IAADP Advocacy Work re: Airport Service Animal Relief Areas

By Joan Froling

There were some exciting developments in 2011 which could bring about changes at airports that would benefit the estimated 30,000 disabled Americans who work with guide, hearing and service dogs. Assistance dog teams from other countries could benefit too when landing at or embarking from an airport in the United States.

First a bit of history.

When the U.S. Department of Transportation (DOT) published its Final Rule amending the Air Carrier Access Act (ACAA) in 2008, we were overjoyed by their decision to require airlines to work with airports to install Service Animal Relief Areas for disabled passengers. The DOT’s Final Rule also required airlines to provide directions and an escort to the relief area upon request.

Concerned this wonderful provision for service animal relief areas would be in the hands of employees who had no practical experience in accommodating individuals with different kinds of disabilities and their canine partners, IAADP’s President, Ed Eames, Ph.D., suggested to our colleagues in the Coalition of Assistance Dog Organizations (CADO) that we come up with a set of CADO recommendations for airlines and airports.

Ed and I developed the first draft and submitted it to the delegates from Assistance Dogs International, the Council of U.S. Dog Guide Schools and Guide Dog Users, Inc. for input and consensus building.

As the next step, Ed sent the final draft of the CADO Guidelines for Airlines and Airports to officials we knew in the U.S. Department of Transportation’s Air Consumer division. He also contacted the organization representing airport managers and other industry groups to ensure they received a copy. Much to our dismay, he discovered very little awareness existed as to the upcoming May 2009 deadline.

We subsequently launched an advocacy campaign through Partners Forum and IAADP’s website early in 2009 asking assistance dog partners and providers and other interested parties to get involved in a massive outreach effort to the airports. We provided a letter that could be personalized and sent to the nearest airport. It notified the airport of the DOT requirement for the installation of service animal relief areas and the May 2009 deadline for implementation. It included the CADO Guidelines and photos we had published of some well-designed relief areas in Phoenix and San Diego. The letter also enabled partner members and providers to offer airlines and airports the opportunity to consult with them about service animal relief area practicalities. We were delighted when a number of members shared with us the fact they were participating in this outreach effort.

Continued on page 2
Airport Service Animal Relief Areas

Continued from page 1

Unfortunately, the reports trickling in from IAADP members of their experiences with service animal relief areas at a number of airports in 2010 and 2011 did not give our community cause for celebration.

Much to our disappointment, only a few airports followed CADO’s first recommendation, which called for installing the relief area in what is termed “the sterile area” of a terminal between the security checkpoint(s) and the gates.

The huge airport in Denver is not alone in contending its decision to build only one service animal relief area on its grounds is perfectly adequate. That site is located so far away from the gate areas, some of our members report they had to take a bus to reach it or walk over an hour to get to that small enclosure.

IAADP members appreciate those airports that made a stellar effort, building a nice facility fairly close to each terminal on what is termed the “landside” of an airport. Something is better than nothing. On a pragmatic basis, though, this leaves much to be desired.

The good news is that two federal agencies have been working together to try to improve the situation for disabled passengers with assistance dogs. I was immensely cheered to read the announcement by the Transportation Security Agency (TSA) about their new Guidelines issued in May 2011 for airports. (See page 19 for details.)

The TSA Civil Rights and Civil Liberties division of Homeland Security in conjunction with the U.S. Department of Transportation want to ensure that airports understand there is no objection from a security standpoint to outdoor service animal relief areas that can be accessed from inside “the sterile area” of a terminal.

In September 2011 the DOT issued a Notice of Proposed Rule Making (NPRM) seeking public comments on a number of questions related to Service Animal Relief Areas and a few other topics. This DOT initiative proposed imposing requirements on the airports rather than leaving it solely up to individual airlines to try to negotiate with the airport for service animal relief sites.

The DOT’s NPRM said the DOT was thinking of requiring a minimum of one service animal relief area per terminal. However this government agency expressed concern about disabled passengers with connecting flights who may not have time to take their service animal to a relief area located on the “landside” and get back to the gate in time to catch their flight, since the disabled passenger would have to go through a screening at the TSA checkpoint before being allowed back into “the sterile area.”

The DOT asked interested parties for input on how many relief areas there should be and where to locate them to ensure that time and distance do not create barriers for disabled passengers traveling with a service animal. In particular, the DOT wanted to know if it should require airports to build a service animal relief area in the sterile area rather than, or in addition to, a relief area on the landside of the airport.

I know IAADP’s cofounder, Ed Eames, who passed away in October 2009, would have been thrilled with this opportunity for assistance dog partners to weigh in on this topic. As guide dog users, Ed and his wife, Toni, frequently traveled throughout North America and sometimes to countries as far away as South Africa giving lectures at veterinary schools and veterinary conferences on behalf of the assistance dog movement. They knew only too well the difficulties of trying to get their guide dogs outdoors to eliminate and then back to the gate area in time to make a connecting flight.

The DOT also asked if it should impose requirements on airports as to the design, the materials utilized and the maintenance of service animal relief areas. We included photos in IAADP’s public comment to show one of the reasons why we strongly support the DOT coming up with minimum standards for design and materials. (See page 22)

Another question IAADP addressed in its public comment is whether the DOT should require airports to put up signs for disabled passengers seeking a service animal relief area. To my surprise, I could not spot any signs for a relief area in the enormous Delta terminal at one of the largest airports in the country, Detroit Metro Airport, when I traveled with my service dog to IAADP’s conference in Seattle in 2010 and upon my return home.

IAADP is advocating for the adoption of an universal symbol for a service animal, something eye catching and immediately recognizable. We urged the DOT to require airports throughout the country to use consistent signage for the benefit of disabled passengers who need to relieve their assistance dogs on the way to the plane or after disembarking.

Upon finishing IAADP’s public comment in November, (see Page 19), I set up our website Action Alert appeal with relevant information, sharing it with CADO allies. I also composed a Facebook appeal. In addition, IAADP sent a letter to everyone on our mailing list for whom we had a current e-mail address seeking public comments. We circulated a notice about the NPRM on e-mail list servers for assistance dog partners as part of this outreach effort. This gave disabled persons with assistance dogs and other interested parties a chance to voice support for establishing service animal relief areas in the sterile area for teams on the way to their boarding gate after going through security or those en route to baggage pickup after deplaning.

By the DOT’s deadline on November 28, 2011, over 300 public comments pored in from our community on the topic of service animal relief areas, the vast majority after we launched our advocacy campaign alerting partners to this opportunity. We are very grateful to all those who made time to submit a public comment.

On the last day, comments were submitted by The Air Transport Association of America, Inc., the Airports Council International - North America, the American Aviation Institute and the Department of Aviation City and County of Denver. I suppose it is not entirely unexpected for the airports to resist this attempt by the DOT to impose requirements, by essentially taking the position that the DOT should leave these matters up to individual airports.

If you want to read the public comments from both sides, type the following url into your browser. http://www.regulations.gov/#/docketDetail?dct=FR%252BPR%252BN%252BBO%252BBSR%252BP%3Bpp=10;po=30;D=DOT-OST-2011-0182

continued on page 3...
IAADP highly commends the TSA and U.S. Department of Transportation for the work they've done to try to improve the availability of service animal relief areas for disabled passengers who travel with guide, hearing and service dogs. We now await the outcome of their deliberations on the public comments that were submitted on these issues.

**Message from the Editor**

Members of IAADP who enjoyed our newsletter must be wondering if their last two issues of Partners Forum were lost in the mail.

As the editor of Partners Forum for eighteen years, I deeply regret the length of time that elapsed between the double issue we sent out last summer and this one.

There’s an old saying that bad luck comes in threes. I’ve had three very disabling falls since last September which have severely limited my productivity. I’m making progress in recovering from those injuries but together with my other health issues, you might say this has become a very challenging time on my life’s journey.

I shall begin work on the next newsletter as soon as this one goes to press. However I need your help to make it interesting and relevant. Please consider writing an article …tell us about your travels, an access issue, your favorite task, an unusual task, a useful product or a humorous or memorable incident with your assistance dog, a trainee or a retired dog. We'd love to hear from anyone who has been successful in gaining workplace access and how you went about it.

We would welcome articles on other topics, of course! A contribution from a trainer, puppy raiser and family members as well as assistance dog partners are always appreciated.

In other news, the board has decided to explore ways we might make IAADP’s educational workshops more accessible to members of the assistance dog community. Toni Eames has taken the lead in investigating how to put on an internet-based event with guest speakers in lieu of a more traditional conference in 2012. Please check IAADP’s website for updates in the conference section.

Another change is that we will be publishing a bi-annual rather than a quarterly newsletter.

With thanks to IAADP board member, Jill Exposito, IAADP now has a Facebook page! It provides another avenue for outreach when seeking Public Comments or letters, phone calls and/or emails on time sensitive advocacy issues. It has given IAADP a way to post “news items” that may be of interest to members. Visitors can post questions and share news items of their own. If you are a writer/blogger who can help us provide “content” of interest to other assistance dog partners, please get in touch with Jill at jill@iaadp.org

---

**Recovering Your Assistance Dog**

The High Tech Option

By Margie Gray

Anyone who has owned a dog for any length of time knows the gut-wrenching feeling of finding a gate open and the dog gone or getting no response to a recall command. Given the opportunity, dogs will wander. Even the best trained assistance dog, tempted with an open gate, can be lost. But unlike a family pet or even prized hunting dog, a lost assistance dog has untold consequences for the human partner left behind.

Microchips have been used on dogs for years, but they have limitations. The information they hold is invaluable in getting a lost dog home, but the dog must be found and taken somewhere with a scanner to be read, usually a shelter or vet. That can be a drawback for someone finding the dog.

GPS systems have now been refined to attach to a dog collar so the animal can be tracked by the owner. A survey of the available systems show a huge variety in cost for the same basic service, which works by linking the satellite with a cell phone tower. A “safe zone” is established and alerts are sent if the dog leaves that area. (Most of the equipment does not work well, however, for dogs under 20 pounds.) Some of the basic systems are summarized here.

Petronix has their Roameo Pet Tracker which is a small box attached to a nylon collar, costing $169, plus $17 for batteries and $19 for a charger. The batteries only last 24 hours before needing recharging, but there is no monthly fee. The biggest drawback is the tracking alerts are read only on a hand-held receiver, not usable for the sight impaired.

Spotlight GPS is an interesting system that attaches to a regular collar, costing $149.99, plus $14.99 per month (on a yearly contract) and $15 activation fee. Batteries last 7 days and additional features include the AKC CAR tag provided for 24/7 registry that anyone finding the dog can call. Also for an additional $100 an LED light on the unit can be remotely activated to assist locating the dog. Alerts from the GPS can be text or e-mail accessible to most people. The system also offers telephone support for the customer while locating the dog.

Love My Pet GPS provides a glow-in-the-dark nylon collar with the unit attached with a 2-week rechargeable battery. The collar and GPS are $129.95 with $14.95 per month fee (with no contract period) and $19.95 activation fee. This system also sends alerts by text or e-mail.

As with any investment in technology, research is essential to find the one that best suits your needs, budget and abilities.

---

**IAADP WEBSITE:**

www.iaadp.org
Are Service Dog Expenses “tax deductible”?  

By Joan Froling

IAADP’s Information & Advocacy Center receives a number of queries on this topic in the USA. It is my understanding that if you itemize your medical expenses when filing your Income Tax return with the Internal Revenue Service (IRS), the answer is a qualified “yes.”

Here is what the IRS website has to say on the topic: On this page http://www.irs.gov/publications/p502/ar02.html#en_US_publink1000178936, there is the following:

Guide Dog or Other Service Animal

You can include in medical expenses the costs of buying, training, and maintaining a guide dog or other service animal to assist a visually impaired or hearing-impaired person, or a person with other physical disabilities. In general, this includes any costs, such as food, grooming and veterinary care, incurred in maintaining the health and vitality of the service animal so that it may perform its duties.

While this seems clear cut, an individual who contacted the IRS about deducting expenses for a service dog for a psychiatric disability circulated an e-mail on several e-mail lists asserting the IRS is discriminating against those who have a disbling condition labeled mental rather than physical.

Owners of Psychiatric Support Animals & Emotional Support Animals are reportedly not eligible to deduct expenses for these dogs as a medical expense.

You are advised to contact the IRS directly for up-to-date information. It is to be hoped the new ADA Definition of a Service Animal which took effect in March 2011 will bring about a policy change at the IRS, since the Department of Justice specifically clarified that individuals with a psychiatric or other mental disabilities do have access rights in places of public accommodation if they work with a service dog that has been trained to perform disability related work or tasks.

Is Your Dog Registered for Benefits?

DOG’S NAME: Don’t forget to notify IAADP’s Membership Coordinator if you begin working with a new assistance dog. The dog’s name, approximate date of birth, breed or breed mix must be listed in our database for the new dog to be eligible for benefits.

A disabled person in the unusual position of having more than one assistance dog can only receive benefits for one dog each year. Our benefactors keep track of your dog’s name and your Membership ID Number and they do check with us.

ELIGIBILITY for BENEFITS: Benefits are donor restricted to disabled persons who are Partner Members in good standing with a working assistance dog over the age of twelve months whose training meets or exceeds IAADP’s Minimum Training Standards for Public Access [e.g. at least six months of training on tasks, obedience and manners]. All other dogs are ineligible.

REMINDER: The Phone Numbers on the back of your membership card for Bayer and Nutramax are ONLY for the veterinarian’s staff to use. If you have any questions or need help obtaining a benefit, you must contact IAADP, not our Benefactors! This is IAADP’s most important rule. Violating it by contacting a Benefactor directly will result in a loss of membership eligibility. We hope this reminder is helpful. We do not have many rules, but those we do have must be respected.

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.

See page 13 for the latest winners
University Studies Efficacy of Service Dogs

Man’s best friend may also be a veteran’s best therapy.

By David Walsh

aced with statistics from a 2011 report on the needs of veterans returning to the labor force that showed a higher-than-average unemployment rate and a threefold increase in post-traumatic stress disorder over the last decade, a team of West Virginia University researchers and an area non-profit are partnering with the National Institute for Occupational Safety and Health to see if dogs can help veterans both recover and return to the workforce.

“Although there is significant interest in service dogs for veterans to aid in readjustment, the focus has not been on employment,” said Matt Wilson, project leader and interim director of the Division of Animal and Nutritional Sciences in the Davis College of Agriculture, Natural Resources and Design.

“There is a resounding lack of empirical evidence documenting whether the provision of service dogs is of therapeutic benefit for persons with PTSD – other than the generally accepted, positive effects of human-animal companionship,” Wilson continued.

The institute has provided $273,202 to allow the WVU-led team to collaborate on Project ROVER, Returning Our Veterans to Employment and Reintegration. Project ROVER is a component of a larger NIOSH initiative related to total worker health and its focus on veterans.

The Project ROVER team will examine the therapeutic benefits of service dogs that are trained to provide physical and psychological assistance to veterans, and determine the impact of this assistance on the veterans’ ability to cope with the symptoms of PTSD and function effectively in the workplace.

The Division of Animal and Nutritional Sciences has been offering innovative (and popular) courses in service dog training since 2006, and the ROVER project will provide an organic means of expanding the purposes and potential benefits of those courses. WVU’s partnership with the Human-Animal Bond, Inc., a non-profit that operates the Morgantown-based Hearts of Gold Service Dog Project, is central to the WVU and NIOSH effort.

Clarksburg resident Clay Rankin, a Hearts of Gold volunteer, is a combat veteran of the first Gulf War and completed multiple tours in Operation Iraqi Freedom will help provide a personal perspective to the program.

