

# Partners Forum

International Association of Assistance Dog Partners

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QUARTERLY NEWSLETTER

## ADI Embarks On New Era

By Joan Froling

**A**ssistance Dogs International (ADI) is a worldwide coalition of non-profit programs that specialize in training dogs to perform tasks that empower persons with disabilities to increase their safety, independence and quality of life. Started in 1987 by a small number of hearing and service dog programs, by 2006, there were more than a hundred member organizations which trained guide, hearing and service dogs. Through committee work at the annual conference, ADI members have developed a code of Minimum Standards and Ethics for non-profit training programs, Minimum Training Standards for guide, hearing, and service dogs, a Public Access Certification Test for all ADI graduates, Trainer Certification Tests, Accreditation Standards and much more.

Since ADI entered the 21st century, some major changes have been in the works. In a recent interview with Linda Jennings who served as ADI's President from 2001 until January 2007, she stated that she had two priorities as President.

The first was to expand ADI's membership to include guide dog schools, something that happened in a big way when members of the Council of U.S. Dog Guide Schools voted to join ADI several years ago. In July 2006, the ADI Board attended the International Guide Dog Federation conference in New York City, to make the acquaintance of Federation members. Linda noted that some members of the IGDF subsequently attended ADI's 2007 conference, two of whom were elected to positions on the ADI board.

Linda second priority was the development of ADI to meet the challenges that would be coming with the rapid expansion of the assistance dog movement to other continents. She recalls it was Peter Gorbing, a newly

elected ADI board member from Dogs for the Disabled in the U.K. who initiated the discussion in September 2001 on how to make ADI more relevant to programs outside of North America. He was deeply involved with the formation of Assistance Dogs Europe at that time. While all of ADI's board members were actively involved in the discussions on how to make ADI more truly international, Linda credits Peter Gorbing with keeping the momentum going and with doing much of the work on the restructuring proposal.

In 2004, at the ADI Conference in Vancouver B.C., the ADI voting member programs approved the motion to let the ADI board continue to work on the proposed transition of ADI into an organization with regional chapters around the globe. It was expected that the first two chapters would be ADI North America and Assistance Dogs Europe. It was anticipated that other regions such as Australia, New Zealand and Asia would become chapters once the ADI

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Editor: Joan Froling  
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*Service dog in Action: Sean, a Smooth Coated Collie, was trained by Sterling Service Dogs to retrieve bottled water from the fridge to help his partner take her pills if she's home alone in a medical crisis.*

## ADI Embarks on New Era

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member programs in those regions were able to tackle the organizational challenges involved. Each regional chapter would elect its own board of directors and hold regional conferences.

Another key element in the proposal was that the regional chapters would function under an International Board of Directors. The proposal spelled out the responsibilities of the regional chapters and what would be left to the jurisdiction of the International Board.

To ensure each region is well represented on the International Board, the President of each regional chapter would automatically be given a seat on the new International Board. Depending on how many member programs belonged to a particular chapter, they might also be entitled to select a second representative from their chapter's board to take a seat on the International Board. In addition, there would be some "at large" positions available. This could allow a region such as Asia, which did not yet have a regional chapter but did have a number of programs, to run a candidate for election to the International Board. "At large" members would be elected by all the program members of ADI who had attained voting member status.

In 2005 Linda Jennings attended the Assistance Dogs Europe conference in Salzburg, Austria. She said she made the trip to explain to the programs what membership in ADI would mean and to answer their questions. The ADEu board of directors subsequently voted to become part of ADI at their conference in Sweden in the Fall of 2006.

ADI's Conference in Baltimore in January 2007 drew a large turnout of member programs. The first question of importance to be voted on was one that could mark a historical turning point for ADI. The members had to decide whether or not to adopt the bylaws that would officially launch the restructuring of ADI. When the votes were tallied, we learned ADI member programs had voted to approve the new bylaws, thus ushering in the era of "regionalization."

For programs which now belonged to the new North American Regional Chapter, a 2007 election of board members was held, the results of which are printed below, along with a list of the members of the ADI International Board and members of the Assistance Dogs Europe Regional Chapter Board.

The last significant vote which took place in Baltimore is one that permitted the voting members of ADI to choose

which of the "at large" candidates who stood for election would become part of the new ADI International Board. When the combined results of ballots at the conference and proxy voting from members of Assistance Dogs Europe were announced, we were informed that Linda Jennings had won one of the "at large" seats on the International Board. So did D. H. Lee, Executive Director from the Samsung Guide Dog School in Korea and Richard Lord, Executive Director of Assistance Dogs Australia. Following this election, the International Board then held a short meeting during which they chose Peter Gorbing to serve as the new President of ADI's International Board.

Something else newsworthy that recently came across my desk was an announcement that ADI and the International Guide Dog Federation have decided to hold a joint conference in 2008, quite probably in the U.K. in the late spring. IAADP anticipates participating in this event as well. I asked Linda Jennings if she would like to discuss the reason or advantage to holding a joint conference for ADI member programs and IGDF schools.

She replied, "The coming together of these two major players in the Assistance Dog industry will be a huge benefit for our graduates and will facilitate our work on creating internationally consistent access laws and assistance dog laws and improving the quality of assistance dog programs worldwide. Now ADI's SPIRIT Conference, an educational event for assistance dog instructors, is being planned for Europe and Asia and we're hoping to get more guide dog programs involved in this. Communication is essential to the positive evolution of our industry. While I don't feel that it's necessary to merge ADI and IGDF, I do think we need to be able to communicate and work together effectively on issues of mutual concern (and most of our issues are of mutual concern) if we're going to improve our industry. We need to be open-minded about learning about other programs and considering new ideas. All of our members can benefit by interacting with IGDF members and sharing ideas and concerns and solutions the same way we have inside ADI all these years."

I concluded the interview by asking her, "Would you like to provide a comment on your thoughts, hopes or aspirations or concerns for the future of Assistance Dogs International, now that this restructuring is official and moving forward?" My question elicited several thoughts on the subject from her.

Linda responded by saying, "I am pleased to have served as a voice for small programs and I encourage all representatives of small programs to get politically involved. The

### **ADI International Board**

President: Peter Gorbing (UK)  
Vice-President: Janet Van Keulen (Netherlands)  
Secretary: Corey Hudson (USA)  
Treasurer: Wells Jones (USA)  
Past President: Linda Jennings (USA)  
Richard Lord (Australia)  
DH Lee (Samsung) (Korea)\*

\* resigned in June 2007

### **ADI-North America Board**

President: Corey Hudson  
Vice-President: Wells Jones  
Secretary: Robin Dickson  
Treasurer: Chris Diefenthaler  
Past President: Linda Jennings  
Bob Phillips  
Darlene Sullivan  
Jim Kutsch  
Nancy Fierer  
Chris Fowler (Canada)

### **Assistance Dogs Europe Board**

Chair: Janet Van Keulen (Netherlands)  
Vice-Chair: Andy Cook (UK)  
Secretary: Nannerl Wenger (Austria)  
Treasurer: Anki Cellander (Sweden)  
Danny Vancoppennolle (Belgium)  
Peter Gorbing (UK)  
Debra Buttram (Italy)  
Masha Dolenc (Croatia)

larger and more powerful ADI grows, the more important it is that your voices and your points of view be given equal weight with those of the larger programs.

“I am also proud to have been part of the growth and development of ADI during my term as President and I have every confidence that Peter Gorbing will carry this work forward during his term as President. My hope is that our work will unite assistance dog programs everywhere through communication and joint projects to influence governments and lawmakers to create consistent access laws and improve acceptance of our graduate teams around the world.

“I also know that ADI must stand for greater educational opportunity and consistent higher performance standards for assistance dog trainers and instructors worldwide if we

are to produce better, more reliable assistance dogs and graduate teams.

“I believe our future is very bright and I’m optimistic that we will continue to see ADI grow in size, influence and credibility and become the international “go to” organization as a result of all this work. With all the great people we have on our boards and waiting in the wings, I don’t see how it could turn out any other way.”

Linda’s enthusiasm and the commitment of other ADI board members I spoke with at the 2007 conference bodes well for a successful implementation of this new plan.

