



The Foundation for  
Service Dog Support, Inc

# Service Dog Evaluator Guide

Please refer to this guide to take the Service Dog (SD) Evaluator Test. This Guide is the property of the Foundation for Service Dog Support, Inc. and may not be duplicated without permission of the FSDS.

**Please note:** At no point in time should any individual be questioned about the nature of their diagnosis. This is a HIPPA Violation. You are only permitted to ask what types of tasks the service dog has been trained to perform.

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## **PROGRAM OVERVIEW**

### **Purpose of the Outreach Certification Program**

This program has been designed to provide qualified trainers with a reliable means of assisting clients to obtain certification through a credible service dog training program. Trainers accepted into our network are those who have demonstrated proficiency in assessing whether or not teams 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, private trainers who labor to ensure that these teams receive appropriate training are left with no means of helping those same teams gain credibility. 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 private trainers put into training their clients and have established this program to provide these trainers an avenue to properly certify well-trained and deserving SD teams. By building a network of competent and well-trained Evaluators and 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
2. Successfully complete the SD 101: Orientation Course
3. Receive a test ticket
4. Successfully pass the CSD Skill Test
5. Submit your proof of passing form, signed by your evaluator
6. Receive your ID badge and program certification vest

## **SD 101: Orientation Course**

All handlers are 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 course fee covers the cost of qualified teaching staff and course maintenance.

Evaluators who wish to take this course are welcome to do so, but this is not a requirement. If you work with service dog teams on a frequent basis, it is recommended. There is a cost of \$250 for the training, and interested candidates may contact the FSDS directly for further information. This course, as well as others we offer have all been approved by CCPDT for continuing education unit (CEU) credits.

## **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 yourself, but for all FSDS Evaluators, certified teams and for the FSDS as an organization. It is our expectation that all evaluators and 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.

## **Requests for Financial Assistance**

At this time, funds are not available to provide financial assistance to Outreach Teams.

## **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 must issue a deficiency on the first CSD test, the team is allowed one more opportunity to retake

the test. They 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. We strongly suggest that for any deficient team, you attempt to work out some remediation sessions to help maximize their potential for success in the future. 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. Your decisions as an Evaluator are final. The FSDS Administration will not intervene and overturn the decision of any Evaluator.

### **Liability Disclaimer**

Upon passing the SD Test, the evaluator, on behalf of the FSDS certifies 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.*** Team certification must be renewed every three years. Please be certain to remind all teams of this at the time of testing.

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**

#### **Eligibility-Candidates for SD Evaluator must:**

1. Be at least 18 years or age.
2. Have no record of felony convictions.
3. Submit the application to become a CSD Evaluator along with the \$50.00 non-refundable processing fee; ***this must be renewed every 3 years.***
4. Meet at least **ONE** of the following criteria:
  - a. Be a Canine Good Citizen (CGC) Evaluator for at least one year; *or*
  - b. Be a graduate of a professional Canine Obedience Instructor Training School (proof of graduation required); *or*
  - c. Have at least 2 years of documented experience working for a Service Dog Training Program (letter from program required)
5. Pass the open book SD Evaluator Qualifying Test. You can find this test on page 20 of this manual, or as a part of the online application process.

Upon completion of these requirements, you will be issued a wallet ID card showing that you are a SD Evaluator with the FSDS, and a name badge that is to be worn at all times when you are administering the SD Evaluation Test.

#### **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.

## **FSDS CODE OF CONDUCT**

### **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. At any time that a document is uploaded or created on the Drive by any program participant, shared edit privileges must be granted to the FSDS 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.
7. FSDS materials may not be shared with others outside of the FSDS without expressed written permission of the Executive Director.

### **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.**

### **Conflict of interest**

SD Evaluators should not enter into any testing agreement when a conflict of interest exists. Examples of a conflict of interest include, but are not limited to any of the following:

- Testing your own dog
- Testing the dog of a family member
- Administering the FSDS SD Test to certify a dog for a different training program

**Please note** that the operation of a separate free standing SD training program differs from being a private trainer and taking on independent clients to help them train their own dog. FSDS evaluators may administer the test for independent clients, and those clients are then certified through the FSDS. If you run a comprehensive SD training program and run classes of SD students, you MAY NOT administer the FSDS test to certify dogs through your own program under Outreach. If you are seeking to adopt the FSDS standards and testing for your program, then you will need to contact us for information on how to become a certified affiliate program.

### **Required materials for the evaluator**

1. Pen (black or blue ink only)
2. Clipboard
3. SD Test Scoring Sheet
4. SD Proof of Passing Forms
5. SD Notice of Deficiency Form
6. Name Badge
7. Watch or stop clock for Station 15

### **Record keeping requirements**

All SD Evaluators will be required to maintain paperwork in accordance with FSDS rules. You must collect the green test ticket before you begin the test for first time test takers, and the red ticket for those who are re-taking the test. **No ticket, no test, no exceptions.**

Upon completion of the test, the SD Evaluator should ensure that the following forms are all completed:

1. SD Certification Test Form
2. Proof of Passing Form for those teams who successfully pass the test.
3. Notice of Deficiency Form for those teams who demonstrate deficiencies
4. Notice of Failure for those teams who fail to achieve a passing score after their second attempt.

