

No Monkey Business Service Dog Training Program



A Comprehensive Program for Achieving Owner Goals for Canine Assistance

TABLE OF CONTENTS

ABOUT US – MEET THE TRAINERS	2
I. Helen St. Pierre	2
II. Dee Ganley	3
CHAPTER 1 - INTRODUCTION TO SERVICE ANIMALS	4
I. OVERVIEW	4
II. DEFINITION OF “SERVICE ANIMAL”	4
III. FAQ’S ABOUT SERVICE ANIMALS AND THE ADA	4
a. GENERAL RULES	5
b. CERTIFICATION AND REGISTRATION	7
c. BREEDS	8
d. EXCLUSION OF SERVICE ANIMALS	8
e. MISCELLANEOUS	10
f. ADDITIONAL INFORMATION ABOUT THE ADA	11
IV. NOTES	12
CHAPTER 2 - TRAINING A SERVICE DOG	13
I. OVERVIEW	13
II. HOW MUCH DOES IT COST TO TRAIN A SERVICE DOG?	13
a. PURCHASING A FULLY TRAINED SERVICE DOG	13
b. TRAINING YOUR DOG AT NMBDT	13
III. NOTES	15
CHAPTER 3 – NMBDT SERVICE DOG TRAINING PROGRAM	16
I. OVERVIEW	16
II. GOALS FOR THE NMBDT SERVICE DOG TRAINING	17
a. PREREQUISITES	17
b. THE GOALS	17
III. TOOLS	18
a. TRAINING LOG	18
b. HOW TO FILL IN YOUR TRAINING LOG	19
c. AKC CANINE GOOD CITIZENSHIP TEST ITEMS	22
d. AKC COMMUNITY CANINE TEST ITEMS	24
e. ASSISTANCE DOG PUBLIC ACCESS TEST ITEMS	26
IV. A SHORT TRUE STORY FROM RAINA JONES	32
V. NOTES	36

About Us - Meet the Trainers

Meet Helen St. Pierre, CPDT-KSA, CDBC, OSCT

Helen is the owner and operator of No Monkey Business Dog Training, based in Concord, New Hampshire. She is a Certified Professional Dog Trainer – Knowledge and Skills Assessed (CPDT-KSA) and a Certified Dog Behavior Consultant (CDBC) and an Operation Socialization Certified Trainer (OSCT). Helen has been training dogs for over 12 years. She is a professional member of the Association of Pet Dog Trainers, a member of the Association of Animal Behavior Professionals and is a certified member of the International Association of Animal Behavior Consultants and a member of the Pet Professional Guild. Helen is also a licensed Dogs and Storks presenter, a licensed Dogs and Toddlers presenter, and a certified AKC evaluator.



Helen's skills range from basic obedience to behavior modification of serious problems including aggression as well as service dog training. Helen is always doing one on one behavior consultations, and Helen teaches classes locally in the Concord, New Hampshire area and offers workshops and seminars on a variety of subjects all around New England. Helen is constantly going to continuing education seminars to learn more about the fascinating world of dog behavior, and she has been featured on the radio, in print, and on T.V. for her work! She volunteers countless hours at the local SPCA and works with homeless dogs to help them learn skills to find a home faster.

She has worked as a trainer for the humane society rehabilitating aggressive dogs, and helping homeless dogs find the right home. She also was the volunteer 4-H dog club leader, and taught basic obedience at a prestigious training academy in Durango, Colorado. She is educated in canine behavior and has a strong foundation of knowledge on the psychological principles and applications of dog training. Helen has both the academic and hands-on skills that make for a great trainer and behavior consultant.

Helen has four dogs of her own, a German Shepherd Dog, Abbey, and a Papillon, Merlin, a Collie named Paddington and Mallory, another Papillon! She lost her beloved dogs, Sweet Pea, also a Papillon, in January 2013, and Atlas, a German Shepherd Dog, in May 2016. She takes great pride in her work and treats every animal she trains as if it were her own, making your training experience motivating and enjoyable!

For more info on Helen, please go to her web site at: www.nomonkeybusinessdogtraining.com/

Meet Dee Ganley, CPDT-KSA, CBCC-KA, CABC, CAP2, Master WAG IT instructor, Dognition Evaluator, CGC Evaluator

Dee is one of those people who find joy and solace being with dogs. She is happiest in their company and proud to have earned their trust. She has experienced the deeply civilized "conversations" that happen between well trained dogs and their handlers. She knows that she is a better person - more just, more open-minded, much kinder and certainly happier - because of the friendship of her four-footed friends.



The training and behavioral work Dee does with the public and shelter community is about how to achieve the two goals: getting behavior we want and getting rid of behavior we don't want, humanely and while having fun! Dee teaches positive reinforcement, and she places a very strong emphasis on managing a dog's environment for safety.

Over the years, the dogs and people Dee has helped have returned the favor 100 fold. They have taught her that learning and teaching is about "calm attentiveness." Fixing problems starts with paying attention – quietly, openly and always positively. Learning this, Dee has become much more relaxed, calm and decisive in my interactions with dogs. You get attention when you give attention. Working effectively with dogs means communication starts with the calm, attentive watcher. Wonderfully, this way of listening with your eyes as well as your ears, becomes a way of life and spills over into everything.

Teaching agility for fun and using games to keep classes light and fun for all is what Dee is best known for. Come join in one of Dee's classes! She has helped numerous service dog teams train and achieve their public access privileges through the years.

Dee has titled many dogs in many different venues and today still competes with her current dogs in NOSE WORK, and WAG IT GAMES when she has the time.

Check out Dee's book, *Changing People, Changing Dogs: Positive Solutions for Difficult Dogs*, where she is described as a "skilled dog trainer, handler, behaviorist and author, [who] shares her 35+ years' experience modifying aggressive dog behavior."

For more info on Dee, please go to her web site at: www.deesdogs.com

No Monkey Business Service Dog Training Program

Chapter 1 – Introduction to Service Animals

I. Overview

The value of a service dog to a person with a disability cannot be overstated. For people with disabilities – physical or psychiatric – a service dog may be the key to health, safety and independence. No Monkey Business Dog Training (NMBDT) is offering a multi-goal training aimed at preparing dogs to become service animals. This manual defines what a service animal is under the law, answers frequently asked questions about service animals, and describes the Service Dog Training Program offered by NMBDT.

