U.S. Federal Legislation Proposing to Alleviate “Fake Service Animals” On Planes

Senator Richard Burr introduced legislation to align the definition of a “service animal” under the Air Carriers Access Act (ACAA) with the definition under the Americans with Disabilities Act (ADA). It would also establish a criminal penalty for making misrepresentations of service animals. Plus it would require federal agencies to establish a standard of service animal behavior training for service animals, limited to dogs, working for their handler(s) on an aircraft.

H.R.4 is the Federal Aviation Administration (FAA) Reauthorization Act of 2018 which would authorize the agency to continue for another five (5) years through 2023, adding terms and clauses for areas of focus, expenditures, and more. Amendments to the bill can be negotiated in committee before the final version is put to a vote.

The press release regarding H.R.4 issued on Senator Burr’s website provides a summary:

WASHINGTON, D.C. – Today, Senator Richard Burr introduced legislation to align the definition of a “service animal” under the Air Carriers Access Act (ACAA) with the definition under the Americans with Disabilities Act (ADA), establish a criminal penalty for making misrepresentations about a service animal, and require federal agencies to establish a standard of service animal behavior training for animals who will be working on an aircraft.

“Today, I’m proud to introduce legislation that will protect the ability of individuals and veterans with disabilities to travel with their trained service animals,” said Senator Burr. “One doesn’t have to look far to find rampant cases of abuse where even emotional support kangaroos have been allowed to fly on planes to the detriment of fellow travelers and handlers of trained service animals. This bill will help clearly define what is a ‘service animal’ and will establish penalties for those fraudulently claiming disability needs.”

Background Information:

The ACAA (49 USC 41705) prohibits discrimination on a commercial aircraft against anyone with a “physical or mental impairment that substantially limits one or more major life activities.” Enacting regulation for the ACAA (14 CFR 382.117) allows the use of an “emotional support or psychiatric service animal” continued on page 3...
On the aftermath of publicized stories highlighting challenges of air travel with emotional support animals such as peacocks and lawsuits involving passenger injury, there has been a scurry amongst airlines to create proactive and responsive policy. In response, the US Department of Transportation (US DOT) solicited public input for updating air travel regulations. In an interesting move, a senator from North Carolina attached an amendment to a five year Federal Aviation Agency reauthorization bill. The regulatory, as well as legislative, proposed changes arrive faster than the production of Partners Forum. IAADPs mission includes front line advocacy and public education. We urge you to stay informed of the latest updates, alerts, and calls to action by reviewing announcements posted on our Facebook page: https://www.facebook.com/IAADP/ We’ll be exploring advocacy roles and opportunities for the organization and its constituents in the coming year as we move forward in drafting and executing our strategic plan.

We appreciate feedback from our readers and we were pleased to receive input for the strategic planning underway. Peter Gorbing from Assistance Dogs United Kingdom (ADUK) and Dogs for Good, responded to the UK air travel article with some additional information shared herein, including the sad passing of Dick Lane another dedicated soul in the assistance dog movement. We look forward to more news coming from our International members who responded to an invitation from our International Resources Team earlier this year. Our Newsletter Team is in the process of finalizing policy, guidelines, and online forms for submission of articles, photos, and story ideas. We greatly value the willingness of members who have generously offered to volunteer, assisting IAADP with their time and talents.

This is an imperative time for assistance dog partners to exercise their voices and choices when it comes to informing and shaping policies, practices, and civil rights of public access. As detailed in the last issue the Bottleneck Analysis showed an undeniable overwhelming gap between the supply and demand of assistance dogs beyond what training programs can deliver. Some of these programs have closed their multi-year waiting lists, stating that they can not even keep up with the demand for successor dogs for their alumni. Thus, the need to preserve the option of owner-trained assistance dogs is compelling. Attempts to reduce the number of fake service animals should not eclipse equitable human rights for people with disabilities. I believe there is an inherent risk of jeopardizing public access rights with well-intentioned, but over-arched, authority entrusted to a single certifying entity deciding which assistance dogs and partners qualify. A significant number of individuals partnered with assistance dogs complain that they have difficulty locating affordable public access testing within a reasonable distance. Administering a national certification may well prove more problematic. Perhaps a more workable solution would resemble the inspiring guide dog airport training programs featured in this issue.

