division, Disability Rights Section Frequently Asked Questions about Service Animals and the ADA

The Department of Justice continues to receive many questions about how the Americans with Disabilities Act (ADA) applies to service animals. The ADA requires State and local government agencies, businesses, and nonprofit organizations (covered entities) that provide goods or services to the public to make “reasonable modifications” in their policies, practices, or procedures when necessary to accommodate people with disabilities. The service animal rules fall under this general principle. Accordingly, entities that have a “no pets” policy generally must modify the policy to allow service animals into their facilities. This publication provides guidance on the ADA's service animal provisions and should be read in conjunction with the publication ADA Revised Requirements: Service Animals.

DEFINITION OF A SERVICE ANIMAL

Q1. What is a service animal?

A. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

Q2. What does “do work or perform tasks” mean?

A. The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

Q3. Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

A. No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA. However, some State or local governments have laws that allow people to take emotional support animals into public places. You may check with your State and local government agencies to find out about these laws.

Q4. If someone's dog calms them when having an anxiety attack, does this qualify it as a service animal?

A. It depends. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA.

Q5. Does the ADA require service animals to be professionally trained?

B. No. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.

Q6. Are service-animals-in-training considered service animals under the ADA?

A. No. Under the ADA, the dog must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.

GENERAL RULES

Q7. What questions can a covered entity's employees ask to determine if a dog is a service animal?

A. In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? and (2) what work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

Q8. Do service animals have to wear a vest or patch or special harness identifying them as service animals?

A. No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

Q9. Who is responsible for the care and supervision of a service animal?

A. The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Covered entities are not obligated to supervise or otherwise care for a service animal.

Q10. Can a person bring a service animal with them as they go through a salad bar or other self-service food lines?

A. Yes. Service animals must be allowed to accompany their handlers to and through self-service food lines. Similarly, service animals may not be prohibited from communal food preparation areas, such as are commonly found in shelters or dormitories.

Q11. Can hotels assign designated rooms for guests with service animals, out of consideration for other guests?

A. No. A guest with a disability who uses a service animal must be provided the same opportunity to reserve any available room at the hotel as other guests without disabilities. They may not be restricted to "pet-friendly" rooms.

Q12. Can hotels charge a cleaning fee for guests who have service animals?

No. Hotels are not permitted to charge guests for cleaning the hair or dander shed by a service animal. However, if a guest's service animal causes damages to a guest room, a hotel is permitted to charge the same fee for damages as charged to other guests.

Q13. Can people bring more than one service animal into a public place?

A. Generally, yes. Some people with disabilities may use more than one service animal to perform different tasks. For example, a person who has a visual disability and a seizure disorder may use one service animal to assist with way-finding and another that is trained as a seizure alert dog. Other people may need two service animals for the same task, such as a person who needs two dogs to assist him or her with stability when walking. Staff may ask the two permissible questions (See Question 7) about each of the dogs. If both dogs can be accommodated, both should be allowed in. In some

circumstances, however, it may not be possible to accommodate more than one service animal. For example, in a crowded small restaurant, only one dog may be able to fit under the table. The only other place for the second dog would be in the aisle, which would block the space between tables. In this case, staff may request that one of the dogs be left outside.

Q14. Does a hospital have to allow an in-patient with a disability to keep a service animal in his or her room?

A. Generally, yes. Service animals must be allowed in patient rooms and anywhere else in the hospital the public and patients are allowed to go. They cannot be excluded on the grounds that staff can provide the same services.

Q15. What happens if a patient who uses a service animal is admitted to the hospital and is unable to care for or supervise their animal?

A. If the patient is not able to care for the service animal, the patient can make arrangements for a family member or friend to come to the hospital to provide these services, as it is always preferable that the service animal and its handler not be separated, or to keep the dog during the hospitalization. If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in an animal shelter until the patient is released, or make other appropriate arrangements. However, the hospital must give the patient the opportunity to make arrangements for the dog's care before taking such steps.

Q16. Must a service animal be allowed to ride in an ambulance with its handler?

A. Generally, yes. However, if the space in the ambulance is crowded and the dog's presence would interfere with the emergency medical staff's ability to treat the patient, staff should make other arrangements to have the dog transported to the hospital.

CERTIFICATION AND REGISTRATION

Q17. Does the ADA require that service animals be certified as service animals?

A. No. Covered entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry. There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under ADA and the Department of Justice does not recognize them as proof that the dog is a service animal.

Q18. My city requires all dogs to be vaccinated. Does this apply to my service animal?

A. Yes. Individuals who have service animals are not exempt from local animal control or public health requirements.

Q19. My city requires all dogs to be registered and licensed. Does this apply to my service animal?

A. Yes. Service animals are subject to local dog licensing and registration requirements.

Q20. My city requires me to register my dog as a service animal. Is this legal under the ADA?

A. No. Mandatory registration of service animals is not permissible under the ADA. However, as stated above, service animals are subject to the same licensing and vaccination rules that are applied to all dogs.

Q21. My city / college offers a voluntary registry program for people with disabilities who use service animals and provides a special tag identifying the dogs as service animals. Is this legal under the ADA?

A. Yes. Colleges and other entities, such as local governments, may offer voluntary registries. Many communities maintain a voluntary registry that serves a public purpose, for example, to ensure that emergency staff know to look for service animals during an emergency evacuation process. Some offer a benefit, such as a reduced dog license fee, for individuals who register their service animals. Registries for purposes like this are permitted under the ADA. An entity may not, however, require that a dog be registered as a service animal as a condition of being permitted in public places. This would be a violation of the ADA.

BREEDS

Q22. Can service animals be any breed of dog?

A. Yes. The ADA does not restrict the type of dog breeds that can be service animals.

Q23. Can individuals with disabilities be refused access to a facility based solely on the breed of their service animal?

A. No. A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

Q24. If a municipality has an ordinance that bans certain dog breeds, does the ban apply to service animals?

A. No. Municipalities that prohibit specific breeds of dogs must make an exception for a service animal of a prohibited breed, unless the dog poses a direct threat to the health or safety of others. Under the "direct threat" provisions of the ADA, local jurisdictions need to determine, on a case-by-case basis, whether a particular service animal can be excluded based on that particular animal's actual behavior or history, but they may not exclude a service animal because of fears or generalizations about how an animal or breed might behave. It is important to note that breed restrictions differ significantly from jurisdiction to jurisdiction. In fact, some jurisdictions have no breed restrictions.