II. Definition of “Service Animal”

Q. What is a service animal?

A. Under the Americans with Disabilities Act (ACA), 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. NH’s legal definition of service animal mirrors the ADA definition.

Q. 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.

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

Q. 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.

Q. 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.

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

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

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.

a. General Rules

Q. 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 is 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.

Q. 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.

Q. 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.

Q. 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.

Q. 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.

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

A. 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.

Q. 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.

Q. 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.

Q. 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 to 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 a boarding facility until the patient is released,

or make other appropriate arrangements. However, the hospital must give the patient opportunity to make arrangements for the dog's care before taking such steps.

Q. 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.

b. Certification and Registration

Q. 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.

PLEASE NOTE - There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under the ADA and the Department of Justice does not recognize them as proof that the dog is a service animal.

Q. 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.

Q. 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.

Q. 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.

Q. 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 knows 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.

c. Breeds

Q. 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.

Q. 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.

Q. 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.

d. Exclusion of Service Animals

Q. 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.

Q. 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.

Q. 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.

Q. 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.

Q. 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.

Q. 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.

e. Miscellaneous

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

A. 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.

Q. 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.

Q. 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.

Q. 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.

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

A. The ADA applies to housing programs administered by state and local governments, such as public housing authorities, and by places of public accommodation, such as public and private universities. In addition, the Fair Housing Act applies to virtually all types of housing, both public and privately-owned, including housing covered by the ADA. Under the Fair Housing Act, housing providers are obligated to permit, as a reasonable accommodation, the use of animals that work, provide assistance, or perform tasks that benefit persons with a disability, or provide emotional support to alleviate a symptom or effect of a disability. For information about these Fair Housing Act requirements see HUD's Notice on Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-funded Programs.

Q. 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.

Q. 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.

f. Additional Information About the ADA

For more information about the ADA, please visit the ADA website or call the ADA toll-free number.

- ADA Website: www.ADA.gov
- ADA Information Line: 800-514-0301 (Voice) and 800-514-0383 (TTY)

You may call the toll-free number 24 hours a day to order publications by mail. ADA Specialists are available to speak with you M-W, F 9:30 a.m. – 5:30 p.m., and Thursday 12:30 p.m. – 5:30 p.m. (Eastern Time) Calls are confidential.

To receive e-mail notifications when new ADA information is available, visit the ADA website's home page and click the link near the bottom of the right-hand column.

For people with disabilities, publications are available in alternate formats.

Duplication of ADA publications is encouraged.

For information about service animals, including NH law regulating service animals, go to this page on the NH Disability Rights Center's website: <http://www.drcnh.org/serviceanimals.html>

NOTES

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Chapter 2 – Training a Service Dog

I. Overview

A service dog is a valuable investment for a person with a disability. There are significant costs associated with owning a service dog, including the purchase of the dog, veterinary care, food, equipment, and training. The costs associated with purchasing a service dog trained by an organization are higher than the costs associated with dogs trained by professional trainers who guide owners and their dogs in achieving the necessary goals to achieve service dog status.

II. How Much Does It Cost to Train a Service Dog?

The costs associated with training a service dog are variable depending on the behaviors the dog is being trained to perform, the previous obedience training the dog has had, and the amount of time the owner/trainer can devote to training practice. Most dogs require 1-2 years to become a service dog and be fully trained in public access skills.

a. Purchasing a Fully Trained Service Dog

Purchasing a fully trained service dog from a program can cost between \$15,000 and \$25,000, depending on the types of tasks the dog is trained to perform. For example, a dog trained in mobility assistance will likely cost more than a dog trained to assist someone who is hearing impaired, or a dog trained as a therapy dog. The cost of a program trained service dog typically includes the following expenses, which are estimates and vary by program:

- Puppy purchase w/ elbow, eye, hip, heart, and temperament tests: \$1000.
- Vet Care for the first 2 years - neutering, immunizations, x-rays, well dog care: \$1500.
- Food - at a discount from various vendors: \$1000.
- Small equipment such as crates, leashes, vests, collars, toys: \$500-\$800
- Training time, depending on required training skills: \$5000-\$8000
- Transfer of dogs to clients where clients learn to work with their dog: \$2000.
- Professional services, insurance, administrative costs: \$1000.

b. Training Your Dog at NMBDT

There are many advantages to working with a trainer at NMBDT to train your own service dog. The advantages include:

- No waiting list. If you have your own dog with the appropriate temperament to become a service dog, you can begin training immediately.
- Training your own dog through NMBDT costs less than purchasing a program trained dog.
- Your dog, trained through NMBDT, will have the same access as a dog program trained dog.

The cost of training a service dog through the NMBDT program is significantly less than the cost of purchasing a program trained dog because you are doing all the work. However, there expenses associated with the program These expenses include:

- Cost of purchasing or adopting your adolescent dog or puppy
- Vaccines
- Food
- Equipment needed will depend on the breed of dog
- Classes/programs (see more about Goals of NMBDT Program in Chapter 3)

The cost of classes and programs at NMBDT are tied to each of the program goals. The total cost for the program is up to \$3,600 plus the cost of specific task training which typically ranges from \$800 to \$1,200. An owner/trainer may choose to pay \$1,200 separately for each of the first three goals, or pay \$3,000 in advance for all three goals.

Program goals are described in more detail in the next section of this manual. The goals with associated costs are:

- Goal 1 – AKC Canine Good Citizenship Certification: \$1,200
- Goal 2 – AKC Community Canine Certification: \$1,200
- Goal 3 – Public Access Certification: \$1,200
- Goal 4 – Specific Task Training: Cost Included in Total Cost of Program

Although the intent of the NMBDT Service Dog Training Program is to work with owners and dogs to complete all of the program goals, if an owner or the trainer decide to discontinue a dog's training prior to achieving all of the program goals, the owner is obligated to pay for classes related to the goals completed or in progress. **THERE IS NO GUARANTEE** that every dog will be able to complete the goals. Each dog will be evaluated throughout the program. It is expected that dogs will complete the criteria for each goal within five months. If NMBDT trainers determine that a dog is unable to achieve a goal and the owner/trainer has paid for the entire program in advance, NMBDT will refund the balance of payment for goals that have not been achieved, minus a 10% administrative fee. Owner/trainers are responsible for paying for goals that have been completed or are in progress.

