



Certified Service Dog Team Manual

A Guide to Team Certification

Please refer to this guide to prepare for Team Certification. This Guide is the property of the Foundation for Service Dog Support, Inc. and may not be duplicated or transmitted in any form without expressed written permission of the FSDS.

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PROGRAM OVERVIEW

Purpose of the Outreach Certification Program

This program has been designed to provide qualified teams with a reliable means of obtaining certification through a credible service dog training program. Teams accepted into our network are those who have demonstrated an ability to meet the standards for public access that are accepted within the broader service dog community. Note that the emphasis is placed on the team, as it is the team that is being certified, not just the dog. Though not required by law, team certification is beneficial in many cases.

At the present time there are not many options for certification that are available to teams that are privately trained. Thus, even well-trained teams who have received appropriate private training are left with no means of achieving credible certification. Historically, certification has been available to program trained teams. Though there are an increasing, indeed alarming, number of websites that advertise that they will provide certification papers to a service dog (SD) team sight unseen for a fee, we do not believe this to be a desirable situation. This provides no assurance to the public that the teams are indeed safe and in keeping with established standards of SD behavior, nor does it provide the handler with the education necessary to be effective team leaders. Training for both team members, as well as in-person evaluation and testing are the hallmarks of our program.

Privately trained does not imply that the SD team is poorly trained and not deserving of certification. We recognize the hard work that many teams have put into their training and have established this program to provide these teams an avenue to achieve proper certification. By building a network of competent and well-trained teams, we hope to provide both SD teams and the public with increased confidence.

The vision of the Foundation for Service Dog Support, Inc. (FSDS) is a SD friendly community, absent discrimination, where team members may go forth in confidence and enjoy a quality of life. Welcome to the Foundation for Service Dog Support, Inc.

Breed Restrictions

Due to insurance regulations, we are unable to certify teams with the following breeds of dog:

Pit Bull
Doberman Pinscher
Rottweiler
Staffordshire Terriers

There are no exceptions to this rule.

Pathway to Success

Certification is a process, and the steps to becoming a FSDS Certified Team are as follows:

1. Submit the application packet along with non-refundable \$10 application fee
2. Successfully complete the SD 101: Orientation Course (\$250 fee)
3. Receive a test ticket
4. Successfully pass the in-person CSD Skill Test (Videos are not permitted)

5. Submit your proof of passing form, signed by your evaluator
6. Receive your ID badge and program certification vest

Behavioral Expectations

It is our expectation that all communications will be accomplished in a positive manner, demonstrating respect for all other parties. Your behavior reflects not only upon your team, but for all FSDS certified teams and for the FSDS as an organization. It is our expectation that all teams will serve as ambassadors of good will for the service dog community.

The FSDS maintains ZERO TOLERANCE for all of the following:

- Illicit substance abuse
- Discrimination based on gender, ethnicity, religion, sexual preference or disability
- Bullying behavior

Violation of our zero tolerance policy is grounds for immediate dismissal from the program. If you are dismissed from the program for violation of zero tolerance, any monies paid to date will be non-refundable.

Receiving Your ID Badge and Vest

Upon successful completion of the CSD Test, you will be given a Proof of Passing Form by the Evaluator. It must be signed by your evaluator. Please fill out the form, and then send the signed form and a check for \$75 (U.S. funds) to cover the cost of the vest, ID badge and shipping/handling charges, together in the same envelope to the address listed on the form. Allow 6-8 weeks for delivery. We recommend that you keep a copy of the Proof of Passing Form for your records, in the event that any questions regarding certification arise while you are awaiting arrival of your vest and certificate. FSDS certified teams are required to wear their program issued vest at all times when working in public. Your certification will be valid for 3 years from the date of issue. ***You will be required to contact the FSDS prior to the expiration date of your certification in order to retake the test every 3 years to renew your certification.***

If, at any time the FSDS is made aware of any incidents where a certified SD team has presented a threat to the community, or has engaged in any other inappropriate behaviors, the FSDS will investigate the matter. If, after investigation, it is determined that the SD team has failed to conform to the published Code of Conduct, then the certification will be revoked and the handler will be required to return the vest. Any/all fees paid to date will be non-refundable.

Re-Testing Rules

We recognize that any team can be affected by nerves, and we all have an occasional bad day. In the event that you are noted to have a deficiency on the first CSD test, you are allowed one more opportunity to retake the test. You must wait a minimum of 3 months before you will be able to re-test, to allow you time to address any areas that are in need of remediation. Any team that fails the test a second time will not be allowed to retake the test with their current dog. There will be no exceptions to this rule.

The decisions of the CSD Evaluators are final. The FSDS Administration will not intervene and overturn the decision of any Evaluator.

Liability Disclaimer

Upon passing the CSD Test, the evaluator, on behalf of the FSDS has certified that at the time of the test the SD team met all standards for certification. In no way does this constitute a guarantee that the team will function flawlessly at all times in the future. The Evaluator and the FSDS are not responsible for any problems that occur while the team is working in public. ***The handler is solely responsible at all times for any damages caused by the SD to persons, property, premises and/or facilities. They are also responsible for advocating for their team in a manner that is appropriate and demonstrating respect for others in the community at all times.*** Team certification must be renewed every 3 years.

The FSDS reserves the right to revoke certification if at any time a SD team is found to have posed a threat to the public or if the SD team fails to conform to the published Code of Conduct. The FSDS will investigate all complaints prior to making a final determination. All decisions will be final.

PROGRAM REQUIREMENTS

In order to qualify for testing, the dog must:

1. Pass the American Kennel Club (AKC) Canine Good Citizen (CGC) Test taken no earlier than their first birthday. If a dog has taken and passed the test prior to the first birthday, then the test must be taken again.
2. Be at least 18 months of age
3. Have their current County license tag as well as their name and phone number identification tag displayed on their collar
4. Be spayed or neutered.
5. Be trained to perform *observable* service tasks related to your disability. This test is not designed to certify guide dogs.
6. Be clean and properly groomed
7. Be trained to perform service dog work exclusively; we do not cross-certify working therapy dogs as service dogs nor do we certify dogs who are actively involved in rally, agility, dock diving and other athletic events.