EXCLUSION OF SERVICE ANIMALS

Q25. When can service animals be excluded?

A. The ADA does not require covered entities to modify policies, practices, or procedures if it would "fundamentally alter" the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

Q26. When might a service dog's presence fundamentally alter the nature of a service or program provided to the public?

A. In most settings, the presence of a service animal will not result in a fundamental alteration.

However, there are some exceptions. For example, at a boarding school, service animals could be restricted from a specific area of a dormitory reserved specifically for students with allergies to dog dander. At a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated. They cannot be restricted from other areas of the zoo.

Q27. What does under control mean? Do service animals have to be on a leash? Do they have to be quiet and not bark?

A. The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability. In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her. Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter. The dog must be off leash to do its job, but may be leashed at other times. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

Q28. What can my staff do when a service animal is being disruptive?

A. If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

Q29. Are hotel guests allowed to leave their service animals in their hotel room when they leave the hotel?

A. No, the dog must be under the handler's control at all times.

Q30. What happens if a person thinks a covered entity's staff has discriminated against him or her?

A. Individuals who believe that they have been illegally denied access or service because they use service animals may file a complaint with the U.S. Department of Justice. Individuals also have the right to file a private lawsuit in Federal court charging the entity with discrimination under the ADA.

MISCELLANEOUS

Q31. Are stores required to allow service animals to be placed in a shopping cart?

A. No. Generally, the dog must stay on the floor, or the person must carry the dog. For example, if a person with diabetes has a glucose alert dog, he may carry the dog in a chest pack so it can be close to his face to allow the dog to smell his breath to alert him of a change in glucose levels.

Q32. Are restaurants, bars, and other places that serve food or drink required to allow service animals to be seated on chairs or allow the animal to be fed at the table?

A. No. Seating, food, and drink are provided for customer use only. The ADA gives a person with a disability the right to be accompanied by his or her service animal, but covered entities are not required to allow an animal to sit or be fed at the table.

Q33. Are gyms, fitness centers, hotels, or municipalities that have swimming pools required to allow a service animal in the pool with its handler?

A. No. The ADA does not override public health rules that prohibit dogs in swimming pools. However, service animals must be allowed on the pool deck and in other areas where the public is allowed to go.

Q34. Are churches, temples, synagogues, mosques, and other places of worship required to allow individuals to bring their service animals into the facility?

A. No. Religious institutions and organizations are specifically exempt from the ADA. However, there may be State laws that apply to religious organizations.

Q35. Do apartments, mobile home parks, and other residential properties have to comply with the ADA?

A. The Fair Housing Act is the Federal law that protects the rights of people with disabilities in residential facilities. For information or to file a complaint, contact the U.S. Department of Housing and Urban Development at 1-800-669-9777.

Q36. Do Federal agencies, such as the U.S. Department of Veterans Affairs, have to comply with the ADA?

A. No. Section 504 of the Rehabilitation Act of 1973 is the Federal law that protects the rights of people with disabilities to participate in Federal programs and services. For information or to file a complaint, contact the agency's equal opportunity office.

Q37. Do commercial airlines have to comply with the ADA?

A. No. The Air Carrier Access Act is the Federal law that protects the rights of people with disabilities in air travel. For information or to file a complaint, contact the U.S. Department of Transportation, Aviation Consumer Protection Division, at 202-366-2220.

COLORADO STATE LAWS

Covers: Guide dogs, hearing dogs and service dogs

Statute Regarding Accessibility: Civil Rights Title 24, Article 34, § 24-34-803 (1995)

Summary of Law: Colorado law guarantees a blind, deaf, or physically disabled person or trainer of assistance dogs has the legal right to be accompanied by a specially trained dog in all housing, public accommodations and on all common carriers. No extra charge can be levied because of the dog's presence, but the dog user is liable for any damage the dog might cause to the premises.

Locations Allowed: Inns, hotels, motels, or other places of lodging, except establishments located within

buildings actually occupied by the proprietor as the proprietor's residence containing five or fewer rooms for rent or hire; Restaurants, bars, cafeterias, lunchrooms, lunch counters, soda fountains, casinos or other establishments serving food or drink, including any such facility located on the premises of any retail establishment; Gasoline stations or garages; Motion picture theaters, theaters, billiard or pool halls, concert halls, stadiums, sports arenas, amusement or recreation parks, or other places of exhibition or entertainment; Auditoriums, convention centers, lecture halls, or other places of public gathering; Bakeries, grocery stores, clothing stores, hardware stores, shopping centers, or other sales or retail establishments; Laundromats, dry cleaners, banks, barber shops, beauty shops, travel services, shoe repair services, funeral parlors, offices of accountants or attorneys-at-law, pharmacies, insurance offices, professional offices of health care providers, hospitals, or other service establishments; Terminals, depots, or other stations used for specified purposes; Museums, libraries, galleries, or other places of public display or collection; Parks, zoos, or other places of recreation; Nursery, elementary, secondary, undergraduate, or graduate school or other places of education; Day care centers, senior citizen centers, homeless shelters, food banks, adoption agencies, or other social service center establishments; Gymnasiums, health spas, bowling alleys, golf courses, or other places of exercise or recreation; airplanes, motor vehicles, railroad trains, motor buses, streetcars, boats, or taxis

Statute Regarding Interference: 18-13-107(1995) and 24-34-804(1995)

Interference Includes: any person, form, corporation, or agent of any person, firm or corporation to: (a) Withhold, deny, deprive, or attempt to withhold, deny or deprive any person with a disability or trainer of any of the rights or privileges secured in section 24-34-803; (b) Threaten to interfere with any of the rights of persons with disabilities or trainers secured in section 24-34-803; (c) Punish or attempt to punish any person with a disability or trainer for exercising or attempting to exercise any right or privilege secured by section 24-34-803

Statute Regarding Housing: 24-34-804(1995)

Housing Includes: Full and equal housing

Statute Regarding Owner Licenses and Fees: 24-34-804(1995)

Licenses or Fee Requirements: No license fee may be levied

Identification Requirements: None

Trainers Allowed With Dogs: 24-34-804(1995) Same as fully trained dog when accompanied by a trainer

Trainers Requirements: 24-34-804(1995) A person who is qualified to train dogs to serve as assistance dogs

Killing or Injury to Dog: 24-34-804(1995) Interfere with, injure, or harm, or cause another dog to interfere with, injure, or harm, an assistance dog

Penalties For Interference: Class 3 misdemeanor

TO FIND STATE LAWS ON SERVICE DOGS, VISIT:

WWW.ANIMALLAW.INFOR/TOPIC/TABLE-STATE- ASSISTANCE-ANIMAL-LAWS

<HTTP://SERVICEDOGCENTRAL.ORG/CONTENT/NO DE/51>

Be Prepared: Let's Role Play

What would you say in the following situations? It is a good idea to practice how to talk to the public so that when you are asked awkward questions, you are prepared with an appropriate response. Always remember that not only are you representing yourself, you are also representing Freedom Service Dogs and all other service dogs in general. How you interact with a person will partially determine how they react to those with service dogs in the future.