Chapter 3 – NMBDT Service Dog Training Program

I. Overview

NMBDT is committed to helping owners achieve their service dog objectives. There are several different types of service dogs in training. Owners will need to choose which of the following service dog trainings best meet their needs.

- **Assistant dogs**
These dogs perform helpful tasks for people who use wheelchairs or have other limitations in their arms and/or legs. This type of dog has public access and is protected by the ADA. This type of placement requires that the person working the dog be able to manage the dog independently when out in public. Generally, individuals must be at least 16 years of age before they are mature enough to be able to handle a service dog alone when in public.
- **Facilitated Teams**
These dogs are provided to a “team”. The first team member is a child or older adult who has a disability. The second team member is a non-disabled adult, usually a parent but may be a spouse or significant other. This second individual facilitates the work of the dog with the first team member. In this type of training, all members of the team must be available for the Team Training that NMBDT conducts and be present when working the dog in public. This type of dog has public access and is protected by the ADA as long as all members of the team are present.
- **In-home placement**
These dogs provide help with tasks such as retrieving dropped items, balance support, etc. but this assistance can only be provided in places where pet dogs are permitted. Thus, the difference between this type of dog and an “assistant dog” is that this type of dog does NOT have public access and does not have legal protection as outlined by the ADA. For people who do not go out of their home much or have assistance from others when they do, this type of training can be an attractive option.
- **Facility dogs**
Facility dogs work with professional caregivers who incorporate the dog into the care of their clients, patients or students. These dogs are most frequently placed in hospitals (e.g., physical therapy departments) or schools with special needs students. These dogs do not have a protected legal right to public access as outlined by the ADA. These dogs may be permitted to enter facilities (e.g., schools, therapy units) but this is a negotiated agreement between the dog’s facilitator and the administration of the facility where the facilitator is working with the dog.
- **Release dogs**
Not all dogs are suited for service dog work. When NMBDT determines that a dog is not suited for service dog work, it may be recommended that the owner consider another role for the dog, such as law enforcement, search and rescue or

pet homes. It is important to understand that these release dogs are not provided public access through the ADA.

For more information about service dog types see: <https://www.nsarco.com/service-definitions.html>

II. Goals for the NMBDT Service Dog Training

a. Prerequisites

- Dogs should be at least 8 months of age, healthy and have all required vaccines
- Dogs should have attended at least 1 puppy class and 1 adolescent class
- Dogs must have passed NMBDT temperament evaluation. The NMBDT temperament evaluation focuses on and measures different aspects of temperament such as stability, shyness, aggressiveness and friendliness, as well as the dog's instinct for protectiveness towards its handler and/or self-preservation in the face of a threat.
- Dogs that have previously achieved the AKC Canine Good Citizenship (CGC) title or AKC Community Canine title will be reevaluated. The cost of the program will be adjusted to reflect prior achievement of these titles.

b. The Goals

- **1st Goal** - achieving AKC Canine Good Citizenship (CGC) title
 - To achieve the AKC CGC title, dogs must successfully complete a 10 item test.
 - For additional information on achieving this goal, see the AKC CGC Participant Handbook here: <http://images.akc.org/pdf/cgc/GK9GC2.pdf>
 - All 10 test requirements must be met successfully before moving onto the next goal.
- **2nd Goal** – achieving AKC Community Canine title, also known as the Advanced Canine Good Citizen (CGCA) title
 - AKC Community Canine is the advance level of the AKC's Good Citizen Program.
 - For additional information on achieving this goal, see the Test items for Community Canine here: <http://www.akc.org/dog-owners/training/akc-community-canine/test-items/>
 - To achieve the AKC CGCA title, dogs must successfully complete a 10 item test done in real situations such as at shows, classes and in the community.
- **3rd Goal** – Passing the ADA public access test
 - Under the Americans with Disabilities Act (ADA) a dog that is individually trained to assist its disabled handler in activities of daily living may qualify as an assistance dog which the handler may take into public where dogs are not normally allowed.

- Service dogs must be manageable in public, responding to commands and controls that are part of a public access test.
- For the list of commands and controls to which a service dog or emotional support dog must respond see: <https://www.nsarco.com/public-access-test.html>; <http://www.assistancedogsinternational.org/standards/public-access-test/>; or, <http://www.iaadp.org/iaadp-minimum-training-standards-for-public-access.html>
- **4th Goal** – Specific Task Training
 - In order to qualify as a service dog, the dog must be individually trained to perform one or more major life tasks for a person with a disability.
 - The nature of the tasks a dog needs to perform will vary depending on the dog’s owner’s disability.
 - Examples of major life tasks performed by a service dog include, but are not limited to, detecting glucose levels for a person with diabetes, retrieving objects for a person with physical limitations, guiding a person with a visual impairment, and calming a person with an anxiety disorder. For examples of service dog tasks see: <http://www.iaadp.org/tasks.html>

III. Tools

- a. **Training Log** – Maintaining a training log is critical to tracking every aspect of your dog’s progress in achieving goals throughout the program. Below is a sample log, with examples of how to fill it out.

- i. **Owner Trainer’s Name:**
- ii. **Dog’s Name:**
- iii. **Breed:**
- iv. **Gender:**
- v. **Age:**
- vi. **Week of:** _____ **Hours (On Site) + (Outings)**
- vii. **Health:**
- viii. **Problems:**
- ix. **Outings:**
- x. **Socialization:**
- xi. **Obedience:**
- xii. **Service Dog Tasks:**
- xiii. **Manners:**
- xiv. **Comments:**

