

Veterans Training Veterans



Assistance Dogs
INTERNATIONAL

**6 -workshops with
DFL Service Dog Teams, Veterans,
DFL Staff and Volunteers**

Program provides information on:

- Introduction to Dogs For Life
 - Applying for a Service Dog
 - Legal Rights for people with Guide, Hearing & Service Dogs
 - Dog Communication and Temperament Testing
-

**For additional information
or to register, call
(772) 567-8969**



www.dogsforlifevb.org • office@dogsforlifevb.org
1230 16th Avenue, Vero Beach, Florida 32960



Veterans Training Veterans Workshop

Class I – Welcome / Introduction to Dogs For Life, Inc.

- **DFL / VTV Overview** - Video Shelly Ferger, Founder & CEO / Video Richie, USMC Veteran & Gigi
- **Volunteer Handbook** - Handbook & Confidentiality / Time sheet
- Terminology Fun Quiz - Power Point
- **Service Dogs key terms & definitions**

Class II – Applying for a Service Dog

- Protocol for Inquiries - / Assistance Dog Training Program Guidelines / Guidelines for Service Dogs
- **Tasks to Train** – Service Dog Tasks for Psychiatric Disabilities / IAADP
- **The Road to Certification**
- Service Dog Program Outline - Policy & Procedures Applicants & Dogs

Class III – Legal Rights for people with Guide, Hearing & Service Dogs

- Video - New Airline Regulations on Service Dogs
- Laws that protect qualified individuals with service dogs
- PowerPoint - Laws Assistance Dogs and Access Rights / Delta - Flying with Service Dogs
- Video - Service Animal Guide for Business Owners / Florida Fake Service Dog Law
- Role playing

Class IV Dog Communication and Temperament Testing

- **Dog Communication** - A Dogs Body Language and What it Means / Homework review
- Canine Behavioral Profile - Video How dogs communicate -11 Subtle Signs Your Dog is Stressed!
- How to Communicate with Dogs - Dominance & Aggression in dogs / Signs of aggression / How to respond
- **Dog temperament test** form & instructions for performing - ADI Public Access Test

Class V

- Field trip in Dog Park - Dog Park Ambassador Behavior Identification Chart
- **Trainer** Qualifications & Descriptions / When is a dog trainer not a dog trainer
- **Basic Training** Manual - Dog obedience demonstration



Veterans Training Veterans Program

We are delighted to have you join the **Dogs For Life** family by participating in this workshop. We hope you find this program rewarding and educational and that it brings a greater understanding of what it takes to train a successful service dog team. The next six weeks should give you the opportunity to see the magic that happens at DFL on a regular basis. WELCOME!

Please note that successfully attending and completing the Veterans Training Veterans workshop at Dogs For Life, Inc. does not signify that you are a service/assistance dog trainer or qualified to train and or place service/assistance dogs.

Assistance Dogs International has specific standards that an individual must meet in order to be a certified assistance (service and or hearing) dog trainer- taking part in this workshop does not meet these requirements.

Assistance Dogs International, Inc. (ADI) has not reviewed this material and does not endorse or recommend these materials. ADI accepts no liability for the content of these materials or for the consequences of any actions taken on the basis of the information provided. Any views or opinions presented in these materials are solely those of the author and do not represent those of ADI. These materials and/or class do not qualify for ADI Assistance Dog Trainer Certification.



Veterans Training Veterans Program Workbook



Service Dogs and the Law

Key Terms and Definitions

Service Animal: any dog that is trained to do work or perform tasks for a person with a diagnosed physical or psychological disability; the work or task must be directly related to the disability.

The above definition of a service animal is used by the Department of Justice (Americans with Disabilities Act), Department of Veterans Affairs and the State of Florida.

Assistance Dog: an umbrella term used by DFL, ADI and other organizations; can be substituted for service animal or service dog. Specific categories of assistance dogs are: **Guide Dogs** (for the blind or visually impaired); **Hearing Dogs** (for the deaf or hard of hearing); **Service Dogs** (for people with mobility or psychological disabilities).

Access Rights: the legal rights of a disabled person to take his or her service dog into business establishments, housing and other accommodations where the public is generally allowed to go. 'No pet' policies don't apply to service dogs because they're working animals and protected by federal and state laws. Dogs used only for crime deterrence, emotional support, comfort or companionship do not qualify as service animals or have access rights under the ADA or Florida laws. ***Note:** the access rights belong to the individual, *not* the dog.

Public Accommodation: an airplane, taxi, train, bus, boat or other public mode of transportation; a hotel or lodging place; a restaurant or other establishment serving food or drink; a theater, stadium or other place of entertainment; a grocery store, shopping center or other sales or rental establishment; museum, library or other place of public display or collection; a bank, doctor's office, park, zoo, resort or other places where the general public is invited; places of education or social services; golf courses, bowling alleys or other places of exercise or recreation.

Therapy Dogs: dogs that visit with people in hospitals, nursing homes, schools or other locations. Therapy dogs do not have to be task trained and are subject to 'no dogs' policies. Therapy dogs can go into businesses with an invitation and can be asked to leave at any time.

Emotional Support Dogs: assist individuals with a documented mental or emotional disability. They do not have to be specially trained or perform tasks and are not considered service dogs under the ADA. People with emotional support dogs do not have the legal right to take their dogs into restaurants or stores, or commercial aircraft (per the Air Carrier Access Act) and are also allowed in housing accommodations that otherwise restrict pets (Fair Housing Accommodation Act).

A Pet's Body Language and What it Means



NEUTRAL / RELAXED



AROUSAL



AGGRESSIVE ATTACK



ACTIVE SUBMISSION



PASSIVE SUBMISSION



DEFENSIVE AGGRESSION



MATERNAL CORRECTION



PLAY SOLICITATION



GREETING BEHAVIOR



GREETING POSTURE



Protocol for Service Dog Inquiries

The front desk is the bridge from potential clients to the trainers and staff. This is where we handle inquiries on the phone, in person, or through e-mail. All of our initial information is recorded so trainers or staff know how to respond later. This information also helps us filter out the people that we can't physically help because they are located out of the area or don't otherwise qualify for our program.

Send General Information to anyone that calls inquiring about an assistance dog, no matter where they live. We are one of very few organizations that send anything or even just return calls. A lot of service dog organizations are overwhelmed right now, so passing on a little bit of information is helpful.

Try to help the inquirer as much as you can in as short a time frame as possible. If you are in doubt about how to respond to a question, don't try to answer it, take a message for the trainers.