**PLEASE** ensure that all parts of the forms are completed. Incomplete forms will be returned to the Evaluator for completion.

***The evaluator is required to return the original copy of the SD certification test to the FSDS. Any other forms should be given to the test candidate.***

### **Revocation of SD Evaluator Status**

The FSDS reserves the right to revoke the SD Evaluator status for any individual who fails to comply with the published guidelines. Any complaints that are received will be investigated to the fullest extent possible prior to making a final determination. If the complaints are found to be warranted, the FSDS may elect to either offer remediation or revoke the certification, depending on the severity of the complaint. In the case of revocation, any and all fees paid to date will be non-refundable. The decisions of the FSDS will be final.

### **REQUIREMENT FOR SD TEAMS**

#### **Eligibility Requirements for SD Teams**

**In order to qualify for a team to take the CSD Test, the dog must:**

1. Have passed the Canine Good Citizen Test (or foreign equivalent) 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.*

#### **Required Materials for SD Team**

1. Copy of CGC Certificate (or equivalent)- must be dated on or after the dog's first birthday. Must be 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 worn on collar, must be dated for current year.
5. Identification tag with name and phone number worn 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

**Note:** *Items 1-3 are submitted directly to FSDS upon application and do not need to be reviewed by Evaluator on test day. All other items must be verified by the evaluator on test day.*

### **Receiving An ID Badge and Vest**

Upon successful completion of the CSD Test, please provide your client with a signed Proof of Passing Form. Instruct them to 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. They should allow 6-8 weeks for delivery. Please recommend that they keep a copy of the Proof of Passing Form for their records, in the event that any questions regarding certification arise while they are awaiting arrival of their vest and certificate. FSDS certified teams are required to wear their program issued vest at all times when working in public. The certification will be valid for 3 years from the date of issue. **All teams are required to retake the test every 3 years to renew their certification. Teams are also required to provide annual ongoing proof of current county license, vaccinations and provision of flea/tick and heartworm preventive treatments no later than the anniversary of their certification.** We recommend that you maintain records of these teams and test dates, and re-contact them in three years at least 3 months prior to their expiration date so that you may perform the re-test. Other materials must be provided directly to the fSDS.

All Evaluators should be aware that 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 fees paid will be non-refundable.

### **TEST ADMINISTRATION**

#### **Fee Schedule**

SD Evaluators are responsible for collecting testing fees from candidates at the time of the test. You are allowed to charge up to a **maximum** of \$50 for each test. The SD Evaluator may, at their own discretion, elect to charge less. *We strongly recommend that you collect the testing fee PRIOR to the start of the test.* Test candidates are informed in advance that the fees are non-refundable.

#### **Selecting A Test Location**

You must select a location that offers exposure to food displays, aisles of merchandise and a sit down eating area. If you do not have a second dog, you will need to locate an area where other dogs are likely to be,

such as a pet store or a retail store such as a pet retail business that allow pets in their store. A strip mall that contains a pet store, restaurant and retail stores is acceptable. Similarly, a Super Walmart or other such similar store is also acceptable. At no time should any Evaluator be alone with a client in a private home or other such setting.

### **Providing Positive Feedback Upon Test Completion**

It is important to provide positive feedback and reassurance at the end of the test. We recommend that upon completion, the team and the evaluator sit together to discuss the test.

In the event that the team has passed the test, the evaluator will review all test station scores. It is important to acknowledge all the positive things that have happened, and gently make suggestions for any areas that demonstrate room for improvement.

In the event that a team has failed the test, it is important to reassure them and encourage them to correct any deficiencies. It is recommended that you start the conversation by noting all of the areas that the team has mastered and emphasizing the positives. When approaching the areas in need of improvement, it is helpful to offer constructive suggestions on how to improve in those areas. Emphasize that certification is still possible and help focus the team on concrete things that they can do to become successful. Rather than stating, "You have failed the test", it may be better to say, "You have done a really good job with most of these stations, what a great dog you have. It is obvious you have worked very hard and you seem to have a good relationship with each other. You are to be congratulated for this. Let me offer you some suggestions on how to correct these few areas so that you can succeed on your next test".

A caring and encouraging response from you will offer the team the reassurance that they need to return in the future and complete their certification.

### **Tips for Test Administration**

#### **PART ONE: Demographics**

##### **Evaluator Information**

**Name and ID#:** Please print your name clearly and do not forget to include your Evaluator ID#, this can be found on your name badge. We will keep records of the evaluations that you have completed by ID#, so this is important for record keeping purposes. Be sure to note the attempt number for the test. A team is allowed up to 2 attempts to pass the test.

**Location of Test:** Clearly indicate the location where the test was administered, for example:

The Walmart Superstore at Union Hills and 83<sup>rd</sup> Ave

Be certain to select a test location that has packaged food for sale, department store aisles and an eating area. Examples of such stores are malls with food specialty stores, department stores and a food court; Super Walmart; Super Target; strip malls with all of the types of stores required; or other such similar settings.

Be sure to include the City, State and Zip Code. Please do not leave the Zip Codes blank, we are tracking them for statistical purposes.