Microchip / tattoo and enrollment in pet recovery service are strongly recommended, but not required.

In order to qualify for testing, the handler must:

1. Submit a completed application packet
2. Submit payment of application fee and SD 101 Orientation Course
3. Successfully complete the SD 101 Orientation Course with a passing score of 70% or higher
4. Receive a test ticket from the Outreach Coordinator
5. Select a qualified evaluator from the FSDS Evaluator Network

Required Materials for SD Team

1. Copy of CGC Certificate - must be dated on or after the dog's first birthday and submitted with application.
2. Signed copy of FSDS Veterinary Statement, dated within 30 days of application.

3. Signed copy of FSDS Statement of Disability, signed by your treating physician and dated within 6 months of application.
4. County License Tag displayed on collar, must be dated for current year.
5. Identification tag with name and phone number displayed on collar.
6. Flat collar (prong collars are not permitted).
7. Leash, no longer than 6 feet (retractable leashes are not acceptable)
8. Properly fitted working boots
9. Clean up supplies (paper towels, plastic bags, pooper scoopers, etc.)
10. Portable bowl and fresh cold water

The FSDS CODE OF CONDUCT

The FSDS has established minimum standards for all individuals who elect to participate in any phase of FSDS programming. Individuals are expected to abide by FSDS standards at all times, for the duration of the time that they are affiliated in any way with the FSDS. These standards and rules are intended to provide a framework for individuals in order to ensure order, and maintain the integrity of all of our programs and services. This includes but is not limited to students, volunteers, staff and Board members. The standards are not intended to be a substitute for common sense and adherence to expected societal norms for morals and ethics. They represent a framework for rules and regulations. We remind everyone that rules and regulations we can teach, moral values are something that every individual needs to bring to the table. These standards are listed below.

GENERAL ORGANIZATIONAL STANDARDS

Honesty, Integrity And Public Presentation

Individuals affiliated with the FSDS shall at all times:

1. Be courteous and respectful of the feelings and needs of those around them
2. Be supportive of those with special needs and offer assistance as needed
3. Be honest
4. Treat others as they would wish to be treated
5. Use appropriate language
6. Report any observed or suspected violations of the Code of Conduct to a supervisor immediately

Dress Code

Individuals who participate in FSDS sponsored public events shall:

1. Be clean, well groomed, and free of any offensive odors
2. Avoid use of perfumes and colognes as these may precipitate respiratory problems for individuals with chronic illness
3. Dress appropriately for the occasion; clothing must be in good repair; no torn jeans, low cut shirts, sheer blouses or crop tops
4. Wear their name badge at all times when working at an event
5. Employees shall wear FSDS issued uniforms at all public events unless instructed otherwise

Moral and Ethical standards

The FSDS has a zero tolerance policy for untoward behaviors and individuals who are affiliated with the FSDS shall at all times:

1. Refrain from bullying behavior and report any perceived incidences to a supervisor immediately
2. Refrain from use of illicit drugs
3. Arrive sober to all events and avoid use of alcoholic beverages when working at FSDS sponsored events
4. Treat others as they would wish to be treated

Interactions With FSDS Youths

The FSDS operates a community-based training program, and all individuals who are affiliated with the FSDS must be aware at all times of the impact that their behaviors will have on impressionable young people who may be participating. Standards for interactions with FSDS youth members include the following:

1. At no time will a staff or volunteer member be alone with a youth; a supervisor with a current Class I IVP fingerprint clearance card must be present at all times
2. At no time shall any staff or volunteer transport an underage student for whom they are not the parent or guardian to or from an event in their personal vehicle without written permission of the parent/guardian and knowledge of a FSDS supervisor
3. Physical contact with a youth member, other than a traditional handshake, is strictly prohibited
4. Staff, students and volunteers are expected to be positive and supportive, and present our youth to the public in the best possible light at all times

Use of Proprietary Information

The FSDS has worked hard to develop unique program materials for use in our programs. All individuals who elect to participate in any aspect of FSDS programming shall realize that access to any of our documents is a privilege, and along with this privilege comes responsibility. The federal government has enacted laws governing trade secrets, and infringement upon trade secrets is a federal crime (**18 U.S. Code § 1832 - Theft of trade secrets**). Arizona has enacted a similar law that makes theft of trade secrets a Class V felony (**A.R.S. 13-1820**).

The following rules apply to the use of any and all FSDS materials:

1. All documents are proprietary and at no time are individuals authorized to engage in any behavior that includes but is not limited to unauthorized verbal disclosure, downloading, scanning and uploading written materials, copying, transmitting or reproducing in any form or fashion any documents that belong to the FSDS.
2. For any individual who is assigned an FSDS email account either initially or at any time during their tenure with the FSDS, this account is the property of the FSDS, and the FSDS reserves the right at any time it shall be deemed necessary to access any or all email accounts or Drives.
3. Email accounts are to be used exclusively for the purpose of FSDS business, use of the FSDS email account or Drive for any other purpose is expressly prohibited.

4. Materials may not be shared with others outside of the FSDS without expressed written permission of the Executive Director.
5. At no time may any individual download or print documents from the Drive without written permission of the Executive Director.
6. At no time may any individual email FSDS materials to any non-FSDS email address.