Key topics to address on first contact:

- Get phone number and e-mail address
- Is the caller a Veteran?
 - We don't train veterans only, but we track how many veterans are in need of our services in Indian River and also outside of our area.
- Where is the caller located?
 - We are a small service dog organization and don't have a breeding program. For these reasons, we only accept people within Indian River or St. Lucie counties in the state of Florida. If the caller lives within these two counties and has a qualifying disability (ie. hearing, mobility, or PTS), **send**

Phases 1 & 2

- Other locations: we can send General Information (**Phase 1 email**), but we can not train their dog or help find a dog for them.
- Does the caller have a diagnosed disability?
 - To be considered a legal service animal, the handler must have a documented disability and the dog must be task trained to mitigate that disability. These are the disabilities we train dogs for:
 - Hearing
 - Mobility
 - PTS
 - Or other diagnoses that a mobility tasks could assist
 - If located in our area, does the caller own a dog?
 - What breed? Email picture if it's a mix.
 - What gender?
 - Each of these questions helps identify if the dog qualifies as a service dog. Breed and genetics don't say it all but can tell a lot about a dog's personality or capability as a service animal. Since dogs don't have the longevity that humans do, we want a dog young enough to be able to help its handler for many years.
 - Is it spayed/neutered?
 - How old?



Service Dog Training Program Guidelines

General Information: Dogs For Life Inc. (DFL), is a very small 501(c)(3) non-profit organization based in Vero Beach, FL (Southeast Coast) that trains hearing and mobility assistance dogs, with some work in the PTSD arena, depending on the needs of our clients. If a client has a dog that qualifies (based on age/temperament), we can train it for service dog work. If a prospective client does not own a dog, we will search for a dog through rescue groups or other means. We do not charge our clients to train assistance dogs and we do not pre-train dogs. As a non-profit organization, we rely on donations from the general public, foundations and corporations to support the costs associated with training.

DFL currently works with residents of Indian River County and St. Lucie County only. If you are outside of our area, please visit Assistance Dogs International (ADI) at www.assistedogsinternational.org. You will find a list of various dog training organizations, perhaps one closer to you that will help train a service dog for you.

DFL policy and accreditation with ADI requires a 6-month training relationship with the client and dog prior to certification. The dog must be trained to perform 3 tasks and pass the Public Access Certification Test (PACT). Obedience training classes, including the AKC Canine Good Citizenship test (CGC), are held at the DFL Training Center.

DFL and ADI require a written record of time spent on training. A client must document obedience training (provide certificates if available) and all task work that the dog has been trained to perform to mitigate the particular diagnosed disability.

For additional general information, the Association of Assistance Dog Partners has a list of service dog tasks for specific disabilities on their website: www.iaadp.org.

The Federal Americans with Disabilities Act (ADA) allows people with diagnosed disabilities to train their own assistance dogs; local laws may vary from state to state. Florida State Statute 413.08 describes the rights of an individual with a disability and use of a service dog. Please read the attached legal rights brochure and visit www.ada.gov for additional information.

Under this statute it is stated: A person who knowingly and willfully misrepresents herself or himself, through conduct or verbal or written notice, as using a service animal and being qualified to use a service animal or as a trainer of a service animal commits a misdemeanor of the second degree.

I hope this information is helpful and if you have additional questions, please do not hesitate to contact me.

*Shelly Ferger,
Director of Training Programs*

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Guidelines for Service Dogs

The following guidelines should be considered during the process of finding a dog for service work:

General: Dogs that are healthy and have been well cared for have the best chance to pass the temperament evaluation. However, a dog may be considered if a client is very dog savvy and able to obedience train a dog that has not received any basic training. Each dog is an individual and is considered on a case by case basis, taking into consideration the line of task work needed for a specific client.

Most working dog breeds will be considered for training; however, ***temperament and sociability are more important than breed. All dogs should have a low startle response or quick recovery time.*** If a dog is needed for mobility or post-traumatic stress task training, we need a temperament that is easy going. If a dog is needed for hearing task work, we need a dog with a higher energy level.

Age: Dogs should be at least 8 months old and not older than three years. Exceptionally well-behaved/trained dogs outside of the age range will be considered if a client is available.

Breed: Labrador and Golden Retrievers are traditionally the breed of choice for service dog training. Dogs bred for show rather than sport are easier to handle. If a dog has a long bloodline of retrieving and a high energy level, they could be too active for a person with a disability.

Terriers and Hunting breeds can be challenging to train if their hunting instinct is strong. The prey drive can be very difficult to manage if our clients have mobility or stress limitations.

Companion Dogs are desirable for many people as they are easier to transport. Many small dogs are very trainable for picking up small items and easily trained to tap a K-9 Emergency Phone.

The easiest breed and people to train are those who want to have a great bond and relationship based on trust and respect.

All training is conducted with patience, love and positive reinforcement.



Looking for a Rescue Dog

- Look for a middle-ground dog; not the most shy or the most excited dog
- Collect as much information about the dog as possible:
 - Age, gender, breed
 - How long has the dog been in the shelter?
 - Was the dog turned in by the owner or picked up by animal control?
 - If it was turned in, what kind of history does the shelter have?
 - Did it live with kids?
 - Did it live with other pets?
 - How long was it with the previous owner?
 - What reason did the family give for surrendering the dog?
- Has the shelter done a temperament test? If not, ask them to do one.
- Are there any “cautions” placed on the dog by the shelter?
- Was it spayed/neutered at the shelter or before turn-in?
- Take pictures and videos of dog working with handler- make sure someone from shelter handles dog before you take over.



Service Dog Application Process

We invite you to submit a formal application for an assistance dog through Dogs For Life, Inc. Listed below are the forms to be returned to Dogs For Life. Please read thoroughly and proceed accordingly.

☐ **SERVICE DOG APPLICATION:**

1. Complete and sign attached form.
2. Mail to **Dogs For Life, Inc. 1230 16th Avenue, Vero Beach, FL 32960.**

☐ **APPLICANT PROFILE:**

1. Complete and sign attached form. This profile is designed to help us understand you and your knowledge of dogs. There is no right or wrong answers.
2. Mail to **Dogs For Life, Inc. 1230 16th Avenue, Vero Beach, FL 32960.**

☐ **EMERGENCY CONTACT INFORMATION:**

1. Complete and sign attached form.
2. Mail to **Dogs For Life, Inc. 1230 16th Avenue, Vero Beach, FL 32960.**

☐ **MEDICAL HISTORY FORM:**

1. Fill in your name then sign and date cover page. (This gives permission to your doctor to provide DFL with information)
2. Give the form to your medical doctor and request that he/she fill it out and sign.
3. **The doctor's office must mail it directly to DFL or the form will not be accepted.**
4. SUGGESTION: You might want to prepare an addressed/stamped envelope to your doctor with DFL's address. This will make it easier for this person to process the form more quickly.

☐ **PROFESSIONAL REFERENCE FORM:**

1. Fill in your name then sign and date cover page. (This gives permission to this person to provide DFL with the information)
2. Give the form to either one or two social workers, rehabilitation counselors, physical therapists, or psychologist and request he/she fill it out and sign.
3. **The professional's office must mail it directly to DFL or the form will not be accepted.**
4. You are required to have at least one reference in your completed file; however, if you would like to include a second reference, this would be acceptable and would give us additional information to assist us with our match.
5. SUGGESTION: You might want to prepare an addressed/stamped envelope with DFL's address. It will make it easier for this person to process the form more quickly.