### **SD Team Information**

**Handler** is the name of the person who has applied to take the test. Please list their mailing address. If this differs from the street address, we only need the mailing address so that we will be able to mail them information once they have passed the test.

**Dog:** Please complete all information requested for the dog. The dog must have ALL of the following in order to be allowed to take the test:

1. Current license tag worn on the collar
2. Identification tag on collar with name and phone number
3. **Non**-retractable leash, no longer than 6 feet in length
4. Properly fitted working boots

The FSDS will issue vests to individuals who successfully pass the SD Evaluation Test.

### **PART TWO: Testing Information**

**Type of service work:** Please note that this test is not designed to certify guide dogs for the blind. The types of skills that a guide dog is required to perform are outside of the scope of this test. IF the individual has multiple disabilities and has cross trained the dog to perform more than one type of service work, then please indicate which types of service work the dog is being tested for. Note that in these cases, when you get to Station 12: Service Related Tasks, you must select at least one task for each type of service work that you have checked.

**Equipment:** It is important that a working dog have equipment that is properly fitted and in good repair. Failure to provide the dog with proper equipment can result in injury to the dog. You are required to check ALL boxes in this section. Even if the equipment is only a collar and leash, all dogs have equipment. For purse dogs please check to ensure that the purse is in good repair and that the straps of the purse are well secured. A few caveats:

- Retractable leashes are not allowed, they do not conform to leash laws in the majority of States; furthermore, a 15 foot lead does not allow for good control of the dog in a public place.
- The dog must have a name tag with a phone number, in the event that the dog and person are separated due to illness or injury.
- All dogs must show they will tolerate wearing working boots should the climate or terrain warrant them.

**Scoring System:** Please familiarize yourself in advance with the scoring system.

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

1. The SD team must achieve a combined score of at least 78 points; **AND**
2. Any dog who demonstrates aggression towards another dog or a person, or who defecates or urinates inappropriately in public will automatically fail the test. The dog may show curiosity towards another dog, but any instances of growling, barking, snapping, barking aggressively or lunging constitutes aggression.

It is important that you adhere to this rule. At any time, a SD 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.

The handler is given up to three times to correct the dog on any station before they are considered to fail the station. This will account for nerves or unusual circumstances that may be encountered. You may want to review the rules with the handler prior to beginning the test to reassure them of this, and then go back to the car and start the testing.

### **General Rule of Thumb**

A SD should remain within 2 feet of the handler at all times when in public. The only exception to this rule will be if the SD is required to complete a task that necessitates the dog to temporarily be at a greater distance.

### **PART THREE: Tips For Scoring The Stations**

**Station 1: Controlled unload from vehicle.** Note that the dog must be on leash during the unload. Any dog who 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.** If you are partnered with a SD, you may solicit the participation of your dog for this part of the test. If not you must arrange to have another dog present. Unless the second dog is a SD, this portion of the test must be done outside of the public place, in the parking lot. If the dog successfully completes this station, but later on during the test shows aggression towards another dog, an automatic failure will occur. Any evidence of aggression during the test results in an automatic failure, with **NO EXCEPTIONS.**

**Station 3: Walking from the car into the building.** You are checking to see that the dog does not pull on the leash or show fear of normal parking lot noises. The dog should be focused on working and not exploring the parking lot.

**Station 4: Controlled entry into the building.** The dog should walk quietly besides the handler and make no attempt to explore or solicit attention from passers-by. The dog should also 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.** The dog should remain in a heel. Please be attentive to how the handler addresses any attempts by the public to pet the dog while s/he is working. Petting should not be allowed during a testing situation, other than as a part of the test on Station 11. The dog should not sniff the displays or nibble on merchandise! Be attentive to how the handler monitors the behavior of the dog while in the store.

**Station 6: Walking past food displays.** It is suggested that you 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.

**Station 7: Off lead.** This is done in a controlled manner. Please do 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. We recommend that you walk behind the team so that you can

evaluate the performance. This should be done spontaneously, at some point during the test simply instruct the handler to “drop the leash” and continue to talk. Allow them to walk about 10 feet, then instruct the handler to take the leash again. You are checking to see that the dog remains besides the handler. If the dog strays, evaluate how the handler responds to this, and whether or not they can get the dog to resume the heel within 3 commands.

**Station 8: Six foot recall.** This is another station where you will want to wait for a quiet aisle in the store. You may want to stand behind the team a few feet in order to prevent anyone from trying to step over the dog while they are in a sit. Have the handler put the dog in a sit/stay at the end of the aisle, and then walk about 6 feet forwards. After 10 seconds, tell the handler to call the dog. The dog should go straight to the handler and not make any attempts to sniff the merchandise along the way. The handler is given up to three chances to redirect the dog if needed.

**Station 9: Sit on command.** This will be done two times. We suggest that you bring some food in a plastic bag for this part of the test. Give the handler advance notice of what you are doing.

The first time, instruct the handler to put the dog in a sit, then drop the food on the floor next to the dog. The handler must instruct the dog to “leave it”, and the dog should remain seated.

The second time, you should solicit help from another shopper. Have the handler place the dog in a sit by their side, then have another person pass by the team with a shopping cart. The dog should remain seated.

**Station 10: Down on command.** The handler should put the dog in a down/stay (not seated). You should step over the dog in each direction, and the dog should remain in a down position. 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) for this portion of the test.