Laura Rose

**DISCLAIMER:** Nothing in this communication, or anything linking to or from this communication, is intended to substitute for legal, medical, veterinary, or other professional advice of any kind from qualified professionals. Nothing in this communication, or anything linking to or from this communication, is intended to diagnose, treat, or cure any condition or illness; nor has any statement been evaluated by the FDA (USA Federal Agency, Food and Drug Administration) or other public agency. You are hereby notified and advised to seek counsel from qualified professionals at your own risk and expense. IAADP accepts no liability of any kind. IAADP makes no guarantee of accuracy or fitness of purpose. **PRIVACY STATEMENT:** IAADP does not share information with third parties without permission except what is required by law and what is necessary for administrative purposes including but not limited to processing payments, mailing materials, managing membership, etc.
Legislation Proposing to Alleviate “Fake Service Animals” On Planes
Continued from page 1

under certain conditions. However, under the Americans with Disability Act (ADA) the definition of “service animal” (28 CFR 36.104/302) does not require accommodation for dogs whose sole function is to provide comfort or emotional support, as those animals do not qualify under the ADA.

The legislation would amend the ACAA by defining “service animal” in statute using the current definition under the ADA. By aligning the two statutes using the ADA definition of service animal, it would bar animals not currently recognized by the ADA, would not allow animals whose sole function is to provide comfort or emotional support, and would require that in order to qualify as a service animal a dog must be individually trained to do work or perform tasks for people with disabilities.

The legislation would also make it illegal for an individual to knowingly and willfully make a false statement for the purpose of seeking accommodation involving an animal from a commercial air carrier. Specifically, the proposal would prohibit false statements or representations regarding whether an animal is a service animal trained to do work or perform tasks for the benefit of an individual with a disability.

Finally, the legislation would require the Secretary of Transportation, in consultation with the Attorney General, the Secretary of Veterans Affairs, commercial air carriers, and private industry, to establish a standard of service animal behavior training for individuals seeking accommodation under the ACAA.

IAADP President and Co-founder, Toni Ann Eames M.S. submitted a letter to Senator Burr’s office regarding this legislation. In her letter, she highlighted the importance of having stakeholder input from assistance dog partners with experience and insight regarding adoption of a standard for service animal behavior training, with appreciation for his initiative giving attention to this issue.

H.R.4 Status Update: On April 27, 2018 H.R.4 passed the U.S. House with 393 Yeas, 13 Nays. On May 8, 2018 H.R.4 was placed on the U.S. Senate Legislative Calendar under General Orders, Calendar No. 401. According to GovTrack.us this bill has an 85% chance of passing. It must first be approved by the U.S. Senate and then would go before the President to sign.

Updates regarding the status of the U.S. Federal Legislation for the FAA Reauthorization Act of 2018 “H.R.4” can be found online at these two links: https://www.govtrack.us/congress/bills/115/hr4 https://www.congress.gov/bill/115th-congress/house-bill/4/all-actions?q=%7B%22search%22%3A%5B%22hr4%22%5D%7D&r=1&overview=closed#tabs

You can access the entire Press Release from Senator Burr’s website online at this link: https://www.burr.senate.gov/press-releases/senator-burr-introduces-bill-to_strengthen-airline-service-animal-procedures last viewed online 2018 Jun 08. At the bottom of his page there are links to supporting organizations and/or letters regarding this legislation.

Links to additional articles with opinions regarding H.R.4:


The Honorable Richard Burr
Russell Senate Office Building
217 Constitution Ave NE,
Washington, DC 20510

June 30, 2018

Dear Senator Burr,

The International Association of Assistance Dog Partners is a nonprofit, consumer advocacy organization with the goals of educating and supporting people with disabilities working with Guide, hearing, and service dogs.

As a blind person working with a well-trained guide dog, I am concerned with the number of poorly-behaved dogs currently flying on airplanes. We commend your efforts to define a dog under the ADA rather than the ACAA. The newly-defined legislation should make it illegal for an individual to knowingly and willfully make a false statement for the purpose of getting accommodation for a pet.

However, IAADP would not support the adoption of a standard derived from any entity or process to which we would have no input. As our nation's stores, restaurants, theaters, airlines and hotels are being inundated with fake and/or poorly-trained service dogs; we support any effort to dissuade individuals from falsely claiming that they have a disability that requires the use of a service dog and/or attempting to gain public access with an improperly trained service dog.

The Assistance Dog International is a coalition of training programs. A standard already exists for many aspects of assistance dog work. The military groups asking you to sponsor the legislation have chosen not to join ADI. There is no need to re-invent new standards.