b. How to Fill In Your Training Log– Guidance and Examples

- i. Owner Trainer’s Name:** Jane Doe
- ii. Dog’s Name:** Flip
- iii. Source:** Rescue? Breeder?
- iv. Breed or Mix:** Border Collie
- v. Gender:** M or F
- vi. Age:** 8 mos.
- vii. Week of:** May 2 - 8, 2016
 - 1. Total Hours – 8 hours**
 - a. On Site – 3.5 hours**
 - b. Outings – 4.5 hours**
- viii. Health:**
 1. Make a note if you gave Heartworm Preventative this week and /or used monthly flea control like Advantage or changed Flea & Tick collar.
 2. Make other notes, such as “treated ear infection.” Anal gland scooting...had vet empty? Did you change diet? Progress on new diet or digestive upsets? Treated hot spot? Trimmed nails? Blowing coat? Improved on car sickness?
- ix. Problems:**
 1. Are there any particular problems distressing you?
 2. Has there been improvement on any of the problems mentioned in previous logs? (e.g. Barking at other dogs, becoming over excited in the presence of other animals or fearful of getting into the back seat of the car, or refuses to potty outside of his backyard or won’t use other footing except grass, etc.)
- x. Outings:**
 1. Monday, 1 hour: Canine Good Citizen (CGC) class; Trainers (your name, instructor’s name)
 2. Tuesday, 45 mins.: Bank - inside w/permission, parking lot work too; Trainer - (your name)
 3. Thursday, 1 ¼ hour: PetSmart; Trainers (your name, assistant’s name)
 4. Saturday , 1 ½ hour: PetSmart, more work on dog distraction issue, Trainer (your name)
- xi. Socialization:**
 1. What novel sights, sounds, smells, taste or touch, footing, was the dog exposed to in an urban, suburban or rural environment in different kinds of weather? (e.g., a band in a park, a parade, a mounted policeman, Little League game, strangers in ethnic garb, potty in street near curb?)

2. Did the dog improve when exposed to something that caused signs of stress earlier, such as an elevator ride, dog barking at
3. him from behind a fence, working near an escalator, climbing a staircase or when asked to potty on different types of ground?
4. What needs more work? (*e.g.*, walking near heavy traffic, motorcycle revving up, garbage truck, approaching a mirror, screaming kids on
5. schoolyard playground, holding a Sit Stay during a thunderstorm, etc.)

xii. Obedience:

1. Where did you practice basic commands? (*e.g.* house, garage, neighborhood, outside shopping center). Any progress?
2. What needs improvement? (*e.g.*, out of sight Stays or Heel w/halt instead of Sit for balance or wheelchair work.)
3. Practice Public Access Test
 - a. Holding Sit or Down when adult or child pets the dog or someone drops food on the floor or puts plate down by dog or passes with a shopping cart.
 - b. Practice Stay or Come with a dropped leash indoors, outdoors in safe area. Have assistant tease dog at a distance with food, smooching, say “Hi, puppy, puppy” or bounce a ball while you keep him focused on you in a Sit or Down Stay.
 - c. Advanced - practice Stay in public rest room, under table in restaurant, in stores in sight, you out of sight around a corner. Off leash heeling, Downs, recall indoors, outdoors in safe fenced area.

xiii. Service Dog Tasks:

1. What did you introduce this week?
2. What progress has dog made on various tasks, like fetch the phone?
3. Beginner, intermediate or advanced stage?
4. Any setback?
5. Where did you practice?

xiv. Manners:

1. Which manners were priorities this week?
2. What improved?
 - a. For example: Say “please” [with Sit Stay] for Supper, for Exiting house....expanded from 30 seconds to one minute!
 - b. Enter, exit, riding in a car - improved.
 - c. Honor system - respecting “Leave It” edict re: bowl of treats on end table, 24/7....3rd week, also leaves bowl of treats on kitchen counter alone!

- d. Paw on knee - rarely tries this dominance behavior anymore.
Licking self in public - only needed one correction this week,
an “uh uh” with my disapproving
- e. glare at him. Doesn't do it at church anymore or in grocery
store.
- 3. What needs more work?
 - a. Lie quietly on side for nail grinder, grooming - needs work!
 - b. Watchdog suppression - needs work!
 - c. Jumping on visitors - needs work.
 - d. No sniffing other dogs while “on duty” at obedience class or
in neighborhood - needs more work.

xv. Comments:

- 1. Anything unusual, worrisome, cute, exceptional?
- 2. Did you read a book, see a video that helped with training?
- 3. Reason for not practicing this week (*e.g.*, sick, injured, family funeral,
or dog neutered and must be kept very quiet for two weeks? Etc.)
- 4. Overall progress - Fair? Good?

AKC's Canine Good Citizen® (CGC) Program

Training/Testing: CGC Test Items

Before taking the Canine Good Citizen test, owners will sign the **Responsible Dog Owners Pledge**. We believe that responsible dog ownership is a key part of the CGC concept and by signing the pledge, owners agree to take care of their dog's health needs, safety, exercise, training and quality of life. Owners also agree to show responsibility by doing things such as cleaning up after their dogs in public places and never letting dogs infringe on the rights of others.

After signing the Responsible Dog Owners Pledge, owners and their dogs are ready to take the CGC Test. Items on the Canine Good Citizen Test include:

Test 1: Accepting a friendly stranger

This test demonstrates that the dog will allow a friendly stranger to approach it and speak to the handler in a natural, everyday situation. The evaluator walks up to the dog and handler and greets the handler in a friendly manner, ignoring the dog. The evaluator and handler shake hands and exchange pleasantries. The dog must show no sign of resentment or shyness, and must not break position or try to go to the evaluator.

Test 2: Sitting politely for petting

This test demonstrates that the dog will allow a friendly stranger to touch it while it is out with its handler. With the dog sitting at the handler's side, to begin the exercise, the evaluator pets the dog on the head and body. The handler may talk to his or her dog throughout the exercise. The dog may stand in place as it is petted. The dog must not show shyness or resentment.

Test 3: Appearance and grooming

This practical test demonstrates that the dog will welcome being groomed and examined and will permit someone, such as a veterinarian, groomer or friend of the owner, to do so. It also demonstrates the owner's care, concern and sense of responsibility. The evaluator inspects the dog to determine if it is clean and groomed. The dog must appear to be in healthy condition (i.e., proper weight, clean, healthy and alert). The handler should supply the comb or brush commonly used on the dog. The evaluator then softly combs or brushes the dog, and in a natural manner, lightly examines the ears and gently picks up each front foot. It is not necessary for the dog to hold a specific position during the examination, and the handler may talk to the dog, praise it and give encouragement throughout.

Test 4: Out for a walk (walking on a loose lead)

This test demonstrates that the handler is in control of the dog. The dog may be on either side of the handler. The dog's position should leave no doubt that the dog is attentive to the handler and is responding to the handler's movements and changes of direction. The dog need not be perfectly aligned with the handler and need not sit when the handler stops. The evaluator may use a pre-plotted course or may direct the handler/dog team by issuing instructions or commands. In either case, there should be a right turn, left turn, and an about turn with at least one stop in between and another at the end. The handler may talk to the dog along the way, praise the dog, or give commands in a normal tone of voice. The handler may sit the dog at the halts if desired.