☐ **PERSONAL REFERENCE:**

1. Select at least one person who has known you for some time and would be willing to serve as a personal reference.
2. Request that this person write a letter (it does not need to be in any formal format) and mail directly to DFL.
3. **You may select more than one person** for this part of your application form, if you feel others could offer valuable information.
4. **SUGGESTION:** You might want to prepare an addressed/stamped envelope with DFL's address. It will make it easier for this person to process the form more quickly.

☐ **VETERAN PROFILE (if applicable):**

1. Complete and sign attached form.
2. Mail to **Dogs For Life, Inc. 1230 16th Avenue, Vero Beach, FL 32960**
3. Bring DD-214 form to your interview for review

☐ **PLACEMENT FEE STATEMENT:**

DFL does not charge applicants/clients for assistance dog training. We do however depend on donations from private individuals, foundations, civic groups and businesses to cover the cost of running our non-profit organization. Thus, we have a responsibility to our donors to limit our expenses as much as possible. We ask that our applicants help locate resources, if possible, to cover the cost incurred in preparing the assistance dog being trained for them.

The training cost depending on task and length of training ranges from \$3,500 to \$15,000. Remember though, tax-deductible donations will be accepted from applicants. You can find your own donors or arrange for a fund-raising activity. The DFL website has options to accept donations from friends, family, or other organizations to donate directly to the team of their choice while they are actively training.

DFL will be happy to perform a demonstration if you choose to arrange a meeting with a philanthropic group such as Lions Club or Kiwanis Club. We are also willing to accept sponsorship of your individual team.

Thank you for your interest in Dogs For Life. We hope we will be able to successfully assist you in training an assistance dog. Once we receive the required documents, we will contact you regarding an interview to further discuss expectations and qualifications for the program.

Shelly Ferger
Director of Training Programs



Sample Tasks to Train

Hearing Dog:

Trained to alert owner to:

- Smoke Alarm
- Ringing of Telephone
- Someone Knocking at the Door
- Alarm Clock

Additional sounds:

- Baby Crying
- Someone calling your name
- Stove Timer
- Microwave
- Dryer Timer

Mobility Assistance Dog:

Trained on command to:

- Tap 911 K-9 Emergency Phone
- Pick up dropped items
- Pull you up from a chair
- Stabilize you while standing
- Open Doors, Open Drawers
- Brace his/her body to help you from a fall
- Target switches
- Go get someone in the home in an emergency

Service Dog:

Trained on command to:

- Create space between you and people in crowds
- Stand-stay facing behind
- Wake you up in a nightmare
- Go get medications and water bottles
- Tap 911 K-9 Emergency Phone
- Target Switches
- Place head on your lap on command
- Provide tactile stimulation to disrupt emotional overload

Assistance dog teams have legal access rights to public places. Obedience training must be impeccable.

The training process can take 8 months to over 1 year. Dogs may be owned or rescued but must pass a temperament evaluation. The ideal age for dogs is over 10 months and under 3 years of age. Many dogs are rescued from animal shelters. DFL is a non-profit organization and does not charge the recipient for training an assistance dog. Funding is secured through private donations to Dogs For Life, Inc. that are tax deductible.

“Kindness is the language which the deaf can hear and the blind can see.” ~Mark Twain.

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The Road to Certification

(Applicant)

Application	We are a very small program and train a limited number of dog teams each year, accepting all applicants from Indian River County or St. Lucie County (excluding hearing teams*) in Florida. We require completion of the Application, Applicant Profile, Personal Reference, Applicant Medical History Form and Professional Reference forms for our files. These applications will be kept confidential and will not be disclosed outside essential DFL personnel without permission of applicant. We will proceed with a personal interview after the receipt of a formal application.
Follow-up Contact (within 1 week of receipt of application)	We will contact person by phone or e-mail to acknowledge receipt of their application information concerning scheduling an initial interview and, if applicable, a dog temperament evaluation. We do not place or begin training of dog teams based on date of receipt of application but rather on needs of the person, acceptable match between dog and person, and funding available.
Home Visit (within 2 weeks of identifying suitable dog)	Because we are a small program, we generally do not do home visits with applicants until we feel we may have a suitable team in place. At this time, two trainers may or may not bring a dog in training to visit the applicant in the home and will talk about the process for certification with Dogs For Life, Inc. (DFL).
Residency Requirements	Applicant must live in Indian River or St. Lucie counties and retain residency for at least one full year, beginning with the first day of training**.
*Hearing Teams must reside in Indian River	*Due to our organization's limited span, teams must live in or close to Vero Beach.
**Outside Indian River or St. Lucie Counties (case by case basis, only with approval of Executive Director)	**DFL must have knowledge of applicant and dog over a 6-month period of time and applicant must meet all formal application requirements. Documentation will be required with indication as to recorded time devoted to self-training dog, obedience training records, classes attended, AKC CGC, ADI Public Access test, as well as all tasks trained. Proof of inoculations and good health of dog will be required. A photo of applicant and dog will be obtained. Applicant is responsible for travel arrangements to/from Vero Beach.

TRAINING (average of 8 months – 1 year long) (STUDENT/CLIENT)

Placement Agreement (if applicable)	In the case of a DFL dog placement, prior to start of training, the applicant must sign the Placement Agreement stating that he or she understands our policies.
Training Agreement	At the beginning of training, the client will receive a detailed explanation of all aspects of training and handling a service dog. Applicants will be required to sign a Training Agreement and be provided a Policy & Procedures for Dogs & Applicants.
Level I Phase of training (average 3-4 months) Obedience Training, leading to CGC Test.	During this phase, a trainer will be assigned and will meet on at least a weekly basis with the client. Generally, one session each week will be held at the training center, while a second session may take place at the owner's home or in a public setting. This may vary based on specific needs of the client, obedience level of the dog or availability of locales.
Reading materials (provided throughout training process)	Client will be given educational materials related to dog leadership and care and may be required to pass written tests.
AKC CGC Test (within 1-4 months)	When the trainers feel the client and dog are ready, the AKC Canine Good Citizen Test will be administered.
Level II Phase of training (average 4-6 months) Task Work	Once the AKC CGC is passed, Task training will begin on at least one task. Once this task is learned, formal Public Access Training will begin. Trainers will meet with the client at least one time per week in the client's home and at least one time per week at a pre-determined location for short public access training. This time will be increased gradually over about a two-month period.
Level III Phase of training (average 6 months) Public Access Certification Test (PAT)	All teams must successfully complete this test, which has been designed by Assistance Dogs International. It will be conducted by two trained evaluators. The test will be conducted at a shopping center or restaurant in Indian River County. *(unless authorized by Executive Director.) At least two tasks will have been trained.
Skills (task work) Test	Prior to certification, the team must demonstrate proficiency with 2-3 pre-determined tasks. This test will be conducted by 2 trainers in the client's home and in a public setting.
Level IV Phase includes 6-month Certification (6 months to 1 year)	Once the team has passed both the Public Access and the Skills tests, the client and dog team will be certified for 6 months . During this six-month period, the client will be required to submit monthly progress reports to the trainer. These can be via email or written reports. The graduate will also be required to maintain the dog's weight within 3 pounds of weight at placement. The team will have the opportunity to attend drop-in classes as determined by the trainers.
Level V Phase requires Annual Re-Certification to take place 6 months after original certification and then annually thereafter.	After the team has been certified for 6 months, they will be required to pass another Public Access test. Additionally, the graduate will be required to identify a new task that he/she will teach to the dog. This must be demonstrated to a trainer at the mid-year point. Trainer will meet in the home of the client and in a public setting. Dog and owner will demonstrate all the skills required on the Public Access Test, the AKC CGC, as well as three tasks. Owner will be required to submit a monthly training report to Dogs For Life, Inc.