TRAINING AND TEAM STANDARDS

Health, wellness and safety

The handler shall provide:

1. Monthly heartworm treatments
2. Monthly flea and tick treatments if recommended by a Veterinarian
3. All required core vaccinations
4. Baths, brushing and grooming to keep dog clean and free of any offensive odors
5. Proper oral care
6. Regular nail trimming
7. Current County license tags that are prominently displayed on the collar
8. A name tag with a current phone number displayed on the collar
9. A clean program vest in good repair with ID badge and emergency contact card displayed in the pocket to be worn at all times while in public
10. Thermal working booties to protect against injury from excessively temperatures or sharp objects
11. Working equipment that is properly fitted and in good repair, including a collar, a leash that is no longer than 6 feet in length (retractable leashes are not permitted) and a harness (if applicable); backpacks are not permitted on the dog
12. Adequate food and hydration; must carry a portable water bowl when working

Training

The dog shall be trained to:

1. Perform at least three discernible service related tasks to mitigate the disability of the handler
2. Obey commands on first attempt at least 90% of the time, except in cases of intelligent disobedience
3. Maintain a good heel on leash, harness, Halti or Gentle Leader
4. Lie quietly besides the handler or under a seat without creating an obstacle to others
5. Urinate or defecate only in appropriate designated places

The trainer shall:

1. Ensure that the selected service tasks are appropriate for the dog
2. Use only positive reinforcement techniques for service dog training
3. Be consistent in enforcing commands
4. Ensure that the dog is within two feet of them at all times except when a task requires a greater distance
5. Ensure that the dog has adequate space in order to avoid injury to the dog or others in public
6. Provide regularly scheduled rest breaks for the dog

Public behavior

The dog shall:

1. Not solicit attention from strangers
2. Be able to work quietly in public without barking, whining or otherwise creating a distraction
3. Not growl, snarl or demonstrate any aggression towards people or other dogs
4. Not solicit or steal food items from the general public
5. Urinate or defecate only in appropriate designated places

The handler shall:

1. Set and enforce consistent boundaries
2. Respond politely and appropriately to public inquiries and challenges at all times
3. Maintain full control over their dog at all times
4. Remain alert for signs of danger and shall remove the dog from dangerous situations when necessary
5. Ensure that the dog has "Four on the Floor" when navigating through public food lines, grocery stores, bulk food sections and any other area where food is exposed to the public
6. Provide the dog with adequate food and hydration, but shall not feed the dog in designated public dining areas or permit the dog to be seated at a dining table; the dog must maintain a "down" underneath the table and shall not block the aisles in any public space
7. Provide regularly scheduled rest breaks for the dog

Note: At all times, the sole responsibility for all aspects of care, training and public behavior of both team members rests with the handler.

SD 101: ORIENTATION COURSE

Introduction

Beginning June 2015, all handlers will be required to complete a comprehensive online training course. This training will ensure standardization of education between those teams certified through our in-house program, and those teams certified through our Outreach Program. This course is the equivalent of a 3 credit college course and provides the handler with training on a variety of topics including but not limited to SD laws, public access issues, wellness care, first aid, basic anatomy and preparing your team for special situations in the community. The \$250 course fee covers the cost of qualified teaching staff and course maintenance.

Standardization of training strengthens our program, and provides the public with the assurance that all Outreach Teams are able to function to the same high standards as those who have been program trained. The decision to move towards standardization arose from our need to ensure that the meaning of certification has not been diluted by "watering down" the requirements for our Outreach Teams. Certification is not a right; it is both a *privilege and a responsibility that must be earned*.

Teams must complete this course only once. New applicants will be required to take this course to earn first-time certification, but will not need to complete this when it comes time to re-certify. Teams who have

previously certified through our program will be required to take this course when they re-certify, if they have not already done so.

Time Limitation

This course, like any other, is time sensitive. This means that you do *not* have an indefinite amount of time to complete the material. The FSDS pays qualified instructors to be available, and additional time adds additional cost.

- Time allotted: 16 weeks

If you are unable to complete the course in the time allowed, you may request a one-time extension in order to complete, providing that the extension is requested PRIOR TO the end of the 16 weeks. We recommend that you pace yourself. If, by the end of week eight (8) you have not completed half the lessons, then we suggest that you submit a request for extension at that time. Do not wait until the last minute to let us know that you are having difficulty completing the material.

- Time of extension: 4 weeks
- Cost to extend: \$25

If you are unable to complete the course after your extension or if you fail to request the extension prior to the end of the 16 weeks, then you will not be permitted to certify through our program. In the event that this occurs, all monies paid to date will be non-refundable as you would already have been provided with all of the services for which you have paid.

An exception may be requested *if* the reason for failing to complete the course is due to protracted hospitalization or a documented catastrophic occurrence (evacuation due to a natural disaster, etc.) In this case, authoritative documentation must be provided in order for us to assist you.

Passing Score

The passing score for this course is 75%. At the end of each lesson you will be given a quiz, and each quiz is worth 10 points. Upon submitting each quiz you will receive your score as well as feedback. You are permitted only one attempt for each quiz. No exceptions. Please note the following:

- If you receive a score of 70% or higher you are doing fine
- If you receive a score of less than 70% we strongly recommend that you email your teacher for assistance
 - If this happens only once your teacher may or may not contact you as they may conclude that the feedback that was provided to you at the end of the quiz has answered your questions
 - If this happens more than once, your teacher will contact you to provide you with strategies for success
 - If, at any time, your class average drops below 70% your teacher will contact you to assist you

If you have been doing well and receive one test score that is 70% or below, but your overall class average

remains 70% or better, there is no need for panic. Remember that all grades are averaged, and at the end of the course you must have an average of 70% or better to pass.

The Next Step

After successful completion of this course, your teacher will notify the General Manager.

- Recipients who will receive their dogs from the FSDS training program will be cleared to attend the class to which they are assigned at the designated time
- Outreach Teams will be sent a test ticket; you must complete your in-person testing with an FSDS Outreach Evaluator within 30 days from the issue of the test ticket.

THE SKILLS TEST

General Guidelines

In the days that lead up to the skills test, we strongly recommend that you take some practice runs. We suggest that you recruit the help of family, friends, private trainers or any others who have worked with you. Review all the stations carefully and study the information we have provided on *how* the stations will be tested. There should be no surprises on test day. A copy of the skills test has been included in this manual.

Be certain that you collect all required materials for the test day. Do not wait for the night before the test to check the County tag, name tag, etc. As soon as you make the decision to pursue certification, please start this process. *You must have working booties for your dog the day of the test.* There are no exceptions to this rule. If your dog is not accustomed to wearing booties, now is the time to start. Your dog needs to be able to tolerate wearing working booties to protect their paws from injury.