His own return to work was facilitated by the acquisition of Harley, a mobility and psychological assistance dog. Rankin has served as an Army Wounded Warrior liaison, has assisted in the placement of service dogs with veterans and is on the Board of Directors for Patriot Paws, the organization that provided Harley.

“Clay will be invaluable in providing perspectives on the surveys, focus groups, literature review, and the various contexts and tasks for the laboratory-based clinical case studies,” Wilson said.

WVU and Hearts of Gold are collaborating with the PTSD Rehabilitation Program staff at the Louis A. Johnson Veterans Affairs Medical Center in Clarksburg, on the development of the ROVER project.

Key to that collaboration has been Joseph R. Scotti, a clinical psychologist in the Eberly College of Arts and Sciences at WVU. Scotti has more than 30 years of research experience and clinical work with people with a range of psychiatric disorders, primarily PTSD and developmental disabilities.

He recently completed a major survey of 1,100 veterans of the Wars in Iraq and Afghanistan to identify service-related psychological, physiological, functional and social issues, and testified before the U.S. Senate Veterans Affairs Committee on his findings. Scotti will provide research consultation to Project ROVER.

Richard T. Gross, a clinical psychologist in the Department of Behavioral Medicine and Psychiatry at the Chestnut Ridge Center, also will provide expertise in clinical psychology and behavior analysis.

Anne Foreman, a WVU Ph.D. candidate in psychology and certified professional dog trainer, is one of the instructors of the University’s service dog training courses. Foreman has a Master of Science degree in psychology from WVU. Megan Maxwell, owner of Pet Behavior Change in State College, PA, earned her master's and doctorate in psychology and will provide consultation in animal behavior, training procedures and research design for the project.

The project team will work with two NIOSH scientists to conduct the research. Lindsay Parenti, M.S., a board-certified behavior analyst and certified dog trainer is a NIOSH Research Fellow, and Oliver Wirth, Ph.D., a research psychologist, is the NIOSH Project Officer on the ROVER project. Both are graduates of the behavior analysis program in the Department of Psychology at WVU.

CONTACT: David Walsh, Davis College of Agriculture, Natural Resources and Design, 304-293-2394, dwelsh@wvu.edu

* Reprinted with author’s permission; published in “West Virginia University Today” (WVUT) on Nov. 10, 2011
IAADP Becomes a Charity Partner
In the AHA Hero Dog Awards Competition

By Joan Froling

The American Humane Association’s Hero Dog Awards competition invited IAADP to become a Charity Partner in the 2012 competition. We learned it would give assistance dog partners the opportunity to pay tribute to their dogs with a nomination for an award in one of three categories, Guide Dogs, Hearing Dogs or Service Dogs.

It is easy to enter and those who did not nominate their dog by the March 26 deadline in 2012 will have a chance to enter next year’s competition near the end of 2012, when nominations open up for the 2013 Hero Dog Awards.

The nomination form asks for a description, 250 words or less, on why you think your dog is a hero. It also requires an original photo taken sometime in the twelve months prior to the entry. Studio photos are not permitted. The photo and the description will be featured on the Hero Dog Awards website to educate the public how assistance dogs impact the lives of their disabled partners.

As part of the process, each person entering will choose a Charity Partner. IAADP is listed as an option in the Service Dog Category in 2012, along with twelve other organizations, most of them assistance dog training programs like Canine Companions for Independence.

Voting by the public commences in April 2012. Nominees are permitted to solicit votes every day from family members, friends and their community during the voting phase in order to raise money for their Charity Partner. IAADP’s website contains tips from the finalist in the 2011 Service Dog Category for nominees who want to actively seek top honors in their category.

If you become a Finalist in your Category, your Charity Partner will receive a check for Five Thousand Dollars. You would win an all expense paid trip to Hollywood for two to participate in a star-studded gala event that will be filmed for, and aired on, the Hallmark Channel near the end of 2012. You also would receive prizes valued at $1,000. The second and third highest vote getters in each of Eight Categories will win prizes valued at $500 and $250 respectively.

A Hero Award will be given to the highest vote getter in each of eight categories: Service Dogs, Hearing Dogs, Guide Dogs, Therapy Dogs, Arson Detection/Law Enforcement Dogs, Military Dogs, Search & Rescue Dogs and Emerging Heroes. Then celebrity judges like Whoopi Goldberg and notables in the dog world like Marty Becker, DVM, will vote to determine the overall winner in 2012, giving him/her the title: “America’s Hero Dog.” The team selected by the judges for this title will win an additional $10,000 grant for their Charity Partner.

For more information, I have included the following write up about the 2011 competition.

“Finalists for the 2011 Hero Dog Awards show included: Iraq war veteran dog WMD Bino C152; Sage, who had helped find survivors at the Pentagon after the 9/11 attacks; Ricochet, the only dog in the world who conducts surf therapy with special-needs children; Arson Detection Dog Sadie who has worked more than 40 fires; Service Dog Zurich, who has helped his ill owner in small and immeasurable ways; Hearing Dog Harley, who helps his human companion live a richer and safer life; Therapy Dog Stacey Mae, who helped collect more than 2,000 teddy bears for ill children; and the overall winning 2011 ‘American Hero Dog’ Roselle, a guide dog who led her blind companion down 78 flights of stairs to safety during the World Trade Center terror attacks.

“The Hero Dog Awards celebrate the powerful relationship between dogs and people and help to raise much-needed resources to support the vital work of American Humane Association – the nation’s voice for the protection of children and animals. In 2011, American Humane Association’s charity partners, which include The Pine Street Foundation, Guide Dogs for the Blind, Dogs for the Deaf, National Fire Dog Monument, U.S. War Dog Association, National Search Dog Alliance, Canine Companions for Independence, and Paws & Effect were granted a total of $50,000 as a result of the Hero Dog Awards.

“Cesar” Canine Cuisine made a $200,000 donation to American Humane Association, which the organization will put toward supporting the role of therapy dogs in helping Americans in need.”

To read the description submitted by or on behalf of each finalist in the Guide, Hearing and Service Dog categories in 2011, read the next article below.

American Humane Association
Hero Dog Award Winners 2011

Service Dog - Zurich
Des Plaines, Ill.

Zurich, a Canine Companions for Independence certified service dog, was partnered with Patricia Kennedy in 2004. Patti has some challenges, but together they find ways to make things work. Zurich has learned to retrieve everything, even the neighbor’s TV remote control! Patti and Zurich’s experience together has extended and enriched both of their lives. Patti has been surviving now six years beyond the best medical opinions. She knows their time together may be limited, but she also knows that no one is here forever – it is how you live it that counts. Patti can no longer walk or speak, but she believes Zurich is the hero who magically makes tomorrow come again.

continued on page 7...
On Sept. 11, 2001, my guide dog (for the blind), Roselle, and I were working in the World Trade Center on the 78th floor of Tower One when the airplane crashed into our building. From the outset, Roselle guided and did her job perfectly, as we went to the stairwell and traveled down 1,463 stairs. After leaving the building, we were across the street from Tower Two when it collapsed. Despite the dust and chaos, Roselle remained calm and totally focused on her job, as debris fell around us and even hit us. We found a subway entrance, where we could escape the heavy dust. All that day, Roselle worked flawlessly. She saved my life and truly is the greatest dog hero of all.

Videos of these Hero Dog Award Winners available at www.herodogawards.com
Service Dogs are Beyond Fetching

Their use is growing. They help guide the blind, perform tasks for the physically disabled and may even help people with epilepsy and autism.

By Karen Ravn, Special to the Los Angeles Times

One moment 15-year-old Glen Gregos was a happy-go-lucky kid riding a motorcycle. The next he was the lucky-to-be-alive victim of a terrible accident, paralyzed from the chest down.

Now 54 and a resident of Woodland Hills, Gregos has built a rewarding life – college, marriage, a successful banking career, a daughter who just graduated from college.

Still, for decades after the accident, Gregos faced challenges every day from simple things most of us take for granted – going to the grocery store, going out the front door. And then six years ago, his life took another dramatic turn. He met Beulah – a.k.a. Miss Bo – a black Labrador retriever who has been at his side, 24/7, ever since – to open doors, carry bags, pull his wheelchair, pick up anything he drops on the floor and cheer up any black mood he falls into.

“It’s hard to put into words everything these dogs do for you,” he says. “It’s physical. It’s emotional. It’s all-encompassing. You probably have to live it to understand it.”

Miss Bo is not considered a pet. She’s a service dog, a concept first introduced with guide (or seeing-eye) dogs for the blind, perhaps as far back as the 16th century, though it wasn’t until 1929 that the first guide dog training school in the U.S. opened up. By the 1970s, people had started training dogs to help with other disabilities, and that trend has continued.

Service dogs now include dogs that can open cupboards and drawers, alert someone to a ringing telephone, assist someone during a disorienting seizure, help someone keep their balance or get back up after a fall, not to mention dogs that can sniff allergens in the air or low blood sugar on someone’s breath.

“Their use is growing. They help guide the blind, perform tasks for the physically disabled and may even help people with epilepsy and autism. Their use is growing. They help guide the blind, perform tasks for the physically disabled and may even help people with epilepsy and autism.”

July 18, 2011

Canine Companions for Independence provided Miss Bo to Gregos in November 2005. These days she is always on call if Gregos needs her, which is not to say that she never has any fun. “She has toys,” he says. “We play ball. But once she gets vested up” – wearing the vest that identifies her as a service dog – “she knows, ‘OK, I’m ready to work.’” (And people who see the vest should know and respect that too.)

Like any good service dog, when she’s working, Miss Bo is unperturbed by loud or unexpected noises (“bomb proof,” Malatino calls it) and undistracted by other animals or people – unless Gregos gives her special dispensation. Which he often does.

“I put her in a ‘sit’ and let people pet her,” he says. “I want to create more awareness about these special dogs. I wasn’t aware of them myself for a long time. I’d think, ‘What can a dog do for a guy in a wheelchair?’”

The Americans With Disabilities Act says service dogs get to go wherever their people go: grocery stores, restaurants, libraries, amusement parks, boats, buses, trains, planes and no-pets-allowed hotels. New regulations issued this spring establish two exceptions (which would surely never apply to Miss Bo): Service dogs can be banished if they get out of control or if they transact certain business indoors that should have been seen to outside.

Not everyone knows the rules. Gregos once spent several hours convincing officials at a hotel with a no-pets policy that they were obligated to let Miss Bo in. “One side of me

continued on page 9...
thought, ‘I don’t want to stay here anyway,’ ” he says. “But the other part thought, ‘They’ve got to be educated.’ ”

Even beyond the issue of ignorance, service dog use is not without controversy. One problem is cheaters.

“A lot of people try to skirt the system,” Gregos says. “I see it all the time.” Some will claim that their pet dogs are service dogs that help them with disabilities they don’t really have – and they can get away with that, because the law doesn’t require people to present proof of their own disability or their dog’s capacity to deal with it. (It doesn’t help that service dog vests are readily available online.) Proprietors may deny entrance to dogs that arouse their skepticism, and that’s fine if they’re right. If they’re wrong, it can lead to a fine of a very different kind.

Another problem is that there are no industry-wide standards for trainers or dogs, leaving disabled people on their own to determine how much they should trust an organization’s claims. “Guide Dogs for the Blind – they’re very reputable,” says Dr. Melissa Bain, chief of the Behavior Service at the UC Davis Veterinary Medical Teaching Hospital. “If they graduate a dog, OK, I trust it.” But not every organization has the same long history of success.

Of course, some claims are easier to validate than others. It’s easy to see if a dog can pull a wheelchair or open a refrigerator door. But seizure prediction? “The trouble,” Bain adds, “is if people rely on the dog and nothing else, that could be dangerous.”

Sometimes the question isn’t whether a particular dog can perform a task but whether some tasks are even canine-ly possible. Take seizure detection again. “Is that legitimate?” Bain says. “Maybe.”

In 1999, a British epilepsy specialist and a behavioral scientist/animal trainer reported that by giving dogs a reward every time their owners had seizures, they had been able to train some dogs to warn of oncoming seizures as much as 15 to 45 minutes before the seizures occurred. Their paper in the journal Seizure inspired a demand for such dogs.

Today, the Epilepsy Foundation says on its website, “while some people have been very pleased with their new canine friends, others have been disappointed.” The foundation “recommends that people take great care in reviewing trainer claims and results, especially when thousands of dollars are involved.”

More questions arose in 2007 when four of the seven seizure-alert dogs in a study in the journal Neurology were found to be warning people of psychological, not epileptic, seizures. Psychological seizures, caused by mental stress, can often be eliminated through counseling – without drugs – making warnings beside the point. And in one case in that study, a dog’s “warning behaviors” were found to set the seizures off.

Service dogs for children with autism have inspired a demand for such dogs.

“Magical since Day One.”

Services to go out in the community together, the dog is tethered to the child but also connected to the adult caregiver since that’s who holds the dog’s leash. Autism service dogs are also trained to keep their cool no matter what their young charges do (hug, squeeze, lie on top of the dog) and to take positive steps to cope with negative behavior (nudge or lean against the child, maybe even stop the child from hurting himself).

All of this costs money, a lot of it. That’s true for training any service dog. Some organizations – like Guide Dogs for the Blind and Canine Companions – can operate on donations alone. But not all. Autism Service Dogs of America says the average cost for breeding, raising, training and placing one of their dogs is $20,000, $13,500 of which families are required to pay before they are placed on the waiting list for the next available dog.

The website for Autism Service Dogs of America has testimonials from 10 satisfied families who use words like “awesome” and “miracle” to describe their dogs and the jobs they do. They firmly believe that their money was well spent. But not everyone is convinced.

Bain notes that research so far has not compared service dogs to ordinary family dogs, and she suggests the latter might do just about as well. “Maybe a child feels better sitting next to the dog,” she says. “There’s no way to tell if special training does any good.”

Gregos has no such questions about the good that Miss Bo’s special training has done for him. But she’ll be eight in August, and the time is coming when she’ll need to retire and he’ll need to get a new service dog. Then Miss Bo will change from service dog to pet dog and spend the rest of her days with the man who says that having her has been “magical since Day One.”

Autism Service Dogs of America, a training organization founded in 2002 that’s based in Lake Oswego, Ore. “Often children with autism will run off. Parents have trouble just going to the grocery store. Our dogs provide a way for families to go out safely.”

A 2008 study in the journal Qualitative Health Research looked at what happened when service dogs were brought into 10 families with children with autism and found that they did, indeed, enhance safety and facilitate public outings. When the child and dog go out into the community, the dog is tethered to the child but also connected to the adult caregiver since that’s who holds the dog’s leash. Autism service dogs are also trained to keep their cool no matter what their young charges do (hug, squeeze, lie on top of the dog) and to take positive steps to cope with negative behavior (nudge or lean against the child, maybe even stop the child from hurting himself).

All of this costs money, a lot of it. That’s true for training any service dog. Some organizations – like Guide Dogs for the Blind and Canine Companions – can operate on donations alone. But not all. Autism Service Dogs of America says the average cost for breeding, raising, training and placing one of their dogs is $20,000, $13,500 of which families are required to pay before they are placed on the waiting list for the next available dog.

The website for Autism Service Dogs of America has testimonials from 10 satisfied families who use words like “awesome” and “miracle” to describe their dogs and the jobs they do. They firmly believe that their money was well spent. But not everyone is convinced.

Bain notes that research so far has not compared service dogs to ordinary family dogs, and she suggests the latter might do just about as well. “Maybe a child feels better sitting next to the dog,” she says. “There’s no way to tell if special training does any good.”

Gregos has no such questions about the good that Miss Bo’s special training has done for him. But she’ll be eight in August, and the time is coming when she’ll need to retire and he’ll need to get a new service dog. Then Miss Bo will change from service dog to pet dog and spend the rest of her days with the man who says that having her has been “magical since Day One.”