**Station 11: Greeting a friendly stranger.** Please select two strangers at random, one adult and one well mannered child. Make sure that in the case of the child that the parent is there to give their permission for the child to participate in the test. Have the handler place the dog in a sit/stay and then give the strangers permission, one at a time to greet the dog. The dog should remain in a sit/stay during this portion of the test. 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 or shaking of the paw is all that is required.

**Station 12: Service related tasks.** Refer back to the type of service work. The handler must select at least one task that is appropriate for each type of service work that the dog has been trained to do. See also the section of the manual on acceptable tasks for service dogs. Note that the list includes but does not limit the individual to tasks on the lists. The ADI requires that a SD must be able to complete at least 3 service related tasks. There is no requirement that any one particular task is included, it is up to the discretion of the individual. This is an area where common sense and good judgment must prevail. The tasks selected will be based on the particular disabilities of the individual. Be specific when you list the tasks. Evaluate and score each task separately.

**Station 13: Noise distraction.** We recommend that you walk behind the team and do not give advance warning for this portion of the test. At some point, preferably when you are in an aisle that is not too busy, please drop an object (such as your clipboard) on the floor behind the dog. We suggest that you do not use merchandise from off the shelves, because if you damage the merchandise you may be required to pay for it! Drop the object on the floor, and see how the dog reacts to the noise. They are allowed to turn and show

interest, but not jump or pull on the leash, bark or show fear. The handler has up to three times to redirect the dog, if necessary, before they will fail on this station. For clients with PTSD, it is advisable to warn the handler in advance that they will hear a noise so that you do not aggravate their PTSD. Remember that in this case it is the response of the dog, and not the handler, that is being tested.

**Station 14: Entering a restaurant or eating area.** Walk behind the team and evaluate how the team handles walking into an eating area. The dog should remain in a heel and not try to sample food from tables while walking by. Evaluate how the handler monitors and responds to the dog.

**Station 15: Down/stay while in a restaurant.** This is a good time to review how things are going with the handler. The handler should instruct the dog to go “under” the table, and the dog should remain in a down/stay for 10 minutes. Please time this portion of the test. The dog should not get up or try to beg food from the handler. The handler should not attempt to feed the dog under the table. A drink of water is acceptable, but food in a public place is not.

**Station 16: Food “leave it” in a restaurant.** At some point, while the dog in a down/stay under the table, drop a piece of food on the floor in front of the dog. The handler should be given advance notice of this, and should instruct the dog to “leave it”. The dog should ignore the food AND should remain in the down/stay position under the table.

**Station 17: Controlled exit from the building.** The dog should remain in a heel and not try to solicit attention from strangers. The handler should remain vigilant for attempts by the public to pet the dog and should respond to such attempts or questions appropriately.

**Station 18: Controlled load into vehicle.** Ensure that the handler load the dog into the vehicle and secures the dog prior to loading their groceries or bags in to the vehicle. The dog should remain in a heel and make no attempt to wander or pull at the leash while the handler is positioning equipment or getting their keys.

**Station 19: Behavior and Team Work.** You are to evaluate the team on communication and working style. Does the handler use positive reinforcement and praise? Does the team have good eye contact throughout? Is the behavior of the dog appropriate at all times and does the handler respond politely to public questions or concerns? All these are important issues.

**UPON COMPLETION,** the Evaluator will sit together with the client to go over the stations and discuss the final score with them. In the event that the individual has passed, review any stations that they had difficulty on and you may wish to make some suggestions. In the event that the team has not achieved a passing score, reassure them that they may make one more attempt no sooner than 3 months from the date of the first test, and give them some suggestions on things they can do to improve their chances of success on the next test. This is a good opportunity for you to offer your professional services in helping them train a dog to perform to standards on any stations that they are found to be deficient on.

## **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 on 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, and the dog must demonstrate an ability to perform observable and reproducible tasks.

### **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, impending seizures or cardiac rhythm disturbances
- 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
- Facilitate social interactions
- 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



## Checklist of Application Materials

### IMPORTANT!

***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
- Proof of experience per instructions on page 4 of this manual, as specified under items 4 a-c.
- Signed Acknowledgement and Acceptance of Guidelines
- Signed acknowledgment and Acceptance of Code of Conduct
- Signed Release of Liability / Acceptance of Responsibility as Contractor
- A recent close up headshot (photo)- must be head shot and not full body photo
- Answer key** for qualifying test, please double check to ensure that all questions have been answered. Please do not mail the entire test!
- A **non-refundable** fee of \$50 (U.S. funds), as a check or money order, made payable to "The Foundation for Service Dog Support, Inc." Please **DO NOT** send cash with your application.

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

FSDS  
5060 W. Olive Avenue  
Glendale, AZ 85302

Please allow up to 4 weeks for a response. Upon completion of these requirements, you will be issued a wallet card showing that you are a SD Evaluator with the FSDS, and a name badge that is to be worn at all times when you are administering the SD Evaluation Test.

Thank you for your interest in the FSDS Certification Program, and for your commitment to assist those with disabilities in certifying their service dogs.