Be certain that all working equipment is in good repair and that your dog is accustomed to this equipment. It is not advisable to put a new harness or other equipment on your dog the morning of the test. If your dog is not used to the equipment, this may reflect on their ability to work during the test and may result in a poor testing outcome. Be certain that you have a proper leash, no longer than 6 feet. Retractable leashes are not acceptable in public under any circumstances. *If you arrive for the test with a retractable leash, you will not be allowed to take the test.*

Backpacks of any type are not permitted -no exceptions. Your dog is not a pack mule and is not designed to carry equipment. If you require assistance in carrying equipment, some suggestions are to carry a backpack for yourself, use a walker or wheelchair with a basket, place items to be carried in a shopping cart or bring a friend or family member to assist you. There are no exceptions to the backpack rule.

Your dog is expected to follow commands, except in cases of intelligent disobedience. An example of intelligent disobedience would be if you gave the dog a command to go into the street, and your dog refuses because they see an oncoming car. Cases of intelligent disobedience are due to extenuating circumstances, and in a testing situation these are very rare indeed. Your Evaluator will make the final determination in cases where there is a question on whether or not the behavior of the dog constitutes intelligent disobedience. The decision of the CSD Evaluator will be final, and the FSDS will not overturn the decision of the Evaluator.

Scoring System

Please familiarize yourself in advance with the following scoring system.

- 4 = Excellent, the dog responds on the first command
- 3 = Good, the dogs responds on the 2nd command
- 2 = Fair, the dog responds on the 3rd command
- 1 = Failure, the dog fails to respond within 3 commands or automatic failure occurs.

Note that **two criteria must be met** in order to award a passing score on this test:

- The SD team must achieve a combined score of at least 78 points; **AND**
- The team may not engage in any behavior that constitutes an automatic failure as defined below

This test has 19 stations. The maximum achievable score is 92 points. The team must score a minimum of 78 points (85%).

Automatic Failure- in the event that any of the following situations occur, the Evaluator is required to terminate the test and issue an automatic failure:

- Demonstrated aggression towards another dog
- Demonstrated aggression towards another person
- Urinating or defecating inappropriately in a public place

There will be no exceptions to the automatic failure rule.

The Evaluators have been instructed to strictly adhere to this rule. At any time, a SD team may encounter another team while working in public. It is not acceptable to certify an aggressive dog, and potentially place a second team in jeopardy at a future encounter.

You are allowed up to three times to correct the dog on any station before you will fail the station. This will account for nerves or unusual circumstances that may be encountered. Your Evaluator will most likely review these rules with you prior to beginning the test to reassure you. At that time, you will return to your car and start the testing. Leave enough time between commands to allow the dog to respond before you give the command a second or third time, if needed.

Note that the testing starts at the car. If you do not have a car, you will need to find a family member, friend, or neighbor with a car to assist you. If this is not possible you will need to arrange with your Evaluator to use public transportation for this part of the test. Leaving these stations off of the test is **NOT** an option. A private car represents the most controlled situation and is strongly advisable.

Skill Stations

Station 1: Controlled unload from vehicle. Your dog must be on leash during the unload. Any dog that is unloaded off leash will not pass this station. Leash laws require that a dog is on a leash at all times when not in a fenced area. Unloading a dog off leash in a parking lot is dangerous.

Station 2: Greeting an unfamiliar dog. Your Evaluator will arrange for a second unfamiliar dog to walk past your dog. If your Evaluator is partnered with a SD, then they may solicit the assistance of their dog. Your dog should be able to work in any situation, including the presence of another dog. There will be times when you are in public and encounter another SD team, and it is important that you and your dog demonstrate that you are safe and appropriate in the presence of other teams.

Station 3: Walking from the car into the building. You are being tested to see that your dog does not pull on the leash or show fear of normal parking lot noises. Your dog must be focused on working and not exploring the parking lot. The handler must demonstrate good control.

Station 4: Controlled entry into the building. Your dog must walk quietly besides you and make no attempt to explore or solicit attention from passers-by. Your dog must show no fear of overhead blowers, automatic doors, metal grates on the floor or other types of uneven surfaces.

Station 5: Walking through the building. Your dog must remain in a heel. You must be vigilant to any attempts by the public to pet your dog while you are working. You should respond politely, but firmly to the public and not allow your dog to be petted, other than for testing purposes on Station 11. Your dog must not sniff the displays or nibble on merchandise! Make sure that you are closely monitoring the behavior of your dog while in the store.

Station 6: Walking past food displays. Your Evaluator may instruct you to walk past the meat counter as well as the bakery section to test this station. These are areas where the dogs are more likely to be tempted. Walking down the pet food aisle is also recommended. Therefore, we suggest that you take the dog into these areas routinely while preparing for the test to ensure that they will not sniff or attempt to sample the food during the test.

Station 7: Off lead. This will be tested in a controlled manner. Your Evaluator will not select the busiest place in the store to conduct this portion of the test, because the public sometimes takes this as a sign that they may pet the dog and this would not be acceptable. You will be instructed to drop the leash and walk about 10 feet with the dog remaining in a heel at your side. You are being tested to see that the dog remains besides you. If your dog strays, respond firmly but do not raise your voice. You must be able to get your dog to resume the heel within 3 commands. We suggest that you start to train for this station in a quieter area, and progress to more busy areas.

Station 8: Six foot recall. You will be instructed to put your dog in a sit/stay at the end of the aisle, and then walk about 6 feet forwards. After 10 seconds, you will be instructed to call the dog. Your dog must go straight to you and not make any attempts to sniff the merchandise along the way. You will be given up to three chances to redirect your dog if needed. We suggest that you practice this skill in a number of different aisles, including the pet food aisle, as this is often a big temptation to most dogs.

Station 9: Sit on command. This will be done two times. We suggest that you bring some food in a plastic bag to prepare for this part of the test. The first time, you will be instructed to put your dog in a sit, then the Evaluator will drop the food on the floor next to the dog. You must instruct your dog to "leave it", and remain seated. We suggest that you bring your dogs favorite food to practice this skill. If your dog is able to leave their favorite food and sit beside it on the floor, they will be able to leave whatever the Evaluator drops.