Test 5: Walking through a crowd

This test demonstrates that the dog can move about politely in pedestrian traffic and is under control in public places. The dog and handler walk around and pass close to several people (at least three). The dog may show some interest in the strangers but should continue to walk with the handler, without evidence of over-exuberance, shyness or resentment. The handler may talk to the dog and encourage or praise the dog throughout the test. The dog should not jump on people in the crowd or strain on the leash.

Test 6: Sit and down on command and Staying in place

This test demonstrates that the dog has training, will respond to the handler's commands to sit and down and will remain in the place commanded by the handler (sit or down position, whichever the handler prefers). The dog must do sit AND down on command, then the owner chooses the position for leaving the dog in the stay. Prior to this test, the dog's leash is replaced with a line 20 feet long. The handler may take a reasonable amount of time and use more than one command to get the dog to sit and then down. The evaluator must determine if the dog has responded to the handler's commands. The handler may not force the dog into position but may touch the dog to offer gentle guidance. When instructed by the evaluator, the handler tells the dog to stay and walks forward the length of the line, turns and returns to the dog at a natural pace. The dog must remain in the place in which it was left (it may change position) until the evaluator instructs the handler to release the dog. The dog may be released from the front or the side.

Test 7: Coming when called

This test demonstrates that the dog will come when called by the handler. The handler will walk 10 feet from the dog, turn to face the dog, and call the dog. The handler may use encouragement to get the dog to come. Handlers may choose to tell dogs to "stay" or "wait" or they may simply walk away, giving no instructions to the dog.

Test 8: Reaction to another dog

This test demonstrates that the dog can behave politely around other dogs. Two handlers and their dogs approach each other from a distance of about 20 feet, stop, shake hands and exchange pleasantries, and continue on for about 10 feet. The dogs should show no more than casual interest in each other. Neither dog should go to the other dog or its handler.

Test 9: Reaction to distraction

This test demonstrates that the dog is confident at all times when faced with common distracting situations. The evaluator will select and present two distractions. Examples of distractions include dropping a chair, rolling a crate dolly past the dog, having a jogger run in front of the dog, or dropping a crutch or cane. The dog may express natural interest and curiosity and/or may appear slightly startled but should not panic, try to run away, show aggressiveness, or bark. The handler may talk to the dog and encourage or praise it throughout the exercise.

Test 10: Supervised separation

This test demonstrates that a dog can be left with a trusted person, if necessary, and will maintain training and good manners. Evaluators are encouraged to say something like, "Would you like me to watch your dog?" and then take hold of the dog's leash. The owner will go out of sight for three minutes. The dog does not have to stay in position but should not continually bark, whine, or pace unnecessarily, or show anything stronger than mild agitation or nervousness. Evaluators may talk to the dog but should not engage in excessive talking, petting, or management attempts (e.g, "there, there, it's alright").

Equipment

All tests must be performed on leash. Dogs should wear well-fitting buckle or slip collars made of leather, fabric, or chain. Special training collars such as pinch collars, head halters, etc. are not permitted in the CGC test. We recognize that special training collars may be very useful tools for beginning dog trainers, however, we feel that dogs are ready to take the CGC test at the point at which they are transitioned to regular collars.

The evaluator supplies a 20-foot lead for the test. The owner/handler should bring the dog's brush or comb to the test.

Encouragement

Owners/handlers may use praise and encouragement throughout the test. The owner may pet the dog between exercises. Food and treats are not permitted during testing, nor is the use of toys, squeaky toys, etc. to get the dog to do something. We recognize that food and toys may provide valuable reinforcement or encouragement during the training process but these items should not be used during the test.

Failures – Dismissals

Any dog that eliminates during testing must be marked failed. The only exception to this rule is that elimination is allowable in test Item 10, but only when test Item 10 is held outdoors.

Any dog that growls, snaps, bites, attacks, or attempts to attack a person or another dog is not a good citizen and must be dismissed from the test.

Test Items for AKC Community Canine

About the AKC Community Canine™ Title

AKC Community Canine™ is the advanced level of the AKC's Canine Good Citizen Program. Dogs who pass the AKC Community Canine test earn the official AKC Community Canine title that is designated by the letters "CGCA" (Advanced CGC) on the dog's title record.

Whereas Canine Good Citizen tests are most often tested in a ring and situations are simulated (e.g., 3 helpers serve as a "crowd"), the AKC Community Canine test is done in real situations including at shows, classes, and in the community.

AKC Approved CGC Evaluators administer the AKC Community Canine test.

Age Requirements for Dogs

There is no age limit for dogs taking the AKC Community Canine test. However, before taking the test, dogs must have a Canine Good Citizen test on record at AKC.

There are several exceptions to having no age limit at an AKC Community Canine test. When AKC Community Canine tests are given in conjunction with AKC events, clubs enforce the regulations for all activities.

Collar, Leashes and Equipment

All tests must be performed on leash. Dogs should wear well-fitting buckle or slip collars (including martingales) or body harnesses. Body harnesses should not restrict the movement of the dog. Special training equipment such as pinch collars and head collars are not permitted. The leash should be made of either leather or fabric. Retractable leashes may not be used in the test.

We recognize that special training collars may be valuable equipment in the beginning stages of dog training, however, we feel that dogs are ready to be tested after they have been transitioned to a slip or buckle collar (body harnesses are also acceptable). If an evaluator is teaching classes and does not feel comfortable with one of the permitted collars, students may be required to take the test in the type of collar used in class (as long as it is permitted by AKC for testing). If the test is advertised for the general public, all of the permitted collar types and body harnesses should be allowed in the test.

Fees

Test-giving organizations and individual evaluators may charge a fee for conducting an AKC Community Canine test. Fees are used to cover the costs of test kits, mailing, copying, and advertising related to the test. Private trainers sometimes charge a fee for a testing session that is commensurate with their hourly rate of service. There is a \$20.00 processing fee that the dog owner will pay to the AKC for the AKC Community Canine title.

Food

Handlers are not permitted to use food as a reward during the AKC Community Canine Test. While we recognize that food can be an effective reinforcer during training, it should not be used in the test. As with CGC, the purpose of the AKC Community Canine test is to determine if the dog relates to the owner and if it can be controlled without food.