* Reprinted with permission

Hope You Will Support IAADP!

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

Copyright © 2011, Los Angeles Times

* Reprinted with permission
As of October 5, 2011, for the first time in U.K. history, disabled persons do not have to physically carry their assistance dogs in their arms when they take an escalator to London’s Underground.

An article from www.Mayorwatch.co.uk said the prohibition against dogs on the escalator made it difficult for visually impaired passengers to access platforms. The rule dated back to the days when escalators were made of wood and it was feared guide dogs might get their paws caught.

While Tube employees would sometimes provide help to visually impaired passengers, including stopping an escalator where possible, this was not always possible nor officially condoned, especially during busy times. Guide dog users were thus prevented from using many Tube entrances and would have to keep walking till they could find one with a staircase or an elevator.

A further search for information on this topic revealed the move will apply to trained assistance and police dogs on the Tube, Docklands Light Railway and London Overground. The change is said to come in response to recent research carried out by The Guide Dogs for the Blind Association which proved that dogs can be trained to use a moving escalator.

The handlers of guide dogs and police dogs in the U.K. will have to undergo a short training course prior to taking their dogs on an escalator, according to the articles I read. This change in the rules has to be very welcome news for guide dog users and other ambulatory disabled persons with assistance dogs in London.

It is commendable that the Guide Dogs for the Blind Association carried out this research and followed up with officials there lobbying to bring about this important policy change. The GDBA stamp of approval may lead many trainers and handlers of assistance dogs to re-examine the assumption that riding an escalator with a canine partner would be dangerous and irresponsible.

In the United States, I’m told that some of the guide dog schools currently offer escalator training. However it has been customary for hearing dog and service dog trainers to tell their students during team training to never take their canine partner on an escalator. I think this continues to be excellent advice for teams that do not receive a special training course. Nobody should misconstrue this article to say otherwise.

About ten years ago during the hunt for a successor dog candidate, I contacted a breeder in Canada renowned for the German Shepherds she bred and trained, many of whom went to the Royal Canadian Mounted Police. She had been recommended to me as someone who also had successfully trained and placed some of her dogs as service dogs for the mobility impaired. Although I never did locate the type of Shepherd I’d met at several IAADP conferences, for I essentially wanted “a Golden Retriever in a German Shepherd suit” and of course most grow up to be protective, I’ve never forgotten the video tape this breeder sent me of the training she’d given to a German Shepherd she had available as a potential service dog candidate. She wanted me to see that he was not afraid of staircases, slippery floors and other things that may unnerve dogs who do not have the kind of upbringing her dogs receive when she prepares them for a working career.

The video showed he had learned to ascend or descend wooden staircases, slick marble ones and the most difficult for many dogs, the open type, like a fire escape or the staircase to the second story of a motel, maintaining a steady pace. Further along in the tape, she discussed the socialization work she had done with him in downtown Toronto. The film showed him calmly passing noisy construction sites and riding on public transportation and retrieving in different settings. To my surprise, the training film also included considerable footage of this trainer heeling the nine month old dog on and off escalators in what appeared to be an underground train or subway station.

According to her voice over, she wanted to demonstrate he would calmly accept riding on the large commercial moving staircases with members of the public and not bolt when he neared the top or the bottom as a nervous, fearful or poorly trained dog might do. I recall her comment that it was necessary to leave at least six feet, more if possible, between your dog and members of the public when you get on an escalator so your dog does not crowd other passengers in front of him and more importantly, so those passengers would have time to get off the escalator and out of your way at the end of the ride, allowing you to confidently stride off the escalator without hesitation to ensure the dog’s safety.

She also reported you must ask passengers getting on behind you to please stay back and give your dog plenty of room so they don’t make him nervous. In the film I saw her hold up her hand, palm side facing members of the public as if giving those persons the hand signal for the obedience command, “Stay!” in case they did not understand English or did not hear her request due to background noise. It is the same universal gesture that traffic cops utilize at a busy intersection when a traffic light goes out or at the scene of an accident when they need to direct traffic themselves and they want drivers to STOP.

This hand signal worked well with Canadians, as they respectfully stepped back and gave her dog four to six feet of space, on each ride other than the last ride. On that one, she wanted to demonstrate that even if you said nothing and other passengers unthinkingly crowded the young dog from the rear, her German Shepherd was not frightened by their close proximity after several lessons to acclimate him to riding on an escalator.

I found it fascinating that in Ontario, Canada, this schooling on escalators was apparently a routine part of a police dog’s education and something she apparently considered essential for a service dog in an urban environment. That being said, I am not encouraging any disabled person to take an assistance dog on escalators. I only observed one confident young dog who had received extensive preparation work on all kinds of staircases, first being taught...
not to speed up as he neared the top or bottom. Bolting or scrambling hastily up and down a staircase is a common problem with service dog candidates I’ve obtained from other sources. From experience I can tell you it can take months of staircase training to overcome a dog’s tendency to rush up the last few steps when nearing the top of a staircase. Some also hurry faster when approaching the bottom rather than reliably maintaining a slow, step by step pace to provide balance support. Without specific schooling on staircases, most service dogs can be a hazard especially to a handler with balance issues.

It often takes me several socialization lessons in the vicinity of an escalator before I can get a service dog-in-training to obey a Down command and accept a treat rather than spitting it out due to how stressed the dog is feeling about that moving staircase or the sight of people coming towards him on the escalator. I begin thirty feet away, then slowly work up to the goal of having the dog hold a Down Stay at a distance of ten feet for up to three minutes. I want to desensitize the dog to the sight of passengers riding an escalator, getting on and off. I will return again and again, until the dog can calmly lie down on the metal platform at the base of the escalator or stroll by it on a loose leash. It is a pleasant surprise when a dog is cooperative from the outset.

Until I can persuade a dog to retrieve different objects on the metal platform at the base of department store escalators or at the top, I don’t consider my successor dog candidate or one I’m helping someone else to train, ready to graduate. For a dog not expected to retrieve, I’d test his willingness to obey a series of obedience commands on the metal platform when there is lag time between customers using the escalator. If I did someday consider escalator training, I would wait until the dog is able to pass “the retrieve test” or “obedience test” in the vicinity of one with flying colors, otherwise dragging him onto an escalator is likely to make the dog much more fearful and prone to bolting or balking.

Choosing a place and time of day where an escalator is seldom used by customers in a mall or department store or some other location should be considered mandatory. A dog who nervously balked getting on or off the escalator or one who became unruly during the descent desperate to get off the escalator as quick as he could, pulling on the leash to escape would be a serious hazard to members of the public and to the handler. You may not know if your dog would have this reaction on an escalator until it is too late. Handlers with balance problems or muscle weakness would definitely be taking a grave personal risk. Having another trainer or training assistant along with a second leash on the dog in case of trouble and discussing what to do in advance seems like a prudent approach if you have had no prior experience introducing a dog to riding an escalator.

I can readily understand GDBA’s policy that guide dogs who have already mastered staircases as part of their education still need additional training prior to accompanying their handler on an escalator. It is a sensible policy for other assistance dog providers to adopt and for owner trainers to emulate. Team safety and public safety should be the foremost considerations if contemplating introducing a candidate for an assistance dog career or one’s canine partner to this new and potentially very stressful mode of public transportation.

Goodbye to a Hero

By Michael Hingson

It is strange for me to be writing this article while I have feelings of both sadness and joy in my heart. Nevertheless, it is something which must be done.

I have the solemn obligation to inform you that my hero guide dog, Roselle, who was with me in the World Trade Center on September 11, 2001, passed away last evening, Sunday, June 26, 2011 at 8:52 PM. I am sad, of course, because I will miss Roselle so very much, more than any of my other guide dogs. I write with joy because Roselle is in a better place, no longer feeling pain, while I get to have so many fond memories of her.

Roselle was born on March 12, 1998 at Guide Dogs for the Blind in San Rafael, California. I heard right from the start that she was quite a mischievous little puppy. She went to Santa Barbara, California to be raised by several puppy raising families. Kay and Ted Stern had the joy and pleasure of spending the longest amount of raiser time with her. Kay and Ted introduced her to airplane flying, New York, snow, and even the theater. I must say that I think the culture did rub off on her.

After her time with puppy raisers she went back to Guide Dogs for the Blind for training. I think I first met her on November 22, 1999. It was obvious from the very beginning that we were a perfect match. Roselle was my fifth guide dog. I could tell that she would be an excellent guide from our very first walk together. What took me a few days to discover was that Roselle was also quite a character; I constantly referred to her as a pixie. Almost from the first night we spent together I found that Roselle was great at stealing socks. She didn’t chew them up; she just carried them around and then hid them somewhere only to bring them out later just to taunt me. She was always willing to give them up undamaged and ready-to-wear although a little bit damp. Her tail wagged through the whole experience. In fact, her tail hardly stopped wagging during the almost 12 years I knew her. During my first week with Roselle I also discovered that she was a loud snorer. The Stearns told me later that she could snore with the best of them.

We came home to New Jersey on December 2, 1999. Later that evening she met my retired guide, Linnie. Linnie and Roselle seemed a bit uncomfortable with each other that night and into the middle of the next day. I decided that this awkwardness had gone on long enough and brought out a rope tug bone. I made each of them take an end and I grabbed the middle of the rope. They started off by teaming up and tugging against me. After about 20 seconds of this with mouths inching up toward my fingers from both sides I released the bone and let them go at it alone. From that moment on they were inseparable until Linnie died on July 4, 2002.

On September 11, 2001 Roselle and I were in our office on the 78th floor of Tower One of the World Trade Center when the tower was struck by American Airlines flight 11 which had been hijacked and was being controlled by terrorists. Our escape from that tower as well as the collapse...
of Tower Two is well known and, in fact, is the subject of Thunder Dog, a book written by me and Susy Flory, which will be in bookstores soon as well as be available on my website. All I want to say here is that Roselle did an incredible job. She remained poised and calm through the entire day. She gave kisses and love wherever she could and she worked when she needed to do so. I would not be alive today if it weren’t for Roselle. I cannot say enough about the incredible job she did. What Roselle did on 9/11 is a testimony not only to the Stern’s and the others who raised her, but also to her trainer, Todd Jurek, the entire GDB training staff, and all the people who make up the wonderful organization of Guide Dogs for the Blind. Most of all, what Roselle did that day and in fact every day she and I were together is nothing less than the strongest possible evidence I can provide of the value of teamwork and trust.

After 9/11, in fact in mid-January 2002, after Roselle and I had spent countless hours speaking to the media, and at several events including GDB’s Holiday Luncheon, and even riding on a float in the Rose Parade on New Year’s Day, Roselle and I were offered a position at Guide Dogs for the Blind to serve as the National Public Affairs Director for the organization. Over the next 6½ years Roselle and I traveled hundreds of thousands of miles throughout the United States and the rest of the world speaking about trust and teamwork, guide dogs, and blindness in general in order to help people understand that the real handicap of blindness is not a lack of eyesight but a lack of proper education about blindness. Roselle took every trip with poise and confidence whether it was to Kansas or Korea. She was an incredible traveler and once even traveled from San Francisco to New Zealand, a 23.5 hour trip, without needing to go to the bathroom once. I did not fare so well.

In 2004, Roselle was diagnosed with immune mediated thrombocytopenia, a condition which caused her body to attack her blood platelets. Through medications we were able to control the disease and Roselle was able to continue guiding. As usual, she worked like a trooper and never once exhibited pain nor discomfort.

When Linnie died in 2002 Roselle lost her major tug companion. For the next four years I mainly had to take up the slack as it were. We did care for some foster dogs from GDB, and in 2003 we adopted Panama, a 12½-year-old career change dog from Guide Dogs. Panama wasn’t a great tugging partner because she didn’t have the strength to keep up with Roselle. In 2006, however, when Panama died at the age of 15 we decided to become a breeder keeper for GDB. Fantasia came to live with us. She was just two years old and was quite able to give as well as she got from Roselle. Again, Roselle found an inseparable friend and made the most of it. She still swiped the occasional pair of socks, but Fantasia was her main interest. Roselle taught Fantasia how to bark every time the doorbell rang and how to beg for treats, although I must admit treat begging came natural to both dogs especially when 8:00 PM rolled around.

In February 2007 during a normal checkup we learned that some of Roselle’s kidney values were changing for the worse. It was decided that the medication regimen on which Roselle had been placed as well as the stress of guiding were the causes for her kidney value changes. Roselle retired from guide work in March of 2007. It was a sad day for all of us, but Roselle took it in stride and soon made it very clear that retirement suited her well. After retirement Roselle loved to take walks most of the time, she loved her meals, her treats, playing Battle of the Bone with Fantasia and later with my current guide dog Africa, and of course barking at the ringing of the doorbell. Roselle was the loudest barker of the bunch. I have fond memories of Roselle, Fantasia, and Africa all tugging on the same rope, all battling each other across our living room giving no care to whatever was in their way.

In 2010, Roselle began exhibiting some chronic back pain. In March of 2010, while attending and speaking at the annual convention of the American Animal Hospital Association Roselle met Doctor Robin Downing, an expert in dog pain management. Robin noticed Roselle’s pain and while I gave three consecutive workshops she spent time with Roselle. I think they got to know each other pretty well that day because right after the workshops Doctor Downing, right there on the floor in the front of the conference room, gave Roselle a back adjustment which clearly helped Roselle and made her back feel somewhat better. We immediately upon our return home took Roselle to her vet and started her on a treatment of acupuncture, some other back adjustments, and herbs which altogether mostly eliminated her chronic back pain.

Earlier this year we noticed that Roselle was beginning to have a harder time standing up on her own, although once she was standing she loved to continue her daily walks. She stopped playing tug bone with Fantasia and Africa, but she still enjoyed lying in the sun, eating, kissing everybody in sight, and barking at the doorbell. Her ability to stand on her own grew worse throughout the first half of this year.

Last week she began exhibiting some other signs of distress and pain. On Friday, June 24, 2011 she had to be taken to her vet as she had begun vomiting blood. It is suspected that somehow she had developed a stomach ulcer. Also, it was discovered that her red blood cell count had dropped significantly. Friday evening she was taken to the Pet Emergency and Specialty Center where she was well known and would receive over night care. She had spent many hours with Doctor Harb and the other staff working through her IMT issues. They had also helped her in January 2009 when she developed gastric torsion and had to undergo emergency surgery to untwist her stomach.

Yesterday, Sunday, June 26, we visited her in the evening only to see her condition continuing to deteriorate. She was in a lot of pain and discomfort. There was no one cause for her discomfort, but Doctor Bowie of the PESC felt that some of her immune mediated related conditions had returned in addition to the possible stomach ulcer. After much consultation and discussion we all came to agreement that the best thing we could do to help Roselle was to assist her in crossing the Rainbow Bridge and go to her friends Linnie and Panama. At 8:52 last evening she crossed the bridge and, I am sure, is now more comfortable and has all the doorbells she wants to bark at.

How can I possibly say goodbye to a dog who is done all Roselle has done and who lived life to the fullest? How can I ever do justice to her life, work, and memory? Roselle

continued on page 13...
has been one of the greatest blessings and gifts I have ever had the joy to let into my life. God surely broke the mold when she came into the world. Including Africa, I have had seven guide dogs and also I have had the opportunity to see thousands of them at work. Roselle is unique without a doubt. She worked through the most trying time in our nation’s history, and she was right there unflinching for all of it. Her spirit never diminished and, in fact, grew stronger through the years after 9-11 which helps me be a better person today.