We thank you for taking the initiative on this important issue and look forward to working together on behalf of people with well-trained guide, hearing and service dogs.

Appreciatively,
Toni Ann Eames, M.S.,
President IAADP
The Power of Using Your Voice: An Abbreviated Timeline of Policy Changes Past and Present

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990 however the fight for access rights started long before and continues to this day. Getting that legislation passed at the federal level was a huge step forward, but the journey has many steps. People have gone to great lengths to educate policy makers, to organize events, and to have their voices echo through the chambers, at times even putting their lives on the line to speak up and demonstrate their conviction for human rights. These rights are hard won and must be preserved against barriers and pressures. Every victory was achieved through the power of collectively speaking out and advocating for these rights to open the doors of equity a little wider each time.

The journey of addressing issues of fake service animals has had many twists and turns in recent months. At times, the reactive and proactive efforts of industry agents to provide effective policies and guidelines have missed the mark, approaching systematized discrimination violating the rights of individuals with disabilities, confusing distinctions between emotional support animals and assistance dogs which includes psychiatric service dogs. Like a rubber band stretched too far, too long, the limits of public tolerance on these air travel matters have been surpassed with the toll of injuries, deaths, and lawsuits. The media spotlight has been bright and far reaching on this topic, mobilizing many affected groups to demand a solution. Now is the time to press in, educating the public, the media and decision-makers, gaining seats on committees, voicing concerns, and collaborating on problem solving towards workable solutions. History is made by those who show up.

We have organized an abbreviated timeline of events including late 2017 and early 2018. The outcome or potential decision will have an impact the lives of those who have varying abilities and who are partners in an assistance dog team.

- March 15, 2011 – The Department of Justice proposed changes to the definition of “service animal” in an effort to refine or expand the 1991 Title III regulation definition that states: a “service animal” is “any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

After posting a notice of proposed rulemaking (NPRM); a public notice issued in accordance with the law when an agency of the United States government wishes to add, remove, or change a rule or regulation; the Department of Justice received extensive comments about the wording of their final rule which now defines a “service animal” as [quote] “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals.”


This change in 2011 to the ADA definition of service animal has become the standard for securing and maintaining the rights of access for assistance dog teams. What follows are the current events that are threatening access rights as well as walking a thin line on the edge of discrimination. Please take a look and consider participating in the assistance dog movement by advocating for the rights of all assistance dog teams.

- 2017 UK Travel Regulations – Initially language specified the requirement for assistance dogs to be trained by organizations, naming Assistance Dogs International and the International Guide Dog Federation.

- June 2017 Lawsuit – Emotional Support Animal attacks a Delta passenger leaving him with facial lacerations which required 28 stitches.

https://www.ajc.com/travel/delta-passenger-bitten-emotional-support-dog-couldn-escape-says-attorney/nYtlgO1rGbVmV68XekCWUL/

- January 19, 2018 – Delta Introduces Enhanced Requirements for Customers Traveling with Service or Support Animals Effective March 1, 2018.

https://news.delta.com/delta-introduces-enhanced-requirements-customers-traveling-service-or-support-animals-effective

continued on page 5...
January 28, 2018 – IAADP President and Co-Founder, Toni Ann Eames M.S. speaks up for Assistance Dog Partners with Delta Airlines (See letter on page 6)

The assistance dog community along with airline groups met with stakeholders; Toni participated through a phone call with Delta.

February 1, 2018 – United Airlines will require additional documentation for customers traveling with emotional support animal or a psychiatric service animal. In addition to providing a letter from a licensed medical/mental health professional, customers will need to provide a veterinary health form documenting the health and vaccination records for the animal as well as confirming that the animal has been trained to behave properly in a public setting. These changes went into effect March 1, 2018.


February 9, 2018 – Toni Eames was interviewed by Katherine Vallera. As a result Katherine wrote and published an article on the website of TravelPulse. (See Article Reprinted by Permission on Page 8)

February 15, 2018 – HR620 ADA Education and Reform Act of 2017. This bill passed the House of Representatives, however it was later put to rest without hesitation by the Senate. You will find the celebration of the Senate’s accomplishment on page 14.


