



Assistance Dog Club of Puget Sound

NEWS

January 2018

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ADC's Next Meeting will be held in February 2018

ADC's February meeting will take place at TACID on February 27, 2018. We'll see you there at 12:00. This meeting will kick off 2018. We hope you join us.

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The Assistance Dog Club of Puget Sound is a 501 (c) (3) organization. Our tax ID# is 91-2080563.

WA Secretary of State Charities Program Registration Number is 24995

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Website

<http://www.assistedogclub.org>

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Editor's Corner

by Jack Pearce-Droge

As I look back over the year I can see that we have been introduced to the importance of ensuring that our service dogs will demonstrate the highest level of behavioral tendencies that we can hope for. The issue of dogs whose owners publically pretend their pet is a service dog when it is not has grown tremendously. As a result, people with disabilities who rely on their dogs to maintain their health and well being are constantly being placed in jeopardy.



Area businesses, all too often, are bearing the brunt of their customers being placed in danger. As a result, states are recognizing that a solution must be written to protect

their citizens with disabilities. Page 9 of this newsletter provides you with a list of informational and advocacy organizations that will provide you with solutions that some states have created. ADC's Facebook page will help you track the various legal channels that are beginning to develop.

We seldom devote an entire newsletter to a single issue but the ramifications of people bringing their pets into places of public access is so great that it sounded like an excellent idea to present you with some solutions that can provide you and your service dog with a sense of safety as you move through your day. Many thanks to Jeanne Hampl, Martha Hoffman, Veronica Sanchez and other contributors for providing such strong training options that we can use to help our service dogs be the best that they can be.

Activities and meetings will be held at TACID unless otherwise noted.

TACID's address is:

6315 S 19th St, Tacoma, Washington 98466

Mission Statement

The Mission of the Assistance Dog Club of Puget Sound is to provide a safe, supportive, educational environment for persons with disabilities partnered with assistance dogs and to provide educational opportunities for the local business community and the general public, including persons dedicated to the raising and training of assistance dogs

Public Access Training for Service Dog Candidates

By Jeanne Hampl



One of the questions I am frequently asked is “How do I train my puppy or service dog in training to be comfortable in all environments?”. The easy answer is very slowly. Unfortunately many service dog candidates are being flooded with stimulus and become overwhelmed and too stressed to function.

Early socialization for pups is very important. Socialization to people, surfaces and other animals can take place at home or at the homes of friends. The trainer can import friends, male and female, children, babies, and neutral, friendly immunized animals for these early introductions. Pups can become familiar with umbrellas, balloons and people in costumes. The pup can go on car rides to the

bank for free cookies. They can attend well-run puppy kindergarten classes.

Service dog candidates need to be immunized, reliably house broken and have fluency in basic obedience skills before venturing forth into the public for public access training.

It is important to check your individual state laws to see if dogs in training are allowed the same access as fully trained service dogs. For example the State of Washington only allows access to a person with a disability accompanied by a fully trained service animal. So in Washington we must request access with our dogs in training and respect the rights of storeowners to deny that access. I would recommend a trainer have a copy of Guide To Assistance Dog Laws available at www.assistedogsinternational.org.

If you live in a state that allows access be sure your dog is ready for those experiences. A pup or stressed dog soiling a store or restaurant makes it difficult for all the trainers or persons with a disability accompanied by a service dogs that follow.

In introducing a dog in training to new environments slow is fast. A trainer/handler needs to know the early signs of stress and remove the dog from the situation before the dog manifests the end signs such as soiling, drooling, whining, barking or total shut down.

Books such as ON TALKING TERMS WITH DOGS: CALMING SIGNALS 2ND. ED., by Turid Rugaas , CANINE BODY LANGUAGE, A PHOTOGRAPHIC GUIDE, by Brenda Aloff or ”CANINE BEHAVIOR - A PHOTO ILLUSTRATED HANDBOOK, by Barbara Handelman, will help the trainer identify early signs of stress.

Places that normally allow dogs are pet stores, outdoor coffee shops, and some garden stores. A dog can be introduced to grocery carts in front of supermarkets and big box stores. They can be taught to move confidently around cars in the parking lot.

Public Access Training for Service Dog Candidates

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Public Access Training for Service Dog Candidates
(Continued from page 2.)