Handler/Dog Interactions During Test

Handlers may talk to their dogs and provide praise throughout the test. The test items should be in as natural, realistic format as possible. Evaluators should encourage the test to be fun.

Evaluators may remind handlers to communicate with their dogs. Evaluators should not make the test easier by eliminating test items, nor should they require a higher level of performance than the test requires. Of course, evaluators may choose to teach more advanced skills in their classes.

AKC COMMUNITY CANINE TEST Advanced Canine Good Citizen (the "CGCA" title)

To earn the CGCA title, the dog must 1) be registered or listed with AKC (AKC number, PAL, or AKC Canine Partners number) and, 2) already have a Canine Good Citizen award/title on record. Dogs must pass all 10 items of the test to receive the CGCA title.

1. Dog stands, sits or lies down and waits under control while the owner:

- sits at the registration table and fills out paperwork, or,
- if the test is done in the community, dog waits while the owner sits and has a snack or visits with another person (e.g., at a park)

2. Walks on a loose leash in a natural situation (not in a ring)—does not pull.

- left turn
- right turn
- stop
- fast and slow pace

3. Walks on loose leash through a crowd

- at a show or in class, this item is tested in a real crowd, not in a ring
- in the community, dog walks on sidewalk, through a crowd at a community fair, park, on a trail, through a busy hallway, etc.

4. Dog walks past distraction dogs present; does not pull.

This item may be tested along with #3 if there are dogs in the crowd, etc.

- at a show or class, dog walks by dogs waiting in the crowd—dogs 2 ft. apart
- in the community, dog walks by other dogs on a trail, sidewalk, in a hallway, etc.

5. Sit—stay in small group (3 other people with dogs).

Owners and dogs are in an informal circle/square while owners have a conversation.

Dogs are all on the owner's left side, on leash; 3 ft. apart. (At least 30 seconds)

6. Dog allows person who is carrying something (backpack, computer bag, etc.) to approach and pet it.

"May I pet your dog?" (Item is placed on floor/ground before the person pets the dog)

7. "Leave it." Dog walks by food and follows owner instructions, "Leave it."

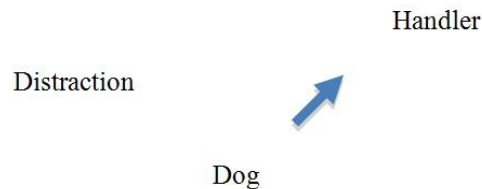
This can be food placed by the evaluator on the floor or ground in a food dish with a wire cover as in Rally.

8. Down or sit stay—distance (owner's choice).

Dog is on 20–ft line, owner walks away with back to dog, picks up an item (e.g., backpack, training bag, clipboard, folder etc.) placed on the floor/chair/ground by the evaluator and returns to the dog.

9. Recall with distractions present (coming when called). Handler goes out 20–ft. (off center) and calls dog.

Dog is on the 20–ft. line from #8 above.



10. Dog will sit or stand stay (owner's choice) while owner enters/exits a doorway or narrow passageway.

Owner calls dog through door when ready. Owner may also choose to 1) send the dog through first and have the dog wait for the owner, or 2) the owner may choose to have the dog go through the doorway at the owner's side.

Whichever method is used, the dog must not pull the owner and must be under good control. Think of the handler having the leash in one hand and a cup of coffee in the other. Doorway or gate can be real or simulated with ring gates, two chairs, or a natural passageway (e.g., entrance to trail) in the community.

**ASSISTANCE DOG PUBLIC ACCESS
CERTIFICATION TEST**

NAME OF DOG AND RECIPIENT: _____

NAME OF TESTER: _____

DATE OF TEST: _____ DATE OF PLACEMENT: _____

TESTED ON (PLEASE CIRCLE ONE): PLACEMENT FOLLOW-UP

EQUIPMENT USED: _____

FINAL RESULT (PLEASE CIRCLE ONE): PASS FAIL

PURPOSE- The purpose of this Public Access Test is to ensure that dogs that have public access are stable, well-behaved, and unobtrusive to the public. It is to ensure that the client has control over the dog, and the team is not a public hazard. This test is NOT intended as a substitute for the skill/task test that should be given by the program. It is to be used in addition to those skill/task tests. It is expected that the test will be adhered to as closely as possible. If modifications are necessary, they should be noted in the space provided at the end of the test.

DISMISSAL- Any dog that displays any aggressive behavior (growling, biting, raising hackles, showing, teeth, etc.) will be eliminated from the test. Any dog that eliminates in a building or shows uncontrollable behavior will be eliminated from the test.

BOTTOM LINE: The bottom line of this test is that the dog demonstrates he/she is safe to be in public and that the person demonstrates that he/she has control of the dog at all times.

TESTING EQUIPMENT- All testing shall be done with equipment appropriate to the needs and abilities of the team. All dogs shall be on-lead at all times except in the vehicle at which time it is optional. This test is to take place in a public setting such as a mall where there are a lot of people and natural distractions. The individual will handle the dog and can use any reasonable/humane equipment necessary to ensure his/her control over the dog. The evaluator will explain the test thoroughly before the actual testing, during which he/she will follow discreetly to observe when not directly interacting with the individual on a test related matter. The only things an evaluator needs are an assistant, a clipboard, a dog, a plate of food, and access to a shopping cart.

COMMANDS: Commands may be given to the dog in either hand signals or verbal signals or both.

1. CONTROLLED UNLOAD OUT OF VEHICLE: After a suitable place has been found, the individual will unload the dog and any necessary equipment (wheelchair, walker, crutches, etc.) out of the vehicle. The dog must wait until released before coming out of the vehicle. Once outside, it must wait quietly unless otherwise instructed by the individual. The dog may not run around, be off lead, or ignore the commands given by the individual. Once the team is out of the vehicle and settled, the assistant should walk past with another dog. They should walk within six (6) feet of the team. The Assistance Dog must remain calm and under control, not pulling or trying to get to the other dog. The emphasis on this is that the Assistance Dog remains unobtrusive and is unloaded in the safest manner possible for everyone.

2. APPROACHING THE BUILDING: After unloading, the team must maneuver through the parking lot to approach the building. The dog must stay in a relative heel position and may not forge ahead or lag behind. The dog must not display a fear of cars or traffic noises and must display a relaxed attitude. When the individual stops for any reason, the dog must stop also.