## Application for FSDS Service Dog Evaluator

Name of Applicant \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

County \_\_\_\_\_ D.O.B. \_\_\_\_/\_\_\_\_/\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_-\_\_\_\_ Cell Phone (\_\_\_\_) \_\_\_\_-\_\_\_\_

Email address: \_\_\_\_\_

Are you a U.S. Citizen?  Yes  No

Have you ever been convicted of a felony?  Yes  No

Have you been charged with a felony and currently pending outcome?  Yes  No

Are you currently the subject of a felony investigation?  Yes  No

Please check the category under which you feel that you qualify for to become a Certified Service Dog Evaluator: You must meet at least **ONE** of the following criteria:

- I have been a Canine Good Citizen (CGC) Evaluator for at least one year (proof of certification required)
- I am a graduate of a professional Canine Obedience Instructor Training School (proof of graduation required)
- I have had at least 2 years of experience training Service Dogs in the past (reference letter required)

Once you have passed the SD Evaluator Qualifying Test that is included in this manual, you will be issued a name badge and a SD Evaluator number. Your application will not be processed until all information is received, including your application form, your completed test answer key, copies of your credentials, signed and completed Acknowledgement and Acceptance of Guidelines form and your non-refundable check for \$50.

***Please send all information together in the same envelope to:***

FSDS  
5060 W. Olive Ave  
Glendale, AZ 85302



## Certified Service Dog (CSD) Evaluator Qualifying Test

**THIS IS AN OPEN BOOK TEST.** We encourage you to refer to the CSD Evaluator Guide to answer the questions. You must score a 70% on this test to pass. There are 20 questions. This means that you will need to answer a minimum of 14 questions correctly. Once you have completed the test, please send the completed copy back to:

FSDS  
5060 W. Olive Ave  
Glendale, AZ 85302

Please read each question carefully, and enter your choice on the answer sheet that has been provided. Be sure to indicate your choices clearly. Any answers that are illegible will be marked as incorrect. Take your time to answer the questions, and good luck!

1. Passing the CSD Test means that
  - a. The dog is guaranteed to be safe in all public situations.
  - b. The team is legally allowed public access
  - c. At the time of the test the SD team met all standards for certification.
  - d. The certifying agency is now liable for the actions of the dog.
  
2. Which of the following is **NOT** a criteria to be a CSD Evaluator?
  - a. You must be 21 years of age
  - b. You must have no prior felony convictions
  - c. You must pass the CSD Qualifying test with a minimum score of 70%
  - d. You must meet at least ONE of the specified criteria listed in the CSD Evaluator Guide under items a-f.
  
3. In which of the following situations should you **decline** to administer the CSD Test to someone?
  - a. A neighbor requests that you administer the test to their dog.
  - b. A co-worker requests that you administer the test to their dog
  - c. A client you have been working with requests that you administer the test upon completion of training.
  - d. Your spouse requests that you administer the test to their dog.

4. What is the maximum allowable fee that an Evaluator is allowed to charge for administering the CSD test?
  - a. \$10
  - b. \$25
  - c. \$40
  - d. \$50
  
5. Of the following possible test locations, which represents the best possible choice?
  - a. A convenience store
  - b. A pet retail store
  - c. A Walmart Superstore
  - d. A dog park
  
6. Which of the following dogs may not be certified using this test?
  - a. A guide dog in training
  - b. A mobility dog in training
  - c. A psychological service dog in training
  - d. A hearing assist dog in training
  
7. Which of the following is NOT a required material for a SD team taking the CSD test?
  - a. A copy of the CGC certificate that is dated on or after the dogs first birthday.
  - b. Training treats
  - c. A non-retractable leash, no longer than 6 feet
  - d. A County license tag worn on collar
  
8. How many service dog tasks is a dog required to be able to perform according to the standards established by the FSDS?
  - a. 2
  - b. 3
  - c. 5
  - d. 7
  
9. How close should a SD remain to it's handler when working in public (unless a task requires the dog to temporarily move a greater distance)?
  - a. 2 feet
  - b. 3 feet
  - c. 4 feet
  - d. 6 feet
  
10. Is the handler allowed to use occasional treats during the CSD exam?
  - a. Yes
  - b. No
  
11. What is the **maximum** number of times that a team is allowed to take the CSD test?
  - a. Once
  - b. Twice
  - c. Three times
  - d. Unlimited

12. What is the *minimum* number of points that a team must score in order to pass the CSD Test?
  - a. 25
  - b. 44
  - c. 68
  - d. 78
  
13. Which of the following does **NOT** constitute an automatic failure?
  - a. The dog urinates or defecates inappropriately in public
  - b. The dog lunges at another dog
  - c. The dog fails to remain under the table at a restaurant for 10 minutes
  - d. The dog growls and snaps at a passer-by during the test
  
14. When testing the dog on station 6, which of the following areas is it best to walk the dog past?
  - a. Meat counter
  - b. Cereal aisle
  - c. Frozen food cases
  - d. Pasta aisle
  
15. Which of the following tasks may **NOT** be used on station 12 to test a mobility dog?
  - a. Assisting with ambulation
  - b. Assisting with shopping cart or basket
  - c. Cuddle and kiss
  - d. Retrieving dropped items
  