When a handler is introducing public access skills it must be all about the dog. Teaching public access skills is no different than teaching basic obedience just the location has changed. If you feel a dog is ready for a trip inside the grocery store it is a training trip not a shopping trip. You must be ready to leave at any moment. Something as simple as the automatic opening of doors can upset a young dog. The first few visits might consist of walking in and out the door. Many dogs have difficulty initial with the freezer section. Trainers are not sure if it is the hum of the freezers or static electricity that frightens the dog but these aisles tend to be more difficult for the dogs. The meat section is especially difficult because of the smell as well as the freezers and cooling cases. Remember, slow is fast.

As a dog becomes more skilled and has begun to generalize its basic obedience to many environments you may wish to introduce the dog to sporting events like a baseball game or a trip to the airport. These activities require preplanning. Call ahead and speak to customer relations. Find out if a ballpark is planning a fireworks display or other unusual activity like jet drive bys or skydivers. Be prepared. Is your dog ready and are you willing to leave if the dog becomes stressed?

Airport visits are challenging with all of the security regulations. The Assistance Dog Club of Puget Sound has worked with Alaska Airlines. We have provided dogs for their training videos and they have provided escorts through security and a chance to load dogs on planes for our club members. So call your local carrier's public relations person and see if you can set up an airport training event. I have also taken dogs in training with me to meet friends in the baggage area. Rather than read a book while you wait, you get to introduce a dog to different sights and smells and practice basic obedience and new service dog skills.

Visits to the local Police and Fire Station are a must from the time a pup or service dog candidate is able to safely leave the house. Bake a batch of cookies and fill your treat bag with good treats and go visit once a week until the dog thinks of the men in uniform as his or her best friends. Ask the firefighters to don their protective gear once your dog is comfortable in the firehouse setting. A service dog's level of comfort around emergency personnel can be a life saver for both the person with a disability and the dog.

A service dog candidate or pup in training will need to be exposed to all the sights and sounds of the area in which they will be working. A dog that continues to show fear or become stressed with each new experience needs to be re-evaluated and given a career change. Service dog training is not a rehabilitation project. A good service dog candidate takes each day and each new experience in stride. They bounce back quickly from a scary experience and incorporate that experience into their daily routine.

As a trainer/handler it is your responsibility to evaluate a dog's soundness in temperament and structure for the job you are asking the dog to do. As trainers/handlers we must observe the dog's reaction to each new situation. We must keep the dog's stress levels low and we must be willing to make the right decision for the dog's future.

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President's Corner

By Jeanne Hampl



What is new in the service dog world and where do you actually find the facts? The internet is always lighting up with articles about Service Dogs and Emotional Support Dogs. Many of the eye-catching headlines are just that. They are meant to get your attention and are not necessarily reflective of the actual story. One of the items we discussed at our January 27 meeting was the new regulations for traveling with Service Dogs and Emotional Support Dogs on Delta Airlines. The actual new rules are found on Delta's website:

https://www.delta.com/content/www/en_US/traveling-with-us/special-travel-needs/service-animals.html

The program for the January meeting was a presentation on Public Access and Public Access Training. I mentioned that the Old ADI Public Access Test is no longer available on their website and they have requested that it not be used by non members. The Canadian Providence of British

Columbia Has a assessment that can be very helpful to trainers both owner and professional trainers as they evaluate whether their dog is ready to be working in the public. The assessment can be found at:

<https://www2.gov.bc.ca/assets/gov/law-crime-and-justice/human-rights/guide-animals/bc-guide-dog-service-dog-assessment.pdf>

The club discussed making signs like the one below for distribution to local stores to help educate the general public and assist businesses as they try to get a handle on the sudden increase of people bringing pets and emotional support dogs into places of Public Accommodation.

Our February meeting will be held at TACID on February 24th at 12pm.



Public Access Rituals

by Martha Hoffman



Public Access Rituals Train Your Dog, Train You and TRAIN THE PUBLIC. It also shows onlookers that your dog is trained. You will see better behavior from the public.

REPEAT your ritual just inside the entrance. Some calm stays are helpful. Again, your dog will understand what is expected, and the ritual will give it security. The dog gets a few minutes to adjust to the sights, smells, and sounds of the new place.

When onlookers and employees see the dog performing simple controlled obedience, they are more likely to realize the dog is “for real”. They are far less likely to challenge you. Even if they think your dog is a fake, or they hate dogs, they are way less likely to challenge a calm controlled dog that shows it can do various behaviors.

Look as professional as possible. At airports, try wearing black pants and white shirt...or similar outfit...you will be REALLY surprised at the different way you are treated.

Wear your ID tag on your lapel or on a lanyard. Lanyards tend to make people feel as if you are less a pet owner and more like a professional of some kind.