I thank God for the time Karen and I were allowed to have the wonderful creature which was Roselle with us. She touched everyone whom she met and I’m sure everyone’s path she crossed is better for knowing her. She kissed firefighters in the World Trade Center as we descended the stairs. She gave unconditional love to so many people wherever she went. She inspired us all and will continue to do so.

We are about to form the Roselle’s Dream Foundation. This has been in the works for several months. The purposes of the foundation include educating people about blindness, and as donations permit we shall assist blind children and later blind adults in obtaining some of the technologies which will assist them in learning and working in the world. Shortly the website www.rosellefoundation.org will be up and running. I hope people will honor Roselle by making donations in her memory to the Roselle’s Dream Foundation to help us in our work.

Roselle, your memory will always be with us and I know your spirit will continue to touch us all. I know you’re watching and you’re nearby us. Help us all to be better people and dogs, but most of all be yourself wherever you are. I hope you’re feeling better now. You have set a high bar of love for all of us. Be at peace and know that we shall try to love each other as much as you loved each of us on this earth.

The Michael Hingson Group, INC.
“Speaking with Vision”
Michael Hingson, President
(415) 827-4084
info@michaelhingson.com

To learn more about my upcoming book, speaking topics and speaking availability please visit
www.michaelhingson.com

Thunder Dog is now available for ordering on Amazon!!!

* reprinted with permission

New TSA Helpline in USA!

Transportation Security Administration helpline for travelers with disabilities

After numerous, troubling stories from travelers with disabilities experiencing difficulties with airport security, the Transportation Security Administration (TSA) has launched “TSA Cares.” “TSA Cares” is a toll-free phone number designed to provide information about security procedures for people with disabilities.

A few days before heading to the airport, travelers with disabilities can call “TSA Cares” at 1-855-787-2227 for information about airport security procedures and any special procedures relating to their specific disability or medical equipment. TSA recommends calling 72 hours ahead of travel so that “TSA Cares” can coordinate with TSA at the airport when necessary.

The “TSA Cares” phone line is open Monday through Friday, 9:00 am to 9:00 pm EST, excluding federal holidays.

More information on security procedures is available at TSA’s website, http://www.tsa.gov/travelers/index.shtm. Travelers can also contact the TSA Contact Center at 1-866-289-9673 or TSA-ContactCenter@dhs.gov.

IAADP 2011 Writing Contest Winners

Best Article
“Access in Israel”
By Phyllis Collett

Best Opinion Piece
“The Search”
By Margie Gray

Best Short Story or Anecdote
“For the Dogs”
By Avi Foster, Labrador Retriever

Congratulations to our Winners! A $50 prize is awarded in each category.

We very much appreciate every article that we receive! Please consider contributing one in 2012, on any aspect of partnership with an assistance dog or a related topic. In addition to submissions from members with assistance dogs, articles from trainers, program founders or staff, family members, puppy raisers and others would also be most welcome.

MEMBERSHIP QUERIES?
CHANGE OF ADDRESS or DOG?
Contact Membership Coordinator at
888-54-IAADP  888-544-2237
membership@iaadp.org
ne of my sub-careers is doing presentations at veterinary schools and conferences throughout the United States delivering the message that vets need to understand the particular needs of disabled clients partnered with assistance dogs. Hill’s Pet Nutrition is my generous sponsor. A major focus of the lectures is inviting the audience to feel more comfortable interacting with clients with a variety of disabling conditions.

A fantastic part of lecturing at the vet schools is the opportunity to visit friends in the area. In November, 2010 the trip was to Portland, Oregon. Mary Post picked my guide dog Keebler and me up at the airport, and we visited with Michele Pouliot, trainer extraordinaire at the Oregon campus of Guide Dogs for the Blind. Michele taught me to use clicker training to teach Keebler to find counters in public bathrooms. Keebler is good at finding an open stall in a public restroom, but she rarely finds the sinks. As a friend pointed out, when Keebler relieves, she doesn’t stop to wash her paws before leaving the area!

The next day Alicia Bone picked me up for the trip to her home in Salem. Alicia and her husband Andy were our first Fresno readers. After forming a close friendship, they did the unforgivable and moved to Oregon! At least I get to see them when lecturing at Oregon State.

The Bones and I had an evening filled with reminiscences. Talking about my late husband Ed is therapeutic, although I am finding this year after his death particularly difficult.

Alicia was my driver for the ride to Corvallis where we met with Dr. Barry Watson, a warm and caring supporter. He is the Hill’s liaison veterinarian who has been with me during my presentations at UC Davis, Washington State, Western U and Oregon State.

My favorite professional veterinary conference is held in Orlando, Florida every January. Dealing with severe spinal stenosis, I need a wheelchair when distances are more than a few blocks in length. Fortunately, Fresno Friend Melanie Silva accompanied me on the first trip in 2011.

Prior to the conference, Melanie and I did a bit of sight-seeing. She pushed my wheelchair around the Sea World Park for a few hours. Apparently, Keebler has a thing for otters, for it was the only exhibit soliciting her interest. No access problem here! It was almost sad to get back so fast!

Later that afternoon my Aunt Harriet Hendel met us at the hotel and, after a quick dinner, we drove to the magnificent Gaylord Conference Hotel for opening sessions. The guest comedian was the star of the Mike and Molly television show.

Sunday was a busy day. Harriet and Melanie took turns pushing me around the exhibit hall where we filled our bags with lots of conference giveaways and literature. In addition, I had important appointments with sponsors and potential sponsors for IAADP. It was wonderful having lunch with Dr. Alice Villalobos and dinner with Dr. Robin Downing.

Tuesday it was back to the Gaylord very early to sit in on sessions of the American Association of Human Animal Bond Veterinarians. In addition to IAADP supporters Drs. Alice and Robin, Dr. Alan Beck from Perdue was also a presenter.

From Orlando we drove with Harriet back to her home in Sarasota, where we enjoyed a few relaxing days with her and my Uncle Stan. All the houses in the development where they live back onto a beautiful lake. Melanie enjoyed watching the various birds fishing for food. At one point, she spotted river otters, but she was startled one morning when relieving Keebler. Melanie heard these flip flapping sounds and, just as she bent down to pick up Keebler’s droppings, along came two river otters playfully chasing one another. Keebler came to life and acted like she wanted to join in the game, but the otters ignored her. Melanie, a great photographer, was sorry she didn’t have her camera with her for this special moment.

With four elderly cats at home, it was time to have the carpets cleaned, and I wondered which cat would be the first to vomit or defecate on it. But it was Keebler with what I thought was a urinary infection which christened the clean carpet. Off to the vet for blood tests with the surprising result that her liver function was not good. A course of antibiotics were recommended.

My traveling companion in March for Montgomery, Alabama was Debbie Prieto. Caroline Schaffer, a professor of veterinary medicine at Tuskegee University, met us at the airport. Since Keebler’s blood work was not completely normal, I asked the veterinarians at the Tuskegee teaching hospital to do an ultrasound on my Golden girl. Prior to my noon presentation to the vet students, we registered Keebler and she was examined by a very competent fourth year student and seen by the doctor in charge. Her previous records had been faxed in advance of our visit, and it was determined to schedule the ultrasound.

Not only did I have a well-attended lunch presentation of students and some faculty, but I also did a presentation for occupational therapy students later that afternoon. I’m beginning to become more comfortable doing these lectures without Ed as my co-partner.

Fortunately, Keebler does not have a luxurious Golden Retriever coat, because a good deal of her tummy had to be shaved for the procedure, so it wasn’t obvious she was missing some coat until she turned upside down. Keebler was a cooperative patient and the doctors were impressed.

Caroline, a behavior specialist, offered several suggestions – we surmised Keebler may have had a urinary infection which morphed into a behavior problem. Since returning home, I’ve put most of Caroline’s suggestions in place and have mostly controlled the violations, both mine and Keebler’s, but the situation is still very frustrating!

From Alabama we flew to Atlanta where our chauffeur
feur was Joan Britt, a puppy raiser I knew in New York when I did competitive obedience training with my first Golden Retriever guide dog Charm. Joan dropped us off at the home of Helene and Mike Tepper and their dog loving young sons Eric and Adam.

The following day we had the delightful experience of spending the afternoon with Ceil Moore, the owner of Barx Brothers Card Company. Photos of my Goldens appear on her 2011 calendar, one month with Keebler and Latrell and another with Latrell and a cat named Mercer.

It was off to the Atlanta airport early Saturday morning for our flight to West Palm Beach, Florida. My pain level was down, and I was excited that I did not need a wheelchair to get to our gate! The purpose of this trip was to celebrate my sister Lorraine’s 70th birthday. I find it difficult to socialize with dance music in the forefront, but it was pleasant seeing relatives I haven’t seen for years!

Back in Fresno I love having visitors and welcomed IAADP friend members Barbara and Shelly Magaliff and partner members Dana Ard with guide dog Virgie and Laura Otis with service dog Zoe. It was great introducing them to my local friends and sharing activities with them.

September, 2011 found Debbie and me back in the air heading for Kansas. Rather than staying at a hotel, we were hosted by Professor Pat Payne. After attending a presentation by Ed and me at KSU several years ago, Pat became a puppy raiser for KSDS. In addition to her pet Border Collie and Kate, dad Mark, two other dogs, two cats, a Guinea pig and every advantage of the large fenced yard to run and play and danced for joy in the house at feeding time and at sight of her harness. She even initiated play with one of the other dogs!

Before I knew it, it was Wednesday morning and time to hug everyone goodbye.

On Friday October 14, Debbie and I took off for our next adventure. The flights to Minneapolis were comfortable and uneventful, and the weather held up during our stay. What the Minnesotans refer to as a light breeze, we Fresnans call a strong wind, but the rain and snow flurries held off!

When Debbie travels with me on business, even though my grant covers her expenses, I like to do fun things with her. On Saturday, we took the para transit system to the Mall of America, the largest mall in the U.S. During the six hours we spent, we covered one-third of the territory. Taking a break from the stores, we took a tour of the aquarium. I knew I would not have been able to tackle the mall, so had brought my wheelchair, and Debbie happily pushed me during our excursion. One reason I like doing presentations at the University of Minnesota is that I have friends in the area and it gives me the chance to visit with them.

Monday October 17 was lecture day. Dr. Karen Shenoy, the Hills Pet Nutrition veterinarian who hosted us was delightful. She picked us up at the hotel, shepherded us around all day and delivered us back to the hotel in the evening.

The noon presentation was open to the whole student body and the attendance topped 200. The evening presentation was a panel discussion for the canine club. Thirty-five students signed up and fifty showed up! They were so fascinated by the discussion; they stayed an hour over time! Can Do Canines, an assistance dog training program in nearby New Hope, Minnesota, sent three of their graduates to join me on the panel. Mike was a quadriplegic with a service dog, Stephanie had a successor hearing dog and Cheryl worked with a diabetic alert dog. Al Peters, Can Do’s CEO rounded out the panel. It was an exciting and highly educational evening!

I’ve known Al Peters through the connection with Assistance Dogs International, and it was kind of him to send one of his volunteers to pick us and our luggage up the next day at the hotel to transport us to the Can Do Canines Facility for a visit and tour. In addition to meeting the staff, I had the chance to cuddle the resident cats and hug a puppy. I enjoy visiting ADI programs, because I so respect the work they do providing us with capable working dogs.

Last year I told you about the ability of my Siamese cat Kismet to train guide dog puppies to have manners when greeting members of the feline persuasion! Kizzy turned 18 in September, 2011 and shortly thereafter was diagnosed with mast cell cancer. Despite a brief course of chemotherapy, he went downhill quickly and lost the battle with cancer on November 1. I was comfortable making the decision...
A Tail to Tell
Continued from page 15

to call Dr. Conlon to my home to help us say our final fare-well to this larger than life cat that lived all of his nine lives thoroughly and with passion! Future Fresno guide dog puppies may be a bit too out of control around cats until I can find a new feline mentor!

My final 2011 trip was to the Bahamas where I was keynote speaker at the National Council on Disability conference in Nassau. Currently, there are no assistance dog teams residing on the many islands comprising the Bahamas, but interest in the issue is great. Fellow IAADP member Davis Hawn with service dog Booster has vacationed on Nassau and Freeport for several years and has done a fantastic job in the press and on TV educating the public about assistance dogs. In addition to our speaking engagements, we had a relaxing time eating, shopping, hot tubing, night cruising and letting Keebler and Booster swim in the ocean and roll in the sand!

Meet Your Board Member

Your name: Margie Gray
What is your Assistance Dog’s name and breed: Echo is a 3 year old Doberman Pinscher.
Current location: Independence, MO, USA
Is Echo your first dog and how long have you been together? Echo is my second assistance dog and we have been together since October of 2009. My first dog was a German Shepherd named Lucas.
Is Echo owner trained or program trained? Echo is owner trained. I work with a trainer here in Independence who also trained my first dog. Actually I guess she is training me more than Echo.
Briefly, how did you become involved with IAADP? I had written an article about Lucas a few years ago for the Partner’s Forum. I was shocked one day when Toni and Ed Eames called me and asked if I would edit some other articles for the Forum. I happily did and that was the beginning of our friendship. One day Ed and Toni called and asked if I would serve on the board to fill a vacancy. I told Toni I felt I was being sucked up into the vortex of a tornado as I knew there was lots of work to be done and I was getting into the middle of it!
In terms of the assistance dog movement, what excites you the most? I get excited when I am in Walmart or PetSmart and hear parents tell their children they can’t pet my dog because she is working. I feel like the word is getting out and we are training a new generation to realize how wonderful these dogs can be.
Again in terms of the assistance dog movement, what frustrates you the most? Adults who weren’t trained to respect my dog and I in public. I also get very frustrated at people who “fake” having a service dog and make it hard for the rest of us. A “friend” once asked if I would let him copy Lucas’s ID card so he could use it on his pet dog and take him anywhere. He got an ear full!
And now to the nitty-gritty questions. Not many people know this, but I am quite good at: My first response to this question would be “making a baby squirrel pee” but that takes some explanation. I was trained as a wildlife rehabber some years ago and babies must be stimulated to eliminate before they can be fed. I was pretty darn good at that. TMI? The PG13 answer is driving a horse and cart. I hope to be in my first driving trial this September.
My favorite holiday destination is: My recliner with a good book.
Reality TV or a good film? Neither. I am more into crime dramas. I am a “Criminal Minds” junky.
Hamburger or Hot Dog? I LOVE hamburgers and french fries. I don’t eat much red meat, but have to splurge occasionally.
Pizza or Pasta? YES, I love them both.
Beer, wine or soft drink? I love red wine but am on medicine that I can only have 2 small glasses a week. My next guilty pleasure is Diet Coke.
My last meal out was in? I love the restaurant in the new Bass Pro store here in Independence! I go every chance I get.
When relaxing, Echo and I like to: We love a good romp at the dog park or sit back and read a good mystery.

Dues Increase

As of January 1, 2012, the annual dues for North American Partner & Friend members of IAADP and Provider members have been increased. We announced the coming increase in a previous issue of our publication published in June 2011 to give members a six month window to renew early if desired.

North American Partner Member and Friend Member dues will be $40 a year, $80 for Three Years…which averages out to $26.66 per year.

Assistance Dog Provider Member dues will be $50 a year.

International Partner Member dues remain the same, $20 a year and $40 for three years. Please note…only partners from countries outside of North America are eligible to enroll or renew as International Partner members at this lower rate.

Providers who purchase a Gift membership in IAADP for new graduates will not experience an increase in the cost at this time.

American Partner & Friend members of IAADP

North American Partner Member and Friend Member:

International Partner Member:

Gift Membership:

Total Annual Dues:

North American Partner Member:

International Partner Member:

Gift Membership:

Total Annual Dues:

Please note…only partners from countries outside of North America are eligible to enroll or renew as International Partner members at this lower rate.
Join the Assistance Dog Blog Carnival!