"You don't look like you need a service dog."

"How did you get that vest? I need to know where to buy one so I can bring my dog into the store."

"That doesn't look like a service dog."

"I'm allergic to dogs. Please don't bring your dog in here."

"That dog is a filthy animal. Dogs shouldn't be around when I eat!"

"Your dog shouldn't be doing that. I can tell you how to fix it."

Adult starts petting your dog without asking: _____



Freedom
SERVICE DOGS

Traveling with your Service Dog

Flying with Your Service Dog

The Air Carrier Access Act (ACAA) prohibits discrimination on the basis of disability in air travel and requires air carriers to accommodate the needs of passengers with disabilities. In 1990, the Department of Transportation issued a rule defining the rights of passengers and the obligations of air carriers under this law. This rule is under review as of May 2018 by the U.S. Department of Transportation.

Under the ACAA, a service animal is any animal that is individually trained or able to provide assistance to a qualified person with a disability. Service animals can be denied access if they cause a significant disruption of cabin service or are prohibited from entering a foreign country. If a carrier excludes a handicapped person on safety grounds, the carrier must provide the person a written explanation of the decision.



Most airlines do not require advance notice that a person with a disability is traveling with a service dog; however, carriers may require up to 48 hours advance notice for certain accommodations, including a service dog.

In some cases, you may be asked to show your service dog's veterinary health form and/or immunization record or other proof that your service dog's vaccinations are current within one year of the travel date.

Many airlines recently changed their requirements and now may require you to show your service dog's veterinary health form and/or immunization record or other proof that your service dog's vaccinations are current within one year of the travel date. Most airlines are encouraging individuals traveling with a service dog to provide documentation prior to your flight, usually at least 24 hours in advance.

FSD recommends that you always carry proof of immunization and a copy of your ID provided by FSD. Additionally, you should be prepared to answer the question, "What does your service animal do for you?" Your answer should be focused on the **trained behavior** the animal provides to you to mitigate your disability. Behavior examples include, but are not limited to, opening doors, guiding around obstacles, turning lights on and off, performing nightmare or day terrors interruption, etc.

Some airlines are requiring health documentation for emotional support or psychiatric dogs prior to the flight. Service dogs—even service dogs for PTS—are not considered emotional support dogs. However, there is a great deal of confusion in the public regarding the difference between an emotional support dog and a service dog.

Know Your Rights: It is important to know your rights. It is also important to understand that how you interact and respond reflects on you, Freedom Service Dogs, and all assistance dog organizations.

To help make flying more enjoyable for both you and your service dog, FSD recommends the following:

When you make your reservations inform them you will be traveling with a service dog and ask what their criteria is regarding shot records, proof of service dog status, etc. to help ensure a smooth trip.



If you are flying to a different state, check specific laws regarding service dogs in that state. No two states are alike. If you are flying internationally, check the country where you are visiting as each country has different assistance dog laws and requirements around quarantine, medical records, etc.

Service dogs are allowed (and required by FSD) to fly in the cabin with their client. Your service dog should never go in cargo. The airline is required to accommodate you, and many airlines will upgrade you to bulkhead seating to provide you more room.

If another passenger has allergies, the airline must attempt to accommodate both passengers by spacing you as far apart as they can for the flight. Allergies, even life-threatening ones, are not a reason to refuse a client with a service dog passage. It is best to try and be as accommodating as possible, but know that you cannot be asked to leave the plane unless your dog is not behaving appropriately.

Use middle-value or high-value treats when traveling. You want to make the experience as enjoyable as possible for your service dog, and the airport is a high-distraction situation where you may need extra yummy treats to keep your service dog focused.

Provide your service dog a chance to go potty prior to entering the airport. Airports are required to have a pet relief area. Make sure you know where the relief area is located, especially if you have a layover. It is okay to withhold a meal and excess water before a flight to help minimize your dog's discomfort.

Bring cleanup supplies on your carry-on: paper towel, wet naps, disposable Tupperware, and a zip-lock baggie to put a mess in to contain the smell, if needed. This is handy in case you are in a hurry and do not have a chance to get to a trash can or if you are already on the plane.

Security Screening at the Airport

Inform the TSA officer that you are traveling with a service animal. You may provide the officer with the TSA notification card or medical documentation to describe your condition.

Screening

You and your service dog will be screened by a walk-through metal detector. You may walk through together or you may lead the animal through separately on a leash. You can also place your dog in a down-stay with the leash extended towards you as you walk through the metal detector. You will undergo a pat-down if you are not screened by the walk-through metal detector.

If the metal detector alarms, you and your service dog/animal will undergo additional screening, including a pat-down.

If the service dog sets off alarms, do not make contact with the dog (other than holding the leash) until the dog has been inspected by an officer. TSA will not separate you from your service animal. If you have concerns about your screening, you can ask to speak with a supervisor or passenger support specialist at any point during the process.

Accessories

Service dog collars, harnesses, leashes, backpacks, vests, and other items are subject to screening. Items that are necessary to maintain control of the service dog or indicate that the service dog is on duty do not require removal to be screened.

If you need to relieve your service dog and must exit the security checkpoint, you and the service dog will need to go through the screening process again. You may request to move to the front of the line upon your return.

Medication for service animals must go through X-ray or inspection screening. Separate medications and inform the TSA officer that you carry these items for your service dog.

