



The Foundation for  
Service Dog Support, Inc

## Evaluator Renewal Form: Outreach Evaluator Program

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name of Evaluator \_\_\_\_\_

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

City/Town \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

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

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

Work Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Please indicate which phone number is your preferred contact for website:

☐ Home      ☐ Cell      ☐ Work

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

### Background Information

In the past three years, have you been arrested or convicted of a felony? ☐ Yes ☐ No

In the past three years, have you been indicted on any felony charges? ☐ Yes ☐ No

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

### Please provide any updated certificates , if applicable, for the following:

American Kennel Club CGC Evaluator

Association of Pet Dog Trainers (APDT)

Certified Professional Dog Trainer (CPDT)

Other: \_\_\_\_\_

Please send this form, along with copies of required documentation and your check for \$50 for 3 year renewal to: FSDS, 5060 W. Olive Ave, Glendale, AZ 85302. Incomplete applications will not be processed.

***Thank you for your continued efforts to improve the lives of individuals with disabilities.***

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## **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. 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.***



## 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](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 (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 Statement

I \_\_\_\_\_ hereby release any liability(ies) or claim(s) in participating in any activities or services sponsored by the FSDS organization. I acknowledge that I assume the risks and responsibilities in such participation and hold the FSDS harmless for any injuries or liabilities incurred or sustained in my participation. It is understood and agreed that, by acknowledging and signing this release, I irrevocably, unconditionally and completely releases and forever discharges the FSDS, and all of its 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 Participant (or parent/guardian, if participant is a minor)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Participant (or parent/guardian, if participant is a minor)

## **Information on Becoming a Certified Program**

The FSDS Certified Program Network has been designed to provide qualified small business owners / trainers with the support needed to develop a carefully constructed and credible service dog training program that will meet and/or exceed the standards upheld in the greater service dog training community. The services that these programs provide shall be geared to address the needs of currently underserved service dog (SD) teams. Underserved in this case is defined as:

- a population that lacks geographic proximity to a non-profit program
- a population that either does not qualify for or cannot afford a dog from a non-profit program
- a population of clients seeking team training, as the vast majority of accredited non-profit programs do not offer team training
- a population of certified teams that relocates geographically and has no means of maintaining their certification as current in their new locale

The desired effects of this program shall be:

- compliance with current industry standard by for profit programs, leading to improved efficacy and credibility
- a decrease in the numbers of teams with fake credentials that shall result from increased ability to obtain credible certification
- increased public safety and confidence resulting from a greater number of properly trained teams in public
- a system of reciprocity that provides a reliable and accessible mechanism for certified teams to maintain their certification as current upon geographic relocation

It is our expectation that a certified SD training program will exist as just one of the many services offered under the general umbrella of services for each business. In order to survive we recognize that most, if not all, small businesses must offer a full array of canine training services. It is the SD training program that will be certified, not any other of the other services that each business offers.

## **Benefits for Trainers**

Though there are many more obvious benefits for private trainers, such as increased credibility, ability to belong to an organized network and access to support, and certification of teams under your company name, there are other benefits. The FSDS has grown steadily, and this has been a learning curve for all. It is an unfortunate reality in today's "cut and paste" world that theft of program materials is a real and constant threat. Anyone can go to your website, take a screen shot, copy your program logo and



your materials and paste them into a new document with their brand. How prepared are you to deal with this eventuality?

The FSDS has indeed been faced with such issues, and have constructed our policies and procedures in such a way as to provide maximum protection for programs. For all programs certified under our network, these policies and procedures are provided to you to help you strengthen your position and address issues of trade secret theft when they occur. In the current climate in our nation, it is unfortunately more of a question of *when*, not *if*.

- ☐ I am interested in becoming a certified program and learning how to best protect my business
- ☐ I am not interested in becoming a certified program