CERTIFICATION YEARS (GRADUATE)

In Home Follow-Up Visits	A trainer will schedule a follow up visit in the graduate's home on an annual basis for re-certification tests to assure that the team is still working effectively.
Annual Veterinary Reports	Graduates are required to have their dogs checked by a veterinarian annually and have the veterinarian submit an annual report.
Public Access	In order to maintain current certification, the team will be tested every year by 2 DFL evaluators.
Retirement	Graduates will be required to stay in contact with DFL throughout the working life of the dog and will notify DFL when he/she feels it is time to retire the dog. Whenever possible, this decision will be made jointly between DFL and the graduate.



Laws Quiz Answers

- | | | |
|---|----------|----------|
| 1. Emotional support dogs are the same as companion dogs | T | F |
| 2. Therapy dogs are allowed to reside in housing with 'no pet' policies | T | F |
| 3. Service dogs are required to wear harnesses or vests that identify them | T | F |
| 4. Businesses can ask a person about their disability | T | F |
| 5. The ADA does not require documentation, but Florida law does | T | F |
| 6. It's a crime in Florida to pose as a disabled person with a service dog | T | F |
| 7. If a business excludes a service dog, they can refuse to let handler back in | T | F |
| 8. Service dogs must be registered and certified | T | F |
| 9. If a service dog barks once in a movie theater, the handler must leave | T | F |
| 10. A disabled person is not required to tell a business what work their dog does | T | F |



LAWS that protect qualified individuals with service dogs:

Americans with Disabilities Act (ADA): Title I prohibits discrimination by private employers, State governments, employment agencies and labor unions; Title II (28 CFR Part 35) addresses service animals in State and local government entities; Title III (28 CFR Part 36) covers businesses and commercial facilities.

Florida State Statute (FSS) 413.08: Section (3) – an individual with a disability has the right to be accompanied by a service animal in all areas of a public accommodation that the public or customers are normally permitted to occupy; Section (4) – any person, firm or corporation who interferes with the rights of an individual with a disability (or the trainer of a service animal while engaged in training of such an animal) commits a misdemeanor of the second degree; Section (9) – a person who knowingly and willfully misrepresents herself or himself as using a service animal and being qualified to use a service animal or trainer of a service animal commits a misdemeanor of the second degree.

Service dogs do not have to be certified (unless flying internationally) and they do not have to wear or carry anything that identifies them as a service dog, however, experience suggests that businesses are less likely to question people whose dogs have visible ‘service dog’ identification. Business owners are *not* permitted to ask any questions when a person’s disability is obvious.

Service dogs may be excluded from a business if the dog is out of control and the owner doesn’t take effective action to control it; if the dog is not housebroken; if its behavior poses a direct threat.

Air Carrier Access Act (ACAA): 14 CFR 382 – addresses air travel with a service animal. Note – Airlines **are** allowed to ask for documentation to substantiate a passenger’s disability-related need for the animal’s accompaniment as a condition for allowing the animal to travel in the cabin. An example of documentation would be a letter from a licensed professional treating the passenger. As of December 1, 2020, emotional support dogs are not permitted the same access rights to commercial aircraft as service dogs. Airlines have the right to refuse boarding to an emotional support dog.

Fair Housing Act (FHA) and Section 504: Public Housing providers must make reasonable accommodations for individuals with service animals; emotional support dogs are covered by these laws.

Department of Veterans Affairs: 38 CFR Part 1 governs the access of service animals on VA property, whether owned by a veteran or civilian. Section 38 CFR 17.148 applies to benefits for a veteran with an ADI or IGD certified service dog, not access rights.



Assistance Dogs and Access Rights

What is an Assistance Dog?

Any dog that is trained to do work or perform tasks for a person with a diagnosed physical or psychological disability; the work or task must be directly related to the disability.

Specific types of assistance dogs are:

- Guide Dogs – (assist the blind or visually impaired)
- Hearing Dogs – (assist the deaf or hard of hearing)
- Service Dogs - (assist with mobility or psychological issues)

What does “do work or perform tasks” mean?

The dog must be trained to take a specific action when needed to assist the person with the 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 balance issues may have a dog that is trained to help her stand from a sitting position.
- a person with a hearing impairment may have a dog that is trained to alert to various sounds, such as a door bell or smoke alarm.

Assistance Dogs and the Law

Americans with Disabilities Act (ADA) – Addresses service animals in the workplace, state and local government facilities and commercial businesses and entities.

Fair Housing Act – Public Housing providers must make reasonable accommodations for individuals with service animals.

Air Carrier Access Act – Addresses air travel with a service animal.

Note: Airlines are allowed to ask for documentation to substantiate a passenger's disability related need for the animal to travel in the cabin.

Rehabilitation Act of 1973 – Addresses service animals in and on federal government property.

Florida Law

FSS 413.08 was modified in July 2015 to more closely mirror the ADA.

One major difference is that Florida law grants access rights to disabled individuals (or trainers) with service dogs in training. Additionally, Florida law has two criminal penalties:

Section (4) – any person, firm or corporation who interferes with the rights of an individual with a disability (or the trainer of a service animal while engaged in training of such an animal) commits a misdemeanor of the second degree;

Section (9) – a person who knowingly and willfully misrepresents herself or himself as using a service animal and being qualified to use a service animal or trainer of a service animal commits a misdemeanor of the second degree.

Access Rights

The legal right of a disabled person to take their service dog into business establishments, housing and other accommodations where the public is generally allowed to go. “No pet” policies don’t apply to service dogs because they’re working animals and protected by Federal and State laws.

Dogs used only for crime deterrence, emotional support, comfort or companionship do not qualify as service animals or have access rights under the ADA or Florida law.