February 22, 2018 – Delta announces a responsive policy update for those traveling with a service animal, emotional support animal, and/or psychiatric service animal. These changes went into effective March 1, 2018.

https://news.delta.com/delta-service-and-support-animal-policy-effective-march-1-enhancements-added

February 28, 2018 – Southwest Airlines. While Southwest is considering changes to their service animal policy at this time, they have no intended updates. However, it is noteworthy to be aware that they have a limit of 6 animals per flight and it is on a first come first serve basis.

https://usserviceanimals.org/blog/southwest-airlines-pet-policy

April 19, 2018 – Alaska Airlines updated their service animal policy. “If you are traveling with a trained service animal or emotional support/psychiatric service animal you must provide Alaska Airlines with the following completed documentation at least 48 hours before departure, and keep the completed forms with you for the entire journey.” These changes went into effect May 1, 2018.

Animal Health Advisory Form
“We strongly recommend guests should have a certified copy of the animal’s health certificate from their veterinarian for their entire journey. Refer to Alaska’s pet policy for requirements for a health certificate.”

Mental Health Form
**This is a disclosure form verifying that the person traveling with the service animal or emotional support/psychiatric service animal has a mental health-related disability listed in the Diagnostic and Statistical Manual of Mental Disorders.**

Animal Behavior Form
This form is a signed Confirmation Of Liability from the person traveling with the service animal.

https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals

April 24, 2018 – Proposed amendment to H.R.4 Federal Aviation Administration Reauthorization Act of 2018, intended to transform the ACAA (Air Carrier Access Act) to align with ADA (Americans with Disabilities Act) passed the House. On May 8, 2018 H.R.4 was placed on the U.S. Senate Legislative Calendar under General Orders, Calendar No. 401. According to GovTrack.us this bill has an 85% chance of passing.

Updates on this legislation can be found online at these two links:

https://www.govtrack.us/congress/bills/115/hr4

May 14, 2018 – American Airlines announces updates to their emotional support animal policy. These changes went into effect July 1, 2018


May 16, 2018 – The Department Of Transportation announces proposed changes to the Air Carrier Access Act (ACAA) regulation on transportation of service animals. Consortium of Airline Groups/Airlines for America, an
industry group that represents those carriers, this month
told the U.S. Transportation Department that it should
narrow the open-ended definition for “service animals”
to only “trained dogs that perform a task or work for an
individual with a disability.” This sparked outcry from
organizations about the policy changes being potentially
discriminatory.

After receiving over 1,000 comments on the initial Ad-
anced Notice of Proposed Rulemaking the DOT opened
an additional ANPRM for comments.
https://www.regulations.gov/docket?D=DOT-OST-2018-
0068

https://www.dallasnews.com/business/airlines/2018/06/
26/airlines-trump-administration-dont-make-us-board-
emotional-support-animals

- June 20, 2018 – Delta announces another round of
changes to their emotional support animal policy. Effect-
tive July 10, 2018 passengers are limited to one emo-
tional support animal and Pit Bulls are no longer permitted
onboard as emotional support animals.
https://news.delta.com/delta-updates-policy-limits-each-
customer-one-support-animal-effective-july-10

To review the current Delta Service and Support Ani-
mal Policy as well as supporting instructions and forms
go to:
https://www.delta.com/content/www/en_US/traveling
with-us/special-travel-needs/service-animals.html
2018/06/22/delta-is-banning-pit-bull-service-dogs-
critics-say-that-might-not-be-legal/?utm_term=
.766378f18742

It is paramount for those who are in an assistance dog
partnership or involved within this movement at any level,
to initiate conversations through letters, phone calls, and
posts on social media. Had those who have gone before
us remained silent we would not have the rights we now
have. If we remain silent, those rights may be lost. It is our
duty to educate, inform and raise the consciousness of our
elected officials who are tasked with protecting and uphold-
ing the rights of all of those they represent. In addition, the
power of using our voice is equally applicable when hold-
ing non-government public places accountable to conduct
their businesses in accordance with the law. Let’s work
together to resolve the confusion and reactive logic that
threatens the access rights for individuals with disabilities
and their assistance dog partners.

Speak Up Now Before We Pass
the Point of No Return!!

onie Eames, President and Co-Founder of IAADP
sent a Letter of Complaint about Delta Airlines’
New Rules regarding Service Animals to Ed Bastian, CEO
of Delta Airlines, cc U.S. Department of Transportation and
several others.