Traveling out of DIA <http://flydenver.com/accessibility>

International Association of Assistance Dog Partners Air Travel Hotline: Air travelers who want information about the rights of persons with disabilities in air travel or who experience disability-related air travel service problems may call the hotline to obtain assistance.

1-800-778-4838 (voice) or 1-800-455-9880 (TTY)

TSA - Travelers with Disabilities and Medical Conditions

<http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtml>

Air Carriers Access Act Information

http://www.disabilitytravel.com/airlines/air_carrier_act.htm

International Travel with your Service Dogs

<https://www.travelpaws.info>

Summary of Air Carriers Access Act

<http://www.iaadp.org/dot-final-rule-specifics-SA-08.html>

TSA Cares

TSA Cares is a helpline that provides travelers with disabilities, medical conditions, and other special circumstances additional assistance during the security-screening process.

Call 72 hours prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

TSA Cares phone number: **855-787-2227**



What's Next

After Placement

So, you might be asking yourself: Now that I have my dog, what's next? After placement and bonding time with your new service dog, it is time to get back to your life. Here are a few things to keep in mind as you are adjusting to life with your new companion.

New Tasks

FSD asks that you train your dog in one new task within the first year of placement. Our goal is for you to demonstrate that you and your service dog can communicate effectively, that you understand the training concepts, and that you are continuing to find ways for your dog to assist you. It can be as simple as a "shake" command or as in depth as having your dog help tug your shower curtain closed. Your trainers, as always, are here to help. If you have any questions or need suggestions, do not hesitate to ask.

Monthly Reports

Each month for the first year, you are required to submit a monthly report. These reports help FSD know how you and your service dog are doing during this transitional time. The report allows you to ask for help or simply share how you and your service dog are doing. FSD Client Services staff members are always available for questions in between reporting deadlines. **Not completing monthly reports on time is in violation of your placement contract and may result in the removal of your dog.** These reports will be completed via Apricot, FSD's online database. The client services team will send out an email the last week of the month to remind you to complete your monthly report.

Recertifications

Every year, FSD requires you to have your dog recertified to help FSD monitor your partnership and make sure your service dog is still of assistance. At the anniversary of your placement, FSD requires you to return to FSD to retake the ADI Public-Access Test. You will be required to come back to FSD one year after your initial certification and then every two years to complete recertification of the public access test. Also at this time, you will have your veterinarian complete an annual health exam form on your dog's health over the past year. Finally, you will complete an online annual report to update our team on how the previous year has gone for you and your service dog and to ensure we have the most up-to-date contact information for you. The ADI Public-Access Test will be required every other year and will require travel to the FSD facility.

Annual recertifications are a mandatory piece of service dog partnership.

These reports will be completed via Apricot, FSD's online database. The client services team will send out an email 30 days prior to your recertification deadline to remind you to complete your annual report.

Criteria for Successor Dog Placement

On average, an FSD service dog works with a human partner for eight to 10 years. Some clients want a successor service dog, and FSD gives top priority to clients who are in need of a successor dog. This means that when a client's current service dog is retired, the client is moved to the top of the client list for a new service dog providing the following criteria are met:

- ✿ Client's most recent dog was retired for acceptable reasons (inability to work, medical condition, etc.).
- ✿ Client has followed through with their contractual obligations, including (but not limited to) monthly reports, yearly recertifications, and responding to FSD staff requests for communication.
- ✿ Client has completed the mourning process for their previous dog (where applicable).
- ✿ Client has realistic expectations of a new dog and understands the time and effort it will take for the dog to learn and adapt to their needs.
- ✿ Client does not have prejudices against or for certain breeds.
- ✿ Client is excited and ready to take on the challenge of getting a new service dog.

The client must also meet the following criteria for reapplication:

- ✿ Client must complete a new application and video/pictures.
- ✿ Client must complete a new interview.
- ✿ Client must meet all requirements currently in effect for new clients at FSD.

FSD recommends trying to anticipate when your dog will be ready for retirement. As they get older, monitor their willingness and endurance while in public and working a full day. You will know your dog better than anybody. If you see them start to lose some of the bounce in their step, give FSD a call.

Staff can also help you determine when retirement time might be based on your recertification documentation.

Once your dog is ready to retire, you have options. If you are able to care for them and a new service dog, then you are welcome to keep your retired service dog as a beloved pet. You are also welcome to invite family members or friends to adopt your retired service dog so that they may stay in the family. If you or your loved ones are unable to keep your retired service dog, FSD will find them a fabulous adoptive home. FSD has families that are willing and excited to adopt a retired service dog and provide them with a loving and spoiled retirement.



Appendices

Appendix A

Assistance Dog International Public-Access Certification Test

A = Always

M = Most of the time (more than half of the time)

S = Sometimes (half or less of the time)

N = Never

1. CONTROLLED UNLOAD OUT OF VEHICLE

Dog did not try to leave vehicle until given release command.

YES* NO The dog waited in the vehicle until released.

YES NO The dog waited outside the vehicle under control.

YES NO The dog remained under control while another dog was walked past.

2. APPROACHING THE BUILDING

Relative heel position, not straining or forging.

A M S N The dog stayed in relative heel position.

YES* NO The dog was calm around traffic.

A M S N The dog stopped when the individual came to a halt.

3. CONTROLLED ENTRY THROUGH A DOORWAY

YES* NO The dog waited quietly at the door until commanded to enter.

YES* NO The dog waited on the inside until able to return to heel position.

4. HEELING THROUGH THE BUILDING

A M S N The dog was within the prescribed distance of the individual.

A M S N The dog ignored the public, remaining focused on the individual.

A M S N The dog readily adjusted to speed changes.

A M S N The dog readily turned corners; did not have to be tugged or jerked to change direction.

A M S N The dog readily maneuvered through tight quarters.

5. SIX-FOOT RECALL ON LEAD

YES* NO The dog responded readily to the recall command; did not stray away, seek attention from others, or trudge slowly.

- YES* NO The dog remained under control and focused on the individual.
- YES* NO The dog came within the prescribed distance of the individual.
- YES* NO The dog came directly to the individual.

6. SITS ON COMMAND

- A M S N The dog responded promptly to the command to sit.
- YES* NO The dog remained under control around food; not trying to get food and not needing repeated corrections.
- YES* NO The dog remained composed while the shopping cart passed; did not shy away, show signs of fear, etc. (shopping cart should be pushed normally and reasonably, not dramatically).
- YES* NO The dog maintained a sit-stay while being petted by a stranger.