***Note:** the rights belong to the individual, *not* the dog.

Public Accommodations

- Airplane, taxi, train, bus, boat or other public mode of transportation;
- Hotel or lodging place
- Restaurant or other establishment serving food or drink
- Theater, stadium or other place of entertainment
- Grocery store, shopping center or other sales or rental establishment
- Bank, doctor's office
- Museum, library or other place of public display or collection
- Park, zoo, resort and other places where the general public is invited
- Places of education or social services
- Golf courses, bowling alleys or other places of exercise or recreation.
- Private clubs, homes and places of worship are not considered public accommodations.

What makes an assistance dog legal?

- Training
- Task Work
- TRAINING!

Assistance dogs can be any size, any breed, any age. The law does not require certification, documentation or identification. They do not need to be professionally trained. They simply must be trained to do work or tasks that mitigate a person's disability. The term "assistance" dog is sometimes used interchangeably with "service" dog. They both refer to *specially trained* animals.

What about Emotional Support Dogs?

Emotional support dogs (or other animals) assist individuals with diagnosed mental or emotional disabilities. They do not have to be specially trained or perform tasks.

Emotional support dogs are *not* considered service dogs under the ADA. People with emotional support dogs do *not* have the legal right to take their dog into restaurants, stores or other public accommodations.

As of December 1, 2020 emotional support animals are no longer granted the same access to commercial aircraft as service dogs (per the ACAA), meaning that an airline has the right to refuse boarding to an emotional support animal.

Emotional support animals are allowed in housing accommodations that otherwise restrict pets (per the FHA).

What about Therapy Dogs?

Therapy dogs visit with people in hospitals, nursing homes, schools or other locations.

Therapy dogs do not have to be task trained or certified and *are* subject to “no dogs” policies.

Therapy dogs can go into businesses with an invitation and can be asked to leave at any time. Partners of therapy dogs do not have any legal access rights.

Some People Don't "Look" Disabled

When you see an assistance dog on duty, there is a good reason for it, even if the human partner doesn't use obvious equipment like a cane or wheelchair. The person may have a "hidden disability" such as balance issues, traumatic brain injury, hearing impairment or psychological challenges.

If you have a question, talk to the person, not the dog. Petting an assistance dog while it's working is discouraged as it may distract the dog's focus from its human partner.

How can a business determine if a dog is a service dog?

In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? and (2) what work or task has the dog been trained to perform?

Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

The dog's behavior and training are the best indicators of whether or not it's a task trained service animal. Patches, ID cards and vests are provided by most service dog organizations, but they can also be purchased online.

Three Reasons to Deny Access to a Service Dog

Under Federal and Florida law, access can be denied if:

- (1) the animal's behavior poses a direct threat to the health and safety of others.
- (2) the animal is not housebroken.
- (3) the animal is out of control and the handler doesn't take effective action to control it.

Allergies and fear of animals are not valid reasons for exclusion. If the animal is excluded, the person must be allowed access.

Emergency Situation

In the event that a service animal is involved in a situation where the owner is unconscious or otherwise unable to respond, the animal should remain with person until a family member or otherwise appointed person is given possession.

Welcome Service Animals

It's the law and it's the right thing to do.

If you have questions regarding the ADA, please visit their website or call the toll-free number:

www.ADA.gov

800.514.0301



Basic Training

**1230 16th Avenue, Vero Beach, FL 32960
(772) 567-8969**

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When is a dog trainer not a dog trainer?

The Chair of a sub-committee that devised international standards, expressed this well when she said; “I remember years ago when we had an intern from a local college come to learn about our program and service dogs for a month. She left thinking she was a ‘real’ trainer and I realized that we had failed to impart a very important fact. In general, our trainers do much more than work with the dogs. They evaluate and teach the individuals with disabilities to become great service dog partners, they teach volunteers, they evaluate pups and advanced dogs, they problem solve and they communicate all the time. In our program, we constantly looked for new trainers who could work well with people. Without this skill, we could not begin to teach them what they need to know and it took two years from being hired before we were comfortable with their level of expertise.”

When programs teach a class or an individual, it’s essential to explain the extraordinary amount of knowledge needed (not just canine task training) and the responsibility we must exercise over the lives of the people we support and work with.



Assistance Dog Policies & Procedures

TRAINER QUALIFICATION

- A. All trainers must have had prior experience with operant conditioning (positive reinforcement) as a canine training style.
- B. Any new trainer accepted into the program must be approved by the Executive Director.
- C. All trainers will be required to sign an agreement, which includes a “hold harmless” statement.
- D. Trainers may not use their association with DFL to make money or to promote other interest, unless approved in advance by the Board.
- E. Independent contract trainers agree to maintain general liability insurance in the amount of \$100,000 and a worker’s compensation policy. Proof of such insurance must be provided to DFL prior to the start of training.
- F. Each trainer agrees to attend group training sessions with other trainers and graduates.
- G. A decision to terminate a trainer will be made by the Executive Director in consultation with the Board of Directors. Trainers will be reimbursed for attendance at pre-authorized training related conferences upon submission of receipts. The Board of Directors will approve a set amount, based upon funds available. This amount will be distributed among all trainers and each trainer who draws from this fund will be required to submit a verbal report or demonstration to the other trainers, following each conference subsidized. The attendee may also be required to submit a written report to the Board, summarizing the benefits to DFL, with recommendations as to the value of future attendance at the conference.
- H. Trainers agree to transport dogs safely in personal vehicles. This includes using crates or securing dogs in a harness to avoid damage to either the dog or driver in the event of an accident.
- I. Trainers understand that pet dogs do not have public access. Dogs that have been released from the program do not have public access.

Trainers’ Continued Education

- 1. All DFL Trainers will be required to continue their education concerning disabilities and working with people with disabilities.
 - a. Trainers will attend staff meetings and be prepared to report on: applicant contacts and teams in training
- 2. All trainers will be required to continue their education for training dogs and people.



How to Communicate with Dogs

There are many simple things you can do to communicate with dogs. Learning about calming signals and signs of stress can help you better understand your dog.

Typical Calming Signals Dogs use..... You can use them too!