16. Which of the following tasks are appropriate for testing a psychological service dog on station 12?
  - a. Tactile stimulation
  - b. Facilitate social interactions
  - c. Buffer handler in crowded places
  - d. All of the above
  
17. A dog that is trained to alert the handler to changes in medical conditions such as drops in blood sugar or impending seizures is called a
  - a. Diabetes dog
  - b. Assistance dog
  - c. Medical alert dog
  - d. Psychological service dog
  
18. Which of the following forms is the CSD Evaluator required to return to the Foundation for Service Dog Support upon completion of the test?
  - a. The Proof of Passing Form
  - b. The CSD Test Form
  - c. The Notice of Deficiency Form
  - d. The Notice of Failure Form

19. Providing positive feedback to a team upon completion of the CSD test is important because
- It allows the CSD Evaluator to acknowledge all the positive things that the team has done
  - It allows the CSD Evaluator to offer constructive suggestions for improvement to the SD team
  - It allows you to offer the support and reassurance to a team who has not passed the test
  - All of the above
20. Which of the following questions should a CSD Evaluator **NEVER** ask a SD team during a test?
- What is your medical diagnosis?
  - What specific types of tasks has your dog been trained to do?
  - What type of service work has your dog been trained to do?
  - Does your dog have a microchip or tattoo?

Once you have successfully passed the test, we will send you your name badge and certificate. Please allow up to 4 weeks for a reply.





## Answer Sheet for CSD Qualifying Test

Name of Applicant \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address \_\_\_\_\_

Please indicate your choices clearly. Any choices that are illegible will be marked as incorrect. Be sure to check all answers when you are finished.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_
16. \_\_\_\_\_
17. \_\_\_\_\_
18. \_\_\_\_\_
19. \_\_\_\_\_
20. \_\_\_\_\_



## **Certified Service Dog (CSD) Evaluator Acknowledgement and Acceptance of Guidelines**

***This form must be completed and returned with the completed application for CSD Evaluator status, if applying by regular mail. If you are planning to apply on line, then you may skip this form and complete the statement on line at the time of application.***

I understand that the Foundation for Service Dog Support, Inc. (FSDS) reserves the right to revoke the CSD Evaluator status for any individual who fails to comply with the published guidelines or to uphold the highest of ethical standards. I understand that if a complaint is lodged against me, the FSDS will investigate to the fullest extent possible and I will be given the opportunity to respond to the complaint. The FSDS may elect to either dismiss the complaint fully, offer remediation or revoke my CSD Evaluator status, depending on the nature of the complaint. In the event of revocation, I understand that any evaluator fees paid up until that time will be non-refundable. I understand that the decision of the FSDS will be final and that the initial application processing fee will be non-refundable. I understand that my Evaluator status must be renewed every three years.

I acknowledge that I have read and understand the CSD Evaluator Guide. 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](mailto: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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of applicant



## **General Release of Liability and Acceptance of Responsibility**

*I understand and agree that my role as a service dog (SD) Evaluator is that of an Independent Contractor, and not as an FSDS staff member, and as such I am solely responsible for any actions that are related to my duties.*

*I understand and agree that the FSDS reserves the right to revoke my SD Evaluator status at any time for failure to comply with the FSDS Code of Conduct. Any complaints that are received will be investigated to the fullest extent possible prior to making a final determination. If the complaints are found to be warranted, the FSDS may elect to either offer remediation or revoke my certification, depending on the severity of the complaint. In the case of revocation, any and all fees paid to date will be non-refundable. The decisions of the FSDS will be final.*

I hereby release the FSDS from any liability(ies) or claim(s) that may result from my responsibilities as a SD Evaluator. I acknowledge that I assume the risks and responsibilities in my role as a SD Evaluator and hold the FSDS harmless for any injuries or liabilities to myself or others that are incurred or sustained as a result of my role as a SD Evaluator. It is understood and agreed that, by acknowledging and signing this release, I irrevocably, unconditionally and completely release and forever discharge the FSDS 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 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 Evaluator

---

Date

---

Printed Name of Evaluator



## Service Dog Certification Test

Must be returned to the FSDS by Evaluator upon completion of test

### PART I: TO BE COMPLETED BY EVALUATOR

Date of Test: \_\_\_\_/\_\_\_\_/\_\_\_\_ Attempt # \_\_\_\_ Result: Pass / Fail

#### Evaluator Information

Name of Evaluator (please print): \_\_\_\_\_

Signature of Evaluator \_\_\_\_\_

Evaluator ID# \_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address of Evaluator \_\_\_\_\_

Test Location: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

#### SD Team Information

Name of Handler \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address of handler \_\_\_\_\_

Name of Dog \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_

D.O.B. of Dog \_\_\_\_\_ (must be at least 18 months old to take test)

Name of Veterinarian \_\_\_\_\_

Name of Animal Hospital \_\_\_\_\_

Phone number of Animal Hospital ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

## **PART II: TEST**

**Type of service work** that the dog has been trained to do (if the dog has been cross-trained, please check all that apply):

- Hearing Assistance
- Mobility Assistance
- Medical Alert
- Psychological

Note that this test is not designed to test for certification of guide dogs for the blind. The level of testing required for these skills is beyond the scope of this test.