January 28, 2018

IAADP
International Association of Assistance Dog Partners
http://www.iaadp.org

Delta Airlines
Attn: Ed Bastian, CEO
P.O. Box 20706
Atlanta, GA 30320-6001

RE: Letter of Complaint about New Rules for Travel
with Service Animals

The International Association of Assistance Dog Part-
ers (IAADP) is a not-for-profit, cross-disability, self-help
organization whose mission is to advocate for public access
rights for community integration and empower the voice of
people with disabilities partnered with well-trained, well-
socialized guide, hearing and service dogs.

I have been partnered with guide dogs since 1967, and have
successfully flown with my guide dogs hundreds of times. In
fact, my late husband Ed and I worked for several years with
David Martin, Delta Airlines Disability Coordinator about is-
sues of passengers with disabilities flying with dogs.

IAADP is in complete agreement with Delta that exotic
animals cannot fly in the cabin. We agree that the problem
of fake and/or out-of-control service and support animals
must be addressed. But please, do not punish the vast ma-
jority of legitimate dog partners because of a minority of
fake manipulators.

Delta Airlines suggested resolution to the problem of out-
of-control dogs is not workable. For years the assistance dog
industry has struggled unsuccessfully with how to identify
legitimate working dogs.

Delta Airlines unsupported plan is the mandated require-
ment that several documents must be presented 48-hours
prior to flying. The ACAA law ALREADY HAS remedies
which airline personnel can use to address out-of-control
animals. If an animal is out of control, ban it. If an animal
damages a plane they fine the owner. If an animal causes
harm, the owner can be arrested and prosecuted.

Requiring paper will not yield any of the desired out-
comes. Presenting a health certificate and an affidavit will
not prove anything, other than that the offending animal is
healthy and rabies-free. Furthermore, the online fake ser-
vice animal industry will benefit by making more money
than they already do cranking out certificates, vests, ID
cards and other fake gear at such expense.

What happens with the business traveler, or emergency
plans to travel? How will Delta ensure a passenger chang-
ing flights will have the proper documents in the system? How will Delta manage the inevitable loss of documents? After all, bags are frequently lost! When a dispute arises at the counter between a passenger who affirms the documents are in the system, and the agent who cannot find them, how is Delta going to resolve the matter? What is the outcome and remedy for the stranded passenger?

Ultimately, IAADP denounces this as a policy bound to fail. Unfortunately, we predict a great deal of harm caused to air travelers with legitimate service animals. Fake service animals and poorly behaved pets will continue to fly. Meanwhile, customers who need to travel with their legitimate service animals will be burdened with additional administrative hurdles, additional expenses, and additional hassles. Planes will not have fewer animals. Customers will not be less inconvenienced. And the skies will not be safer for anyone.

Toni Ann Eames, M.S.
President and Co-Founder of IAADP

cc:
The Honorable Elaine L. Chao, Secretary
US Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590 United States

Charles E. James, Sr., Director
Departmental Office of Civil Rights
US Department of Transportation
1200 New Jersey Ave, SE
Washington, DC 20590 United States

Aviation Consumer Protection Division
Office of Aviation Enforcement & Proceedings
US Department of Transportation
1200 New Jersey Ave, SE Room 4107
Washington, DC 20590 United States

Gil West, Senior Executive Vice President / Chief Operating Officer, Delta Airlines
P.O. Box 20706
Atlanta, GA 30320-6001

Victoria Forbes Roberts, Vice President
Reservations and Customer Care, Delta Airlines
P.O. Box 20706
Atlanta, GA 30320-6001

Heidi Gould, General Manager
Customer Care, Delta Airlines
P.O. Box 20706
Atlanta, GA 30320-6001

Delta Updates Policy - Limits Support Animals and Bans Breed

https://news.delta.com/delta-updates-policy-limits-each-customer-one-support-animal-effective-july-10

Delta, which led the industry in early 2018 by updating its service and support animal policy, says it will further enhance its restrictions, effective July 10. The enhancements include introducing a limit of one emotional support animal per customer per flight and no longer accepting pit bull type dogs as service or support animals. These updates, which come as the peak summer travel season is underway, are the direct result of growing safety concerns following recent incidents in which several employees were bitten.

Since Delta’s changes took effect in March, many carriers have followed suit. The new requirements support Delta’s top priority of ensuring safety for its customers and employees, while supporting the rights of customers with legitimate needs, such as veterans with disabilities, to travel with trained assistance dogs.