Looking away	Dog's head or eyes look away from the person or dog who needs to be calmed
Turning away	Dog turns its back or side to whomever needs to be calmed
Walking slowly	Dog moves sluggishly in response to an excitable or angry person or dog
Suddenly standing, sitting or lying down	Dog changes its position to calm the situation
Stretching	Dog's front legs bend down and rear end goes up (play bow), emphasizing it means no harm
Yawning	Used to calm itself or others in stressful situations
Sniffing the ground	Dog's nose suddenly goes to ground to signify it means no harm
Curving approaches	Dog slowly approaches another in an arcing pattern, signaling it means no harm
Going between	Dog walks or sits between two dogs (or people) when a conflict seems imminent (Translation: "Hey, let's keep things cool.")
Partially closed or blinking eyes	Dog conveys a soft, less threatening look
Lip licking	This technique is seen more frequently in dark colored dogs, perhaps accentuating their muzzle to clarify the expression they are conveying

Signs of Stress

Shaking off	Elimination	Dilated pupils
Panting and salivating	Turning away	Loss of appetite
Excessive blinking	Avoiding eye contact	Whining or excessive vocalizing
Increased activity or pacing	Diarrhea	Scratching/sneezing
Sniffing the ground	Yawning	Sweating (through pads of feet)
Restlessness, distraction, agitation	Licking lips	Excessive shedding
	Hiding behind something	

Some Causes of Stress

Unusual noises or smells	Confusing, rough or inconsistent training or handling
Strange/new places	People or animals exhibiting inappropriate behaviors
Extreme temperatures	Unusual emotional reactions of the handler
Crowding (by people or animals)	

****** You should note that some canine calming signals are also signs of stress. It is up to you as the human component to learn to read your dog and interpret the behavior...from a canine point of view.***



Dogs For Life's obedience and behavior training is designed to teach you how to train your dog. Private lessons and group classes are scheduled on an ongoing basis from basic to certification.

We believe the successful elements of a dog training program are:

- Understanding dog behavior
- Communication with your dog
- Being consistent
- Redirecting unwanted behaviors vs. correcting
- Keep it fun- we do NOT train for competition
- Don't compare your dog to ANY other dogs.
- PATIENCE is key

Requirements:

For the safety of your pet and others, your dog must be up to date with its inoculations.

All dog owners are responsible for:

- 1) Keeping their dogs under control- never allow your dog to jump on other dogs or people.
- 2) Using dog treats or other motivators such as toys, verbal praise, or physical praise.
- 3) Having proper training equipment.
 - Training collar or Gentle Leader- All dogs may eventually be on a flat buckle collar.
 - Leash 5-6 feet long. NO retractable or chain leashes.
 - Mat
 - Clean up supplies (plastic bag)

TRAINING TIPS

At Dogs For Life, we are proud to use a positive approach to dog training. We feel that dog training should be fun for people and dogs. Our emphasis is on canine behavior and the fascinating subject of canine communication. Our classes cover a series of educational topics such as: “Canine Behavior and Communication,” and “Dominance, Aggression, and Solutions.” Over the years, dog training has evolved from punishment-based methods toward more motivational and positive reinforcement methods.

We are often asked what books to recommend. Fortunately, there are many books available that advocate a more humane method of dog training; motivational training with lots of positive reinforcement. We have learned that our dogs’ behavior is much more reliable when using motivational training.

Listed below are a series of traditional “punishment based” training instructions we have collected from dog training books dating back to the 1950’s through the 1970’s, ***along with our comments.***

- “If your dog won’t walk on a leash, pull the leash tight and slowly drag the dog along the floor until he feels for secure footing.” ***Never drag a frightened dog. Motivational heeling methods are better than any leash correction.***
- “Pull up on the end of the lead to make the dog sit. If he doesn’t obey immediately, lean over, and slap him quickly on the rear. Cuff him before he sits down-don’t wait until he is already sitting. If he continues to sit crooked, cuff him harder.” ***We should never cuff or slap our dogs.***
- “To correct your dog for soiling in the house, rub the dog’s nose in the mess or spank them with a newspaper.” ***There are many reasons not to correct your dog for having accidents in the home, medical problems being one of them. In some cases, because of corrections, dogs learn to be afraid to eliminate in front of their owners. As a result, a dog may to return to its house after a long walk and hide to eliminate.***
- “When you return home and your dog has been destructive, take the dog to the scene of the destruction, pick up the chewed items or bring the dog’s eyes down to it and discipline the dog with upward slaps under the chin.” ***Most dogs chew from frustration, boredom, and even separation anxiety. Physical correction can increase the anxiety. Dogs do not try to “get back at their owners” or do things out of spite. Remove dog from scene before cleaning.***

- “To correct a dog from jumping on you, lift your leg and position your knee at the dog’s chest. If needed, you can also step on the dog’s toes.” ***Not only can we cause injury to our dogs by kneeling them in the chest, but many dogs enjoy rough physical contact with people. This negative reaction by an owner/handler can encourage and reinforce the dog’s bad behavior.***
- “Every dog is required to wear a choke chain.” ***We now know that choke chains should never be used on a nervous or fearful dog.***
- “One way to discipline a dog is to sit the dog and slap with upward strokes under the chin.” ***Physical punishment is not recommended. Additionally, the Humane Society of the United States’ Humane Education Program teaches children across the country to approach dogs for petting with their palm under the chin.***
- “Use the Alpha roll-over, especially in cases of aggression.” ***What we now know is that the submissive roll-over is voluntary, not forced. Many puppies have learned to become defensive and aggressive by being forced onto their back until they submit. Preventative training or distraction is much better than punishment after the fact. Punishment such as “sharp, choke-chain corrections” with aggressive dogs may increase the aggression.***

Fortunately, dog training started to change in the 80’s. Carol Lee Benjamin wrote books about a new approach to training, beginning with “Mother Knows Best, the Natural Way to Train Your Dog.” She discussed how mother dogs never harm their puppies with an inappropriate use of force.

In 1985, dolphin trainer Karen Pryor wrote a very important book called “Don’t Shoot the Dog.” This book should be read by anyone wanting to train/shape the behavior of dogs and even people. Karen Pryor discussed positive reinforcement and behavior shaping techniques.

Remember the first step in training any animal is to find out what motivates it. No motivation, no attention. You can choose to motivate your dog in a positive manner with attention, play, food, and opportunities (like going outside) as rewards, or you can choose to motivate your dog to avoid adversities by using choke chain corrections, slaps under the muzzle, electric shock, prong collars, etc. ***You are strongly urged to establish a relationship based on mutual respect and trust.***

Books written by the following authors and dog trainers are highly recommended: Patricia McConnell, PhD, Wendy Volhard, Suzanne Clothier, Susan Sternberg, Ian Dunbar, Roger Mungford, Bruce Fogle, D.V.M., Turid Rugaas, Jean Donaldson, Terry Ryan and Dr. Nicholas Dodman.

VALUABLE TIPS

- Do not feed your dog prior to training- or feed them 1/2 their meal. Dogs should not work on a full stomach.
- Exercise your dog prior to coming inside the Training Center.
- **NEVER** travel with your dog untethered in the back of a pick-up truck or with its head hanging out of the window.
- Spend time handling your dog- pick them up, give them a belly rub or body massage, brush and groom them. Your dog needs to be accustomed to handling by you and strangers as well, prior to coming to class.
- Select soft, chewy treats instead of crunchy ones. Choose a nutritional treat and break it up before coming to class. Have your TREAT BAG READY!
- Be consistent. Give your dog a verbal command one time, do not repeat multiple times.
- Do **NOT** wear out your dog's name, your correction, or your praise.
- Select an ATTENTION word ("look" – "watch")
- Praise IMMEDIATELY when the dog performs correctly.
- Learn to change your tone of voice- keep a happy, confident attitude.
- Keep your dog on a leash AT ALL TIMES during class.
- Do not wear flip flops when training. Wear a safe, closed in shoe and comfortable clothes. No dangling jewelry.