The second time, your Evaluator will solicit help from another shopper. You will be instructed to place the dog in a sit by your side, and then another person will pass by your team with a shopping cart. Your dog should remain seated. You may want to start early to solicit help from other shoppers to prepare for this part of the test. Make sure that your dog is on the same side that the passer-by will walk by when you practice this station.

Station 10: Down on command. You will be told to put your dog in a down/stay (not seated). Your Evaluator, or their designee will step over the dog in each direction, and your dog must remain in a down/stay. If you have a disability and are not able to step over the dog, you may solicit the assistance of another ADULT (not a child) to prepare for this portion of the test. Get your dog used to being stepped over, as unfortunately this will periodically occur in public when you are working. Your dog has to get accustomed to staying down, and not jumping up, tripping a stranger and creating a hazard.

Station 11: Greeting a friendly stranger. Your Evaluator will select two strangers at random, one adult and one well-mannered child. You will be instructed to place your dog in a sit/stay and then give the strangers permission, one at a time to greet the dog. Your dog must remain in a sit/stay during this portion of the test. Practice this in a controlled setting. Be careful, because in a crowded place, if you are seen giving permission to one person to pet your dog, you may have quite a line form! Be clear that you are preparing for a test and that you therefore have to limit the number of people who can pet your dog in order to simulate the testing situation. Make sure that in the case of the child, you give instructions on HOW to greet, children tend to try to hug the dogs. A simple pat on the head, chin scratch or shaking of the paw is all that is required.

Station 12: Service-related tasks. You must select at least 3 service related tasks that are designed to mitigate your disability. The tasks that are selected are up to your discretion. Only you know which tasks you do or do not require assistance with. Be specific when you list the tasks. If you are uncertain if a task qualifies, you can locate lists of suggested tasks at the end of this manual. Make sure that it is appropriate for your disability. Each task will be evaluated and scored separately.

Station 13: Noise distraction. You will not be given advance warning for this portion of the test. At some point, preferably when you are an aisle that is not too busy, your Evaluator will drop an object (such as a clipboard) on the floor behind you. They are testing to see how the dog reacts to the noise. Your dog is allowed to turn and show interest, but not jump, pull on the leash, bark or show fear. We suggest that when you are in public you solicit the assistance of others to make some noises while you are preparing for the test. Recruiting family or friends can be very helpful. Have them bring a variety of objects to drop. Dropping objects at school, work, church or other places is also helpful. If your dog is accustomed to hearing folding chairs, books, clipboards or other such objects dropped, they are likely to do well on this station.

Station 14: Entering a restaurant or eating area. Your Evaluator will walk behind your team and evaluate how your team handles walking into an eating area. Your dog should remain in a heel and not try to sample food from tables while walking by. Avoid any excessive leash tugging, learn to use verbal commands to control your dog. We suggest using the "leave it" command as you train your dog not to beg food from tables. It is also important at home that you are NOT giving your dog table food. If your dog has been taught consistently that they will not get table food, they will probably be ok on this part of the test.

Station 15: Down/stay while in a restaurant. You will instruct your dog to go "under" the table, and the dog must remain in a down/stay for 10 minutes. This portion of the test will be timed. Your dog must not get up

or try to beg food from you or the Evaluator. You may not attempt to feed your dog under the table. A drink of water is acceptable, but food in a public place is not. We suggest that you get used to having your dog lay quietly under the table for all meals at home.

Station 16: Food “leave it” in a restaurant. At some point, while your dog is in a down/stay under the table, the Evaluator will drop a piece of food on the floor in front of your dog. You will be given advance notice of this, and must instruct your dog to “leave it”. Your dog must ignore the food **AND** remain in the down/stay position under the table. Routinely practice this at home. We also suggest that before you put the dog under the table at a restaurant, you check to see that there is no food on the floor under the table!

Station 17: Controlled exit from the building. Your dog must remain in a heel and not attempt to solicit attention from passers-by. You must remain vigilant for attempts by the public to pet your dog and should respond to such attempts or questions appropriately. During practice, simply informing the public that you are preparing for a test will usually discourage them from further attempts to pet your dog. During the test, simply informing people that you are in the midst of a test will keep them at bay. Always be polite, yet firm.

Station 18: Controlled load into vehicle. Be sure to load your dog into the vehicle and secure him/her prior to loading your groceries or bags in to the vehicle. Your dog must remain in a heel and make no attempt to wander or pull at the leash while you are positioning equipment or getting your keys. Loading bags will likely not be an issue during the test. Establishing a routine during the time you are training and adhering to it on the test is all that is really required to prepare for this station.

Station 19: Response to being left with a stranger. The evaluator, or designee, will take the leash of your dog and you must move a minimum of 20 feet away. The person taking the leash is not permitted to give any commands. The dog may not exhibit any aggression or UNDUE stress. Practice this in advance with friends, family and neighbors.

Station 19: Behavior and Team Work. The dog must behave in an appropriate manner at all times. The handler must use positive reinforcement and praise throughout the test, demonstrating good communication between the team at all times. This includes verbal praise, eye contact when appropriate and the occasional pat on the head to let the dog know that they are doing a good job. The handler must also demonstrate positive interactions with the public.

Selecting an Evaluator

You will find a list of qualified CSD Evaluators in your area on our website. You are required to select a name from the list. Please check the website upon receipt of your test ticket. Do not attempt to test prior to receiving your ticket; *no ticket, no test, no exceptions*.

The night before the test

We recommend that you pack all the items you will need for the skills test the night before. Test day is historically an anxious time for most teams. Avoid waiting until the morning of the test to pack.