By Sharon Wachsler

If you have access to the internet, and you enjoy reading and/or writing about assistance dog issues, you’ll probably want to check out the Assistance Dog Blog Carnival (ADBC). The ADBC has been going strong for a year-and-a-half, and I’m proud to say has been a source of joy and learning for hundreds of people, both inside and outside the assistance dog field.

A blog carnival is an event that takes place online, coordinated and created by bloggers (people who have blogs). A blog is a website where one or more people write frequent posts about topics of importance to them. For some people, this is a journal of their daily lives, for others it is informational or instructive, political, photographic, or anything else! There are blog carnivals on a huge range of topics. The Assistance Dog Blog Carnival, naturally focuses on issues relating to assistance dogs.

Here’s the definition of “blog carnival” from Wikipedia: “A blog carnival…is similar to a magazine, in that it is dedicated to a particular topic, and is published on a regular schedule. …Each edition of a blog carnival is in the form of a blog article that contains permalinks to other blog articles on the particular topic. Carnival posts are generally collated by the author by soliciting relevant contributions…[S/he then] collects links to these submissions, edits and annotates them and publishes the resulting round-up…Many carnivals have a…principal organizer, who lines up guest bloggers to host each edition. …The carnival travels, appearing on a different blog each time.”

The ADBC was my idea. I organized the first one, and I continue to oversee it, so my blog, After Gadget, is the “home” of the Assistance Dog Blog Carnival. However, the success of the ADBC in general, and each edition in particular, requires the involvement of many people – writers, readers, hosts, fans to spread the word, etc. In particular, the job of the host is a big one, which is one reason why it rotates each quarter. (The carnival is held in January, April, July, and October). Anyone who has a blog that relates to assistance dogs in some way – and who is willing to put in the work of hosting – is eligible to host.

The host for each edition has several responsibilities. They announce the theme they have chosen for their edition at least a couple of weeks ahead of time (although we encourage a month or more lead time, as many people have disabilities with symptoms that slow us down) and do their best to spread the word to the blogging and assistance dog community. Along with the announcement for the theme, the host provides the deadline for submissions and expected publication date and gives instructions about how to submit. (Usually the host asks for submissions to be posted in the comments section of their blog or to be e-mailed to them.) The host then reads all the submissions and compiles them into an organized fashion for readers. The carnival post provides descriptions and links to each of the posts on the theme.

The themes for our first six carnivals have been “The First,” “Decisions,” “Reactions,” “Difference,” “Achievement,” and “Obstacles.” Participants can interpret the theme any way they like. For example, when the theme was “Difference,” some bloggers wrote about the difference between their lives before they were partnered and after; some wrote about the differences between previous and successor dogs; some wrote about the difference between being an AD team or puppy raiser in the country versus in the city, etc. Posts may be celebratory, poignant, instructive, humorous, angry, or any mixture of those elements and more.

Of course, anyone and everyone is welcome (and encouraged!) to read the carnival posts, however there are a few rules about who can submit posts for publication.

To submit a post, you must meet the following criteria:

- You must have a blog or be able to post your piece on someone else’s blog
- Even if your blog is not typically about assistance dogs, your post for the carnival must relate to the topic of guide, hearing, or service dogs (which includes psychiatric service dogs, autism service dogs, medical alert dogs, or any other task-trained assistance dog as defined by the Americans with Disabilities Act), or to a related issue such as puppy raising for an assistance dog program
- Your submitted post must relate to the theme for that particular issue
- You do not need to be an assistance dog partner (or puppy raiser or trainer, etc.), to contribute. Any blogger, regardless of whether you are affiliated with the assistance dog community or not, can submit. For example, we have had someone post about why they chose not to partner with an assistance dog. Although it is not required, we do strongly encourage anyone who submits a post to make their blog (including their comments section) as accessible as possible to people with diverse disabilities. Links are provided on the ADBC home page (see the end of this article) for information about how to make your blog more accessible.

Within these boundaries, there is a lot of room for creativity and diversity. Posts can be about puppy raising, service-dogs-in-training (SDITs), assistance dog programs/schools, retired service dogs, perspectives on assistance dogs from family or friends of partners, or anything else relating to the topic of assistance dogs. Posts from personal blogs as well as from assistance dog organization blogs are welcome. Topics vary with each edition, and I always learn something new from each carnival (and sometimes, from each post!).

In my opinion, the ADBC has been very successful, and I hope it continues to be for a long time. What makes a successful carnival? Quality pieces of writing. Diverse topics and viewpoints. A high volume of contributors and readers. (We’ve been blessed in this regard – we usually get between a dozen and two dozen submissions per issue, and several hundred readers.) Organized, dedicated, and friendly hosts.

Of course, there’s always room for improvement. In addition to continuing to increase our readership – inside and outside the assistance dog field.
outside the assistance dog community – I’d love to have more of our community represented, more diversity. This is an area where involvement from more members of IAAADP could really make a difference. Most of the participants and hosts are guide dog partners and people with program dogs, with a smaller number with service dogs for mobility and/or psychiatric conditions, including program-, private-, and partner-trained. I'd particularly love to have more hearing dog partners participate (vlogs – video blogs – are welcome, too), as well as more teams that are still in training, including partner-training or private-training participants.

Join us! To learn more about the Assistance Dog Blog Carnival, including how to submit posts, how to host – and especially where to read previous issues! Please visit the carnival home page at After Gadget: http://aftergadget.wordpress.com/about-the-assistance-dog-blog-carnival/ Or just go to http://aftergadget.wordpress.com and look for the “Assistance Dog Blog Carnival” in the menu on the right side of the page.

A Two Book Review

By Joan Froling

Since my budget for gifts is rather limited, I'm always on the lookout for books that would serve double duty, one that can be read aloud to my niece who is in nursery school and also entertain my nephew who is in elementary school. I hope to nurture their interest in my favorite subject...dogs!

The book, Learn With La Dee – a Service Dog, is one that nicely fits the bill. Proceeds will go to the Cheyenne Animal Shelter where Betty Jean Pearson, a teacher battling rheumatoid arthritis, adopted the big black Lab mix who became her service dog for the next twelve years.

The brief prologue introduces children to the existence of animal shelters and different kinds of tasks performed by assistance dogs. Among other things, it explains La Dee went to live in the home of a trainer for nine months to learn how to become a service dog prior to going to live with a teacher. It closes by detailing the important rules of etiquette the children were taught on the exciting day when the trainer and Mrs. Pearson introduced La Dee to every classroom in the school where La Dee would be working.

I think the fact La Dee goes to school every day to help a teacher and interacts with students will capture the interest of the target audience.

It should broaden the horizons of young readers to become acquainted with a service dog who performs many useful tasks for someone who has an invisible disability. The fact that La Dee is not a conventional purebred, but a very large black dog who has prick ears that sometimes flop over a bit at the top, a graying muzzle and a tail that curls over her back may be viewed as another “plus.” After all, assistance dogs come in many sizes and varieties.

La Dee takes over as the narrator, sometimes showing a sense of humor, explaining each of the many photos in the 30-page soft cover book. Again this draws the reader in.

It is difficult to photograph a black dog, without the dog becoming a black blob or having red eye, so the photos are good from that standpoint. The lighting in the photos may be better in the second book, but children are not photo critics and the educational value of these photos of La Dee performing tasks to assist Mrs. Pearson, promptly respond-

And while we have regular hosts and contributors from the US, Canada, and the UK, it would be wonderful to extend our international scope as well – to learn from, and create friendships with, assistance dog partners from other countries and continents.

The book, A Priceless Gift by Betty Jean Pearson would be a marvelous gift item for all puppy raisers. It may lead to dog lovers deciding to become a puppy raiser. The target audience would be adults and the young adult market. Proceeds go to benefit a nonprofit program belonging to Assistance Dogs International, Kansas Specialty Dog Service (KSDS), which trains guide, hearing and service dogs.

This soft cover book has a number of outstanding photos of Carmine, the yellow Labrador Retriever puppy who grew up to become the author’s second service dog. It is laid out with considerable style. The adorable eight week old puppy on the glossy cover invites you to turn the pages. When I did, I was pleasantly surprised by the contents.

The book educates while it entertains, teaching the reader what puppy raisers do and how to do it well. There is no attempt to minimize the hard part, dealing with puppy mischief, illustrated with a photo of Carmine with dirt all over her face, looking ever so pleased with herself after digging a hole. It is a photo certain to evoke a smile. The author discusses the emotional side of the turn-in process, not glossing it over, but putting it in perspective, quoting puppy raisers for KSDS. The story of how Carmine becomes a film star and meets the President of the Fortune 500 company which employs her puppy raiser, Steve Harlan, certainly adds to the interest of the compelling narrative. If I had any criticism, it would be that the 30-page book is too short. I would have gladly read another two hundred pages by this author.
TSA Civil Rights “News” in USA

The following comes from the Department of Homeland Security’s Monthly Civil Rights and Civil Liberties newsletter, which is available to the public at: http://www.dhs.gov/xabout/structure/gc_1290194696145.shtm

TSA Announces Guidelines For Building Animal Relief Areas Beyond Airport Checkpoints

Air travelers with service animals sometimes face difficulty if they need to transfer planes, because service animal relief areas are outside airport secure perimeters. Waiting for an escort, walking to the relief area, and getting back through security and to the connecting plane can take more time than is available. To solve this problem, after coordination with CRCL, TSA’s revised version of “Recommended Security Guidelines for Airport Planning, Design and Construction” <http://www.tsa.gov/assets/pdf/airport_security_design_guidelines.pdf>, makes clear that there is no security obstacle to establishing a service animal relief area inside airports’ secure area. This is a necessary first step to solving the connecting flight problem for this group of travelers with disabilities.

The following text is from page 69 of the “Recommended Security Guidelines for Airport Planning, Design, and Construction” document cited above:

b) Individuals with disabilities will often be able to use these landside areas for their service animals. However, for transiting/connecting travelers with disabilities, access to landside relief areas may not be possible due to time constraints and disability-related reasons. In order to allow such travelers access to service animal relief, airports may choose to locate a more limited service animal relief area on the sterile side (for example using artificial materials and with fewer amenities), or may provide travelers with escorted access to non-designated outdoor areas for the purpose of service animal relief.

c) Airports should determine the need for, design, and location of designated Service Animal Relief Areas for use, and the circumstances in which access will instead be afforded to other outdoor areas. For transiting/connecting travelers needing access to those service relief areas located inside the sterile area, an appropriately badged escort will be required.

Jeremy Buzzell, Senior Policy Advisor
Office of Disability Policy and Outreach
Transportation Security Administration
Department of Homeland Security

IAADP Public Comment

U.S. Department of Transportation
1200 New Jersey Avenue, SE.,
West Building Ground Floor, Room W12-140
Washington DC 20590
DOCKET - OST - 2011 - 0182

The International Association of Assistance Dog Partners (IAADP) is a nonprofit organization founded in 1993 to represent the interests of disabled persons who work with guide, hearing and service dogs. On behalf of nearly 3000 members, IAADP welcomes this opportunity to discuss certain issues related to Service Animal Relief Areas on which the U.S. Department of Transportation (DOT) seeks comment.

(1) The most important issue for our community in the Notice of Proposed Rule Making is the question posed by the DOT on where to locate service animal relief areas. The DOT seeks comments on whether service animal relief areas should be located inside or outside “the sterile area.”

The sterile area is understood to be the secure area between the TSA screening checkpoints and the gate area where passengers board or deplane the aircraft.

IAADP thanks the DOT for this rule making proposal which seeks to address the fact that time and distance to service animal relief areas located outside the sterile area pose barriers for disabled passengers.

In May 2008, the DOT’s Final Rule on Part 382 was published in the Federal Register. It required airlines work with airports to establish service animal relief areas for disabled passengers.

IAADP and other members of the Coalition of Assistance Dog Organizations (CADO) developed a List of Recommendations titled “CADO Guidelines for Service Animal Relief Areas at Airports.” Our goal was to enable airports to build service animal relief areas that could be readily utilized by the estimated 30,000 disabled Americans partnered with guide, hearing and service dogs.

continued on page 20
CADO members include consumer organizations, IAADP and Guide Dog Users, Inc., and the organizations representing nonprofit assistance dog training programs, Assistance Dogs International and the Council of U.S. Dog Guide Schools.

We subsequently shared the CADO Guidelines with the DOT, the association representing airport managers, fifty major airports and other entities. We furnished materials so our respective members could contact nearby airports to alert them to the May 2009 regulatory deadline for service animal relief areas and to share CADO’s Guidelines. Our top recommendation was that service animal relief areas be located in the sterile area. CADO’s guidelines also recommended airports and airlines consult with assistance dog partners and programs in addition to the TSA to ensure the design of the outdoor service animal relief area would meet the needs of passengers with different disabilities and their assistance dogs.

To the best of our knowledge, almost all airports decided to locate the relief area outside the sterile area on the landside of airports, some a good distance away from the terminal to the severe disappointment of all involved in this advocacy initiative.

We would like to raise awareness of why locating relief areas inside the sterile area is important to our community.

It is extremely distressing to have your assistance dog indicate he or she suddenly needs to eliminate on the way to the gate or when changing planes or immediately after the plane arrives at your destination. Any dog can experience a digestive upset or be unnerved by air turbulence on a flight, urgently necessitating a trip outdoors to prevent an “accident” and alleviate the dog’s cramps. This problem can be compounded by the fact that wheelchair users often have to wait 45 minutes or more till all the passengers have deplaned and until their wheelchair is brought up from the cargo hold and until someone finally comes with an aisle chair for transferring. Passengers who are blind report there is often a long wait for an escort. Those using a walker or crutches have to make their way very slowly through the airport, while those with medical conditions causing shortness of breath, dizziness, pain or fatigue will also find it to be grueling to try to reach a service animal relief area that is located outside the sterile area. After leaving the terminal to find the service animal relief area on what is called the “landside” of the airport, disabled passengers with a flight to catch will need to get in line to go through the TSA screening checkpoint again. This entire process can be so time consuming, returning to the gate area in time to make the flight may not be possible for many teams. Any of us can end up in this predicament when we fly, since illness, air turbulence, thunderstorms and other events highly stressful for many assistance dogs are factors beyond our control.

In addition, very young dogs, elderly dogs and assistance dogs on their first flight will need to eliminate more often than seasoned travelers in their prime, so taking the dog out for relief purposes is a prudent measure for their disabled partners to ensure the public is not inconvenienced by what we refer to as “an accident” while we are in transit.

It is with these considerations in mind that IAADP urges the DOT to require a minimum of one service animal relief area per terminal located inside the sterile area to significantly reduce the time and distance for disabled passengers whose assistance dogs need to make use of the service animal relief area. In very large terminals with more than one concourse where gates may be well over a quarter mile apart, we hope the DOT will require a centrally located relief area inside the sterile area or if that is not possible for logistical reasons, the airport could build two service animal relief areas inside the sterile area, one at either end of the terminal to ensure time and distance do not pose barriers for disabled passengers traveling with canine assistants. These relief areas need to be located outdoors on the sterile side of the airport, something the TSA discussed in its Guidelines issued in May 2011.

IAADP believes service animal relief areas located inside the sterile area would best serve the needs of the vast majority of disabled passengers with assistance dogs when on the way to the gate, changing planes or during a stopover and immediately after arriving at their destination before passengers have to collect their luggage. Few of us could manage all our luggage and a trip to a service animal relief area located outside the terminal on the “landside,” especially if traveling alone. Airports which only built one service animal relief area to serve disabled passengers at airports with two to six terminals, thinking the fact it is rarely used indicates there is no need for additional relief areas, hopefully will take a second look at this problematic situation.