7. DOWNS ON COMMAND

- A M S N The dog responded promptly to the command to down.
- YES* NO The dog remained under control around the food; not trying to get food and not needing repeated corrections.
- YES* NO The dog remained in control while the child approached; child should not taunt.

8. NOISE DISTRACTIONS

- If the dog jumps, turns, or shows a quick startle-type reaction, that is fine. The dog should not show fear, aggression, or continue to be affected by the noise.
- YES* NO The dog remained composed during the noise distraction.

9. RESTAURANT

- YES* NO The dog is unobtrusive and out of the way of patrons and employees as much as possible.
- YES* NO The dog maintained proper behavior, ignoring food and being quiet.

10. OFF LEAD

- YES* NO When told to drop the leash, the team maintained control/got back in position.

11. DOG TAKEN BY ANOTHER PERSON

- To show that the dog can be handled by another person without aggression or excessive stress or whining, someone else will take the dog's leash and passively hold the dog (not giving any commands) while the dog's partner moves 20' away.
- YES NO Another person can take the dog's leash and the dog's partner can move away without aggression or undue stress on the part of the dog.

12. CONTROLLED EXIT

- A M S N The dog stayed in relative heel position.
- YES* NO The dog was calm around traffic.
- A M S N The dog stopped when the individual came to a halt.

13. CONTROLLED LOAD INTO VEHICLE

- YES NO The dog waited until commanded to enter the vehicle.
- YES NO The dog readily entered the vehicle upon command.

14. TEAM RELATIONSHIP

- A M S N When the dog did well, the person praised the dog.
- A M S N The dog is relaxed, confident, and friendly.
- A M S N The person kept the dog under control.
- YES NO The person was prepared with proper working materials and equipment in case of an access confrontation (laws, etc.).

Scoring:

The team must score all “Always” or “Most of the time” responses on the A-M-S-N parts of the test. The team must score at least 80% “YES” answers on the “YES”/“NO” portion of the test. All questions marked by an asterisk must be answered by a “YES” response.

Were there any unique situations that made any portion of this test not applicable? Comments?

Appendix B

Freedom Service Dogs, Inc. Contract, Release, and Indemnification for Service Dog

I, _____, hereby accept ownership from Freedom Service Dogs, Inc. (hereinafter, "FSD"), according to the terms and conditions set forth herein, of the trained service dog described as:

Name: _____

Breed _____, Sex _____, Age _____

Color _____, Weight _____ lb., Body Condition Score _____

Microchip # _____. (hereinafter, "service dog"). For good and valuable consideration, I agree as follows:

Care

Init _____

I agree to assume full ownership, possession, control, and management of the service dog as of the date of my execution of this contract. Responsibilities include, but are not limited to:

1. Medical care, as directed by my veterinarian and by FSD, including vaccinations, medications, diagnostic testing, and treatments. The service dog must receive monthly heartworm prevention.
2. Nutritional care, including use of a good quality dog food and maintaining the dog at **IDEAL – Body Conditioning Score BCS #4 to #5** – weight score as defined by Purina Body Condition System.
3. Grooming as needed for cleanliness and appearance.
4. Adequate attention and appropriate treatment, by all members of my household, as defined by FSD Policies (see Placement Manual).

Certification and Usage

Init _____

I attest that I have been fully informed that the service dog is intended to assist me with my disability by performing certain tasks for and with me. I have been instructed on how to cue and reward the service dog to maintain his/her skills. I agree to use the service dog as a service dog, under the law, and to maintain the service dog's skills, along with other requirements pertaining to the usage of the service dog. I specifically agree and commit to the following:

1. I will notify FSD and request assistance at the onset of any skill or behavior problem. I will follow recommendations from FSD to resolve the issue(s).
2. I will ensure the service dog always wears an FSD service dog vest, cape or backpack when working in public.
3. I will adhere to positive reinforcement training techniques or tools.

4. I will complete and send to FSD an annual client/dog team report, to include proof of veterinary care, for the life of the service dog.
5. I will return to FSD to complete a public access test with my service dog one year after placement and then every two years for the life of the dog. Costs for travel, food and lodging to FSD is my responsibility.
6. I will ensure that the service dog maintains appropriate behavior for public access, including keeping the dog under control at all times and within 2 feet of me at all times.
7. I will maintain appropriate service dog etiquette and follow FSD procedures in handling the service dog at all times.
8. I will continue to use the service dog to assist me with my disability as he/she was trained and as I was instructed by FSD.
9. I will abide by FSD and Assistance Dogs International (ADI) regulations for public access behavior, certification, and identification of the service dog.
10. I understand I may lose my public access certification and service dog identification if FSD determines through ADI recertification tests and FSD evaluations that I am not meeting these terms.

Init _____

Provisional Evaluation Period

I further understand that the first twelve (12) months after transfer of ownership of the service dog is designated as a provisional evaluation period. During this provisional evaluation period, I will provide monthly reports for the first 12 months of placement. Additionally, I will not add any other animals/pets to the household for one year following placement of the service dog. If, for any reason, FSD removes my service dog from my possession, I understand that I am not eligible for any refunds for any costs incurred as a result of travel, food, lodging or other costs associated with my service dog.

Init _____

Removal and Repossession of Service Dog

I understand that if FSD determines that I no longer use the service dog for the purposes for which he/she was trained, or that the service dog's welfare is in jeopardy, FSD may, in its sole discretion, remove and repossess the service dog. Reasons for removal and repossession of the service dog include, but are not limited to:

1. Any indication of the client's noncompliance with any term or condition of this contract.
2. Any failure to meet any of the specific requirements set forth in the certification and usage section in this contract.
3. Client's inability, due to physical, mental, or emotional reasons, to continue to use the service dog for the purposes for which he/she was trained.
4. Client's reluctance or refusal to continue to use the service dog for the purposes for which he/she was trained.
5. Evidence that the service dog has become overly protective.

6. Any evidence of abuse or neglect of the service dog, including failure to provide appropriate veterinary or nutritional care of the dog.
7. Any indication that the service dog has become physically unable or unwilling to perform the purposes for which he/she was trained.

I agree and understand that if FSD at any time in the future deems, in its sole discretion that I am not complying with the terms and conditions of this contract, or any of them, it may remove and repossess the service dog.