“The safety and security of Delta people and our customers is always our top priority,” said Gil West, Chief Operating Officer. “We will always review and enhance our policies and procedures to ensure that Delta remains a leader in safety.”

The changes follow an 84 percent increase in reported incidents involving service and support animals since 2016, including urination/defecation, biting and even a widely reported attack by a 70-pound dog. Delta carries approximately 700 service or support animals daily – nearly 250,000 annually. Putting this into perspective, Delta carries more than 180 million passengers annually. Customers have attempted to fly with comfort turkeys, gliding possums, snakes, spiders and more. Ignoring the true intent of existing rules governing the transport of service and support animals can be a disservice to customers who have real and documented needs.

Delta has also banned pit bull type dogs as service and/or support animals in this round of policy updates.

The full policy and additional information on types of accepted animals and other questions related to traveling with service and support animals is available at the link below, last viewed on 2018 Jun 21.


One-Time, Recurring and/or Memorial Donations accepted at give.iaadp.org
The ‘Emotional Support’ Debate is Tougher Than You Think

By Katherine Vallera
Reprinted By Permission. This article originally appears on the website of TravelPulse at: https://www.travelpulse.com/opinions/column/the-emotional-support-debate-is-tougher-than-you-think.htm Last Viewed Online 2018 Feb 14

The article below looks at the impact of the changes in Delta Airlines policy regarding service/support animals, which includes comments from Toni Eames, the President of IAADP.

Some of us might have gotten a good chuckle when a woman tried to bring her “emotional support peacock” on a flight. All humor aside, however, the incident served to reveal an elephant in the cabin and a far more complicated debate about how airlines treat animals, disabled passengers and those who abuse either.

In response to negative publicity surrounding alleged emotional support animals, (including the attack of a passenger), airlines like Delta and United are revising their policies with regards to who flies inside the cabin. Via statement to the Washington Post, Sara Nelson, President of The Association of Flight Attendants-CWA, claimed the changes will reduce fraud and protect passengers with disabilities.

Yet, it appears that individuals with disabilities – as well as the organizations that advocate for them – disagree. Toni Ann Eames, President and Founder of the International Association of Assistance Dog Partners (IAADP), released a statement predicting the revised policy will cause a great deal of harm to travelers with legitimate service animals. Another statement released by Christine Benninger, President and CEO of Guide Dogs for the Blind, explains how requiring people with disabilities to present a health certificate for their service dogs 48 hours before flying is discriminatory.

Harper is also denied boarding when there’s a stroller necessitating the same space that she’d need for her service dog: “Half the time, the agent says there’s nothing they can do.” The alternative solution is hardly better: The airline forces another passenger to give up their seat. This upsets other passengers, who direct their anger at the service animal owner.

Service Animals vs. Bad Ideas

The new policy will not only make flying less accessible for people with disabilities requiring service animals, but it will also make it more expensive: Veterinarians will charge for the certificates, which must be submitted at least 48 hours in advance and will only be valid for two weeks.

This means round-trip itineraries will often require two vet visits: one in each direction.

Traveling with disabilities is already challenging enough. Harper notifies the airline about her service dog in advance, at which time they guarantee reasonable accommodation as is stipulated by the ACAA (Title 14 CFR Part 382). Yet all too often, when she arrives at the gate, the airline is unprepared to accommodate her disability as required by law.

Sometimes, it’s because they’ve already reached the maximum number of animals allowed inside the cabin. (There’s no priority for service dogs when it comes to this allowance; It’s determined by when the passengers booked.) While the popularity of flying with pets keeps growing, this allowance hasn’t been raised to meet the demand, thus posing an accessibility obstacle for people with disabilities.

Harper is also denied boarding when there’s a stroller necessitating the same space that she’d need for her service dog: “Half the time, the agent says there’s nothing they can do.” The alternative solution is hardly better: The airline forces another passenger to give up their seat. This upsets other passengers, who direct their anger at the service animal owner.

continued on page 9...
“I think the airlines don’t believe me over the phone,” Harper says, “When I show up at the airport, they consider me a problem they put off dealing with until the last minute.”

Case in point: Harper was recently denied access to the first four flights she wanted because they’d reached the maximum animal allowance. She was then denied access to another because of a stroller. To make matters worse, her purpose for flying was to seek medical treatment for her disability:

“A theoretical piece of baby gear had priority over me,” laments Harper.

