



Instructions for Re-certifying as a SD Team

Qualifications for re-certification:

- Must be a current FSDS certified team in good standing.
- Dog must be the same dog that you originally certified with.
- Dog must be less than 10 years old.

Materials: This packet contains all of the materials necessary to request re-certification as a certified service dog team. Please ensure that all forms have been completed. Incomplete applications will not be processed.

- Application for CSD Team Re-certification
- Veterinary statement
- Code of Conduct
- Acknowledgement and Acceptance of Guidelines
- Current team photo

Note: Upon passing, there will be a fee for materials: \$75 if a new vest is needed; \$25 for new ID badge only. DO NOT send this money at this time. The materials fee will only apply to those teams who pass their test.

Once you have completed all materials, please place them in the same envelope and mail them to us at:

FSDS
5060 W. Olive Ave
Glendale, AZ 85302

Once your application materials have been reviewed and accepted, you will receive your test ticket in the mail.

If you require any assistance, please contact Jessica Parker directly at jessica.parker@servicedogsupport.org; or by phone at 623-200-9762 x 102

Best wishes,
Jessica Parker



Application for CSD Team Recertification

Please use this application only if you are seeking to re-certify with the same dog as you originally tested with.

Please update all required information

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

D.O.B of Applicant (must be at least 16 years of age) _____ years

Mailing Address _____

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

County of Residence _____

Home Phone (_____) _____-_____ Cell (_____) _____-_____

Email address _____

Name of dog _____ Breed _____ Color _____

Weight of dog _____ lbs

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

Please list the three service dog tasks that the dog will be tested on:

Task #1 _____

Task #2 _____

Task #3 _____

Name of Veterinarian _____

Name/address of Animal Hospital or Clinic _____

Phone # of Veterinarian (_____) _____-

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

- Signed Veterinary Statement, dated within 30 days from the date of this application.
- Signed Acknowledgement and Acceptance of Guidelines

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 **only if you need to replace your old vest.**

- X-small (5-15 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:

FSDS
5060 W. Olive Ave.
Glendale, AZ 85302

There is a \$10.00 non-refundable fee for processing of the application. Please make check or money order payable to The Foundation for Service Dog Support, Inc. Please **DO NOT** send cash in the mail with your application.

IMPORTANT: Once your application has been accepted, you will be given a CSD Test Ticket, along with information on CSD Evaluators in your area. You are required to bring the ticket with you the day of the test. You will not be allowed to take the test unless you present the ticket to the Evaluator.



Thank you for your commitment to SD training and congratulations on taking this important step to achieve re-certification as a service dog team. We look forward to working with you.

In signing this, I certify that the information presented above is up to date, accurate and true to the best of my knowledge.

Signature of Applicant

Date

Printed Name of Applicant



The Foundation for
Service Dog Support, Inc

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

The dog is **less than** 10 years 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



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. 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. Provide the dog with adequate food and hydration, but shall not feed the dog in designated public dining areas.
6. 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.



Acknowledgement and acceptance 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)