3. CONTROLLED ENTRY THROUGH A DOOR-WAY: Once at the doors of the building, the individual may enter however he/she chooses to negotiate the entry safely. Upon entering the building, however, the dog may not wander off or solicit attention from the public. The dog should wait quietly until the team is fully inside and then should calmly walk beside the individual. The dog must not pull or strain against the lead or try to push its way past the individual but must wait patiently while entry is completed.

4. HEELING THROUGH THE BUILDING: Once inside the building, the individual and the dog must walk through the area in a controlled manner. The dog should always be within touching distance where applicable or not greater than a foot away from the individual. The dog should not solicit public attention or strain against the lead (except in cases where the dog may be pulling the individual's wheelchair). The dog must readily adjust to speed changes, turn corners promptly, and travel through a crowded area without interacting with the public. In tight quarters, the dog must be able to get out of the way of obstacles and not destroy merchandise by knocking it over or by playing with it.

5. SIX FOOT RECALL ON LEAD: A large, open area should be found for the six-foot recall. Once found, the individual will perform a six foot recall with the dog remaining on lead. The individual will sit the dog, leave it, travel six feet, then turn and call the dog to him/her. The dog should respond promptly and not stop to solicit attention from the public or ignore the command. The dog should come close enough to the individual to be readily touched. For Guide Dogs, they must actually touch the person to indicate location. The recall should be smooth and deliberate without the dog trudging to the individual or taking any detours along the way.

6. SITS ON COMMAND: The team will be asked to demonstrate the individual's ability to have the dog sit three different times. The dog must respond promptly each time with no more than two commands. There should not be any extraordinary gestures on the part of the people approaching the dog. Normal, reasonable behavior on the part of the people is expected. The first sit will be next to a plate of food placed upon the ground. The dog must not attempt to eat or sniff the food. The individual may correct the dog verbally or physically away from the food, but then the dog must maintain a sit while ignoring the food. The dog should not be taunted or teased with the food. This situation should be made as realistic as possible. The second sit will be executed, and the assistant with a shopping cart will approach within three feet of the dog and continue on past. The dog should maintain the sit and not show any fear of the shopping cart. If the dog starts to move, the individual may correct the dog to maintain the sit. The last sit will be a sit with a stay as a person walks up behind the team, talks to the person and then pets the dog. The dog must hold position. The dog may not break the stay to solicit attention. The individual may repeat the stay command along with reasonable physical corrections.

7. DOWNS ON COMMAND- The down exercises will be performed in the same sequence as the sits with the same basic stipulations. The first down will be at a table where food will be dropped on the floor. The dog should not break the down to go for the food or sniff at the food. The individual may give verbal and physical corrections to maintain the down. There should not be any extraordinary gestures on the part of the people approaching the dog. Normal, reasonable behavior from the people is expected. The second down will be executed, and then an adult and child should approach the dog. The dog should maintain the down and not solicit attention. If the child pets the dog, the dog must behave appropriately and not break the stay. The individual may give verbal and physical corrections if the dog begins to break the stay.

8. NOISE DISTRACTION- The team will be heeling along and the tester will drop a clipboard to the ground behind the team. The dog may acknowledge the noise, but may not in any way show aggression or fear. A normal startle reaction is fine - the dog may jump and/or turn - but the dog should quickly recover and continue along on the heel. The dog should not become aggressive, begin shaking, etc.

9. RESTAURANT- The team and tester should enter a restaurant and be seated at a table. The dog should go under the table or, if size prevents that, stay close to the individual. The dog must sit or lie down and may move a bit for comfort during the meal, but should not be up and down a lot or need a lot of correction or reminding. This would be a logical place to do the food drop during a down. **(See # 7)**

10. OFF LEAD- Sometime during the test, where appropriate, the person will be instructed to drop the leash while moving so it is apparent to the dog. The individual must show the ability to maintain control of the dog and get the leash back in its appropriate position. This exercise will vary greatly depending on the person's disabilities. The main concern is that the dog be aware that the leash is dropped and that the person is able to maintain control of the dog and get the leash back into proper 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.

12. CONTROLLED EXIT- The team will leave the building in a similar manner to entering, with safety and control being of prime importance. The team will proceed across the parking lot and back to the vehicle. The dog must be in appropriate heel position and not display any fear of vehicle or sounds.

13. CONTROLLED LOAD INTO VEHICLE: The individual will load the dog into the vehicle with either entering first. The dog must not wander around the parking lot but must wait patiently for instructions. Emphasis is on safety and control.

14. TEAM RELATIONSHIP - It is important for an Assistance Dog Team to have a positive and close relationship. Both the handler and the dog should be relaxed; there should be positive reinforcement for the dog’s good behavior; the dog should be under control; and the team should present a positive image to the public.

Scoring Factors of the Public Access Certification Test

A = Always

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

S = Some of the time (half or less of the time)

N = Never

1. CONTROLLED UNLOAD OUT OF VEHICLE

Dog did not try to leave vehicle until given the 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. The 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 the 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 dog or be overly dramatic.*

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 and the individual got the leash back in position.*

11. DOG TAKEN BY ANOTHER PERSON

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 quotations 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?

A SHORT TRUE STORY FROM RAINA JONES – FOOD FOR THOUGHT

Shared with Permission from Raina Jones

For those that think I'm "lucky" for getting to take my dog everywhere, let me tell you how a typical run to the grocery store works. From start to stop, he is a service dog, task trained to mitigate my disabilities, including PTSD. He is NOT an emotional support animal.