Pack a travel bag for your team for the day of the test. Remember to include the following items:

- Your test ticket; *no ticket, no test, no exceptions!*
- Address and directions to the test location
- The name of your Evaluator and a contact phone in the event of delay

- A water bowl, and a supply of fresh cold water
- Training treats
- Clean up supplies (paper towels, plastic bags, pooper scoopers, etc.) \

Inspect all working equipment to ensure that it is in good repair. Set out the working equipment that your dog will need so that is easily accessible and all in one location. Clean any equipment as needed. Make sure you have:

- A leash that is no longer than 6 feet (retractable leashes are not permitted)
- Properly fitted working shoes
- Harness or other working equipment
- Collar with County license tag and identification tag (name and phone #)

Address grooming needs the day before the test. We suggest that you give your dog a bath the night before the test, and not allow them to run outside and roll in the dirt prior to the test. Your dog must be bathed, groomed and free of offensive odors. Be certain that the nails are clipped and the teeth and ears are cleaned.

Get a good night's sleep! Set out a list of things to bring for the following day, and leave the list in a location where you are sure to see it.

Test Day

Set the alarm so that you do not oversleep. **Eat a good breakfast.** Allow enough time to get ready so that you are not rushed. **Brush your dog's fur** to make sure that there are no mats or tangles. **Feed your dog early enough**, and ensure that s/he has ample time to **use the potty PRIOR to the test.** In fact, we recommend a potty break for both of you, as the last thing that you should do before you leave the house. To the greatest extent possible, **try not to deviate from your usual morning routine.** The more routine the morning is, the more relaxed that you will both be when you arrive to take the test.

Check your list to ensure that you have all required items. Leave time to get all working equipment on your dog in a non-hurried manner. Give lots of praise and positive reinforcement to your dog the morning of the test. If you appear anxious, your dog will keep in on this. Stress has a way of traveling down the leash and transferring to your dog.

Pack your water bottle with cold water and some ice chips or cubes so that the water will stay cold, and take it with you. A bowl alone will do you no good if you do not have water to put in the bowl.

Leave extra traveling time, just in case you encounter some unusual traffic. Arrive early at the test site and allow your dog to walk around. This is a particularly good idea if you are testing at a site that your dog has never been to before. Allowing your team some time to walk around will relax both parties and increase the chances of success on the test.

Use Of Treats And Praise

It is acceptable for you to offer your dog some training treats during the test, as long as this is kept to a minimum. You are encouraged, however, to offer praise and affection to your dog throughout the test.

After the test

When the test is completed, the Evaluator should take you back inside so that you can sit together and review all the stations. You will be given your test results at that time.

If you successfully pass the test on the first attempt, you will be given a Notice of Passing, and should follow the instructions on the notice. Keep a copy of this notice as proof that you are certified, while you are waiting for your vest and wallet card to arrive.

If you do not pass the test on the first attempt, you will be given a Notice of Deficiency. Do not panic if this happens! You will be allowed one more attempt to take the test. The Evaluator will outline those areas in need of work and help you to focus on what you need to do in order to be successful on the re-test. You must wait a minimum of 3 months before you will be able to retake the test.

If you fail the second attempt, you will not be allowed to retake the test with your current dog. However, you are free to take the test in the future with a different dog. This would not be considered a negative reflection on you, and would not imply that you have not put effort into your training. However, based on the issues noted, we would strongly urge you to reconsider any decision to bring your current dog into public places. We note that ADA Law does not require certification, and continuing to bring your dog into public is a decision only you can make. You are solely responsible for the actions of your team at all times.

LISTS OF TASKS THAT ARE APPROPRIATE FOR SERVICE DOGS

The following lists include, but are not limited to, some tasks that are considered appropriate to be used in a testing situation for various types of service dogs. Please use these lists as guides. If, however, an individual asks to include a task not on the list, and this appears to be necessary based on the disability of the individual, you are free to include that task. This list is intended to be used as a reference guide, not a substitute for good judgment. In accordance with ADA Law, the definition of a SD is task-oriented. The FSDS requires that a dog must demonstrate an ability to perform a minimum of three (3) observable and reproducible tasks. When selecting these tasks, remember that the ADA Law clearly states:

“The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.” (http://www.ada.gov/service_animals_2010.htm)

Hearing Dogs

- Alert handler to name being called
- Alert handler to phone ringing
- Alert handler to oncoming cars
- Alert handler to any potential dangers
- Alert handler to the presence of others

Mobility Dogs

- Retrieving dropped items
- Holding items
- Carrying items in a store or to another room
- Placing items on the counter at the cash register
- Opening /closing doors

- Fetching a cane, walker or other equipment
- Assisting handler to get up from a chair or the floor
- Turning lights on and off
- Assisting with the transfer from wheelchair to chair (as in restaurant)
- Reaching for items from a shelf or shopping cart
- Answering a (cell) phone when it rings
- Alerting others in the event of emergency
- Alerting handler to hazards such as steps, curbs, potholes or other obstacles
- Fetching medications if needed
- Assisting with stairs
- Assisting with ambulation
- Retrieving a purse, wallet, backpack or travel bag
- Carrying mail
- Carrying an item to another person
- Pulling or maneuvering a wheelchair
- Assisting with shopping cart or basket
- Pushing handicap or elevator buttons
- Safely maneuvering handler in a parking lot
- Assistance in a public restroom
- Putting away an item
- Emergency body pull

Medical Alert Dogs

- Alerting handler to changes in medical condition, such as low blood sugar or impending seizures
- Fetch medication if needed
- Fetch the phone so handler can call for help
- Alerting others to the need for assistance
- Reassuring handler during medical crisis
- Watch over handler until help arrives
- Assist handler in sitting or laying down in cases of impending medical crisis
- Assist handler in getting up from floor or chair after medical crisis

Psychological SDs

- Tactile stimulation; orienting handler to here and now
- Assist with locating keys or telephone
- Fetch medication if needed
- Brace or lean against handler
- Assist handler to leave a social situation, as with panic attacks
- Reorient handler to the here and now
- Alert handler to the presence of other people
- Assist handler in creating a safe personal space
- Assist handler in safely crossing street
- Assist handler in safely maneuvering across parking lot
- Alert handler to changes in mood or mental status
- Buffer handler in crowded places

Note: *This test is not intended to be used for the purposing of certifying a guide dog.*



APPLICATION FOR TEAM CERTIFICATION

Checklist of Application Materials

IMPORTANT! Download this form and check off materials before mailing the application.