Init **Equipment**

I understand that FSD provides a vest, cape or backpack, a no-pull harness, leash, and other equipment **solely** for the use of this service dog. I agree to keep all equipment clean and in good repair. When using the service dog in public, I will use an FSD vest, cape or backpack. I will replace any equipment when necessary at my own expense. I will return all equipment to FSD if I no longer use it with this service dog.

Init **Retirement**

I understand that on average a service dog can work for 8 – 10 years. FSD provides a successor dog free of charge. I understand that I need to plan for the retirement of my service dog including applying for a successor dog in timely manner allowing for a 2-3 year wait for a successor dog. I agree and understand that I may not meet the qualifications for a successor service dog. I agree and understand that if FSD at any time in the future deems, in its sole discretion, that a service dog needs to retire, FSD can require the dog to retire and may remove and repossess the service dog if I do not comply.

Init **Release and Indemnification**

As a result of FSD's conditional transfer of ownership of the service dog as provided herein, I hereby release and discharge FSD and any successor, parent, affiliate, or subsidiary company of FSD, its present and former officers, directors, employees, independent contractors, volunteers, agents, representatives, legal representatives, accountants, attorneys, successors and assigns ("released parties") from all claims, demands, and actions of any nature, known and unknown, arising out of, or related in any way to, any injuries or damages to any persons or property, including myself, caused directly or indirectly by the service dog.

In the event that any person or entity brings any claims, demands, or actions of any nature against the released parties for any injury or damage to any persons or property caused directly or indirectly by the service dog, I hereby agree to indemnify and hold harmless the released parties from any such liability or consequences.

Init —

Other Responsibilities

I agree that:

- I will keep FSD apprised of my current address and telephone.
- I acknowledge that FSD has provided me the service dog no cost, but that FSD's cost to train and provide the service dog to me is substantial. Under certain circumstances, there may be available to me public funds, grants or other sources of funds to assist me in obtaining a service dog. In consideration of my receipt of the service dog and the FSD training program, I agree that to the extent I receive public funds, grants or other funds to assist me in obtaining a service dog. I will promptly pay to FSD any funds I receive to assist me in obtaining a service dog up to \$30,000. Any public funds, grants or other funds used for training a service dog are non-refundable.
- I acknowledge that I am not required to participate in fund raising or public relations activities without my expressed and voluntary permission.

I understand that the service dog has completed the FSD service dog training program.

I also understand that the service dog will lose his/her skills if his/her training is not maintained. I commit to maintaining the training required for the service dog to retain his/her skills.

Init —

Miscellaneous

1. This Contract shall terminate upon mutual written consent of the Parties or violation of the terms contained in this Contract as determined by FSD in its sole discretion.
2. This Contract and the rights and obligations under this Contract may not be assigned without the prior written consent of FSD.
3. This Contract shall be subject to and shall be construed under the laws of the State of Colorado. Any action at law, suit in equity, or other judicial proceeding for the enforcement of this Contract, the enforcement of any provision of this Contract, and/or for the breach of any provision of this Contract, shall be instituted only in Arapahoe County, Colorado, each party consents to personal jurisdiction in Arapahoe County, Colorado, and each party waives the right to the change of venue.
4. Each provision of this agreement will be considered separable and if for any reason any provision or provisions herein are determined to be invalid, unenforceable or illegal under any existing or future law, such invalidity, unenforceability or illegality shall not impair the operation of our affect those portions of this Contract which are valid, enforceable and legal.

5. This Contract may be executed in one or more counterparts (including by facsimile transmission or by electronic delivery in .PDF format), each of which will be deemed an original, but all of which together will constitute one and the same instrument.

I certify that I have reviewed this contract and understand my responsibilities and the expectations set by FSD. My signature signifies acceptance of all the terms and conditions contained herein.

Client Printed Name

Date _____ Client Signature

Guardian Printed Name

Date _____ Guardian Signature

Witness Printed Name

Witness Signature

The above person reviewed this contract with me _____ Client Initials

I have received a Rabies Prevention Form. Initial _____

I have received written documentation of medical treatments. Initial _____

Appendix C

Assistance Dogs International

Standards Ethics for Dogs

ADI believes that any dog the member organizations train to become an assistance dog has a right to a quality life. Therefore, the ethical use of an assistance dog must incorporate the following criteria:
An assistance dog must be:

- ❖ temperamentally screened for emotional soundness and working ability.
- ❖ physically screened for the highest degree of good health and physical soundness.
- ❖ technically and analytically trained for maximum control and for the specialized tasks he/she is asked to perform.
- ❖ trained using humane training methods providing for the physical and emotional safety of the dog.
- ❖ permitted to learn at his/her own individual pace and not be placed in service before reaching adequate physical and emotional maturity.
- ❖ matched to best suit the client's needs, abilities, and lifestyle.
- ❖ placed with a client able to interact with him/her.
- ❖ placed with a client able to provide for the dog's emotional, physical, and financial needs.
- ❖ placed with a client able to provide a stable and secure living environment.
- ❖ placed with a client who expresses a desire for increased independence and/or an improvement in the quality of his/her life through the use of an assistance dog.

An ADI member organization will:

- ❖ accept responsibility for its dogs in the event of a graduate's death or incapacity to provide proper care.
- ❖ not train, place, or certify dogs with any aggressive behavior. An assistance dog may not be trained in any way for guard or protection duty. Nonaggressive barking as a trained behavior will be acceptable in appropriate situations.

Assistance Dogs in Public

There are guidelines on the public appropriateness, behavior, and training expected of a dog working in public places. These are intended to be minimum standards for members of ADI. All programs are encouraged to work at levels above the minimums.

1. Public appropriateness

- ❖ Dog is clean, well-groomed, and does not have an offensive odor.
- ❖ Dog does not urinate or defecate in inappropriate locations.

2. Behavior

- ❖ Dog does not solicit attention, visit, or annoy any member of the general public.

- ❖ Dog does not disrupt the normal course of business.
- ❖ Dog does not vocalize unnecessarily, i.e., barking, growling, or whining.
- ❖ Dog shows no aggression towards people or other animals.
- ❖ Dog does not solicit or steal food or other items from the general public.