(2) After careful consideration of information provided in the NPRM on the need for coordination with the TSA and each airport’s site specific Airline Security Program if relief areas are located in the sterile area, it seems prudent for the DOT to require the provisions of this Rule to apply to U.S. and foreign airlines in Part 382 to ensure no conflict exists which might negatively impact the delivery of services to disabled passengers who ask an airline employee for directions or an escort to a service animal relief area located inside the sterile area.

(3) Ideally all airline personnel would receive training as to the location of the service animal relief areas at every destination and so would all airport employees, enabling any of them give directions to disabled passengers with a service animal. Recognizing the inherent difficulties and the huge price tag that could be attached to a formal effort to educate the entire workforce, IAADP is very much in favor of the DOT requiring airports to put up a sufficient number of signs to guide disabled passengers and escorts to service animal relief areas without getting lost.

We urge the DOT to require airports to adopt and utilize consistent signage throughout the United States. These signs should prominently feature a symbol meaning “Service Animal.” We envision this symbol as comparable to what has become the universally recognized symbol for “disabled,” which incorporates a wheelchair motif, featured on handicapped parking signs, the doors of accessible restrooms for the disabled and on other items. We suggest continued on page 21
adoption of a stylized representation of an assistance dog or a silhouette of a dog’s head since airports fall under the jurisdiction of the Americans With Disabilities Act, which has an updated service animal definition that limits the species which can be labeled a service animal to dogs, as of March 15, 2011. Dogs are also the predominant species traveling on airlines as service animals.

IAADP believes the use of the same symbol for “Service Animal” at all airports in the USA could be considered a reasonable accommodation under the Americans With Disabilities Act for persons who have a learning disability or cognitive impairment that makes reading a sign printed in English or any other language impossible, while still being able to recognize and respond to a pictorial representation of something important to that individual. This same symbol would be helpful to persons who are illiterate due to lack of education and escorts not yet fluent in reading English as it is not their native language. As a bonus, the eye catching nature of the symbol could potentially be beneficial to airports and airlines in educating their employees, prompting those who are curious to ask a colleague what it stands for, thus familiarizing many of them with the existence of service animal relief areas.

(4) In reply to the request for comments on whether airport websites should have a map of the airport that shows the location of service animal relief areas, indicating whether they are located inside or outside the sterile area, IAADP finds the lack of such information on airport websites to be a regrettable oversight. We recently published an article in our newsletter by an IAADP member who contacted an airport seeking information on the location of their service animal relief areas. She let us know the airport was willing to add this data to their website map at her suggestion once the desirability of such information for trip planning purposes had been made clear to the individual to whom she spoke at that airport. Rather than an ongoing piecemeal approach, leaving it up to disabled persons to persuade various airports of the value of showing service animal relief areas on their website map of the airport and in directories and literature with a map, IAADP asks the DOT to require all airports to make this information available to persons with disabilities and families with disabled children who may travel with a service animal and other interested parties. It would also be a valuable resource for airlines which have to furnish directions or escorts to the service animal relief area upon request from a disabled passenger, at the 368 airports in the USA with more than 10,000 deplanings a year covered by this NPRM.

(5) IAADP is very much in favor of this Rule empowering the DOT to adopt requirements regarding the design of service animal relief areas, including the dimensions, materials used and maintenance for relief areas, but we suggest the DOT refrain from detailing all the specifics of such requirements in the Rule itself, retaining the right to be flexible on specifics when the language for the Rule is finalized. This will allow for permitting airports to try new materials that are climate specific or cleanup specific which may be developed in the future and recommended by those with expertise such as, but not limited to, the TSA relief area expert in the canine division, without going through the long drawn out process for amending the Rule.

Maintenance for relief areas should include the airport operator assigning someone to inspect and if needed, to pick up droppings in the relief area three times a day. This is especially important for relief areas that do not permit wheelchair users to get close enough to the place where the dog eliminates to pick up after the dog or for passengers whose disability prevents this courtesy due to dizziness, pain or risk of a fall from loss of balance or some other disability related issue.

The Coalition of Assistance Dog Organizations (CADO) Guidelines for Service Animal Relief Areas at Airports, included below the photos in this document, provide additional input from our community as to the materials to be used, desired minimum dimensions, provision of a supply of pickup bags, a disposal receptacle and so forth.

IAADP opposes the installation of indoor service animal relief areas. We have received complaints from IAADP members taken to such sites in airports because their dogs refused to eliminate indoors.

We ask the DOT to follow TSA guidelines issued in May 2011 for establishing relief areas outdoors, accessed from the sterile area. In doing so, we recognize that most assistance dogs are deliberately trained to never go to the bathroom indoors. Since November 1996, the DOT guidance document has mandated such training by informing passengers that if a dog urinates or defecates in the airport or plane cabin, the airline does not have to treat the animal as a service animal, as such conduct would demonstrate the dog has not been properly trained to behave as a service animal in public, even though it may perform an assistive function. This remains the DOT’s position in the most recent Guidance document in the Final Rule on Part 382, published in May 2008.

Taking an assistance dog team to an indoor area for relief purposes sets up the vast majority of teams for failure. If the person is so worried about missing the flight, he or she commands the dog to eliminate outdoors, it will cause dogs unaccustomed to indoor relief to experience a tremendous amount of stress. Pressuring the dog will be futile in most cases. If the disabled person refuses to pressure the dog, realizing it is a waste of time, the dilemma of what to do next and disappointment at being escorted to such an unsuitable place for relief purposes is no less upsetting.

We cannot count on all airport operators to understand this. See the photos below of the indoor relief area that an IAADP member was taken to at Seattle’s SEA-TAC airport, for a graphic look at the current problem of airports having no standards to go by on design, dimensions, materials and location.

In closing, IAADP would like to commend the U.S. Department of Transportation for this rule making initiative to improve air travel for passengers with disabilities.

respectfully submitted,
Toni Eames, M.S., President
International Association of Assistance Dog Partners

Continued on page 22
CADO Guidelines for Service Animal Relief Areas at Airports

1. Service animal relief areas should be established within the secured perimeter.
2. The location of service animal relief areas should be negotiated between airlines, airport operators, assistance dog training programs and assistance dog partners. Representatives of TSA should be asked to participate in these discussions.
3. A minimum area of 10 feet by 10 feet should be set aside for each relief area. If space permits a larger area should be designated.
4. Grass or other natural surfaces are preferred. Additional surfaces may be wood chips or gravel.
5. Every service animal relief area must be accessible for physically disabled individuals using wheelchairs or other mobility devices.
6. The service animal relief area must be maintained by airlines and/or airport operators.
7. All service animal relief areas should have bags for pick up, pooper scoopers and trash receptacles.
8. Service animal relief areas should be fenced in with gates wide enough to provide wheelchair access.
9. Escort service staff must be trained about these requirements and notified of the mandate to provide escort service to and from the service animal relief area for disabled passengers accompanied by assistance dogs.
10. Other airline staff, such as Complaint Resolution Officials, must be trained about these requirements and know the location of designated service animal relief areas.

Below is the language used in the 2008 Final Rule published in the Federal Register, Part II, Department of Transportation, 14 CFR Part 382 Nondiscrimination on the Basis of Disability in Air Travel; Final Rule, Page 39

382.51 Paragraph only: One new requirement at U.S. airports is to provide, in cooperation with the airport operator, animal relief areas for service animals that accompany passengers who are departing, arriving or connecting at the facility.

Photo Examples of Service Animal Relief Areas from Airports in Phoenix and San Diego
Member Thank you

Anne Dunlap
113 East Main Street Apt. 304, Newark, DE 19711

Nutramax Laboratories
c/o Toni Eames, IAADP President toni@iaadp.org

December 13, 2011

Dear Nutramax:

My family and I are so eternally grateful to the Nutramax company for helping my dog Gizmo get “back on his feet” so that he could continue his work as my service dog partner. I am happy to report that Gizmo and I received our re-certification from Canine Partners for Life in Cochranville, PA, on 11/16/11.

My dog Gizmo developed an ACL tear last April 2011 and had to have CCL surgery. Thanks to Nutramax’s key role in administering the IAADP Veterinary Care Partnership (VCP) fund, I received $1,000.00 towards this surgery. I cannot tell you how much the VCP donation has meant to me and to my partnership with Gizmo. He is the world to me. I have a traumatic brain injury, and he alerts to seizures, performs many service tasks, and is my true and devoted friend.

The doctors and staff at Veterinary Specialty Center of Delaware, a specialty hospital, have also been so caring and magnanimous in helping me with the finances that the surgeries involved. They gave us a discount on the surgery, and because this first more conservative surgery did not “hold,” Dr. Arthur Jankowski donated his surgical services free of charge for the removal of the implant and for the second more expensive and involved surgery. The veterinarians, Dr. Carrie Althouse and Dr. Natalie Campbell, who are the new VSCD physical therapists, also donated their services free of charge.

I also want to thank Nutramax for donating their wonderful products like Cosequin, Dasuquan, Welactin, and Denosyl to IAADP partner teams. Gizmo has been taking Dasuquan with DSM since his surgery; he was formerly taking Glycoflex. He is also now taking Welactin 3 Calcium Softgels; beforehand, he was taking EFA3 oil. I am so grateful that you so generously offer these products free of charge to IAADP teams. I have not yet asked Gizmo’s veterinarian, Dr. Suzanne Michel, to write a letter asking for these products through Nutramax, but I plan to do so in the new year 2012. I know from ordering these products how much of an incredible financial commitment it is to you to keep a large 83# Labrador like Gizmo supplied with these products on a yearly basis.

Thank you, too, for your ongoing financial support of the much needed Veterinary Care Partnership Fund. I am “ec- ing” Gizmo’s regular vets and specialists because I think they should know what certain companies do out of the goodness of their heart! Fortunately, I can say the same for Gizmo’s regular vets and specialists!

Your sponsorship means so very much to canine service teams. I know that it is quite a financial commitment to your company, especially during these hard economic times. I want to assure you what a blessing you are in the lives of service dog recipients, especially for those service dog recipients like me, who may be on a fixed income, due to the severity of cognitive and physical injuries.

Gizmo and I wish you a very Happy Holiday Season. Thank you for your huge hearts and generous spirit.

Best wishes,

Anne and Gizmo Dunlap
(letter transcribed by Anne’s mother, Deb Dunlap)

Access Problem In Ireland

Left grounded at airport…the blind woman told she wasn’t allowed to bring her guide dog on plane

By Amanda Poole

For 12 years, Joanna Jones has flown with easyJet alongside her guide dog Orla without incident.

But she was left disappointed and angry after the airline refused to allow her to take her canine helper aboard on Sunday.

The Lisburn woman tweeted her upset when easyJet refused to let them board at Gatwick.

The pair eventually flew home to Belfast on Monday after easyJet was contacted by the Guide Dogs Association in Belfast.

Joanna’s outbound journey was hassle-free with a different airline and her Poodle-Labrador cross in tow.

She said: “easyJet were looking for an official document and I was never given one. They didn’t ask for that when I booked.”

She added: “I was frustrated and angry, which is why I sent a tweet telling everyone online what was happening to me. My mum was with me, luckily. I would have been stranded without her.

“I’m also overwhelmed by the thousands of messages I’ve received on Twitter.”

Joanna said easyJet is yet to apologise to her for the distress caused by the incident, and urged the airline to adopt a different approach to visually impaired customers in future.
Access Problem in Ireland
Continued from page 23

She called for the issue of documentation to be reviewed. “I always have to get someone else to help me with easyJet flights. I’ve been told easyJet has issued an apology but nobody has spoken to me directly.

“I believe Guide Dogs in Northern Ireland need to act on this too. Some form of ID card for me and my dog would be appropriate.”

Joanna is thankful to be back home with Orla and fiance Barry Toner, who said he experienced a similar problem last year.

Joanna added: “I told them I was travelling with a guide dog and they didn’t mention this paperwork then. She was wearing her tag and harness. That should have been good enough. It was obvious I am a blind person and my dog is a guide dog.”

EasyJet’s Andrew McConnell said the airline welcomes hundreds of passengers travelling with dogs each year.

“In line with Civil Aviation Authority guidelines, easyJet’s regulations make clear that documentation must be carried showing that they are a trained guide dog,” he said.

“Guide dogs receive intensive training from accredited organisations, eg Guide Dogs for the Blind Association, to ensure that they can cope with the conditions onboard an aircraft.

“This is to protect the safety and security of the passenger, their guide dog and all other passengers. In this case, unfortunately Miss Jones did not have this documentation with her and by the time it was faxed through she missed her flight.

“EasyJet staff offered every assistance to Miss Jones and transferred her free of charge onto the first available easyJet flight.”

Guide Dogs’ transport policy officer, John Welsman, said he understood she was upset, but that rules are rules. He said: “Those rules are in place to protect passenger safety, and we would remind all our guide dog owners to carry their ID cards with them at all times.”

Background

EasyJet’s policy is that disabled people can take ‘service dogs’ – which includes guide dogs – on board all their UK domestic flights. Emotional support dogs are not considered as assistance dogs under Regulation EC1107 or UK DfT Guidance, and therefore are not accepted.

The airline said service and helping dogs will only be permitted to travel if the passenger is in possession of an official document provided by a recognised assistance dog training organisation confirming that the dog is a fully trained service dog or is under the control of a trainer. The dog must also wear an identifying jacket or harness.

* Reprinted with the Permission of the Belfast Telegraph

IAADP WEBSITE:
www.iaadp.org

Thank you Bayer!
Monday, July 04, 2011
Bayer Animal Health

I am writing a special note to thank the staff of Bayer Animal Health for making their product “Advantage Multi” available, free of charge, to Assistance Dog Teams who are members of International Association of Assistance Dog Partners, IAADP. When my veterinarian clinic gave me the shipment from Bayer this year, I was irritated that no cover letter came with the prescription product this time, as I had wanted to send a quick thank you note to the company. However, that silly attitude of being irritated was soon replaced when my quarterly news publication from the IAADP arrived with an article authored by Joan Froling on the topic of Heartworm Preventative.

I realized that my habit of sending quick little thank you notes was less than adequate to express my gratitude for having this potential life saving gift given to my canine partner. The article came complete with an explanation of how the staff at Bayer goes through many steps working with a partner’s vet clinic to get the product into the hands of an individual team. Rather than that hasty thank you note, I believe that a personal story about us would be a more meaningful way for the staff at Bayer Animal Health to know why we really can use this gift, and also why I appreciate their donation of company time along with the product.

To start I shall tell you who we are. I am Polly Callant a fifty-two year old divorced woman living alone in a subsidized apartment in the Minneapolis metro area. I am partnered with a seven and a half year old very large black Labrador Retriever, named Bubba. I am medically retired from a life long course of Multiple Sclerosis and live on a very tight fixed income from social security and a small supplement provided by the state of Minnesota to aid the disabled poor. Money was not always such an issue in my life. During the 1980’s I trained and showed dogs on AKC show circuits. During that time I lost my first owner handled champion to what was then a little known scourge in Montana, Heartworm. That beautiful Borzoi was only five years old. Heartworm was not prevalent in the Northwest and Pacific Northwest where we did most of our showing. I didn’t know until post necropsy that he suffered from damage to his heart muscle caused from early exposure while he was still a puppy, a fact the breeder had failed to disclose.