For more information about Assistance Dogs International and its updated Training Standards, updated Law Book and the Access Education videos available on line, you can visit their website at [www.adionline.org](http://www.adionline.org)

## News from the U.K.

By Wendy Morrell

**M**oving around the country promoting access for people with disabilities, involves me using public transport on a very regular basis. Quite a lot of the times, journeys are a breeze, but now and again something happens which really sticks in the mind. Crowded commuter trains are the worst, by the time I have boarded and occupy the wheelchair space, there is usually room for Caesar, my Golden Retriever assistance dog to occupy the area in front of me, however, being the size he is, this often means he is half under the seat in front (facing me) and half in the passenger foot area. Normally this is fine, but on a crowded train the seat gets occupied and he gets squashed into an even smaller space. So, I was very interested to hear that Arriva Trains (Wales) introduced a trial run of reserving a seat for an assistance dog in addition to the seat (or wheelchair space) the person they are partnered with will occupy. A number of other train companies will book the extra seat but Arriva had the idea to introduce a seat label saying “Assistance Dog Under Seat.” The trial has reached a successful conclusion and Arriva are to be applauded for their common sense approach to what can be a difficult situation for all assistance dog partnerships.

Possibly the most notable train journey I took recently was one to Paris, which was a special birthday treat from a friend. The Eurostar trains can travel from London to Paris in a little over two hours, and will carry assistance dogs recognized in the United Kingdom free of charge. Of course, the dog needs to be PETS compliant, that is to have a European Pet Passport and carry documents from one of the five UK assistance dog organizations. One needs to arrive at the terminal at least thirty minutes before the train is due to leave to go through ticket inspection, security and passport control. The documents for the assistance dog are also inspected. Then one boards the train to enjoy the high speed trip to Paris, the route takes you via the Channel Tunnel (twenty minutes) and before you know it you are enjoying the scenic views of the French countryside.

Arrival at The Gare du Nord in Paris is straightforward and you are free to leave immediately and enjoy your time in France. The return journey is equally straightforward, again security, customs and ticket checks for yourself and assistance dog, and then on arrival in London a member of Eurostar staff (representing DEFRA) has to inspect the passport of your assistance dog to ensure you have met the regulations with regard to tick and tapeworm treatment between 24 and 48 hours prior to entry into the UK. You are then free to go as simple as that. (Of course, for a day trip it does mean this preparation to re-enter the UK has to take place before you leave, but in most cases your own veterinary surgeon can assist). The Eurostar staff are train company staff with the professionalism and friendliness of airline staff...we were treated extremely well.

I am pleased that we now have a few more European members of IAADP and thinking ahead, we have the excitement of the ADI conference taking place in Europe next year (2008). I’m excited the IAADP conference will come too. I am sure this will be a wonderful opportunity for IAADP members from both North America and Europe and further afield to get together at what promises to be a really diverse conference. I know I have certainly benefited and learned a lot from attending the conferences held in San Diego and Baltimore and now there’s an opportunity for others to see how things are done on this side of the pond. It’s important to bear in mind that if you are considering bringing a dog to a conference in Europe, there are essential preparations necessary with regard to your assistance dog, so as soon as the conference venue is announced, then will be the time to start planning those preparations. I have recently been asked, as IAADP European Vice President to assist with some of the preparations and you can be sure as soon as the venue is announced, I’ll have all the inside information to share with you!

# IAADP Battles California Bill

April 7, 2007

Assemblyman Mike Eng, Chairperson  
Business and Professional Committee  
California State Assembly

Re: Levine AB1634 California Healthy Pets Act-  
OPPOSED

**D**ear Assemblyman Eng,  
As president of the International Association of Assistance Dog Partners (IAADP), I am writing in strong opposition to AB 1634. I request inclusion in the listed opposition to this ill-conceived legislation being considered by your committee.

IAADP is a cross-disability consumer advocacy organization with more than 1,700 people with disabilities working with guide, hearing and service dogs. Our independence, safety, mobility and an improved quality of life are interwoven with our trained canine assistants' ability to mitigate some of the effects of our disabilities. AB 1634 threatens the very foundation of the relationship between us and our canine partners in independence.

Many assistance dog programs rely on breeding their own stock to supply puppies for future guide and service dog work. Among these are Guide Dogs for the Blind (GDB) in San Rafael, the largest guide dog training program in the country, and Canine Companions for Independence, (CCI) in Santa Rosa, the originator of the service dog concept.

AB 1634 requires neutering or spaying at four months of age, considerably earlier than dogs demonstrate their ability to work as canine assistants. GDB and CCI, as California-based internationally recognized programs, would face virtual annihilation. My wife and I have guide dogs trained at Guide Dogs for the Blind, and we, as well as more than 2,000 blind and visually impaired GDB graduates throughout the United States, would face a future without successor canine assistants if AB 1634 were implemented. This would threaten our ability to safely travel, work and enjoy other aspects of daily life.

Exemptions in AB1634 are not provided for assistance dog training programs breeding their own future working dogs. However, exemptions are recommended for commercial and for-profit breeders, thus excluding not-for-profit programs like GDB and CCI. Since only registered pure-bred dogs would be permitted to breed, successful working dogs, such as Golden/Labrador Retriever, Labrador/Poodle and other crossbreeds, would be eliminated.

The suggestion in the bill that active working assistance dogs be used for breeding purposes shows a lack of understanding of the assistance dog movement. Working assistance dogs are spayed and neutered to guarantee that sex drives will not interfere with their work ethic. Thus, they are eliminated from the breeding and gene pool.

Although some training programs breed their own stock, many smaller programs rely on hobby breeders, most of whom are not commercial or for-profit breeders, to donate

puppies as future working dogs. This is the case for Guide Dogs of the Desert of Palm Springs and Pawsitive Teams of San Diego. Here again, AB 1634 threatens future recruitment of dogs to help disabled people.

California is not only the home for more than 15 guide, hearing and service dog programs, it is also the home of more disabled people partnered with assistance dogs than any other state. If AB 1634 is passed, it will have a negative impact on disabled Californians, but also on people with disabilities throughout the United States.

The basic premise of the bill is that mandatory spay and neutering will result in a decline in animals brought to shelters. Actually, animals in California shelters have shown a significant decline during the last two decades based upon continuing educational efforts. A large number of dogs and cats are brought to shelters between the ages of 18 and 36 months by their owners because of behavioral issues and AB 1634 would have no impact on these relinquishments.

Instead of being called the California Healthy Pets Act, this piece of misguided legislation should be the California Deprive People with Disabilities of Their Assistance Dog Act!

Thank you for taking the views of IAADP into consideration

Sincerely,  
Ed Eames, Ph.D., President  
IAADP

## The Value of Praise

By Tanya Eversole

**A**re you an IAADP Partner Member? Have you enjoyed your IAADP Partner Member benefits this past year? I have!

Have you thought about saying "Thank You" but didn't know how?

If you have taken advantage of any or all of the benefits offered to Partner Members of IAADP, please take a few moments of your time to write a note of thanks to the great companies donating those products ensuring our dogs' well-being!

When we and our dogs receive praise, it certainly makes us want to keep on doing what we have been doing. The same applies to our sponsors, when they hear these two simple words "Thank You" from our members, it reminds them why they are doing what they are doing for us and our assistance dogs!

Thank You in advance for sending in your notes and emails to the addresses provided below!

Please send your notes of thanks either by email or "snail mail" to the following addresses: [Toni@iaadp.org](mailto:Toni@iaadp.org), [Tanya@iaadp.org](mailto:Tanya@iaadp.org), or IAADP c/o Tanya Eversole, P.O. Box 531086, Cincinnati, OH 45253

People's Republic of China

# Guide Dog School Start-up in Shanghai

By Joan Froling

**T**he expansion of the assistance dog movement to other countries is always exciting news. In 2007, the city of Shanghai, China, became host to a new guide dog program.

Shanghai is the largest city in the People's Republic of China and ninth largest in the world. It is one of the busiest ports in the world, situated on the Yangtze River Delta in East China. With its skyscrapers and modern life-style, it is widely regarded as representing the pinnacle of China's economic development.