Ask to see the manager when you go in, or approach the first employee you see and ask them to give your card to the manager. Smile, explain briefly about your dog, or give a brochure about SDs. Then, if people complain, the manager feels in control and knowledgeable about the situation, rather than rushing in a panic to deal with the “DOG IN THE STORE!!!” alert from someone. This routine can help both you, and the next teams that enter. If you have social phobia or communication issues, just silently giving a brochure with a post-it note saying “To: Manager” will really help you have a better experience.

Your Public Access Ritual:

- Helps your dog automatically go into calm and obedient “public access mode” in the future.
- Gives your dog time to adjust to every new place.
- Helps you calm down and focus on your dog.
- Shows employees and public that your dog is trained and safe.
- Reduces public access challenges from employees and public.
- Trains the managers every time you enter a place.
- Teaches people the difference between a trained SD and an untrained pet.
- Lessens fear of dogs in the public.

Martha Hoffman is the Training Director for the Hearing Dog Program. She has trained several hundred Hearing Dogs and tested over 20,000 shelter dogs over the course of 25 years. She is the founder and lead trainer at Martha Hoffman Hearing Dog Academy (MHHD) and the author of the highly respected text on Hearing Dog training, Lend Me an Ear. Be sure to join Martha and others from the Service Dog community on the Martha Hoffman Hearing Dogs Open Forum Facebook group. It's an open community where dog trainers, both professional and owner/trainers, exchange ideas and tips about training their dogs.

Service Dog Certification Confusion

*By Veronica Sanchez M.Ed. CABC CPDT-KA
Northern Virginia Dog Trainer*



That is one of the most common questions I receive from pet dog trainers interested in learning how to train service dogs. The surprising answer: there is no government provision for certification of service dogs in the United States.

The Department of Justice (DOJ) states:

“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.”

Certification of service dogs by service dog programs in the United States reflects the standards, training and quality of the program or person who certified the dog. The service dog industry is like the pet dog training industry, it is largely unregulated so there are wonderful service dog programs and terrible ones. Certification may also just be a certificate that the person purchased online. The DOJ has something to say about that too:

“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.”

So referring to service dogs as “certified” in reality is a bit like saying someone has a certification in dog training. We need to know more about the certification, it may mean a lot or nothing at all. An understanding of the history of service dogs, and also of industry organizations is helpful in understanding why, in spite of the fact that certification has not ever been legally required in the United States, people keep asking about it.

Service Dog History

Up until fairly recently, most service dogs in the United States were trained by non-profit service dog programs. Service dog programs usually trained the dog from puppy to adult, they then placed the dog with a person with a disability.

“Certification” for service work typically used to refer to a service dog from an Assistance Dogs International (ADI) accredited member program who completed ADI’s public access test successfully with his/her new partner. Because ADI member programs “certify” the service dogs that go through their programs, people mistakenly assumed this was legally required. ADI is an organization of non-profit service dog programs. ADI is not a United States government agency.

Service Dog Certification Confusion (Continued on page 7.)

Service Dog Certification Confusion

(Continued from page 6.)

Facts

- Only non-profit service dog programs are eligible to join ADI. For profit businesses are not eligible to join ADI.
- Membership in ADI is voluntary. Not all non-profit service dog programs are members of ADI.
- ADI programs vary in the training methods they use, some use positive, reward-based training, some do not.

Public Access Testing

The “PAT” or “public access test” usually refers to a specific test that was created by ADI to assess service dog’s training in places pets are not permitted. Last spring ADI removed the PAT from the public section of the website. ADI states: “Please be aware that the ADI Public Access Test cannot be administered without express permission from ADI. Only candidates and members of ADI have that permission.”

People Training Their Own Dogs for Service Work

Statistics do not exist, but based on my experience I believe that owner-trained service dogs now greatly outnumber service dogs trained by programs.

The Department of Justice States:

“Q5. 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.”

Fortunately, many people recognize the reality that service dog training is an advanced skill and they look for support from professional pet dog trainers experienced and knowledgeable in service dog training.

Pet dog trainers supporting owner-trainers, people with disabilities training their own dogs for service work are in a different role and relationship with the team than a service dog program. The person with the disability is typically the owner of the dog from the start. However, just because assessment is not legally required, does not mean it is not important. Assessment is still important to ensure the dog is trained adequately and appropriately. There are many ways that the training process, including public access work and task training can be effectively evaluated and documented. Checklists, journals, videos of training, forms, training notes, even email communication can be used to document the dog’s training in a way that is meaningful.