Right Idea vs. Wrong Placement

But then there’s the counterpoint: Healthy passengers who take advantage of accommodations intended for people with disabilities so that their pets can be in the cabin.

“People will fake disability because they don’t want to fly [animals as] cargo,” counters Eames. “It’s not 100 percent safe, and they don’t want to lose their pet.”

“I don’t blame them one bit!” says travel agent Ruth Demuth. “There’s no way I’d subject my fur babies to flying in cargo. There is always that risk of injury or death due to severe conditions and poor handling.”

“It’s important for travelers to understand that flying animals in [the] cargo area is extremely dangerous,” discloses Colleen O’Brien, Vice President of People for the Ethical Treatment of Animals (PETA). “It’s not uncommon for them to be lost, injured or even killed.”

The potential for tragedy is even higher when flights are delayed and the cargo hold experiences extreme temperatures. Combined with loud noises and the lack of pressurization, flying cargo can cause animals to experience distress. There’s also the risk of suffocation when cargo shifts and their carriers are crushed.

“It doesn’t surprise me that people would go to great lengths to avoid putting their animals in cargo,” says Christopher Barry, attorney for the Animal Legal Defense Fund (ALDF).

He explains how the minimum standards outlined by the Animal Welfare Act fall well below what most Americans would consider acceptable for transporting their pets. Worse yet, he describes the enforcement of these standards by the Department of Agriculture as “notoriously lax.”

Last month, the Department of Transportation (DOT) released an updated Animal Annual Incident Report. Utilizing this information, I attempted to calculate the risk by percentage. While they report an average of 47.25 deceased, injured or lost pets per year, I couldn’t find any figures for total number of pets flown, which were necessary in order to complete my assessment.

In search of answers, I called the Aviation Consumer Protection Division and was told they don’t keep track of the total number of animals that fly cargo. The “over two million” estimate published on their website isn’t substantiated by any actual data. It’s impossible to accurately assess the risk of flying cargo without this figure, which means there’s no telling how safe or dangerous it really is to our pets.

The discrepancies don’t stop there.

According to Berry, the DOT’s report doesn’t “paint a complete picture” because they only count commercially flown pets in their figures. The report doesn’t include incidents involving animals en route to wildlife conservatories, zoos and research facilities. Furthermore, airlines aren’t required to report incidents that involve pets if they suspect it had a preexisting condition.

“Every business should be held accountable,” declares travel agent Connie Riker, who specializes in special needs travel. “People’s pets are part of their family; They rely on the promises made by airlines when making the decision to entrust their family member with them.”

“Without a proper dedicated team taking care of these animals and proper shipping conditions, there will always be risk involved,” adds Demuth.

Service vs. Support vs. Imposters

Meanwhile, Delta reports that the number of passengers traveling with emotional support or service animals has increased 150 percent in the past three years.

Due to the influx of imposters, passengers with legitimate disabilities face even more challenges. This is especially true for those who have invisible disabilities that are not immediately apparent.

“People misjudge us, harass us and interfere with our service dog’s ability to do its job,” Harper says. “They think the handler isn’t really disabled [and] is trying to get away with something.”

So why not require people with disabilities to clearly identify themselves?

“[That] would be illegal,” counters Harper, which I confirmed with a call to the Department of Justice, “Plus, do you really want to create a society where disabled people are singled out and required to flash a special form of identification?”

“Requiring paper will not yield any desired outcomes,” Eames mentions. “The online fake service animal industry will benefit by making more money than they already do cranking out certificates, vests, ID cards and other fake gear.”

“Health certificates do not ensure any kind of behavioral qualifications,” adds Benninger, who suggests that Delta policy changes fail to address the issue of ill-behaved animals and the negative impact they have on travel experiences for everyone onboard.

Everyone I spoke with who uses services dogs agreed: It’s for lack of training that an animal may pose a threat to public safety, and that’s not going to be annulled by a trip to the veterinarian.

Riker asserts that anyone who is planning on bringing their animal around other people should know how it will behave in public. Harper agrees, describing how Otto has been attacked by wayward emotional support animals on multiple occasions.

continued on page 10...
“I do not think that they are bad people, either,” says Benninger, who describes the motive of not wanting to subject their pets to flying cargo as noble. “I actually think this is done with good intent. The problem is that most pets aren’t trained for travel, and when those animals become stressed, they act out.”

This is problematic not only in terms of safety, but it undermines the confidence of legitimate service dogs and impacts their ability to assist people with disabilities.