According to Lu Feiran's article in the April 3rd edition of the *Shanghai Daily News*, this pioneering effort to launch a guide dog school took place thanks to teamwork between three organizations, the Shanghai Disabled Persons' Federation, the Nanjing Research Institute of Police Dogs and the Japan Guide Dog Association. Six Labrador Retriever puppies, four male and two female, were imported from the United Kingdom. On April 2, the three-month-old puppies became the first to be turned over to volunteer families to receive six to eight months of house training. The *Shanghai Daily* went on to report that after the pups become accustomed to family life, these guide dog prospects will then undergo further, more intensive training.

**EDITOR'S NOTE:** Mr. Yasuhiko Fujita, the head of the Japan Guide Dog Association, has been a supporter of IAADP since our inception. He attended our organizational meeting in 1993 and he has the distinction of being our first donor, presenting a ceremonial gift of financial support to honor IAADP's mission and goals before he departed for home. He presented us with another gift at the last IAADP conference he attended in Orlando, where he told me about his work in China and the lives of the disabled there. I remember discussing with him whether or not assistance dogs would ever be given a chance to help disabled citizens in China, considering the cultural barriers that existed. I'd like to salute the Japan Guide Dog Association for its initiative in working with other stakeholders to introduce guide dogs to the city of Shanghai in the People's Republic of China. I hope this pioneering effort will receive the support it needs and deserves from the public and the government.

**Hope You Will Support IAADP!**

**Donate by Shopping Through  
<http://www.IGIVE.com/IAADP>**

New Zealand

# Poodles With Oodles of Potential

By Katherine Hoby

*Bay of Plenty Times*, New Zealand  
Sunday, March 04, 2007

**Q**uanda is a bit of a head turner. But this poodle has substance as well as style in her role as a trainee guide dog.

Bay of Plenty-Coromandel guide dog mobility instructor Dennis Walker said Quanda was the first poodle he had worked with in the region and that she attracted a lot of attention.

"A lot of people will notice her," he said.

"It is difficult sometimes because I might have just got her to concentrate and someone will react. They go 'oh look, it's a poodle', and she goes 'oh look, it's me' and gets excited and we have to start all over again."

While the trend nationally and internationally was to work with Labradors, Mr. Walker said other breeds such as boxers, schnauzers and dalmations had been successfully trained as guide dogs.

The big advantage Quanda and other poodles had was that they did not shed hair, assisting people with allergies.

"As far as being a guide dog goes, she is just as intelligent and keen to learn," Mr. Walker said.

"The biggest difference is in the off time. She's really quite silly with her harness off. She takes things and throws them in the air and bats them around."

If placed in the Bay of Plenty-Coromandel region, Quanda will be the first poodle to work as a guide dog in the area.

That is likely to be decided in Auckland next week when instructors gather to talk about pairing dogs with people on the waiting list. There are about 30 people nationwide waiting to be matched with a dog.

The Red Puppy Appeal (formerly the Guide Dog Appeal) is being held from March 30 to April 1 and aims to raise funds towards the \$22,500 it costs to breed, raise and train each guide dog.

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**INFORMATION &  
ADVOCACY CENTER**

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# A Tail To Tell

By Toni and Ed Eames

After Ed's open heart surgery on February 12, we weren't sure we'd be able to meet our commitments to lecture at veterinary schools in March. Not to worry, modern medicine had Ed on the road five weeks after being released from the hospital!

When fellow IAADP board member Tanya Eversole offered to pick us up at the Indianapolis airport on March 27, we realized how little we knew about mid-country geography! We were amazed to learn that Tanya's hometown of Cincinnati was less than 100 miles from Indianapolis. After comfortable flights, we met Tanya and drove to West Lafayette where we would be featured guests the next day at Purdue University.

Bright and early Wednesday morning, Kay Knox, an instructor in the veterinary technician program, joined us for breakfast. At 8am we addressed more than 300 veterinary students, the largest student audience we have ever had! After being away from the lecture circuit for a while, this was really exhilarating!

Following a caffeine break with Kay, we did another presentation for veterinary technician students. Despite an early equipment breakdown, Kay persevered and our award-winning video, "Partners in Independence," was shown.

Despite Kay's offer to take us and our guide dogs Keebler and Latrell, and Tanya's service dog Brooke to a nearby field for off-leash fun, we had to decline, knowing the three retrievers were likely to roll in the mud puddles created by the early morning rain. A good part of the afternoon was spent with Dr. Alan Beck, a professor at Purdue and fellow escapee from New York City! Alan was one of the earliest researchers focusing on the human animal bond.

To cap a really fun day, Kay and colleague Jamie Schoenbeck joined Tanya and us at an outstanding Indian restaurant. The buffet had an interesting array of delectable dishes. When the owner discovered Ed had lived in India during his early anthropological career, she pampered him by serving something special, a spicy vindaloo, not part of the buffet.

Following another breakfast with Kay on Thursday, we said good-bye to Tanya and Brooke, and got into Kay's car for the two hour drive to the University of Illinois. Since our lectures are sponsored by Fort Dodge Animal Health, their student and regional representative did an outstanding job organizing a luncheon presentation attended by more than 150 students.

The next link in our relay transportation system was provided by Peggy Holly. We met Peggy and her husband Mark on our first trip to South Africa and have traded several visits since. After a three hour car ride, we arrived at the Holly house in St. Louis. Despite Peggy's marathon driving, she and Mark prepared a barbecue dinner served on their patio that night. It amazed us to learn that just the week before our arrival, this very patio had been covered in snow!

Without the wake-up assistance of our four cats, we actually slept until 9:30 Friday morning. What an unexpected and rare treat! We had to rush to make our lunch date with the staff of Champ Assistance Dogs. These folks have

been enthusiastic supporters of IAADP and attend our conferences each year. The Italian meal was great and the storytelling fun.

Peggy runs for fun and exercise, and Latrell and Keebler became her running partners Saturday morning. After a five mile sprint, they were exhausted and slept most of the afternoon. By the time we had dinner at a Greek restaurant, the dogs were fully alert and able to guide.

On April 1 we again slept late and the dogs had another invigorating run with Peggy. The Hollys enjoy cooking and entertaining and the brunch they hosted for eight people was a real treat. After lunch, we were initiated into the wonders of a Three Dog Bakery. We bought a whole bunch of healthy dog treats for the Holly's dogs and a bunch of holiday presents for our human friends.

On Monday, Mark drove us to the University of Missouri for our scheduled lecture. Stopping off for a late lunch, we arrived in time to have a lengthy chat with Dr. Rebecca Johnson, a researcher on the human animal bond. It was such a warm day, we sat on the porch of her trailer office during the meeting. The veterinary student audience for the evening lecture was not large, but they were an enthusiastic group!

It was up at the crack of dawn the next day to get to the airport for our flights home. Again, a very comfortable and uneventful trip. Arriving home in the early afternoon, we were able to collect the mail and have it read to us.

When we learned that our Dominican nun friend Sister Pauline Quinn would be in Fresno, we immediately planned an Easter dinner for her and our friend Beth Shea. Other friends came by to say hello and we had a real dog party. Sister Pauline, founder of many prison dog programs, works with a Doberman service dog and also travels with a tiny Papillon. Beth brought her dwarf German Shepherd and Linda Haymond brought her small terrier cross. Keebler and Latrell were thrilled!

Traveling is such a major part of our lives and it gives us the chance to visit precious friends along with the business meetings. On April 18 it was off to Cleveland, Ohio, to visit Eileen Schonfeld, Toni's high school friend. Eileen, a nurse, teaches a course to hospital chaplains and we arrived just in time to talk to the class about our hospital experiences, the importance of having the dogs with us and blindness sensitivities. With Toni's hospitalization in July and Ed's in February, we had lots of stories to share.

Eileen is a great Jewish cook and we reveled in home-made matzoh ball soup, chopped liver and noodle kugel! Ed was thrilled when we visited the Discovery Shop thrift store where Eileen's husband Steve is a volunteer, and Ed found several pairs of slacks! Keebler and Latrell also enjoyed the short visit, because they had a large fenced-in yard in which to romp.