By later in the decade there was education about this parasite and medications coming on the market to use for prevention. All of my dogs owned by myself or those brought in for training or showing were recipients of that necessary health care expense. Back in those times it was just one more expected cost of having a dog business or dogs as pets. The years continued to move on and much changed, dramatically at times, in my life and in my life with relationship to my dogs. I had always felt that the relationship with my dogs were very important in my life, but I would continued on page 25
come to know the degree of importance in a way I had never even guessed at. As the MS began to take a serious toll, my ability to earn a living was lost, and in general my entire life changed because of that many different times in rapid succession. In the 1990’s, before there was legal reference to Assistance dogs, I had trained my Therapy Dogs International registered therapy dog, a German Shepherd Dog named Anna, to be my helper dog. That dog finished out her life as my assistance dog. After passage of the ADA, I founded my own Service Dog program in the state of Idaho, and fortunately was able to continue on with being partnered with this most remarkable form of assistance. Unfortunately, the MS course turned more progressive and my dreams for that program never came to full fruition.

This year proved to be not unusual in that unwelcome stresses would come, but does serve as a way to tell about some of my recent life. How small acts of kindness that come from others are large beacons of hope in my world. Tough economic times are here for most of us, and charitable help is a blessing for those of us that it is bestowed upon.

Early this year my partner was diagnosed with Mast Cell tumors. Two such tumors were removed in rapid succession in March and April. Both tumors were of course cancerous and there is no way of knowing if there will be more such tumors in his future. There was no question in my mind about having these life saving surgeries for my dog. After all he has given his life to help me and help me to avoid physical harm caused from taking falls or similar things, so I owe it to him to do everything within my ability to take care of him. Bubba’s health returned quickly and I have my Service Dog back in full working mode. Needless to say these expenses are a large burden for such a small income. Thank the fates for good credit. However, meeting more monthly expenses such as the need for the Advantage Multi, is now difficult.

I was counting on Bayer to again supply us with this needed product when I calculated if I could handle the monthly credit card bills that would come after Bubba’s cancer removal surgeries, and of course those of his regular veterinary care. Thankfully, I was not let down by life one more time this year. Because yes indeed, Bayer was still providing the product to teams of IAADP. For those of you in the executive parts of the company, please know that your decision to provide this service for IAADP’s members is more than a public relations gesture, but serves to really lighten the financial burden most disabled persons partnered with assistance dogs live with. This generous gift really does make a difference in our ability to give our canine partners the best potential health care regimen. For me personally, to know that my dog has one less illness that is likely to take him from me or end his working career, because he can be on the Heartworm (and other parasitic infestation) prevention is a tremendous gift.

For the line staff that take the efforts needed to actually get this product into our hands, I also want to tell you that those ‘Assistance Dog people’ really do appreciate your countless small steps to ensure that each one of us can benefit from the Advantage products. I wanted to give you at least one name and a face to put towards this ongoing project along with my words of gratitude. Thank you all for this kind and generous assistance. I am embedding a picture of my dog and myself. I am telling you a little bit about my life and using a picture as ways of expressing the sincere gratitude that I have for your kindness.

With Sincere gratitude,
Polly A Callant and Bubba
IAADP member number 3741

---

**Pit Bull Ban vs. the ADA**

James Sak, 65, a disabled Vietnam Veteran and retired Chicago police officer, was forced to relinquish his service dog after the Aurelia, Iowa Town Council voted December 14 to prohibit the dog, identified as a “pit bull,” from residing within Aurelia city limits. Granting a preliminary injunction in favor of James Sak, a judge has ruled that the disabled veteran will be allowed to keep his pit bull mix service dog, despite Aurelia’s breed ban.

The judgment was issued in federal court in Sioux City this morning. The preliminary injunction means Sak will get his dog back temporarily – pending the outcome of the lawsuit. The Animal Farm Foundation has been providing legal assistance to Sak, and argued that the action taken by the city was in violation of the Americans with Disabilities Act.

“Today I got my peace of mind back,” Sak said. “I hope that nobody else has to go through what we went through.”

The city of Aurelia may still choose to appeal the decision.

Sak and his wife, Peggy Leifer, moved to Aurelia in November to live near Leifer’s ailing mother, an 87-year-old longtime resident of Aurelia. Sak was accompanied by his service dog, Snickers, who is certified with the National Service Animal Registry. In 2008 Sak suffered a debilitating stroke that left him permanently disabled, unable to use the right side of his body, and confined to a wheelchair.

For two years Sak worked with Aileen Eviota, a physical therapist with the University of Illinois Medical Center in Chicago, to improve his functional capabilities and live more independently through the use of a service dog. “Snickers has been individually trained to assist James with tasks which mitigate his disability, including walking, balance, and retrieving items around the house,” said Eviota in a letter to the Aurelia Town Council dated December 2, 2011.

Days after moving into their new home, Sak and Leifer were summoned to a Town Council meeting after a small group of citizens circulated a petition calling for the dog to be removed from city limits. Although the dog has no history of aggression or nuisance complaints, the petition...
Pit Bull Ban vs. the ADA
Continued from page 25

urged the Council to “retain as written and without exception the existing City of Aurelia Ordinance, Chapter 58,” which prohibits ownership of “pit bull” dogs.

However, because Snickers works as a service animal for a disabled person, the dog is protected by the Americans with Disabilities Act (ADA) and should not be subject to the breed ban, according to 2010 guidance issued by the DOJ.

“The Department does not believe that it is either appropriate or consistent with the ADA to defer to local laws that prohibit certain breeds of dogs based on local concerns that these breeds may have a history of unprovoked aggression or attacks,” the DOJ stated in the regulation. “Such deference would have the effect of limiting the rights of persons with disabilities under the ADA who use certain service animals based on where they live rather than on whether the use of a particular animal poses a direct threat to the health and safety of others.”

On December 14 the Aurelia Town Council told Sak that he must remove his dog from city limits by the end of the

day. Snickers is currently being boarded at facility outside of Aurelia.

“I lost my helper,” said Sak, who served more than 30 years in the Chicago Police Department and enlisted in the Army during the Vietnam War. “I’m not looking for special treatment, I just want to be safe, and I need my service dog for that.”

“When the service dog here to assist, I can’t leave Jim unattended,” said Leifer. “But the whole reason we moved to Aurelia was to care for my 87-year-old mother who is ill. I drive across town to care for her three times a day. Jim has already fallen once and we had to call 911. I live in fear that he will have another stroke, or worse. We need his service dog back.”

Sak is a member of the Fraternal Order of Police – Chicago Lodge 7 (retired from the 12th District of the Chicago Police Department) and the American Legion – Post 390 of Aurelia (Vietnam Veteran, Army Signal Corps).

Sak is pursuing legal action against the City of Aurelia so he can be reunited with his service dog.

http://www.lifewithdogs.tv/

* Reprinted with Permission

Hospital Access Enforcement
St. Mercy Medical Center settles violation of Section 504 of the Rehabilitation Act

FOR IMMEDIATE RELEASE
January 3, 2012
Contact: OCR Press Office (202) 619-0403

Following an investigation by the U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR), St. Edward Mercy Medical Center (Mercy), in Fort Smith, Arkansas has agreed to make changes to its policies and procedures to comply with Section 504 of the Rehabilitation Act of 1972 (Section 504).

The settlement resulted from a complaint filed with OCR by a person with a lumbar and spinal disability who requires a service animal to assist him in a number of daily functions, including carrying and picking up items and helping to stabilize his walking. While the complainant sought emergency medical treatment for his father, Mercy refused to allow the service animal to accompany the complainant into the hospital. The complainant was told his service animal was not a “seeing eye dog” and the animal would need to be removed from the hospital because he could not show vaccination records or tags verifying the health of the animal. After an investigation, OCR found that Mercy’s policies and procedures regarding access to service animals inappropriately excluded service animals already being used by qualified individuals with disabilities other than vision impairment.

“Service animals are used by people with disabilities for various purposes and this action sends a strong reminder to facilities to ensure that people with service animals have an equal opportunity to participate in their programs and services,” said OCR Director Leon Rodriguez. “HHS is committed to continuing its strong enforcement of Section 504 and ensuring access to health care for all Americans.”

Under Section 504, a covered entity may not limit access to only those service animals used by persons who are blind or have low vision. A covered entity may also not deny access to a service animal based on an individual’s failure to produce a tag or other documentation demonstrating that the animal is a service animal or what tasks the service animal performs, or a veterinarian’s health certificate or other documentation of the service animal’s health.

Among the terms of the settlement agreement, Mercy will establish non-discrimination policies, provide notice to its staff and program participants of such policies, and ensure staff receives comprehensive training on their obligations to provide services without discrimination to qualified persons with disabilities and specific training on permitting service animals into its facility in accordance with Section 504.

People who believe that an entity receiving federal financial assistance has discriminated against them (or someone else) on the basis of disability, may file a complaint with OCR at http://www.hhs.gov/ocr/civilrights/complaints. A copy of the Settlement Agreement in this matter, along with more information about OCR’s efforts to enforce Section 504 of the Rehabilitation Act of 1972 can be found at www.hhs.gov/ocr.
A
fter about six years, my service dog’s trainer, Deborah VanGelder, suggested that if I wanted to continue to have a service dog past Quin’s lifespan, that I acquire a new dog while Quin is still capable of being a Service Dog so that Quin could help train the new dog. I liked that idea, as I had never considered using my trained service dog as a behavioral model for a new service dog.

Quin has an excellent temperament so we contacted her breeder, Cheryl Cates, to provide us with another sound, good natured dog. At first, I thought that we should select a male dog to avoid any potential conflict. All I told the breeder was, “Don’t give us an Alpha dog.” She initially picked a male puppy for us, but after several months, said we would be better off with a female puppy as the male was going to be about 90 pounds and perhaps a little more difficult for me to handle. We received a female we named “Joy.” Because I had been hospitalized for several weeks at the time, we got her at four months old.

Knowing that baby Boxers are extremely exuberant, my first thought was how to protect quiet Quin from all of that “Joy”-fulness. I knew that Quin had to be “top dog” so immediately when Joy came to our home, Quin had certain privileges that Joy did not. Quin could lie on the couch to get away from Joy who always wants to play with her. Quin had first choice of bones. I also let Quin growl protective warnings of “stop it” at Joy because I knew that Joy’s sharp puppy teeth nipping at Quin could hurt. I reprimanded Joy if she tried to mount Quin; however, I let Quin mount Joy occasionally to reassert her dominance.

Another way I continue to keep Quin “top dog” is to feed her first. Before Joy knew how to do a down/wait, I stood between them to keep Joy from disturbing Quin. Now that Joy has more training, I have her do a down/wait; then have her look into my eyes for a release cue to eat. Also I often have both dogs do a behavior, but Quin gets her treat first.

I use clicker training and have found even the foundation of operant conditioning can be influenced by an experienced dog teaching the new one by imitation.

In order to use Quin as a model for Joy to learn a new behavior, I have Quin illustrate the behavior to Joy. For instance, to teach the “Take It, Give It to Me” behavior, I initially put two toys on the ground. I ask Quin to perform the behavior. At first Joy watched and got excited. Then, I pointed to the other object and if Joy just touches the object, I click. The foundation of behavioral training is done in baby steps. Finally, after a few weeks, Joy gets the idea by watching Quin do the behavior. Next thing I know, both dogs can’t wait for me to say “Take It, Give It to Me.” A type of natural competition develops and both of them eagerly await the opportunity to demonstrate the behavior; however I always highly praise both dogs. Then I replace the toys with another object that I will eventually need Joy to retrieve. Except for my “bad” days, I train them every day several times a day for short periods. Even ten minutes a day training is better than nothing, but strive for two sessions of fifteen to twenty minutes.

Teaching the down/stay becomes easy as Quin readily does it. Then, I have Quin stay in the down while I work with Joy. Once she learned the behavior of the down/stay, she follows Quin’s cues. If I tell Quin to stay and walk into another room, Joy stays down with Quin. Also, I can trust Quin not to eat a treat placed just in front of her. Joy, watching both Quin’s cues and mine, learns the behavior well. I can’t explain the thrill of seeing our two dogs so obedient and alert just waiting for their next cue.

I also use Quin to teach Joy calmness. When a fire truck with blaring sirens, horns and blinking lights happens to pass near us, Quin and I act as if nothing unusual is happening. There’s no cuddling or fussing over Joy. I watch Joy’s body language and see her calming down as she learns that there is nothing to fear.

Quin teaches Joy that she should trust what I tell her to do. If Joy is skittish about walking on the clanky bottom row of bleachers at the park, she will trustingly follow Quin. Joy sees Quin’s trusting me to do scary things and then Joy begins to trust more. Also, when I tell Quin to relieve herself and stand in one spot still, Joy watches and then she relieves herself too.

During the past few months, my husband, has had to be the one to take Joy to obedience classes because I was having health issues. Quin and I would go and watch when we could. With other dogs around to distract Joy, she seems to be a schizo personality – an angel at home and a bizarre excitable puppy in training, but eventually she will become more socially acceptable. Although we are home-training Joy, I still feel it is imperative to attend as many training classes as possible to socialize her, but there’s plenty of work to do between classes too.

I believe that anyone training their dog for the first time, they should work with a professional service dog trainer if one is available as there is a lot for us as people to learn. I learned things I never would have dreamed of – like train your dog to lay still while having someone step over them and don’t take them down escalators as their toes can get stuck. When one is out in public, that team represents every service dog team. The public can tax one’s patience and do bizarre things (that is an article in itself), yet, we must try to remain calm. Negative team behavior is remembered more often than positive behavior. And we must ALWAYS be courteous.

It will take a lot of additional training for Joy to begin to ignore other dogs. This is one area where Joy pays no attention to what Quin does. Joy wants to meet new dogs desperately. It will take a lot of visits to Petco and Petsmart to teach her to behave around other dogs. Also, now Joy is in her Canine Good Citizen Class. In this class, our dog must not run or pull to try to reach any other dog as we pass each other or stop to talk. Keeping that natural prey drive in check takes constant vigilance and control.

It is essential to learn as much as possible about a dog’s body language. Also, what noises they make in response to

continued on page 28
what stimulus. Is it a threatening bark, or a thirsty bark or a playful bark? Is the dog’s body tense or relaxed? How are their ears set and eyes focused? Are they displaying anxiety behaviors of frantically licking their paws, leaning heavily into your body, emanating a foul odor, panting heavily, … etc.? If anxiety is present a quick break to a grassy area outside might be a good idea…a dog gets tired too and they need breaks.

Our dogs are always observing our behavior and responding to it, we have learned to be as consistent and patient. Dogs readily learn behaviors that are more fun. One time, I let Quin chase squirrels up trees and intensely laughed at her. Immediately, Quin started looking at flying pieces of paper to chase. She thought they might be squirrels and that she should chase them to please me; however, she almost pulled me off balance. It took a moment of laughter to teach a negative behavior and a month of corrections to correct the same behavior. We have to think one step ahead of our dogs, as they are extremely intelligent, playful beings. I do always carry treats, because in every outing, the unexpected could occur and an opportunity for further training always exists. Even for Quin, every outing means a potential training session. One is always training your dog by their own behavior and various new situations that occur.

One potential problem in having two dogs at one time is that they might become extremely attached to each other. Joy cries if we take Quin out and leave her home. So we take small trips with each of them, one at a time, to try to curb separation anxiety. I do not know how Joy will respond when Quin is no longer around.

Warning: Caring for two dogs takes more time than just one dog and requires constant attention! On the other hand, they force me to get up out of bed even when feeling bad, to feed them and let them outside. If you don’t have time and patience and energy, it is best to have someone else train your dog. It takes dedication, persistence and perseverance to teach a new dog and to control the situation. I feel it can take two years to thoroughly train a service dog and with some dogs, longer – it depends on the dog’s maturity and how much training they have received.