October 30, 2017

Veronica Sanchez M.Ed. CPDT-KA, CABC is a professional dog trainer in Northern Virginia. She helps people train pets, service and therapy dogs. She also is a person with a disability and her smooth collie, Sulu, assists her as a service dog. Veronica started training dogs professionally in the 1990’s. She has degrees in education, psychology as well as dog trainer certifications. Her experience ranges from training pets, competition, service and therapy dogs to speaking to explosive detection dog trainers. Veronica is guided by her love for helping dogs and people learn together.

Support ADC While You Shop

If you are interested in supporting the Assistance Dog Club of Puget Sound there are a few options that are available to you! ADCPS has entered into a partnership with both Amazon.com and Fred Meyer. If you would like more information about both options offered by these two corporation you will find it on ADC's website, [<http://www.assistedogclub.org/home/support>] complete with links that will guide you through the process.

Shop at AmazonSmile

and Amazon will make
a donation to:
Assistance Dog Club of
Puget Sound

Get started

amazon smile



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PET INSURANCE & FOUNDATION

What's on the ADC Agenda?

February 24, 12:00 - 3:00
ADC February Program
TACID
6315 S 19th St, Tacoma, Washington 98466
Dr. Nancy Isbell, DVM



Since graduation in 1983 from Washington State University, Dr. Nancy's career has taken her through an Internship, and her Residency in Internal Medicine at Tufts University. She has worked with chimpanzees and tiger cubs, done teaching and clinical research.

But her heart is with her patients in practice. Dr. Nancy is certified in acupuncture by IVAS, and carries a Diploma in Veterinary Chinese Herbal Medicine. She spent 15 years in Port Orchard before establishing her practice in Belfair in 2007. Dr. Nancy blends her knowledge from her Internal Medicine training with the arts of Chinese medicine to provide a truly integrated therapy, along with diet and nutritional support. Dr. Nancy lives with her hiking companion Border Collie Oden and The Magnificent DARTH (cat).

Special Interests:

- General Practice
- Chinese Herbs
- Acupuncture



Sarah Biesold is organizing a booth for the Assistance Dog Club at this year's Seattle Kennel Club Dog Show. The information that was held for the club was very successful in that members' service dogs and issues related to them was very popular to other guests. If you are interested in participating, even for 1/2 a day, please contact Sarah by emailing her at Sarah Biesold <woof@riverdogk9.com>

2018 Seattle Kennel Club Dog Show
March 10–11, 2018
CenturyLink Field Event Center
S. Royal Brougham Way & Occidental Avenue S., Seattle, Washington

Check our Facebook Page for more information!

Informational Websites On Behalf of Service Dogs

Given that the partnership of a person with a disability with an assistance dog is governed by legal requirements it is beneficial that each of us have access to as much material as possible. The discussions at the January meeting included suggestions that can be misleading, inaccurate or legally correct and helpful. It is critically important that each of us become our own best advocate.

Here are some websites that are accessible to you that will provide you with valuable information. Many of these websites are also available on ADC's website on the Favorite links page. The link for our website is: <http://www.assistancedogclub.org/home>

Legal Description of Service Dogs: http://www.ada.gov/regs2010/service_animal_qa.html
http://www.ada.gov/service_animals_2010.htm

Legal Clarification on Rules for Assistance Dogs: <http://www.workinglikedogs.com/2011/03/u-s-department-of-justice-rules-on-assistance-dogs-to-become-stricter-march-15-2011/>

Medical information: <http://www.mayoclinic.org/diseases-conditions>
<http://www.summitvets.com/blog.html>

Veterinary questions: <http://www.merckvetmanual.com/pethealth/index.html>
<http://www.carecredit.com/vetmed/> (credit card for veterinary care, people have 1 year to pay, use it if you have no other credit card for emergency surgery.)

Service Dog Information: <http://www.iaadp.org>
<http://www.assistancedogsinternational.org>
<http://www.servicedogcentral.org/content/>
<http://www.assistancedogclub.org/>

Service Dog Gear: <https://www.bridgeportequipment.com>
<https://www.sitstay.com/>
<http://www.boldleaddesigns.com>
<http://www.kurgo.com/>

Service Dog Training: <http://www.lakeerieassistancedogs.org/>
<http://www.cooperativepaws.com>
<http://www.riverdogk9.com/>
<http://marthahoffmanhearingdogs.com/>

Also remember that the Assistance Dog Club has a facebook page:
<https://www.facebook.com/Assistance-Dog-Club-of-Puget-Sound-155317554486927/>

Be sure to friend us for the latest information about all things service dog.