**Required paperwork.** Please check off all items on list to ensure that all documentation is in order.

- Green test ticket for first time test-takers.
- Red test ticket for those re-taking the test.

**Equipment.** Please check all the following:

- The dog has a collar with a proper name tag and phone number
- The County license tag is current and displayed on the collar
- The leash is no longer than 6 feet (retractable leashes are not acceptable)
- Working equipment is properly fitted and in good repair
- The dog has properly fitted working boots
- The dog is clean and properly groomed

**Scoring System.** Please score the performance of the team using the following score.

**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 an automatic failure occurs

*There are 20 stations to this test. The maximum achievable score is 92 points. The team must score a minimum of 78 points.*

**Automatic Failure-** in the event that any of the following situations occur, the evaluator is required to terminate the test and issue a failing grade:

- 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.

## TESTING STATIONS

**Station 1: Controlled unload from vehicle.** The dog is observed unloading from the vehicle, and must make no attempt to exit the vehicle until the handler gives the command to do so. The dog must be on a leash upon exit from the vehicle. The dog must wait besides the handler while any equipment (such as wheelchairs, walkers or crutches) is put in place and the handler gives the dog the command to move.

Score: \_\_\_\_\_

**Station 2: Greeting an unfamiliar dog.** After the dog is unloaded from the vehicle, the evaluator will have a second person walk by with an unfamiliar dog. If the evaluator is partnered with a service dog, they may solicit the assistance of their dog for this part of the test. The dog must show no signs of aggression. This includes growling, snarling, barking, biting or lunging. The dog may show friendly interest in the other dog

Score: \_\_\_\_\_

**Station 3: Walking from the car into the building.** The dog must remain in the heel position while walking through the parking lot, and show no fear of passing cars, motorcycles, shopping carts or other noises that are routinely encountered in a parking lot. When on the sidewalk, the dog must remain in a heel and not make any attempt to stray off of the sidewalk. The dog should not pull at the leash or bark at passer-bys.

Score: \_\_\_\_\_

**Station 4: Controlled entry into the building.** The team must safely negotiate the entryway. The dog should show no fear or automatic doors, overhead noises or shopping carts, or rough floor surfaces.

Score: \_\_\_\_\_

**Station 5: Walking through the building.** The dog should remain in a heel while inside of the building, and should not make any attempt to solicit attention from strangers. The handler should be vigilant of passer-bys who seek to pet or distract the dog, and should respond appropriately. The dog should remain within 2 feet of the handler at all times.

Score: \_\_\_\_\_

**Station 6: Walking past food displays.** The dog should remain in a heel and should make no attempt to sniff at the food displays.

Score: \_\_\_\_\_

**Station 7: Off lead.** While walking down the aisles of the store the handler will be instructed to drop the leash and walk approximately 10 feet. The dog should remain in a heel and not stray from the handler. The dog should not make any attempt to sniff or pull at the displays in the aisle. The handler must be vigilant for any passer-bys who seek to pet or distract the dog and should respond appropriately.

Score: \_\_\_\_\_

**Station 8: Six foot recall.** The handler will be instructed to put the dog in a sit/stay at the end of an aisle. The handler will move 6 feet from the dog, wait 10 seconds and then call the dog. The dog should return to the handler directly, and make no attempt to stop and sniff or pull at the displays in the aisle or solicit attention from passer-bys.

Score: \_\_\_\_\_

**Station 9: Sit on command.** The dog will be asked to sit in two different situations, and should be scored separately each time.

1. The dog will be asked to sit next to some food that has been placed on the ground. The handler will tell the dog to "leave it" and the dog must ignore the food. Excessive leash corrections are not acceptable.

Score: \_\_\_\_\_

2. The dog will be told to sit and a second person will pass from the opposite direction with a shopping cart. The dog must remain in a sit.

Score: \_\_\_\_\_

**Station 10: Down on command.** The dog will be placed in a down/stay (not seated). The instructor should step over the dog in each direction, and the dog must remain in a down/stay. If the handler is physically unable to complete this part of the test, the assistance of another adult may be solicited.

Score: \_\_\_\_\_

**Station 11: Greeting a stranger.** The dog will be asked to greet two strangers, one adult and one child. The dog should be placed in a sit/stay to greet, and must remain seated. The dog should not attempt to solicit attention before being instructed to greet. The dog should allow the strangers to pet him/her, must behave appropriately and display no evidence of fear or aggression towards the strangers.

Score: \_\_\_\_\_

**Station 12: Service related tasks.** The dog must demonstrate the ability to perform three observable service tasks to mitigate the disability of the handler. The tasks must be appropriate for the type of service work that the dog has been trained to perform. Please list and score all three tasks individually.

Task 1: \_\_\_\_\_

Score: \_\_\_\_\_

Task 2: \_\_\_\_\_

Score: \_\_\_\_\_



Task 3: \_\_\_\_\_

Score: \_\_\_\_\_

**Station 13: Noise distraction.** While the team is walking through the store, the evaluator will drop a heavy object on the floor behind the team. The dog may display a normal startle reaction and turn to see what the noise is, and should recover quickly. The dog should not bark, attempt to run away or display fear.