3. Training

- ❖ Dog is specifically trained to perform 3 or more tasks to mitigate aspects of the client's disability.
- ❖ Dog works calmly and quietly in harness, on leash or other tether.
- ❖ Dog is able to perform its tasks in public.
- ❖ Dog must be able to lie quietly beside the handler without blocking aisles, doorways, etc.
- ❖ Dog is trained to urinate and defecate on command.
- ❖ Dog stays within 24" (60 cm) of its handler at all times unless the nature of a trained task requires it to be working at a greater distance.

Service Dog Training Standards

These are intended to be minimum standards for all assistance dog programs that are members of ADI. All programs are encouraged to work at levels above the minimums.

1. The service dog must respond to commands (basic obedience and skilled tasks) from the client 90% of the time on the first ask in all public and home environments.
2. The service dog should demonstrate basic obedience skills by responding to voice and/or hand signals for sitting, staying in place, lying down, walking in a controlled position near the client, and coming to the client when called.
3. The service dog must meet all of the standards as laid out in the minimum standards for assistance dogs in public and should be equally well behaved in the home.
4. The service dog must be trained to perform at least 3 tasks* to mitigate the client's disability.
 - a. The task must be visibly identifiable.
 - b. The task must directly mitigate the client's disability.
 - c. The client's records must show that the tasks are directly connected to (and mitigate) the client's disability.
5. The client must be provided with enough instruction to be able to meet the ADI Minimum Standards for Assistance Dogs in Public. The client must be able to demonstrate:
 - a. that their dog can perform at least 3 tasks
 - b. knowledge of acceptable training techniques
 - c. an understanding of canine care and health
 - d. the ability to maintain training, problem solve, and continue to train/add new skills (as required) with their service dog
 - e. knowledge of local access laws and appropriate public behavior.
6. The assistance dog program must document monthly follow-ups with clients for the first 6 months following placement. Personal contact will be done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.

7. Virtual training is an acceptable supplement to the training that is mandated by the ADI minimum standards and ethics and accreditation standards. These require training be done directly and in person by a qualified program trainer. This applies to all accredited members.
8. Identification of the service dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog must wear a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as assistance dogs.
9. The program staff must demonstrate knowledge of the client's disabilities in relation to the services they provide. The program shall make available to staff and volunteers educational material on different disabilities.
10. The client must abide by the ADI Minimum Standards of Assistance Dog Partners.
11. Prior to placement, every service dog must be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws. It is the program's responsibility to inform the client of any special health or maintenance care requirements for each dog.

*From ADI Glossary of Terms:

Task: This is a trained behavior that the dog does on cue (or command) to mitigate its partner's disability. The cue can be verbal, a hand signal, something in the environment, and/or some behavior exhibited by the partner or another person. Examples of a verbal cue could be "take it," and a hand signal could be pointing at an object to indicate to the dog to retrieve it. A cue in the environment might be a strap on a door, a car in the road, or an alarm clock ringing. The behavior of a person could be falling to the ground or hand shaking.

Ethics for Clients

1. In keeping with our purpose of helping people with disabilities achieve greater independence and improve the quality of their lives, the member organizations of ADI believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.
2. Clients have a right to be considered to receive an assistance dog regardless of race, sex, religion, or creed. Note FSD has added national origin, color, age, religion, marital status, sexual orientation, gender identity or expression, veteran status, mental or physical disabilities, or other status protected by state or local law.
3. Clients have the right to be treated with respect and dignity at all times in their dealings with the member organization's personnel and representatives.
4. The client has a right to receive a sound educational program to learn how to use his or her assistance dog most effectively at home and/or in public.
5. The client has a right to receive appropriate education on his or her role as a user of an assistance dog in the community.
6. The client has the right to receive regularly scheduled team evaluation and follow-up support.

7. The client has a right to receive information on or ask for assistance in the following matters:
 - a. Additional training for the dog that is needed due to a change in the client's functional level
 - b. A behavioral management problem with the dog
 - c. A major veterinary problem
 - d. Legal problems pertaining to the use and access of the assistance dog as allowed by law.
8. The client has the right to expect that personal files will remain confidential and will not be disclosed unless he or she has given express prior permission.
9. The community has a right to expect an assistance dog to be under control at all times and to exhibit no intrusive behavior in public; therefore, the client has the right to be partnered with an appropriate dog and taught appropriate handling techniques.
10. The community has a right to receive information concerning ADI Program Standards and Ethics.
11. The community has a right to receive education on the benefits received by a person with a disability through the use of an assistance dog.
12. No client shall be required to participate in fundraising or public relations activities without their express and voluntary permission.

Standards for Assistance Dogs Partners

The assistance dog partners will agree to the following partner responsibilities:

1. Treat the dog with appreciation and respect.
2. Practice obedience regularly.
3. Practice the dog's skills regularly.
4. Maintain the dog's proper behavior in public and at home.
5. Carry proper identification and be aware of all applicable laws pertaining to assistance dogs.
6. Keep the dog well groomed and well cared for.
7. Practice preventive health care for the dog.
8. Obtain annual health checks and vaccinations for the dog.
9. Abide by all leash and license laws.
10. Follow the training program's requirements for progress reports and medical evaluations.
11. Arrange for the prompt cleanup of the dog's waste.

Standards for Programs

1. Member organizations of ADI believe that the following tenets are necessary to ensure that the member organizations will continue to produce a quality product and to protect applicants, students, and graduates from feeling exploited or demeaned.
2. Any individual staff member or program volunteer working with dogs and/or clients that requires specialized people/canine skills must have:
 - a. An affinity for people and excellent communication skills.
 - b. Canine knowledge and training experience that ensures established training and client standards can be met by the member organization.

3. Policies and procedures are followed to ensure that the member organization will be able to maintain established standards of service to people with disabilities through their application selection, training, and team-matching methods.
4. All board members of ADI member organizations must receive orientation and be provided with appropriate educational materials about their respective programs. The materials should include, but not be limited to, the following:
 - a) History of assistance dogs and the history of their respective programs
 - b) ADI's established Standards and Ethics
 - c) Board of director responsibilities, such as financial management, resource identification, solicitation, and fundraising
 - d) Ongoing programs and services and long-range planning.
5. Member organizations recognize the community has a right to receive information concerning ADI program standards and ethics.
6. Member organizations recognize the community has a right to receive education on the benefits received by a person with a disability through the use of an assistance dog.