Share and read handouts with ALL members of your family.

Children under the age of 8 are not to be brought to dog class.

Children should remain seated unless participating in an exercise. NO running allowed.

Becoming familiar with your dog's breed will help when choosing a motivator.

REMEMBER... it's PATIENCE & PRAISE that will prevail!

Dominance & Aggression in Dogs

It is necessary to distinguish between dominant/aggressive dogs and dogs that display dominant behaviors (or bite) for other reasons. If your dog's aggression problem has developed "out of the blue", have your dog examined by a licensed veterinarian to rule out physical causes of aggression. Dogs in pain will bite.

Signs of Dominance / Aggression

The first signs of dominance or aggression are often subtle, however, the cumulative effect of these signs can be devastating. Aggression is a normal form of communication for dogs. What is acceptable in the canine world may not be acceptable behavior with people. Be *aware* of your dog's behavior, do not make *excuses*; change your attitude and behavior towards your dog. Most dogs find security in a confident leader (you), insecurity can develop if you allow your dog to be "pack leader."

Signs of Dominant Dog Behavior

How to Respond

Ignoring known commands, especially DOWN	Enforce basic obedience often
'Talk back' barking when given a simple command	When possible, ignore and wait
Biting at the leash, refusing to walk on the leash	Use positive reinforcement when leash training
Refusing to get off the furniture when told to get off	Never allow a dominant dog on furniture or your bed
Blocking the main throughways of your home	Make your dog move if he's blocking your path
Growling and direct stares could be a warning	Never provoke an attack with corrections
Demanding your attention – pushing at your hands	Make a dominant dog sit before giving treats
Bolting through doorways ahead of you	Make your dog sit before entering or exiting the house
Running and hiding under furniture when called	Restrict your dog's freedom in the house
Jumping on visitors at the front door	Keep a leash at the door when you anticipate visitors
Pulling on the leash when walking	Make the dog walk beside you by changing direction
Jumping up on people	Train your dog to sit to be petted
Stealing food or other items	Restrict your dog's freedom – it's your house, not his
Growls around his food bowl	Put food down for 5 minutes, then pick it up

Not all dogs displaying these behaviors would automatically be considered dominant or aggressive. It depends on if your dog is coming when called, if he will get off furniture when told, if he is jumping or mouthing on people or clothing...

- Never hit your dog – pain may cause aggression
- Never play tug of war with a dominant dog
- Always supervise interaction with children and other dogs; never have food around in these instances
- Do not allow your dog to mouth your hands or clothing; biting starts with mouthing, then escalates
- Adopt a matter of fact tone of voice with a dominant dog, don't baby talk or whine
- Reinforce a subordinate posture when possible, training up to a 30 min down/stay (starting with small increments and low level distractions.) Your dog will stay an hour if you train him to stay 30 minutes.

BASIC COMMANDS TO LEARN

Your dog's name ----- used to get attention only ***Don't wear it out**

SIT	DOWN	STAND	STAY	COME
	SIT/STAY	DOWN/STAY	STAND/STAY	

Good Dog/ Boy/ Girl ----- for praise

Ac-Ac / Too bad ----- for correction ***Don't wear it out**

OK ----- for release from stay

In addition to the commands above, you will need to use the following:

Out / Drop it ----- to indicate that you want something out of your dog's mouth

OFF ----- to indicate that you want the dog off something- the couch,
your pants, the door, etc.

***Saying "DOWN" is inappropriate in these instances- "down" means lay down**

Over ----- for jumps

Up ----- to indicate you want your dog to step up

Hand Clap ----- for getting dog's attention

Too bad ----- to indicate the dog didn't meet the criteria needed for a reward

Obedience training is just part of your relationship with your dog. Everyday interaction and communication helps develop a relationship based on trust and respect for each other.

It is not necessary to be overly dominant with our dogs to gain cooperation. A motivated dog is more reliable than a dog that is trained with punishment-based methods.

POSITIVE REINFORCEMENT

FOOD- The most effective reward.

- Use intermittingly - dog will try and try in hopes of winning a reward
- Use special treats, or jack pot rewards when the dog does something great

VERBAL- The **TONE** of your voice is very important, even tones build confidence.

- Use a high pitched happy voice for praise
- Praise verbally - even if you are going to give a food reward

PHYSICAL- Pet your dog on the chest and side areas, not over the top of the head or neck.

- Be careful not to overstimulate the dog.

PRIVILEGES- Use obedience to control access to people, places, things and activities the dog enjoys.

- Make dog SIT/STAY before giving food or going outside.
- Make dog SIT/STAY before greeting his friends or fetching toys.

NEGATIVE REINFORCEMENT

Sometimes it's not appropriate to ignore a behavior and you want to give your dog some negative feedback.

VERBAL- Use a serious tone of voice. You don't have to be loud. You must be firm and timely. You can confuse a dog by saying NO in a cute, baby voice.

AUDIO- Make a sharp noise to startle and distract a dog from an undesirable behavior. Then use that opportunity to redirect behavior by having your dog come or sit.

PHYSICAL- If your dog is jumping on you, you can use a "body block" to intimidate the dog. Keep your hands folded in front of you and deliberately advance toward the dog, bumping him gently if necessary. Do not kick, hit, or knee your dog. Use the opportunity to redirect your dog's behavior by having them come or sit, before touching them.

REMOVE PRIVILEGES- If your dog is misbehaving, don't allow him access to his favorite person, place, things or activities.

WITHHOLD FOOD- When he doesn't meet the criteria required for a reward, give the dog the "too bad" command. This feedback means "not quite, try again". You want to motivate the dog to keep trying.

LEARNING ABOUT CANINE COMPANIONS

Thousands of years ago, either man or wolf decided it would be a good idea to share shelter, food, hunting ability and companionship.

This was the beginning of a relationship between man/woman and the domesticated dog as we know it today. We have crossbred the original canines and developed many breeds to serve different needs. Working breeds for example, such as the German Shepherd Dogs for herding, Retrievers for retrieving, Terriers and Hounds for hunting, and companion dogs for... being companions.

CANINE BEHAVIOR:

Left to their own, dogs would dig a den in the earth for their home. They would protect their homes from intruders, shelter their young and keep the living area clean for comfort and health purposes.

As puppies mature, they play with litter mates. They growl, roll, and bite each other, learning social skills and imitating the adult dog behavior in their pack. Some members of the pack are hunters; some guard the den, while others watch over the puppies. It is obvious to the pups that not every dog is the leader of the pack.