I have learned that what Joan Froling wrote about in her piece titled “Retiring an Assistance Dog” in IAADP’s “Partners Forum” really works. We just read the article and realized that we have actually been doing many of the points she made. We are slowly weaning Quin off her service dog tasks and using her to teach Joy to become a service dog. Yet while training Joy we strive to keep Quin’s dignity, value and “top-dog” position. She earned it, and after so much hard work, she deserves the best. She is, as her name reflects, a Quintessential.

Continued from page 27

Quin: Role Model and Tutor

Roxanne

As I arrived at the dormitory at the beginning of the academic year, I had a sense of déjà vu. I had dropped out of college 5 years earlier to go through a double transplant (kidney and pancreas). This time I had plans of working hard and completing my course work in four years and walking away with my degree in Sociology and Psychology, one step closer to my goal of being a Social Worker. Different this time was Roxanne, my guide dog, ever present and ready to lead me wherever I needed to go.

Moving in was quick and I was all unpacked in no time, except for Roxanne’s bed which she insisted be at the head of my bed rather than the foot where I preferred it. She won out of course and seemed content after beating her bed into submission right where she wanted it. I introduced myself and Roxanne around the dorm so everyone would have a fairly good understanding of her function as a guide, not a pet and the fact that we came as a single unit.

As I laid down for a nap back in my dorm room, Roxanne refused to rest. Even though Roxanne was a guide dog, not trained to alert to other medical issues, she had alerted me to the fact that my blood sugar had dropped shortly after bringing her home from Guiding Eyes for the Blind. That was the furthest thing from my mind as she insisted on laying her head in my lap, really concerned about the lower right side of my abdomen. I should have realized that she is communicating something to me and it was my job to figure out what she was saying. She continued to become more anxious and animated, but I wrote it off as being in unfamiliar surroundings. I couldn’t have been more wrong.

After 3 days, her efforts to tell me something became even more persistent and I realized I was experiencing more physical discomfort. As I became painfully aware that something was not right with my body, I called my transplant team to arrange some blood work. The results were devastating – I was in full rejection as the pancreas had become nonfunctional. The thing I feared most was happening.

Roxanne stayed with me the whole time, even on the ambulance ride to the University of Pittsburgh Medical Center. The EMT’s were wonderful at making us both as comfortable as possible, even putting towels over the sharp anti-skid bumper as she climbed in next to me. She continued working while I was on the gurney at the hospital, leading me on the left as she had been trained to do. She ignored the distractions presented by unknowledgeable people at the hospital calling to her. I felt really bad, but told them to leave her alone so she could do the job she was trained to do.

The final diagnosis was not as dire as I feared. I had switched to a generic form of one of the immune suppressants that keep my body from attacking and killing my transplanted organs. Apparently that change brought on all the problems I was having. A week in the hospital with Roxanne at my side reversed the deadly process that had started. Roxanne went with me everywhere through all the tests and medical procedures, with the exception of one that continued on page 29
required surgery. When I returned to the room after that one, she was elated, bouncing and huffing like mad. I was touched she was so relieved I was back with her. Although she is never allowed on furniture, I didn’t correct her when very carefully she crawled up on the bed next to me. She placed her head over the incision and laid perfectly still for the next 4 hours.

What occurred to me as I lay in the hospital bed was that I had ignored all the signals she had been working so hard to give me about my condition. I considered the earlier alert to my blood sugar to be a fluke...how wrong I was! I believe these wonderful creatures don’t have to be trained as medical alert dogs to be sensitive to the changes in your body. They are much more aware of what is going on inside our bodies than we are and given the chance to bond closely with us, they will find a way to communicate these things to us if we take the time to figure out what they are saying. The dog doesn’t have to be trained as a medical alert dog to be sensitive to changes in your body. But that close bond with any type of service dog must be cultivated. I find doing obedience with Roxanne anytime we have “hurry up and wait” periods helps cement our bond. Even the simple act of wiping her feet when we come inside or giving her a massage delights her...and me. And the importance of praise in our relationship is key. Being positive with Roxanne delights her and makes her even more responsive and relaxed and more in tune with my needs. That is a blessing to both of us.

Harnessing a New Beginning

By Ann Chiappetta

Verona and I walk into the dining room where the new students are already sitting down for dinner. It is dog day tomorrow. It’s hard to believe it’s been almost three years since it was dog day for me. Verona finds an empty seat. I settle her under the table and then ask what is on the menu.

“Pork tenderloin, roasted potatoes and sautéed green beans,” replies the server, “and help yourself to the garlic bread while it’s still hot.”

It’s good to be back, I think, reaching for the bread basket. Between bites of warm, crusty bread, I introduce myself to the other folks at the table. The night before dog day is probably the most important day for each person in the room and is especially complex for the men and women who are back to be matched with a successor dog. New students don’t normally carry the emotions and feelings of loss associated with retiring a dog; to help the students move on, some guide dog schools offer counseling as part of the adjustment process.

During dinner, I discover that three women I’m sitting with are retrains—one coming back for her fourth dog and the other two moving onto a second. Moving on from dog one to dog two is a particularly difficult shift for a guide or service dog handler because the first dog symbolizes an extraordinary change in the handler’s life. The increased sense of confidence and independence the first dog provides is a powerful catalyst and bonds the handler and dog so strongly that it is difficult for the handler to move on to a successor dog.

After dinner and the lecture, I gather up the retrains and we settle into the student living room to begin the group meeting.

I lead three students upstairs and we each find seats. As we begin talking, another student joins us. “I feel so guilty,” confides the first woman, speaking about her dog. “I’m so afraid she doesn’t understand. I want her to be happy but she still tries to work even when she can’t walk.” She starts to cry.

“I know,” says the second woman, “It breaks my heart to walk out of the house without her but she can’t do it any-
Access Complaint About Amtrak

by Joan Froling

I AADP’s Information & Advocacy Center receives many inquiries about the access rights of a disabled person with an assistance dog. Each query usually has its own twists and turns that make a “one size fits all” answer impossible. Some are more memorable than others, of course.

One morning I received a call from a lady in San Francisco who was very unhappy with Amtrak. She wanted to buy tickets so she could travel by train with a friend and their service dogs. She told me the ticket seller informed her Amtrak would only permit dogs whose owners had proof they were service dogs.

Quite indignant, the caller demanded of me, “Isn’t that a violation of the ADA? I was told by my friend no one is allowed to ask me about my disability or for proof my dog is a service dog. All they can ask is whether the dog with me is a service animal. All I have to do is say “yes.” That should be the end of it.”

I told her it was not quite that simple. The Americans With Disabilities Act (ADA) gives businesses the right to ask what work or tasks the dog has been trained to perform related to the disability.

Furthermore the dog must be very well behaved in public. Dogs that misbehave in places like restaurants can give the whole assistance dog movement a black eye.

I have never forgotten her response, for it was “a first” in the annals of access counseling.

She said, “Believe me, my friend and I respect the law. That’s why we wouldn’t dream of bringing our dogs into a restaurant or store unless they were in their strollers.”

A service dog in a stroller? I was momentarily at a loss for words.

Further inquiry yielded the information that her dog’s work was to help her with anxiety.

As for what kind of training the dog received to assist her, related to her disability, she told me she had trained her dog to be quiet whenever she put him in his stroller and zipped the netting shut. Her friend’s service dog had mastered that task too. This allowed the two dogs to be with them to prevent anxiety attacks. She proudly reported that she and her friend had received a number of compliments from the staff in restaurants, as their dogs were so quiet, most people were unaware of their presence.

I asked her if she had discussed the strollers with the Amtrak ticket seller?

She had indeed. She informed the ticket seller that she needed seats with enough space in front of them for the dogs’ strollers.

She seemed genuinely surprised when I told her that I had never heard of anyone using a stroller for a service dog in the last two decades. I explained the ticket seller and members of the public are accustomed to seeing a service dog heeling on a loose leash or obediently lying at our feet on a train, in an airplane cabin and in other places of public accommodation. The mention of a stroller conjures the image of a pet owner taking a cat or very small dog out for fresh air.

I subsequently educated her about the ADA Definition of a Disability. Then I explained the ADA Definition of a Service Animal, which clearly differentiates between service dogs and emotional support dogs.

I let her know that teaching a dog not to bark in public places falls under teaching a dog good manners. It does not fulfill the ADA requirement for “individual training to do work or perform tasks related to the disabling condition.” Work has to be something more than a dog’s mere presence in a stroller or on leash, even if the person believes the dog’s company will prevent or reduce the risk of an anxiety attack or panic attack.

When she asked what she needed to train her dog to do, among other things I discussed IAADP’s Minimum Training Standards for Public Access, a link to which can be found in the Box at the top of our homepage. I also referred her to the article I wrote linked to that webpage titled “Service Dog Tasks for Psychiatric Disabilities,” first posted to IAADP’s website in 2001. I ended the call by referring her to several other resources, including the ADA hotline where she would receive information from the U.S. Department of Justice technical advisors on any questions she might have pertaining to her civil rights.

Curious about Amtrak’s policy, I did some research with the help of another IAADP member to learn how difficult it would be to take the train with an assistance dog, especially for someone with an invisible disability. Amtrak’s policy on its website will follow. I shall then share additional information provided by Customer Service representatives when queried about Amtrak’s policies, including news of a discount for disabled passengers.

Service Animals

Only Service Animals Permitted

Amtrak allows trained service animals* accompanying passengers with disabilities in all customer areas in our stations, trains and Amtrak Thruway motorcoaches. No other animals are allowed onboard at any time. View our Pet Policy for details.

*You may be asked what task(s) your service animal performs for you.

Control of Your Animal

You must keep your service animal under control at all times. The animal should always be on a leash, harness or other tether, unless either the handler is unable because of a disability to use a harness, leash or other tether, or the use of a harness, leash or other tether would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control.

Amtrak personnel may require you to remove your service animal from the premises if: the animal is out of control and you do not take effective action to control it (for example, a dog causes a significant disturbance by barking repeatedly and uncontrollably or is not housebroken) or the animal poses a direct threat to the health or safety of others.

continued on page 31
If you are asked to remove your service animal, but you would like to remain on the premises and/or continue travel without the animal, you must make arrangements for another person or local animal control to accept custody of your animal, and you may be required to continue or begin your Amtrak travel at a later time or on a later date.

Walking Your Animal
If the train schedule permits, you may walk your service animal at station stops provided that you stay within reasonable proximity to the train and re-board promptly when the conductor notifies you that the train is about to depart. If you plan to walk your animal during the trip, please notify the conductor when you first board the train.

Amtrak employees are not responsible for the care or supervision of any service animal.

PET POLICY
Only Service Animals Allowed Onboard
Animals not trained to perform a specific task for the passenger are not service animals and are not allowed on trains or Thruway services in passenger areas nor as checked baggage. Among the animals not permitted on trains:
• **Comfort animals** – animals not trained to perform a specific task, but which are said to provide emotional support, to relieve anxiety by their presence, by the passenger holding or stroking the animal, etc.
• **Pets** – animals for which no claim of any service is made. Animals that by their nature cannot be trained (reptiles, fish, insects, etc.)
• **Search and rescue dogs** – they are trained generally, but not to assist a particular passenger
• **Police dogs** (other than dogs brought on trains by the Amtrak Police Department)

*If the passenger or agency feels an exception needs to be made for search and rescue dogs or police dogs, contact the Amtrak Police Department for assistance.

Customer Service Replies:
Thank you for contacting us.
We apologize that it has taken longer than expected for us to reply. We have had an unusually high number of e-mail requests. Your patience is appreciated.
Amtrak’s policy regarding service animals is:
Trained service animals accompanying passengers with disabilities are allowed in all customer areas in stations, trains (including food service areas), and Amtrak Thruway buses. People with many different types of disabilities (such as deaf or hard of hearing, vision impairment, limited mobility, and cognitive disabilities) use trained service animals. Some but not all, service animals wear an identifying harness or collar. Certification for the animal is not required. We may not ask the passenger what his or her disability is. If we are not certain that the animal is a service animal, we may ask the passenger with the animal if it is a service animal that is trained to perform a specific task for the passenger, such as guide or seizure notification services. In some cases the only identification for the service animal will be the credible verbal assurance of the customer using the service animal.
There is no charge for the service animal’s transportation. The service animal generally sits on the floor at the passenger’s seat. If the service animal is too large for the floor space at the passenger’s seat, the passenger may reserve a second seat, at no additional fare, to provide more floor space for the service animal.
Amtrak offers disabled passengers traveling with a service animal a 15% rail discount. This fare is not offered on Amtrak.com. Also a second seat to accommodate the service animal cannot be reserved online. Information and reservations may be obtained by calling us at 1-800-USA-RAIL (1-800-872-7245). Press ‘0’ or say ‘agent’ to bypass the automated system.
We hope this information is helpful.
Sincerely,
Amtrak Customer Service

* Amtrak is a registered service mark of the National Railroad Passenger Corporation.

---

Exciting Change to UK Travel Rules

Dogs traveling to the UK from non-EU listed countries like the USA and Canada no longer need a Rabies titer test, then a six month mandatory waiting period before eligible to enter the UK! The new quarantine exemption protocol is to microchip, then give the dog a Rabies vaccination and your dog will be eligible to enter the UK merely 21 days later! There is no waiting period for future trips as long as you document that you have kept the dog’s Rabies booster shots up to date. You will still need the official third country veterinary certificate filled out. Dogs must be treated by a vet for tapeworm [a pill] no less than 24 hours or more than 120 hours (1 - 5 days) prior to arrival. You must still travel on an approved carrier [most airlines] on an authorized route [e.g. landing at Heathrow], so check this out before booking your flight, or utilizing alternative transportation.
Partner Member Benefits

Free benefits unless otherwise noted

All Members Worldwide

- “Partners Forum” Newsletter
- Muttluks - 50% discount on boots, 50% discount on shipping in North America
- International Help-line [call or write]

Available in United States

- Advantage Multi from Bayer Animal Health (includes heartworm preventative, flea control)
- Advantage or Advantix from Bayer Animal Health
- Dasuquin, Cosequin, Welactin, 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 - 10% discount
- Kansas State University Veterinary Diagnostic Labs - 10% discount on titer testing.

Available in Canada

- Advantage or Advantage Multi from Bayer Animal Health Canada
- Advantix from Bayer Animal Health Canada

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

Who Do I Ask? Where Do I Send It?

Toni Eames, IAADP President
eames@iaadp.org 559-224-0544

Joan Froling, IAADP Chairperson, Editor
joan@iaadp.org 586-826-3938

Jill Exposito, Vice President USA, Treasurer
jill@iaadp.org 913-963-5574

Devon Wilkins, Vice President Canada
devon@iaadp.org 705-740-0351

Margie Gray, Board Member, Secretary
margie@iaadp.org 816-254-8701

Glen Gregos, Board Member
glen@iaadp.org 818-716-0855

Yvonne Peters, Board Member
yvonne@iaadp.org 204-832-0681

Membership Coordinator Database, VCP
membership@iaadp.org 888-544-2237 Member Benefits

Membership Information

Membership Dues: Partner Member $40; Renewal $40; or join/renew, 3 years for the price of 2 years! $80; Partners outside North America $20 per year or $40 for 3 years; Friend $40; Provider $50.

Send check with signed application from website at http://www.iaadp.org/iaadp-membership-application.html to IAADP, P.O. Box 638, Sterling Heights, Michigan 48311. 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, Data CD or Email. Renewal notices may or may not reach you. Please renew 45 days in advance of the Expiration Date on Partner Membership Card to maintain your eligibility for benefits. Change of dog? You must notify us to update your dog’s name in our database file!

IAADP Information & Advocacy Center

Call (586) 826-3938 or email joan@iaadp.org or see contact info on IAADP Website: www.iaadp.org

You can also contact us by mail at IAADP, P.O. Box 638, Sterling Heights, MI 48311