If applying by mail, please read this information carefully! Please ensure that all items on this checklist are included in the envelope with your application, and that you have provided us with a means to contact you.

Documents to be submitted along with mailed applications:

- Completed application
- A recent photo of you and your dog together. This must be a head shot that clearly shows the face of you and your dog. Separate photos of each of you are not acceptable.
- A copy of your AKC CGC Certificate, dated **NO SOONER THAN** your dog's first birthday.
- Veterinary Statement, signed by your veterinarian within 30 days of this application.
- Statement of Disability, signed by your treating physician within 6 months of this application.
- Signed and dated Acknowledgement and Acceptance of Certification Guidelines
- Acknowledgment and Acceptance of Code of Conduct
- Release of Liability / Acceptance of Responsibility as SD Handler
- A **non-refundable** application processing fee of \$10, as a check or money order, made payable to "The Foundation for Service Dog Support, Inc." Please **DO NOT** send cash with your application.
- A **non-refundable** fee of \$250 for the SD 101: Orientation Course

Once you have gathered all items on this checklist, please place them in the same envelope and mail them to:

FSDS
Attn: Certification Manager
5060 W. Olive Ave
Glendale, AZ 85302

Please allow up to 3 weeks for a response. If all application materials are complete, you will receive an email with information on how to log in and begin your online training.



Application for Outreach Team Certification

Please fill out all required information on the front and back of the application

Name of Applicant _____ Today's Date ____/____/____

Mailing Address _____

City _____ State _____ Zip Code _____ U.S. Citizen? Yes / No

County of Residence _____ DOB ____/____/____ Home

Phone (____) ____-____ Mobile (____) ____-____ Email address

_____ Name of Dog

_____ Breed _____ Color _____ D.O.B. of

Dog ____/____/____ Tattoo or Microchip# _____ County of

License _____ Tag# _____ Year _____ How long

have you and your dog been training together? ____ Months / Years Name of Trainer

_____ Contact phone

of Trainer (____) ____-____

Name of Veterinarian _____

Name of Animal Hospital _____

Phone # of Veterinarian (____) ____-____

Please check to ensure that you have provided *all* documents included in the checklist along with your application. Note that the application will not be processed until all items are received.

A service dog (SD) must be trained to perform observable tasks to mitigate the disability(ies) of the handler. In accordance with ADA law, emotional support does not qualify as a task. Please indicate which type(s) of service work your dog has been trained to perform (please check all that apply):

- Hearing Assist
- Medical alert

- Mobility Assistance
- Psychological Assistance

Information for Certification Materials

As a part of the certification materials the FSDS issues you an emergency contact information card, to be carried in the pocket of the vest. In the event that you are ill or injured and a temporary separation of you and your dog must occur, it is imperative that you specify a designated caregiver for your service dog.

*Primary designated caregiver _____

*Phone (____)_____-_____

Alt. Phone #1 (____)_____-_____

Alt. phone #2 (____)_____-_____

*Secondary designated caregiver _____

*Phone (____)_____-_____

Alt. Phone #1 (____)_____-_____

Alt. phone #2 (____)_____-_____

Size of vest

Vest sizes are determined based on the weight of your dog. Please indicate the vest size you will require upon successful completion of the SD Certification Test:

- X-tiny (2-3 lbs)
- Tiny (4-7 lbs)
- Toy (8-15 lbs)
- Small (16-25 lbs)
- Medium (26-40 lbs)
- Large (41-75 lbs)
- X-Large (76-115 lbs)
- Giant (116-140 lbs)
- X-Giant (141-200 lbs)

Please send this application along with all of the information requested to the following address:

The Foundation for Service Dog Support, Inc.
Attention: CSD Test Application
9617 N. Metro Pkwy, Suite 1072
Phoenix, AZ 85051

Please send check or money order for \$260 to cover application and course fees payable to The Foundation for Service Dog Support, Inc. **DO NOT** send cash in the mail with your application. Congratulations on taking this important step to achieve SD Team Certification. We look forward to working with you.



Veterinary Statement

Name of Client _____

Name of Dog _____ Breed _____ Color _____

_____ D.O.B. of Dog ____/____/____

The above client has applied to the Foundation for Service Dog Support to take the certification test with the dog named. We ask that you verify the following information so that we may be able to process the application.

The dog is up to date on all vaccines Yes No

The dog is free from any underlying medical problems and physically able to perform service work.
 Yes No

The dog has been spayed / neutered on the following date: _____
(Note that this is a *non-negotiable* requirement for certified service dogs).

The dog is at least 18 months old. Yes No

If the answer to either of the above questions is "no", please provide an explanation.

_____ Signature of

Veterinarian (Signature stamps are not acceptable) Date

Printed name of Veterinarian

Name of Veterinary Hospital or Clinic

Phone Number of Animal Hospital (_____) _____ - _____



Physician Statement of Disability

This is to certify that _____ is a patient under my care, and is being treated for a disabling medical condition. I further certify that this person meets the criteria for disability as specified in the Americans with Disability Act (ADA) and therefore would be entitled to public access with a service dog. The criteria for disability determination under ADA Law are re-printed for your convenience, and are as follows:

AMERICANS WITH DISABILITIES ACT AMENDED DEFINITION OF "DISABILITY", JANUARY

2009 Section 902.1

(b) Statutory Definition -- With respect to an individual, the term "disability" means

(A) a physical or mental impairment that substantially limits one or more of the major life activities of such individual;

(B) a record of such an impairment; or

(C) being regarded as having such an impairment.

42 U.S.C. § 12102(2); see also 29 C.F.R. § 1630.2(g). A person must meet the requirements of at least one of these three criteria to be an individual with a disability under the Act.

The first part of the definition covers persons who actually have physical or mental impairments that substantially limit one or more major life activities. The focus under the first part is on the individual, to determine if (s)he has a substantially limiting impairment. To fall under the first part of the definition, a person must establish three elements:

(1) that (s)he has a physical or mental impairment

(2) that substantially limits

(3) one or more major life activities.