Standards for Trainers

These are intended to be minimum standards for all assistance dog programs for ADI member organizations. All trainers are encouraged to work at levels above the minimums.

1. Trainers must understand and adhere to all ADI Minimum Standards and Ethics.
2. Trainers must be able to produce effective working teams that meet ADI Standards (i.e., Public-Access Test, demonstration of tasks) as reviewed at the one-year anniversary of the team.
3. Trainers must have up-to-date knowledge of best practices in many areas, including:
 - ✿ learning theory
 - ✿ canine behavior
 - ✿ canine care and safety
 - ✿ a variety of training techniques, equipment, and methods.

Trainers must demonstrate effective:

- ✿ communication skills
- ✿ instruction of groups and individuals
- ✿ assessment and problem-solving skills
- ✿ self-assessment and improvement of performance.

Trainers must demonstrate:

- ✿ an understanding of the matching process of client with dog
- ✿ knowledge of the environment a team will encounter, specifically concerning family, community, school, and workplace and the impact these may have on each working team
- ✿ knowledge of and ability to determine when a training process, placement, or certification needs to be discontinued.

Trainers have a responsibility to the public, therefore they must:

- ✿ have knowledge of pertinent canine laws (i.e., leash laws and public access laws)
- ✿ build rapport and establish effective working relationships with co-workers, clients, volunteers, and the community
- ✿ use appropriate behavior in public when working with each dog and/or client (i.e., train one dog at a time, be polite, show respect and consideration to people and property, and maintain good personal and canine hygiene) and be willing to educate the public about assistance dogs and access rights.



Resources

Resources for Health and Medical Care

Pet CPR

<http://www.rescuecritters.com/cpr.html>

<http://www.berner.org/pages/dogcpr.pdf>

http://www.billfoundation.org/news/canine_cpr.html

Youtube.com -> search “Pet CPR” or “Canine CPR”

Contact your veterinarian for information on local Canine CPR classes

Veteran Crisis Line

Call 1-800-273-8255, then press 1

<https://www.veteranscrisisline.net/>

ASPCA Toxic and Nontoxic Plants

<http://www.aspca.org/Pet-care/poison-control/plant-list-dogs.aspx>

The rest of the ASPCA site is filled with informational articles on everything from toxic people foods for your dog, to how to appropriately brush your dog’s teeth. Check it out!

Pet Insurance

Pet Insurance Review: Sends you quotes from six top insurance companies based on age, sex, and breed of your dog www.petinsurancereview.com/

VPI: www.petinsurance.com/Plans-And-Coverage.aspx

Pets Best: www.petsbest.com

PetAid Colorado

You can apply for their reduced-fee veterinary program with some paperwork. They also have grants to support one-time surgical or medical intervention if there’s a good prognosis. www.petaidcolorado.org

Public Access and the ADA

U.S. Department of Justice - Civil Rights Division - Disability Rights Section A Guide to Disability Rights Laws

This entire document can be found at <http://www.ada.gov/cguide.htm>, but we are going to provide information on a few sections that are most pertinent to our new clients. If you have any questions

about items that are not discussed herein or want more details, check out the website or call the information numbers provided.

Americans with Disabilities Act (ADA)

- General Sources of Disability Rights Information

- ✿ ADA Information Line
 - (800) 514-0301 (voice)
 - (800) 514-0383 (TTY)
 - www.ada.gov
- ✿ Regional ADA and IT Technical Assistance Centers
 - (800) 949-4232 (voice, TTY)
 - www.adata.org
- ✿ For CO clients: Rocky Mountain ADA Center
 - Meeting the Challenge
 - 3630 Sinton Road, Suite 103
 - Colorado Springs, CO 80907
 - Phone: (719) 444-0268 (V/TTY)
 - Videophone: (719) 358-2460**
 - Fax: (719) 444-0269
 - Email: adainfo@adainformation.org
 - <http://www.rockymountainada.org>
 - **ASL:Paul Simmons

- Title I – Employment

- ✿ Charges of Employment discrimination must be brought to the attention of the U.S. Equal Employment Opportunity Commission (EEOC) field offices. These offices are located in 50 U.S. cities and you can find your local field office by calling :
 - (800) 669-4000 (voice)
 - (800) 669-6820 (TTY)
 - Email: <mailto:info@eeoc.gov>
 - www.eeoc.gov

- Title II – Public Transportation

- ✿ Questions and complaints about public transportation should be directed to:
 - Office of Civil Rights
 - Federal Transit Administration
 - U.S. Department of Transportation
 - 400 Seventh Street, S.W., Room 9102 Washington, DC 20590
 - www.fta.dot.gov/ada
 - (888) 446-4511 (voice/relay)

- Title III – Public Accommodations

- ✿ Complaints of Title III violations may be filed with the Department of Justice. For more information, you may contact:

- U.S. Department of Justice Civil Rights Division
950 Pennsylvania Avenue,
N.W. Disability Rights Section – NYAV
Washington, DC 20530
 - www.ada.gov
 - (800) 514-0301 (voice)
 - (800) 514-0383 (TTY)
- Fair Housing Act
 - * Complaints of Fair Housing Act violations or for more information, contact:
 - * Office of Program Compliance and Disability Rights
 - Office of Fair Housing and Equal Opportunity
U.S. Department of Housing and Urban Development 451 7th Street, S.W., Room 5242
Washington, DC 20410
 - www.hud.gov/offices/fheo
 - (800) 669-9777 (voice)
 - (800) 927-9275 (TTY)
 - * For questions about accessibility provisions of the Fair Housing Act, you may contact Fair Housing Accessibility FIRST at:
 - www.fairhousingfirst.org
 - (888) 341-7781 (voice/TTY)
 - * For publications, you may call the Housing and Urban Development Customer Service Center at:
 - (800) 767-7468 (voice/relay)
- Air Carrier Access Act
 - * The ACAA prohibits discrimination in air transportation against qualified individuals with physical or mental impairments. For more information or to file a complaint, contact:
 - Aviation Consumer Protection Division
U.S. Department of Transportation 400 Seventh Street,
S.W. Room 4107, C-75
Washington, DC 20590
 - www.airconsumer.ost.dot.gov
 - (202) 366-2220 (voice)
 - (202) 366-0511 (TTY)
 - (800) 778-4838 (voice)
 - (800) 455-9880 (TTY)