On Friday, the 20th, we left the Schonfelds and again met up with Tanya for a two-day conference of the International Association of Animal Behavior Consultants (IAABC). We already knew several participants from the cat and dog writers group. The keynote speaker was Dr. Karen Overall, the veterinarian who recently put our Siamese cat Kizzy on

Prozac to stop his reactive biting. Now his exuberant friendliness does not end painfully for the humans petting him!

When the conference broke on Sunday, Tanya drove us to Columbus where we had dinner with her sons, their wives and new granddaughter Payton. We ate at Schmidt's, Ed's favorite German sausage restaurant and the Eversole boys, Sean and Shane, were definitely turned on to the buffet! Tanya and her family have a loving relationship and it was fun to see them together!

On most of our trips, we tend to overindulge in food, but this trip was a disaster for Toni. Ed, you can hate him now, needs to gain weight, so the bingeing did him good!

On Monday morning, we had breakfast with Patty and Dick Luchtenberg and lunch with Irwin Hott and Bob and Mickey Prahin, all Newsreel friends. Under the auspices of Newsreel, Irwin and Patty record *Partners' Forum* on cassette for IAADP members needing an audio format. After

lunch, we continued our Ohio sojourn by driving to Tanya's home in Cincinnati.

Since hunger pains were still plaguing us, we had breakfast the next morning with Deborah Kendrick and her Golden Retriever guide dog Joannie. Deborah is a newspaper columnist whose work we have always admired. That night Tanya made a home cooked dinner where we met her sister Rhonda and family.

On April 25, we again arrived home early and didn't miss the incredible scent of orange blossoms permeating all of Fresno! Despite the broken sidewalks, overhanging tree branches and cars parked in driveways, it makes walking a fragrant and pleasurable experience!

Toni and Ed Eames can be contacted at 3376 North Wishon, Fresno, CA 93704-4832; Tel. 559-224-0544; email: eeames@csufresno.edu.

# Accepted Employment in Pottsville

Your Views, *REPUBLICAN & Herald*, Box 209, Pottsville, PA 17901

**T**o the editor,

I am proud to say that I accepted a wonderful employment position and will be relocating to Pottsville. The effective date of my new employment is April 9, 2007. Although the job will be demanding and has tremendous responsibility, it also has some wonderful fringe benefits, great food, superior health care, fantastic play time, and lots and lots of love. My predecessor is retiring after nine (9) years of faithful devotion in this honorable position which would equate to about sixty-three (63) years of service in a dog's life.

I accepted the new position of the Freedom Guide Dog assigned to keep Lenny McHugh safe. Many of you know Indy, unfortunately due to some health issues he must retire. Indy is going to New York to live in a wonderful retirement setting where he will become a lay-in-the-sun much loved family pet.

I will take my new job very seriously, obviously I have some really big paw prints to fill.

Sorry, but at this time I won't allow Lenny to reveal my name to anyone except his immediate family. It is so very important. During our bonding and learning to work as a well-oiled machine that I am not distracted. By someone saying my name when we are out and about I may lose my concentration resulting in disastrous consequences.

Also it is very important that no one ever tries to pet me when I am working. If Lenny allows that to happen I could easily become distracted and Lenny and I could end up getting hurt.

As Indy once wrote to you and mentioned that people get in trouble for goofing off while at work, so it is with us guide dogs.

I think it is totally irresponsible of people who snap their fingers or make clicking sounds with their mouths when they see us working dogs. What do they expect, for me to drag Lenny across the room so that they can pet me? What is even worse is when someone does that or pets me, Lenny

has no idea what happened and subsequently I receive a leash correction because he thinks that I am goofing off.

My last request is going to be very difficult for everyone. I would really appreciate it if people would not make eye contact or talk to me. This tends to get me to want to socialize instead of working and bonding with Lenny, and maybe another correction.

The bonding and building trust between me and Lenny will take a few months. We must develop a special bond where Lenny will trust my judgment to keep him safe, likewise I must develop the belief that he truly trusts and will care for me.

Also it will take a while for Lenny to learn to dance with me. If you watch world class ballroom dancers they are so graceful gliding along the floor. So it must be with us, as partners. Lenny must learn to follow my lead so we can gracefully work around obstacles and people. Thus the term dancing with dogs, I lead and Lenny follows.

If I am distracted by people or other dogs it really impacts the development of this beautiful choreography.

Now, speaking of other dogs, I have spent many hours in training learning to ignore animals when I am at work. When I am in harness, working, please do not bring your pets up to me so that they can greet me.

Thank you for all of your help in making my relocation easier. I hope to have a long working relationship with Lenny in this wonderful community.

Like Indy, in a few weeks, if Lenny feels that I am ready, I will be willing to go to schools, churches or meetings for educational purposes. Lenny looks forward to talking about blindness and especially explaining about dog guides, my favorite part, where he will show me off!

You will be able to contact Leonard (Lenny) McHugh in Pottsville at 570-622-6214.

Licks and tail wags,  
Pottsville's New Freedom Guide Dog

# Eye Opening Experience

By Jacob Manning, Scholarship Winner

**T**he ADI/IAADP 2007 Conference in Baltimore, Maryland, was an eye opening experience. I have learned so much about the ADI and IAADP from just observing and listening.

My Assistance dog "Harley" and I were honored with one of the IAADP scholarships from Fort Dodge Animal Health. This was one of my most exhilarating experiences in the Assistance Dog field. The respect and gratitude I feel toward the organizations, which are members of both ADI and IAADP is profoundly greater. These organizations have made it possible for us to enhance our daily lives by training, placing, and supporting the dog/human partners.

Matt Sapolin and "Compus" (Mr. Sapolin's guide dog) Commissioner of New York City Mayors Office for People with Disabilities (MOPD). Mr. Sapolin's experiences on access issues are ones that most assistance dog teams may encounter. As in Mr. Sapolin's case it goes to show that it does not matter whom you work for. Mr. Sapolin has also been very influential in helping to improve the access for assistance dogs. I commend Mr. Sapolin for his work ethic and commitment to assistance dogs.

Dr. Maureen Empfield M.D. "Emotional Needs of Clients and Families when receiving an Assistance Dog."

Dr. Empfield stated, "Talk to the client about the issues with assistance dogs. Ask those receiving the services what they need. Keep looking, listening, and learn about the clients." Assistance dog teams need to voice our concerns and needs to those organizations we are affiliated with. Be open and honest about our weaknesses. It takes time, love, commitment, consistency, and trust to be successful as an assistance dog team.

Kelly Case, Coordinator Community Relations for US Airways

Ms. Case introduced US Airway's new program called, Puppies In Flight. Qualified members of the ADI will utilize this program. The Do Crew (Us Airways volunteers) will fly dogs, and puppies from ADI member organizations free of charge. Flights can be scheduled once the Do Crew has been trained. (March 24, 2007)

Lynn Hoekstra, Paws With A Cause, and Ian Ashworth, Guide Dog Federation. "Assistance Dog Retirement Issues."

The retirement of an assistance dog is not one I look forward to. I don't believe anybody looks forward to that. It is a reality that we must all face in time. We should also know that there are those who have gone through these feeling before and are there for support and anyone who has gone through a retirement or death of an assistance dog would always lend a shoulder to cry on or a comforting hug. There are so many resources available to us today.

Portasue Andary, Director of Administration for Paws With A Cause. "Legal issues that should have your attention!"

Mrs. Andary had a great concept of the new regulations concerning 501(C) (3) organizations. Mrs. Andary was able to show the break down in both the state and federal level concerning donations. Mrs. Andary's Workshop was

done in a very articulate, well-portrayed manner that everybody could understand.

Marcus Engel, Author of two books and "Carson." (Mr. Engel's guide dog)

Mr. Engel has a wonderful look on life. Mr. Engel proves that through any catastrophic incident in our lives we can still overcome the odds and succeed. We go with the flow of life, and then at times we hit rapids. We ford those rapids and continue on. Mr. Engel is a great example and is a wonderful role model for young people to follow today. Through hard work and preservation we too can overcome all odds.