Within each dog pack, one male and one female dog are the leader dogs. These dogs are referred to as Alpha. These dogs communicate to the others when it is time to hunt, when it is time to be quiet, and when it is time to be corrected for misbehaving. It is important to each dog to find its place in the hierarchy of the pack or family.

When we bring a canine into our home, it is our responsibility to take the leadership and teaching role.

When we understand the structure of the canine pack, we can easily help our dog fit into our family.

Selective breeding has caused some breeds to

inherit behaviors and traits, therefore their motivation for training may differ, but the basic behavior remains the same. Dogs form behavior patterns every day of their lives, be it acceptable by humans or unacceptable. They copy behavior, by experience and association.

Dogs refer to what they have learned day after day for as long as they live. Dogs need to be rewarded and receive attention for good behavior but may also require discipline or ignoring for bad behavior; they just need to know what humans consider good or bad.

UNDERSTANDING THE PACK:

Dogs that move into our homes need to know where they fit into the “pack”. Usually they see the adult humans as parents/alpha and children as puppies/subordinates.

We must teach our dogs that our children are not puppy litter mates, to be chewed or jumped on. We must show our dogs that we are “leaders of the pack”. We are their protectors, teachers, and keep harmony within the pack.

This pack structure is why obedience training is so important. It will establish naturally, that you and your family are roles that the dog is to follow and obey.

COMMUNICATING WITH DOGS:

Dogs communicate with their body postures, eye contact, and vocalization. The tone of your voice means more to a dog than the words you are speaking, as does your facial expression and body postures. Your dog learns words mostly through the tone of your voice.

Words such as sit, down, stay or come, are easily learned by using a happy tone of voice. A correction word like “no,” or “stop it,” should be used with firm tone of voice.

REMEMBER: Your dog learns by your using the same tone and word over and over. *By placing more emphasis on positives and less on negatives creates a happier, more trusting relationship with your dog.*

TEACHING YOUR DOG TO SIT:

With a dog treat in your right hand, say the word “Sit.” At the same time, bring your hand with the treat from the dog’s nose to just over the top of the dog’s head. This motivates the dog to look upward and the rear end of the dog to move backwards or down. Once your dog is sitting, immediately give the treat, and verbally praise your dog by saying “Good Sit.” *Give your verbal cue one time; you may repeat your physical cue.* If the dog does not sit, move the treat slowly over the top of the dog’s head until it sits. Once the dog sits, praise them verbally. Do not give the dog the food reward unless the dog sits on the first verbal cue, on his own.

TEACHING YOUR DOG TO DOWN:

At first, start with the dog already in the sit position. Place your left hand on the dog’s rear end just to hold them in position. Do not try to push your dog down. Take a dog treat to the dog’s mouth and then to the floor motivating the dog into the down position. When the dog is in the down position, immediately give the treat and verbally praise your dog by saying “Good Down.” *Give your verbal cue one time.* Do not give the food reward unless the dog downs the first time or on his own.

TEACHING YOUR DOG TO STAY:

With your dog either in the sit or the down position, place the right palm of your hand in front of the dog’s face and say “Stay.” Use a firm tone of voice and continue to give your dog a food reward while verbally saying in a steady tone, “Good Stay.” You may need to hold the dog in position at first, with your hand in the dog’s collar. Wait for a few seconds give an additional food treats and then give the release command “ok” and if you need to physically move the dog out of the stay position. It is important that you end the stay position.

Gradually increase the time your dog is held in position. Then, gradually increase the distance from your dog. Return to the dog and give a

food treat then you will gradually release the dog at different distances. Increase distances only while the dog is successful.

TEACHING YOUR DOG TO HEEL:

The first thing in teaching your dog to heel is to have its attention. Practice walking with your dog on a leash, changing direction frequently. Tug at the leash until the dog is following you and concentrate on keeping a slack leash. Practice keeping slack in the leash by luring the dog with a dog treat and praising your dog for staying at your side by saying “Good Heel.”

Continually praise your dog and try to maintain eye contact while practicing the heel command. Begin with your dog in the sit/heel position at your left side. Have your dog’s attention, then starting with your left leg, take off and say “Heel.” Take two steps, then stop, and tell your dog to “Sit.” Reward the dog. Do not use the come word while teaching your dog to heel.

TEACHING YOUR DOG TO COME:

Your dog should be taught to come to you EVERY time it is called. In the beginning, always practice the come command with your dog on a leash. Tell your dog to come in a happy tone of voice. You may repeat this word, clap your hands, and bend down with your arms extended.

When your dog comes to you, say “Good Dog,” give the hand signal and tell the dog to “Sit”, take the dog’s collar in your hand (under the neck,) and give your dog a food reward, and say “Good Come.” If the dog does not come when called, reel the dog to you; give the verbal and hand signal to sit. Once the dog is sitting, say “Good Dog.” Never call your dog for punishment.

AKC® CANINE GOOD CITIZEN® PROGRAM



The CGC TEST consists of 10 skills needed by all well-mannered dogs. All of the exercises are done on a leash.

Test 1: Accepting a friendly stranger the dog will allow a friendly stranger to approach it and speak to the handler in a natural, everyday situation.

Test 2: Sitting politely for petting the dog will allow a friendly stranger to pet it while it is out with its handler.

Test 3: Appearance and grooming 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.



Test 4: Out for a walk (walking on a loose lead) The handler/dog team will take a short “walk” to show that the dog is in control while walking on a leash.

Test 5: Walking through a crowd the dog and handler walk around and pass close to several people (at least three) to demonstrate that the dog can move about politely in pedestrian traffic and is under control in public places.



Test 6: Sit and down on command and Staying in place The dog will respond to the handler's commands to 1) sit, 2) down and will 3) remain in the place commanded by the handler (sit or down position, whichever the handler prefers).

Test 7: Coming when called 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.

Test 8: Reaction to another dog To demonstrate 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.



Test 9: Reaction to distraction to demonstrate the dog is confident 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.

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. Equipment You’ll need to bring your dog’s brush or comb to the CGC test. In the CGC test, dogs must wear a buckle collar or slip collar.





Stress

Signs of Stress in Dogs Include:

- Shaking off
- Panting and salivating
- Dilated pupils
- Excessive blinking
- Increased activity or pacing
- Loss of appetite
- Restlessness, distraction, agitation
- Sweating through the pads of the feet
- Inappropriate urination / defecation
- “Shutting down” by turning away or avoiding eye contact
- Excessive shedding
- Diarrhea
- Yawning
- Whining, excessive vocalizing
- Licking lips
- Hiding behind handler
- Sniffing the ground
- Scratching / sneezing

Some Causes of Stress:

- Unusual noises
- Unknown places
- Confusing or inconsistent training or handling
- Rough or unpredictable handling
- Crowding by people or other animals
- People exhibiting inappropriate or unusual behaviors
- Unusual smells
- Unusual emotional reactions of the handler
- Extreme temperature (inside and outside)