902.2 Impairment

(a) General -- The person claiming to be an individual with a disability as defined by the first part of the definition must have an actual impairment. If the person does not have an impairment, (s)he does not meet the requirements of the first part of the definition of disability. Under the second and third parts of the definition, the person must have a record of a substantially limiting impairment or be regarded as having a

substantially limiting impairment.

A person has a disability only if his/her limitations are, were, or are regarded as being the result of an impairment. It is essential, therefore, to distinguish between conditions that are impairments and those that are not impairments. Not everything that restricts a person's major life activities is an impairment. For example, a person may be having financial problems that significantly restrict what that person does in life. Financial problems or other economic disadvantages, however, are not impairments under the ADA. Accordingly, the person in that situation does not have a "disability" as that term is defined by the ADA. On the other hand, an individual may be unable to cope with everyday stress because (s)he has bipolar disorder. Bipolar disorder is an impairment. In that situation, the analysis proceeds to whether the individual's impairment substantially limits a major life activity.

(b) Regulatory Definition -- A physical or mental impairment means

(1) [a]ny physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genito-urinary, hemic and lymphatic, skin, and endocrine; or

(2) [a]ny mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

In signing this statement, the undersigned physician certifies that the above named patient meets the ADA criteria for disability under ADA Law.

Signature of Physician (signature stamps not acceptable) Date

Printed name of Physician

Area of Specialty

Phone Number of Physician (_____) _____ - _____



Certified Service Dog (CSD) Team Candidate Acknowledgement and Acceptance of Guidelines

This form must be signed and returned with all applications.

I understand that the Foundation for Service Dog Support, Inc. (FSDS) reserves the right to revoke the CSD Team status for any SD team who fails to comply with the published guidelines. I understand that if a complaint is lodged against my team, the FSDS will investigate fully and I will be given the opportunity to respond to the complaint. The FSDS may elect to either dismiss the complaint fully, or revoke my CSD Team status, depending on the nature of the complaint. I understand that the decision of the FSDS will be final and that the initial application processing fee as well as any other testing and certification fees will be non-refundable. In addition, I understand that if the certification of my team is revoked for any reason, I will be obligated to return the vest to the FSDS.

I understand and agree that in order to maintain my certification as current, ***I will be required to retake the certification test every three years.*** I will be required to take the SD 101: Orientation Course once.

I acknowledge that I have read and understand the CSD Team Manual. I understand the material and agree to abide by all the guidelines that are established by the FSDS.

_____ Printed Name of
Applicant Date

Signature of Applicant



Acknowledgement of Code of Conduct

I, _____, hereby acknowledge that I have received the information on the Code and Conduct of the FSDS.

I understand and agree to abide by all FSDS guidelines, as well as all rules and regulations of the FSDS as explained to me during the time that I am affiliated in any way with the FSDS. This includes but is not limited to enrollment in any of the FSDS programs, volunteer services, staff or Board of Directors. For certified teams, this also includes the working life of your team. With regard to proprietary materials, these rules shall remain in force at all times in the present or future.

I understand and agree that if, at any time, I am found to be in violation of the FSDS Code of Conduct, I will be dismissed from the FSDS with no chance of reinstatement. **I understand and agree** that should this action become necessary, I am not entitled to a refund for any or all monies that have been paid up until that time, if applicable.

I understand and agree that should I have any questions regarding the standards and ethics, or rules and regulations as they have been presented, I may contact the FSDS by phone at 928-427-0375, or by email at: cjbetancourt@servicedogsupport.org to have my questions answered.

I understand and agree that I will faithfully comply with any rules regarding annual training and policy review updates that may pertain to my role with the FSDS.

I acknowledge that I have reviewed the information presented to me and have no further questions. **I understand** the information as presented **and agree** to abide by the FSDS Code of Conduct .

Signature of Applicant (or parent/guardian if applicant is a minor) Date

Printed name of applicant (or parent/guardian if applicant is a minor)



General Release of Liability and Acceptance of Responsibility

*I understand and agree that upon passing the Certification Test, the Evaluator, on behalf of the FSDS has certified that at the time of the test my service dog (SD) and I have met all standards for certification. In no way does this constitute a guarantee that we will function flawlessly at all times in the future. The Evaluator and/or the FSDS are not responsible for any problems that occur while my SD and I are working in public. **I understand and agree that I am solely responsible at all times for any damages caused by my SD or myself to any persons, property, premises and/or facilities.***

I understand and agree that the FSDS reserves the right to revoke our certification if at any time if we are found to have posed a threat to the public or if we fail to conform to the published FSDS Code of Conduct. I understand and agree that the FSDS will investigate all complaints to the fullest extent possible prior to making a final determination, and that all decisions will be final.

I hereby release the FSDS and their Evaluators from any liability(ies) or claim(s) that may result from my responsibilities as a SD handler. I acknowledge that I assume the risks and responsibilities in my role as a SD handler and hold the FSDS and their Evaluators harmless for any injuries or liabilities to myself or others that are incurred or sustained as a result of my behavior or the behavior of my SD. It is understood and agreed that, by acknowledging and signing this release, I irrevocably, unconditionally and completely release and forever discharge the FSDS and their Evaluators and all of their principals, officers, heirs, representatives, successors, subsidiaries, assigns, affiliates, shareholders, partners, employees, former employees, attorneys, insurers, and/or agents from any and all losses, demands, damages, obligations, liabilities, actions, causes of action, debts, suits, judgments and all claims of any kind or nature whether known or unknown, fixed or contingent, arising directly or indirectly from, as a result of or in connection with, or otherwise relating in any manner to any claims of liability, that were alleged, or could have been alleged, against the FSDS and their Evaluators, and all of its principals, officers, heirs, representatives, successors, subsidiaries, assigns, affiliates, shareholders, partners, employees, former employees, attorneys, insurers, and/or agents, that may in the future develop from or be caused directly or indirectly from any actions causing such liabilities. I acknowledge that I provide this release voluntarily and knowingly.

Signature of handler (or parent/guardian, if handler is a minor) Date

Printed Name of handler (or parent/guardian, if handler is a minor)