Ed Eames, Ph.D., IAADP President and Carol King, IAADP Vice President

"Emergency Preparedness & Disaster Relief for Assistance Dog Teams."

The thought of disasters are always on our minds. We do need to be prepared, especially now that we may be paired with an assistance dog. It is simple to be prepared and it takes just a little bit of time and effort. Extra food, water, medical supplies for both yourself and your assistance dog, proper ID's, and up-to-date medical information for both yourself and your assistance dog.

I would personally like to thank Fort Dodge Animal Health, Nutramax Laboratories, Novartis Animal Health, IAADP Board of Directors, ADI, J&J Dog Supplies, Lupine, Multipet International, Mutluks, Nylabone, Our Pets, Petco, Planet Dog, Royal Canin, Scrub Factory, S&M Nutec Greenies, Sun-Maid, The Harness, The Iams Company, The Magic Zoo, Bramton Company, Doggone Good!, Hartz, Kong Company, Aspen Pet, JW Pet Company, Chewber, Premier, and a very special thanks to Paws With A Cause, Susan Tesore-Cross, US Department of Veterans Affairs, The Milne Family, and "Harley."

Harley, rates ADI/IAADP 2007 Conference with two Paws up. I say it was Pawtastically Pawrrific.

## IAADP Writing Competition

Offering Annual \$50 Prize in each of 3 categories:

Best Article

Best Opinion Piece

Best Short Story or Anecdote

Entries accepted year round. Unpublished and published material welcome. Photo may accompany article, but not required.

# Meet Your Board Members

Interview by Wendy Morrell

**Your name:** Tanya Eversole  
**Your assistance dog's name and breed:** Brooke, Black Lab

**Current location:** Cincinnati, Ohio USA

**Is Brooke your first dog and how long have you been together?** Brooke is my second service dog, and we have been partners for two years.

**Is Brooke owner-trained or program-trained?** Brooke was trained at Assistance Dogs of America, Inc. in Swanton, Ohio

**Briefly, how did you become involved with IAADP?** I submitted an essay for the 2005 IAADP essay contest and won a scholarship to the January 2006 ADI/IAADP Conference held in San Diego, CA.

**In terms of the assistance dog movement, what excites you most?** Watching the changes broaden on the International scope. As the Membership Coordinator of IAADP, one of my duties and my passion, is to tell anyone and everyone about IAADP. I encourage anyone partnered with a guide, hearing or service dog to join forces with IAADP to change their voice from a voice of one, to the voice of many.

**Again in terms of the assistance dog movement, what frustrates you most?** The slow speed at which changes occur.

And now to the nitty gritty questions!

**Not many people know this, but I am quite good at:** Baking and making my own greeting cards.

**My favorite holiday destination is:** To visit my children and granddaughter!

**Reality TV or a good film?** Reality TV

**Hamburger or Hot Dog?** Hamburger

**Pizza or Pasta?** Pasta

**Beer, wine or soft drink?** My drink of choice is bottled water

**My last meal out was in?** Cincinnati at Red Lobster (a seafood restaurant)

**When relaxing, Brooke and I like to:** Play a game of Frisbee and then snuggle on the bed together.



**Your name:** Wendy Morrell

**Your assistance dogs name and breed:** Caesar, he's a Golden Retriever



**Current location:** Dorset, south coast of England

**Is Caesar your first dog and how long have you been together?** Just about six and a half years, he'll be eight in a few weeks time.

**Is Caesar owner-trained or program-trained?** He's from Dogs for the Disabled; they train mobility assistance dogs for adults and children.

**Briefly, how did you become involved with IAADP?** I've been a member for some years and in the autumn of 2005, I applied for an IAADP Scholarship to attend the conference in San Diego, California, in January 2006. This was the first time it was possible to bring an assistance dog to the conference from the UK as the air travel guidelines had been implemented in 2005. I was asked to step in as Keynote Speaker, and then co-opted onto the Board as a vacancy had arisen.

**In terms of the assistance dog movement, what excites you most?** The improvements in access and international travel in recent years; the world just got smaller for all of us!

**Again in terms of the assistance dog movement, what frustrates you most?** The way assistance dogs are often portrayed in the press, using words like brave, heroic, clever tricks and so on, in the long run, it does little to enhance the image of working partnerships worldwide.

And now to the nitty gritty questions!

**Not many people know this, but I am quite good at:** Geocaching. It's a worldwide treasure hunting game played with the aid of a global positioning system receiver (gpsr). Wherever I travel to, I always try and find at least one geocache.

**My favorite holiday destination is:** Anywhere in south-western England, the quaint villages, the isolated beaches, the greenery, I love it!

**Reality TV or a good film?** Reality TV, I don't have the patience to watch many films!

**Hamburger or Hot Dog?** Veggieburger

**Pizza or Pasta?** Pasta with good quality parmesan cheese

**Beer, wine or soft drink?** Oooh, it depends, mostly soft drinks

**My last meal out was in?** Paris! I was there recently for a day trip as a birthday treat with a friend and we had a superb meal.

**When relaxing, Caesar and I like to:** Go to the beach and have fun. We live on the edge of the second largest natural harbor in the world, and there are plenty of out-of-the-way places where Caesar can have a dip, in spite of the seasonal dog bans on the main tourist beaches.



# Don't Panic, Renew Now!

By Tanya Eversole

**R**honda needed to make an appointment with Dr. Tobias for her service dog GiGi's checkup and to receive her IAADP member benefits. GiGi would receive Fort Dodge vaccines, and a heartworm test so Dr. Tobias could order Sentinel flavor tabs. Rhonda would be provided with Advantix and Cosequin to keep her partner flea free and perky.

In a panic, Rhonda suddenly realized her IAADP Membership had expired. After calming down, Rhonda remembered reading she could go to the IAADP website to renew her membership. Whew, what a relief!

To avoid what happened to Rhonda, have you checked your IAADP membership card lately? Has it expired?

Don't let your membership lapse, remember you have several ways to renew and the price can't be beat! Membership is \$20 for one year or \$40 for three years.

You can go to [www.iaadp.org](http://www.iaadp.org), fill out the online renewal form and pay online using our secure PayPal site. Or, you can download a membership application to mail in with your check or money order made payable to IAADP. Mail to IAADP, c/o Tanya Eversole, P.O. Box 531086, Cincinnati, OH 45253. A third option is to call Tanya at (513) 245-2199 to request an application be mailed to you.

# VCP Helps With Eye Surgery

**D**ear IAADP:  
I am writing regarding the Veterinary Care Partnership program (VCP) that comes with my membership with the IAADP. My service dog, Cody, a chocolate Labrador Retriever, was in distress and finally needed eye surgery last month. His condition had become so serious that he was unable to perform his duties of assisting me with balance because the focus of his attention was on his own medical condition and the associated irritation and pain. He was bumping into things that were on his left side indicating that his vision was obscured as well as suffering from a serious lack of balance himself.

Usually I have some savings to take care of Cody, but this procedure and everything caught me off guard and completely unprepared. I was very relieved to learn the VCP fund was ready and willing to help me and Cody. Being on Social Security disability does not allow me to save much for events such as this.

Please express my extreme gratitude to the sponsors whom support the Veterinary Care Partnership program with their annual grants. I am very grateful for their care, foresight, and generosity. Had it not been for the VCP, I would have finally had to make some very tough decisions. Without the help from VCP, I know I would have been in dire straits and would have ultimately had to omit three of my monthly medications for Cody.

Cody is doing very well now and just about back to his normal self and duties. I am very touched by the benefactors and their mission. Thank you all very much!

Very truly yours,  
Fred J. Dunn & Cody

# Scholarship Thank You

**P**resident Ed, Board Members and Scholarship Committee:

Thank you so much for allowing me (and PCA/spouse Becky) to attend and participate in the IAADP conference as well as to attend the ADI conference that was so greatly facilitated by your granting of the scholarship. I will be sending a thank you to Fort Dodge Animal Health as well.

I feel badly that I was not able to attend any of the functions on Monday. The "bug" hit me early Sunday evening and I was down for the count for the following day. However, I was determined to make an appearance at the very least for the banquet! Fortunately, PCA Becky felt it safe to leave me alone so she attended sessions in my stead and brought back materials and did a briefing for me.