- I brush Ivan. I make sure he is 110% clean. From nose to anus, from ears to paws. I wipe him with grooming wipes to ensure he's absolutely odor free, and even smells fresh, but doesn't smell fresh enough to upset others allergies or senses.
- I potty Ivan before we get in the car. He squishes out whatever is in there. On command. I check the poo. If it's not 100% solid, abort mission.
- I re-inspect him, to be sure he didn't get grass in his tail or feathers. Clean paws are a must.
- He gets in the car. I get in. He "parks" in the back. If he stands while I'm driving, I can't see one single thing out the back window. Safety is a must.
- We leave. It takes at least 30 minutes to go through the pre-departure checklist.
- We arrive in the parking lot.
- If it's hot, I check the pavement temperature before I get out by placing the back of my hand on the pavement for several seconds. If it's too hot, I re-park my car closer. Yes, I could put boots on him. I choose not to, so I've made my own issue there. People really cut up about a dog wearing boots in a store.
- I get out. I check our equipment. Leash, check. Working collar, check. Harness, check. Poo bags full, check. I have poo bags in the car to reload, so I check now.
- I vest and leash Ivan. I have him unload.
- I lock the car, usually amidst comments about Ivan by bystanders.
- I do a quick visual once over.
- We go to a convenient potty stop. Sometimes bystanders follow us, and make comments.
- We head into the store. People are usually making comments about Ivan.
- We get a cart. Usually people are making comments.
- We enter the shopping area, amidst comments about Ivan.
- I start to panic.
- Ivan stands between me and the universe. He nudges my arm, licks me like if he stops I'll die, and I feel like I literally will die, and he stares at me to redirect my attention from the panic until I pay attention to him and tell him I'm OK.
- People are approaching and asking questions, trying to pet him, or making comments the entire time he's trying to head off a panic attack.
- We carry on.
- Every time we stop so I can find or look at an item, he swings in to make a tall furry wall between my back and the world. He watches my "six" the entire time. He noses me if

someone approaches, so I don't panic. He moves to my side, still watching my six, if someone comes really close or tries to engage him.

- He letting me know, alerting, to someone coming really close behind me gives me a chance to gather myself and prepare to address the person, rather than react in a panicked way. I turn, and either ask the person to give us space, or not interact with him. In a nice way. This frequently happens more than 20 times in a one hour trip in a grocery, etc. I'm hypervigilant. Extremely.
- Ivan gently leans on me, to keep me "present" in the moment. We walk to the next section. I give quiet directional cues as needed. Ivan nudges or paws me to let me know that now my anxiety is staying near panic levels continuously. This is not optimal for several reasons. He leans into me, licks my hand, offers his harness handle, and watches to let me know if someone is coming. I may not realize someone is approaching, because I'm so overwhelmed. They ask questions, or make comments. I usually can't respond in a normal fashion by now. They call me names, because they think I'm being rude. Ivan blocks, they try to pet him. I ask them to stop. They make ugly comments.
- Ivan leans in, once they're gone. He offers his harness for me to hold onto for grounding. If it's bad, he'll put his front paws on my chest, lick my face and nose me. He probably looks like he's being bad to some people. What he's really doing is keeping me from absolutely having a panic attack of massive proportions. He's trying to keep me from having flashbacks. He's keeping me "here". People are making remarks, usually.
- We go to the next section. I usually feel like starving to death rather than finishing grocery shopping by now. I'm disoriented and scared. I'm humiliated by people's remarks and reactions. I get what I need. If I'm way beyond lucky, nobody is in the aisle, I can take a second, pretend to look at things I don't need, let Ivan do his job.
- We move to the next section. A person screams about my filthy dog being allowed in the store. The lady up the aisle starts exclaiming loudly about how dogs like Ivan bite people all the time, and she's scared. Maybe her kids will start crying when she tells them to behave, or that doggy will bite them. Hard. The world starts to feel a little surreal and disconnected. Ivan stares at me. He gets my attention by nosing me. "Ma, I'm here with you. Look at me. Good.
- We're going to be OK. Look at me. Good. You feel me leaning? OK. Let's go. We've got this." I know he doesn't really think that, but that's what it feels like he'd tell me. He offers his handle. We go to the next section.
- We get done, or I have to call it done because I just can't anymore. We head to the "Valley of Death", aka the checkout queue. You know what the checkout looks like to me? An absolute death trap. Filled with panic and triggers. Ivan leans. We wait. Someone comes up behind us, as is customary in a queue. Ivan lets me know someone is there. He positions himself to block the entire queue entry. Almost always, the person behind us tries to engage him. He ignores. They try harder. I ask them to quit. Sometimes they do. Sometimes they apologize. Sometimes they call me a bitch, or make rude comments. I'm panicking. Always.

- We're engaged, and there...is...no...escape. The person in front of us now starts asking questions. I can't answer. I'm too busy trying not to feel like I'm dying. Ivan is keeping the person behind us a few feet away by just standing as an obstruction. I smile at the person in front of us. We get to the cashier. The person in front of us frequently tries to reach past me to pet him. I ask them to stop. They stand there and either insult me, or make comments about how beautiful he is, etc. They're now blocking egress. I'm.....trapped. I can't go anywhere, because they're blocking the only exit for this cattle shoot from hell. I pay the cashier. I usually have to swipe my card multiple times....because....I...can't....function....any...more. The person behind us is reaching over Ivan now, because he's just standing there.....right? The person in front of us is still stalled out. Blithering away about her aunt's uncles grandfather that had a dog just like Ivan, except he's a different color and about 7" tall.....
- Ivan offers his handle. He saw me pay, and he knows it's time to GO NOW. I excuse us, saying he has to poo. The blocking person finally moves and we squeeze through towards the exits. People make comments. I usually can't understand them anymore, because I'm panicked. I can't find the exit. Ivan will frequently stop now, glance at me as if to say "Just hang on. I'll get you out. It'll be OK, if you just hang on to me." His eyes say a lot.
- We get outside. I can finally breathe for the first time since we went in. We usually pull off to the side for a few seconds. I scratch his floofs for comfort, while he watches my six.
- I'm breathing normally now, but i cannot for the life of me remember where I parked. I say "find car", grab his harness, and he gets me there.
- He watches my six while I unload the cart into the trunk. I'm exhausted. I feel like I ran a marathon. I'm unsteady. Ivan leans, just to let me know he's there, and he's got my back. Passersby make comments or bark at him.
- I tell him how awesome he is.
- I unvest, unleash, and load him.
- I get in.
- I start the car.
- I lock the door.
- Ivan leans to the front and does some quick deep pressure therapy. I give him a cookie once I'm clear enough to think.
- We head home.
- We get home. I'm still exhausted. Usually I'm upset.
- I get out.
- I unload Ivan.
- I unload the car.
- I collapse.

While it's excoriatingly hard, it's so much better than not being able to go at all. Or trying to cope without his help. This is what it's like for "lucky" me to take my dog everywhere with me. But, without him, I can't do it at all. Before he was placed with me, I'd go hungry before I'd go to a store. The panic was so in charge, I'd rather be hungry than go to the store. I'd rather risk life threatening low blood sugar than go to the grocery. This is what PTSD feels like. This is what it does.

I am lucky. Because he does his job, I can live some semblance of a life again.