Score: \_\_\_\_\_

**Station 14: Entering a restaurant or eating area.** The team should walk past another table on the way to be seated. The dog should remain in a heel and should not make any attempt to sniff at the food on tables or solicit attention from strangers.

Score: \_\_\_\_\_

**Station 15: Down/stay while in a restaurant.** The dog should be instructed to go “under” the table and should remain there quietly for at least 10 minutes. The dog may not break the down/stay and should not make any attempt to eat food from the floors or solicit attention.

Score: \_\_\_\_\_

**Station 16: Food “leave it” in a restaurant.** The evaluator will drop some food on the floor near the dog. The handler will instruct the dog to “leave it” and the dog should ignore the food.

Score: \_\_\_\_\_

**Station 17: Controlled exit from the building.** The team should exit the building with the dog in a heel. The dog should make no effort to pull at the leash or solicit attention from passer-bys. The dog should remain in a heel while in the parking lot and show no fear of normal parking lot noises.

Score: \_\_\_\_\_

**Station 18: Controlled load into vehicle.** The individual will load the dog into the vehicle safely. The dog should make no attempt to wander away from the car during the time that the individual is getting their keys or positioning equipment.

Score: \_\_\_\_\_

**Station 19: Response to be taken by another person.** The evaluator, or designee, should take the leash from the dog and the handler 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.

Score: \_\_\_\_\_

**Station 20: Behavior and Team Work.** The dog should behave in an appropriate manner at all times. The handler should use positive reinforcement and praise throughout the test. There should be good communication between the team at all times.





## Certified Service Dog Evaluation Test Proof of Passing Score

Date of Test: \_\_\_\_/\_\_\_\_/\_\_\_\_ Final Score: \_\_\_\_ Points

Name of Handler: \_\_\_\_\_

Address of Handler: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_\_ Name of Dog \_\_\_\_\_

Email address of Handler \_\_\_\_\_

Name of Evaluator \_\_\_\_\_ ID# \_\_\_\_\_

Signature of Evaluator \_\_\_\_\_

Email address of Evaluator \_\_\_\_\_

**Congratulations** on having successfully achieved a passing score on the service dog certification test. This is an important achievement and you are to be commended.

You must return this original form to the FSDS along with your non-refundable payment of \$75.00 to cover the cost of the certification card, vest and shipping/handling fees. Please allow 6-8 weeks for delivery as vests are custom made.

Please mail form and a check made payable to The Foundation for Service Dog Support, Inc., in the same envelope to:

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



**CERTIFIED SERVICE DOG EVALUATION TEST  
NOTICE OF DEFICIENCY**

Date of Test: \_\_\_\_/\_\_\_\_/\_\_\_\_ Final Score: \_\_\_\_ Points

Name of Handler: \_\_\_\_\_

Address of Handler: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address of Handler \_\_\_\_\_

Phone Number ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_\_ Name of Dog \_\_\_\_\_

Name of Evaluator \_\_\_\_\_ ID# \_\_\_\_\_

Signature of Evaluator \_\_\_\_\_

Email address of Evaluator \_\_\_\_\_

Thank you for taking the CSD Test. At this time we are unable to issue certification based on the score you have received today. You will be allowed another opportunity to take the test after you have had time to work on those areas the Evaluator has outlined with you. There is a mandatory 3 month waiting period before you will be allowed to re-test. Note that this is the minimum waiting period, but you are allowed to take whatever time you need before scheduling a re-test. It is the responsibility of the applicant to notify the FSDS at the end of three months to indicate your desire to re-test. The following area(s) is/are in need of remediation (use back of form if necessary):

\_\_\_\_\_  
\_\_\_\_\_

We encourage you to continue to pursue certification. Each team works at a different pace, and not all teams will pass the test on the first attempt. Do not let this discourage you. You are to be congratulated on coming this far in your training. You may want to contact a trainer in your area to assist you in preparing for the re-test, or your evaluator may be able to assist you. Good luck!



The Foundation for  
Service Dog Support, Inc

## **Certified Service Dog Evaluation Test Notice of Failure**

Date of Test: \_\_\_\_/\_\_\_\_/\_\_\_\_

Final Score: \_\_\_\_ Points

Name of Handler: \_\_\_\_\_

Address of Handler: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone Number ( \_\_\_\_ ) \_\_\_\_ - \_\_\_\_\_ Name of Dog \_\_\_\_\_

Email address of Handler \_\_\_\_\_

Name of Evaluator \_\_\_\_\_ ID# \_\_\_\_\_

Signature of Evaluator \_\_\_\_\_

Email address of Evaluator \_\_\_\_\_

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Thank you for taking the CSD Test. Based on the scores recorded today and on the previous attempt at testing, we are unable to issue you certification. You will not be allowed to re-test with your current dog. If, however, you wish to test with a different dog in the future, you are free to do so. Some dogs, though loyal and loveable, are not best suited for service work. It is felt that your dog is not best suited for the following reason(s):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

This is not a negative reflection on you, and does not imply that you have not put effort into your training. However, based on the issues noted, we strongly urge you to reconsider any decision to bring your dog into public places. Remember that you are solely responsible for the actions of your dog at all times, and at this time your dog is not considered appropriate to be in public places. This decision is final. Best wishes to you in your future training efforts.