As I am asked frequently to speak and to give seminars, it is incumbent upon me to know the latest issues and challenges within the assistance animal/dog movement so that I

can best answer the public questions and address their concerns. Most certainly, within the transit arena where I am most often asked to present, the hottest issues is emotional support animals verses "real" (as they often use the term) service animals.

I truly learned and developed a new set of questions or concerns to think about and research for the future from attending the conferences. Most certainly, our work is not over in terms of needed advocacy, leadership and general education.

Please call on me if I can be helpful in any way as IAADP moves forward. It was great to meet your leadership and to better understand the history of the organization and the challenges IAADP has chosen to address.

Again, thank you for assistance in attending the IAADP/ADI conferences.

Truly,  
Kevin Frankeberger, Ph.D.

## Australia

# Skilled Migration of the Four Legged Kind

By Chee Chee Leung

*The Age, Australia, April 16, 2007*

**S**OME of Australia's finest four-legged genes are set to head overseas to help the blind.

Faye, Vega and Fuji — all from the Guide Dogs Victoria breeding program — will leave next week for Japan. After tests confirmed they were physically and emotionally suited to their future career, they will learn guide dog skills from instructors in Yokohama.

"For the newly established schools, their only source of dogs is local population, and they might not necessarily have the ideal traits," breeding manager David Markham said. "So this is a way to fast-track the process."

The Guide Dogs Victoria breeding program, which started 42 years ago, has 25 breeding bitches and 10 stud dogs that produce about 130 puppies a year. Some can trace their lineage back to original 1960s stock.

In the past four decades, the organization has developed genetic lines of labrador retrievers and golden retrievers with the ideal traits for guide dog work such as confidence, compliance and a willingness to work.

"We are using those excess to our needs to meet our glo-

bal responsibility to assist developing guide dog programs, and share the best quality breeding stock around the world," international services manager John Gosling said.

Puppy raiser Sharleen Albrecht, whose Torquay family has been caring for Fuji for more than a year, said: "It doesn't matter where he is, as long as he's doing a great job for somebody and giving somebody the freedom that they need. He'll have a great life."

Guide Dogs Victoria started sending dogs to be trained in Japan about five years ago, but has been sending it breeding stock since the 1970s. It sent a breeding bitch to Slovakia in February, and plans another delivery in June — one female each for Slovakia and the Czech Republic. In recent years, guide dog groups have been sharing frozen semen with countries including the US, Britain, and Korea to develop guide dogs with different characteristics.

International Guide Dog Day will be celebrated in Australia on Wednesday.

\* Reprinted with Permission of Chee Chee Leung, *The Age, Australia*

# Taxi Tries To Charge Extra For Service Dog

By Terry Organ, *Miner Staff Writer*

**S**tacy Gerhow relies on her service dog, Wiley, a 2-year-old Queensland heeler and Australian shepherd mix, to help her get around. She encountered a problem last week with a local cab company.

TERRY ORGAN/*Miner*, May 1, 2007

KINGMAN, AZ — Stacy Gerhow lost her sight in 1999 to pseudotumor cerebri, an affliction that causes excess fluid to collect in her brain and left her blind in the left eye and with only a pinhead of foggy vision in her right eye.

She relies on Wiley, her 2-year-old male Queensland heeler and Australian shepherd mix service dog to help her get around, and understandably, becomes annoyed at anyone in the public transportation sector wanting to charge extra to carry her canine.

Gerhow had an unpleasant experience April 20 after shopping at Wal-Mart and leaving the store with three bags of groceries and two gallons of milk. She used her cell phone to call Kingman Cab Co. for a ride home.

"I'd had no trouble in the past with the company," Gerhow said. "But this time, a driver named Bill picked up the call.

"When I told him I had groceries and my service dog, he said if you want me to pick you up, you'll have to pay an extra \$5 for the dog. I asked if he was joking and he said no.

"I told him that's against the law, and he said no it isn't. I cited the Americans with Disabilities Act, and he said he didn't care, I would have to pay an extra \$5 and continued arguing with me like I didn't know what I was talking about."

After about five minutes of arguing with Bill, Gerhow called the company office and spoke to someone else, whose name she could not recall. It may have been another driver, and he too insisted drivers can charge extra for carrying a dog.

She estimated that back-and-forth discussion continued for another five minutes before he agreed to waive the \$5 fee. A female driver with whom Gerhow has never had a problem soon arrived and drove her and Wiley home with their packages for the standard fare.

Gerhow said she contacted the *Daily Miner* and asked for a story about her experience in hopes all drivers of public transportation will get the message that the ADA stipulates they may not charge extra for carrying a service dog.

She could have complained to the U.S. Department of Justice or other agencies, and they would immediately get after the company, but she does not want to cause the problems that would follow from pursuing that avenue.

Ronald Martin, a supervisor with Kingman Cab, was

*continued on page 12...*

## Taxi Tries to Charge Extra for Service Dog

*Continued from page 11*

contacted about the incident. He said drivers have the option of charging \$5 for carrying a dog that may shed hair on a seat, but not service animals. He referred further questions to company owner Jason Arnold.

Joanne Ritter, director of marketing and communications with Guide Dogs for the Blind in San Rafael, Calif., was contacted.

“A service dog is defined as an animal specifically trained to assist someone with a disability, and under the ADA, people using guide and service dogs are allowed on public transportation without being charged an extra fee,” Ritter said.

Cynthia Magnuson with the Office of Public Affairs of the U.S. Department of Justice responded via email to an inquiry from the *Miner*.

In it, she states one of the most frequently asked questions is, “I operate a private taxicab and don’t want animals in my taxi; they smell, shed hair and sometimes have accidents. Am I violating the ADA if I refuse to pick up someone with a service animal?”

Her response was, “Yes. Taxicab companies may not refuse to provide service to individuals with disabilities. Private taxicab companies are also prohibited from charging higher fares or fees for transporting individuals with disabilities and their service animals than they charge to other persons for the same or equivalent service.”

Arnold returned a call Friday. He said part of the problem Gerhow encountered stems from the fact his workers are contracted drivers and not company employees.

“I have talked with the driver about this matter,” Arnold said. “A contracted driver does have discretion to apply an extra charge, and if he or she doesn’t understand they can’t charge for carrying service animals, I have instructed them to bill that charge to me.”

Arnold later faxed a note to the *Miner* in which he states the incident is related to recent driver politics and stress arising from an estimated 30 percent drop in revenues in recent months.

All Gerhow knows is she requires taxi transport to her door with groceries and a dog in tow. Riding a bus under those conditions would not be practical.

\* Reprinted with Permission

# Through the Eyes of a Partner

*By Lori Buffington, Scholarship Winner*

This year I was fortunate enough to be chosen as one of the scholarship winners to attend the ADI/IAADP conference in Baltimore, MD. Not only was it a wonderful opportunity to meet Ed and Toni Eames and other pioneers in the working dog world, but also it gave me a look from “the other side of that coin” so to speak. There were many friendships formed during my five days there at the Marriott, such as a wonderful vet that made it possible for us to get Sentinel Flavor Tabs through the IAADP membership, Dr. Pam Mitchell. I sat beside Pam at the banquet, and as we got to know one another, we realized we shared the same love of past breeds, i.e. the Labrador Retrievers, that we both had over the past numerous 20 plus years to the newer loves of our lives, the standard poodles.

And at that banquet there was another very special person that I had met earlier in my days there, but who was the guest speaker, Miss Buddy Hayes and her dog, Ellie. Not only do we share the same disease, but come to find out we shared many of the same coping mechanisms that we have come to rely on, such as humor! Please folks, if you ever get the opportunity to hear Buddy speak, GO! You will come away feeling refreshed for sure!

From the other speakers that I listened to, I laughed and even shed a tear as they told us their personal story. And I was not alone either; as I glanced around the room, there were many CEO’s, trainers, and staff members from all around the globe listening and feeling the emotions with me. They shared information amongst one another, and quite honestly I found it refreshing, that they COULD do this and not feel threatened. They all were there to learn and dis-

cover tips, idea’s and other helpful things, so that we as recipients can benefit from many years of knowledge.

Was I proud of Canine Partners for Life where Fennec and I graduated from in the Fall of 2003, certainly! I heard a few remarks about how respected their work was, so yes it would be hard NOT to be proud. The CEO of Canine Partners for Life is on the Board of Directors of ADI, and I know they will be pleased at what she can bring to this industry. And trust me folks, it is an industry that is changing rapidly.

And yes, having a Standard Poodle as a service dog rather than the more known breeds, i.e. Golden Retrievers and Labradors, may have been the reason I was stopped often to answer questions about the breed and how I like using a poodle for a service dog. But I didn’t mind, I mean who doesn’t enjoy bragging about their dog!

In conclusion, I came away with a fuller view of the working dog industry. A look at the people that make it possible to have Fennec and others like him, by our sides. Whether it is a service dog, guide dog, hearing dog, diabetic or seizure alert dog, a lot of love, training and education have gone into these animals. A lot of hard work has been done with lawmakers and on boards to make it possible for them to remain by our sides at all times. Please make time to give both the ADI and IAADP some support when asked thru the *Partners’ Forum* or other resources. They need each and every one of us to keep the movement going forward and not to slip backwards; we’ve come so far!

Lori Buffington and Fennec, the wonder poodle  
Fall 2003 graduate from Canine Partners for Life

# Plans To Launch Guide Dog Service

By Ariadne Massa, The Times of Malta

When Ron Colombo, 68, goes out on his own, it's not the first time that he bumps into a lamppost or slips on a pavement, but he gets around.

However, possessing poor eyesight — he is blind in one eye and has one-tenth vision in the other — means he would be able to move about much easier with the help of a guide dog, a crucial aid that is missing in Malta.

Having recently been appointed chairman of the new nonprofit group the Foundation for Guide Dogs and Services for the Blind, Mr. Colombo is planning to introduce the first guide dog service on the island.

Mr. Colombo, who is also president of the Malta Society of the Blind, has established contact with a guide dog school in Bratislava, Slovakia, to bring the first three guide dogs to Malta in September next year.

Guide dogs are an expensive business and each one will cost the foundation  $\text{\textcircled{€}}10,000$  (Lm4,347). Luckily, the foundation is counting on receiving about Lm16,000 from the money raised through last year's TV charity marathon L-Istrina.

Mr. Colombo points out that training a puppy to become a guide dog is a lengthy process. Pedigree puppies, usually Labradors, are specifically bred for a temperate bloodline. When merely a few weeks old they're homed with "puppy walkers" for a year to learn basic obedience, after which they start a guide dog school for another eight months. This intense process usually only reaps four dogs that can work as guide dogs from every ten trained.

They then undergo three to four weeks training with their new owner. Guide dogs usually work for eight to nine years, before getting tired.

"At the moment we cannot breed our own guide dogs and to change the situation we are planning to send someone abroad for a three-year training course," Mr. Colombo said in an interview.

The foundation estimates that it needs 45 to 50 guide dogs in Malta, a number that would give a new lease of life and independence to blind people or those with impaired vision.

Mr. Colombo explained that in Malta there are about 800 people with sight problems who are registered and receiving benefits. However, the society believes that if one takes into account the number of people with acute sight impairment, the figure would rise to 3,000.

"Not everybody would need a guide dog. There are two categories of potential guide dog owners. The first are those with tertiary education who are working; and those who are in their mid-50s and 60s who lost their sight due to degenerative diseases such as diabetes. Unfortunately, there are many people with impaired vision who stay indoors and do nothing - with a guide dog you can go anywhere at any time," he said.

So what has taken the introduction of such a service so long?

"We have even more fundamental things that don't exist,

such as the lack of a mobility and orientation service for blind people in their homes and neighborhood," Mr. Colombo said.

This service exists in all the other 24 EU member states and, despite battling with the Family Ministry for the past three years to introduce this service, nothing has materialized yet.

"Basically, the government has to budget to send people on a two-year training course to start providing this service. We have made our proposals and we're not giving up on this, nor are we going away," he insisted.

"The whole ethos in Malta seems to be that when you lose your sight you get state benefits and that's it."

Bringing guide dogs to Malta is just the first step. Mr. Colombo believes the public's attitude towards allowing guide dogs to enter most places will also have to change.

"I think there will be some resistance initially, but not much I hope. An Englishman in Gozo has been testing to see where he can or cannot go accompanied by a guide dog and he got more favorable results here than in the UK. The problems he encountered were in the odd restaurant," he added.

Another wall the foundation has to breach is persuading Air Malta to allow guide dogs to travel alongside their owner for free and not placed in the hold.

"Other airlines have no problem with this. An EU directive stipulates that by 2010 all public transport has to be accessible to the blind, so we hope Air Malta will change its views," he said.

"It's a question of attitude, that's what we have to chip away at. Once we have the service of mobility and orientation, together with the guide dogs, there will be no limitations."

\*Reprinted with Permission, May 2, 2007

## Errors in the Previous Issue

As editor, I would like to apologize that I incorrectly identified the Novartis Animal Health representative, Pam Mitchell, as Pam Martin, in a photo in the last issue. I also must apologize for incorrectly identifying the program, Japan Hearing Dogs for Deaf People, as Hearing Dogs of Japan, in the conference article. In addition, three names were misspelled, to my deep regret, Carol Fleischman was listed as Carol Fleischam; Kevin Frankeberger was listed as Kevin Franken-berger and Judge Spatt was listed as Judge Spratt. We have doubled up on our proofreaders to try to prevent such errors in the future. These errors have been corrected in the copies of that issue that will be posted to the website archive.

# Partner Member Benefits

*Free benefits unless otherwise noted*

## All Members Worldwide

- “Partners Forum” Newsletter
- Emergency Recovery Kit - funded by Bayer Animal Health
- International Help-line [call or write]

## Available in United States

- Sentinel Flavor Tabs from Novartis Animal Health
- Advantage or Advantix from Bayer Animal Health
- Dasuquin, Cosequin, Welactin and Denosyl from Nutramax Laboratories
- AVID Microchip - Avid Microchip ID Systems, Inc.
- Registration in PETtrac and/or the AKC Companion Animal Recovery Program
- Veterinary Care Partnership Grant (eligibility guidelines on website)
- KV Vet Supply offers 15% off all non-pharmaceutical products
- Veterinary Centers of America (VCA) - 10% discount
- Kansas State University Veterinary Diagnostic Labs - 50% discount on titer testing.
- Fort Dodge Animal Health - vaccine rebate up to \$20
- Access & Education brochure

## Available in Canada

- Advantage or Advantage-Multi from Bayer Animal Health Canada
- Wyeth Animal Health - vaccine rebate up to \$20

**Note:** Members in the UK and other countries are encouraged to seek similar benefits from companies for their geographical area.

## Advocacy Issue

# Access To Wal-Mart

March 17, 2007

Lee Scott, President & CEO  
Wal-Mart Stores, Inc.  
Bentonville, Arkansas 72716-8611

**D**ear Mr. Scott

I am writing on behalf of the International Association of Assistance Dog Partners, a cross-disability advocacy organization, promoting the rights of disabled people partnered with guide, hearing and service dogs. These well-trained dogs enhance the independence, mobility, safety and improve the quality of life for more than 20,000 Americans with disabilities. Under the Americans with Disabilities Act, disabled people are permitted to bring their assistance dogs into all places of public accommodation, including retail establishments.

In most cases, Wal-Mart stores have welcomed assistance dog partners as valued customers. Unfortunately, a number of calls to our national help line in the fall of 2006 about access problems at several Wal-Mart stores led us to survey assistance dog teams by email. I would like to share the results of that survey with you.

More than half the respondents reported they had positive experiences shopping at Wal-Mart. In fact, some individuals had high praise for the stores they patronized. However, out of the 134 surveys returned by assistance dog partners, we documented a substantial number of complaints about negative experiences at Wal-Mart. A few respondents went into detail about these distressing incidents. IAADP learned it was not just a local or regional issue, since negative incidents were reported from every region of the United States.

The discovery of such widespread problems with Wal-Mart led us to contact the U.S. Department of Justice (DOJ) Disability Rights section to discuss our findings. IAADP learned that individual efforts to contact district managers or corporate headquarters were ineffective in bringing about a systemic change in how Wal-Mart educates store managers and other employees about the state and federal laws granting access rights to disabled Americans accompanied by assistance dogs. At the request of the DOJ representative, I contacted each respondent, which took quite a bit of time and I secured the consent to forward a copy of their survey report to the DOJ Disability Rights section.

In one reported case, the store manager requires the disabled person to report to the front desk every single time he enters the store so an announcement can be made over the public address system to inform everyone that a disabled person will be shopping in the store accompanied by a service animal. This, as you can imagine, is humiliating. In a second case, a young woman with multiple disabilities has been repeatedly told she does not look disabled enough to have a service dog and therefore she was asked to leave the store. When she tried to show them the IAADP Access & Education brochure, employees refused to look at

## U.S. DEPARTMENT OF JUSTICE

### Access Problem?

Contact: ADA Helpline at  
800-514-0301  
tty: 800-514-0363

[ada.complaint@usdoj.gov](mailto:ada.complaint@usdoj.gov)

it. They also ignored the fact her dog wore a harness with highly visible Service Dog logo patches. These are only two examples of discriminatory actions on the part of Wal-Mart staff.

IAADP recommends establishing an educational program to avoid such incidents in the future. IAADP would be pleased to work with you on this effort. It is our hope that access education will become a higher priority for Wal-Mart. While it is admirable that many store managers have educated their staff about the right of disabled customers to be accompanied by assistance dogs, it is deplorable that a

number of them have not done so. IAADP members in the United States hope to learn that Wal-Mart will take the lead in making their stores an "assistance dog friendly" venue for shoppers with disabilities.

I look forward to hearing from you and working on an educational effort that will avoid future problems.

Sincerely,  
Joan Froling  
IAADP Chairperson

# Guide Dog Handler Tackles Access Denial

## Denied Entry, Patron Files Complaint

By Jennifer Erickson, The Laguna Beach Independent

**M**ichael Osborn, a blind resident who was refused entry with his guide dog to a Food Village restaurant last week, has filed complaints with local, county and federal authorities against the owner, contending he was denied access because of his disability.

Both state and federal law (under the Americans with Disabilities Act) make it clear that handicapped individuals must be allowed access to public establishments with their service dogs, regardless of any rules that would prohibit animals under normal circumstances. Violations are subject to fines of \$1,000 or more, as determined by a court or jury.

Mark Balan, of Yorba Linda, who owns Taco Laguna and the other Food Village restaurants, denied that he personally refused to allow Osborn into his restaurant with the guide dog. Rather, he blamed the incident on an employee, who Balan said did not understand the law and who for various reasons did not believe that Osborn was blind or that his dog was a true guide dog.

Balan also mentioned that he has since made it clear to the employee in question that if, in future, an incident with a dog arises, he is to refer the matter to a supervisor if he has any doubts, before refusing access to any customer. "I don't think any of us intended to keep him out of the restaurant," said Balan. "I hope we can make it right for him someday."

Osborn, partnered with Hastings, his guide dog, were standing by the Taco Laguna counter while a friend read the menu for him, when the employee at the counter told him to remove his dog. Although Osborn explained that his dog is a guide dog and that by law it must be allowed on the premises, the employee still insisted that Osborn "tie the dog outside." The employee also said that it was not his rule, but that of the owner.

When Osborn asked to speak to the owner and was directed to a neighboring restaurant, Balan confronted him at the door and told him he could not bring his dog into the restaurant, notwithstanding Osborn's attempts to explain the law. "It was so demeaning," Osborn lamented.

Subsequently, Osborn filed complaints against Balan with the county Department of Health Services, the U.S. Department of Justice's civil rights division, the Laguna Beach

Chamber of Commerce and the city's code enforcement officer, Marianne McNaughton.

McNaughton investigated Osborn's complaint by speaking to Balan, who told her his employee "thought he saw Osborn reading the menu" and didn't believe he was blind, despite Osborn's explanation to the contrary, and even though Osborn's dog was wearing an official harness that was clearly marked "guide dog."

According to the Americans with Disabilities Act (ADA) it is not up to the business owner or employee to decide whether or not a person is disabled, since some disabilities are not obvious. The law permits a proprietor of a business to inquire about the disability and what service their dog performs, but the onus is not on the disabled person to "prove" their disability with legal documents or otherwise.

In Osborn's case, his blindness is a fairly obvious handicap and his dog wears a special harness that most people recognize as belonging to a guide dog. But there are individuals, for example, whose service dogs are trained to sense the onset of a seizure, a less obvious handicap, yet the presence of their dog can be the difference between life and death.

As well, some pet owners who are not disabled try to pass their animals off as "service" dogs for entry into establishments where dogs are prohibited. Proprietors who have encountered imposters might be quicker to unintentionally refuse service to customers who truly are disabled. The law permits a proprietor to remove a disabled person with their dog from the premises if the dog becomes overtly aggressive.

Osborn does not intend to file a lawsuit, but wants to educate business owners about how to avoid discriminating against people with service dogs. He suggested the chamber provide its members with two short videos put out by the California Hotel & Lodging Association with guidelines about service dog access.

Rose Hancock, the chamber's executive director, did not return calls seeking comment.

The web address Osborn suggested is: [www.calodging.com/products/service\\_animals.shtml](http://www.calodging.com/products/service_animals.shtml).

\*Reprinted with Permission, May 2007

# Is It An Insurance Policy?

By Tanya Eversole

If the IAADP Veterinary Care Partnership program (VCP) is NOT an insurance policy, then what is the VCP? It is an emergency veterinary fund with the goal of trying to “save a partnership.” If an assistance dog develops a major health issue that seriously interferes with the dog’s ability to work and the veterinarian believes treatment could restore the dog to good working condition, but the partner cannot afford the high cost of the recommended diagnostic tests or treatment, the veterinarian can apply to IAADP’s Veterinary Care Partnership fund for a grant of financial aid on the client’s behalf.

Five caring companies in the animal health community have responded to the need for this supportive fund with an annual contribution: Bayer Animal Health, Fort Dodge Animal Health, Nestle Purina, The Iams Foundation and Nutramax Laboratories. This fund enables assistance dog Partner Members to provide help for their canine partners if a sudden illness or injury requires high cost veterinary intervention beyond their financial means.

The VCP grant process is administered by Nutramax Laboratories. The 800 number for Nutramax Laboratories can be found on the back of the Member’s ID Card. Please remember that pre-authorization must be received prior to treatment.

Because of limited funds, there is presently a cap on the amount Nutramax Laboratories may approve when it receives a grant application.

Only a member’s veterinarian who practices in the United States may apply for a VCP grant.

If members have questions or concerns, please contact IAADP at (513) 245-2199 or [tanya@iaadp.org](mailto:tanya@iaadp.org). Please visit our website at [www.iaadp.org](http://www.iaadp.org) for complete VCP Grant Guidelines.

## Who Do I Ask? Where Do I Send It?

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Benefits, VCP

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New Projects

## Membership Information

**Membership Dues:** Partner Member \$20; Renewal \$20; or join/renew, 3 years for the price of 2 years! \$40; Friend \$20; Provider \$25. Send check with signed application from website at <http://www.iaadp.org/membership/html> to IAADP c/o Tanya Eversole, P.O. Box 531086, Cincinnati, Ohio 45253. You may also obtain membership application with S.A.S.E., or send a letter with your signature affirming you’re partnered with an assistance dog and who trained it. Credit Cards accepted online! Specify newsletter format - Print, Cassette or Disk. Renewal notices may or may not be sent out. Please renew 45 days in advance of the Expiration Date on Partner Membership Card to maintain your eligibility for benefits. Change of dog? Must update database file!

### IAADP Information & Advocacy Center

Call (760) 439-9544 or email [carol@iaadp.org](mailto:carol@iaadp.org) or see contact info on IAADP Website: [www.iaadp.org](http://www.iaadp.org)  
You can also contact us by mail at IAADP, P.O. Box 1326, Sterling Hts., MI 48311

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