Eames speculates that most doctors don’t even meet the emotional support animal before signing off on letters, let alone evaluate their potential to be a public hazard. Service animals, on the other hand, receive extensive training. (Otto, for example, underwent 2.5 years of training (that’s 23 dog years) to become a service dog.)

“Our dogs start training when they’re three days old,” notes Berringer, whose nonprofit organization provides guide dogs for the blind and visually impaired.

“A true service dog stays directly with the handler,” says Riker. “Not way off at the edge of a lead trying to get the attention from passersby and barking at other dogs.”

**Talk vs. Action**

Instead of punishing passengers traveling with legitimate service dogs, Eames suggests an assessment of emotional support and service animals by security to determine if they are fit for public transportation. Denying access for ill-behaved animals would protect other passengers and deter pet owners who abuse accommodations intended for people with disabilities.

“An animal that is being given access to public transportation needs to be able to demonstrate that it can be well behaved,” asserts Riker.

Then there’s a second solution that would alleviate the problem without discriminating against people with disabilities: “Make a huge effort to make cargo safer; really put in money!” says Eames.

“Airlines have an ethical obligation to keep all their passengers safe,” adds O’Brien of PETA, “which cannot be guaranteed as long as they continue to treat living, breathing beings like suitcases by stowing them in the cargo hold.”

“We need to see a marked response from the airlines,” says Berry. “People want to be safe. They want their pets to be safe, and right now they’re not satisfied with the options.”

Benninger uses the hospitality industry as an example, underscoring how hotels have evolved and become more pet-friendly after recognizing four-legged family as a new social norm: “We’re moving away from the time when pets lived in our backyard. Part of what’s going on here is that more people love their pets and want them to be a part of their life.”

Demuth thinks it’s the airlines’ responsibility to find a resolution that doesn’t endanger animals or infringe on disability rights. If they don’t do so willingly, then it will be up to lawmakers to design and enforce more acceptable policies.

Harper, on the other hand, is less optimistic. She’s concerned that people with disabilities are too disenfranchised and under-represented to be considered by the Federal Aviation Administration (FAA) and liability lawyers that shape the rules. Then there are animals that literally cannot speak for themselves – particularly vulnerable because they don’t have the legal value given to human life.

Combine apathy for animals with the lack of justice for one of the most overlooked minority groups in the country, and it’s a potential recipe for future calamity.

**About the Author:**

Katherine Vallera is a travel agent, writer and digital marketing specialist based out of Los Angeles, California. She first caught the travel bug while studying abroad and was awarded a Bachelor of Arts from Columbia College Chicago. Katherine went on to work her way around the world - twice - establishing herself as a travel blogger/vlogger. She then joined the team at Foremost Travel & Tours, where she was named one of the “30 Under 30” by Travel Agent Central. Katherine is currently employed by the Travel Connection Group and has traveled to more than fifty countries. She enjoys inspiring others to explore new destinations, cultures, ideas and perspectives.

---

**Appreciation Note to IAADP and Nutramax**

I have been a member of the IAADP program since receiving my first Service Dog from Canine Companions for Independence in 2006. I cannot tell you how much I appreciate the benefits through this program! Each one of my Service Dogs has taken Cosequin/Dasuquin and Welactin. I truly believe these supplements make it possible for each one of my dogs to be by my side and working as long as possible which means the world to me. THANK YOU IAADP AND NUTRAMAX!

Rochelle Byrd and CCI Successor Service Dog, Derma

Our heartfelt thanks to Nutramax Laboratories for sponsoring the Veterinary Care Partnership which supports eligible Assistance Dog Partnership Teams
Trouble in Paradise for Uber

Uber was conceived out of a very pure and genuine idea of creating an app (software for modern cell phones) where people could order a ride from their phone. Since its original launch as UberCab in San Francisco during Spring 2009, Uber has expanded it services and features adding UberEats, UberBikes and more. Partnering with charitable organizations such as Aids Awareness and Goodwill, Uber helped raise donations for community programs. The bright and shiny paradise of Uber’s services began to dim as gross acts of discrimination against individuals with disabilities partnered with assistance dogs appeared in news media outlets, incident reports and customer complaints. Such acts of discrimination were noted largely between 2014 and 2016. Incident reports filed described acts such as: driving past people without stopping upon discovering they might have an assistance dog but inaccurately claiming such patrons had canceled their rides. While the driver returned to make the aforementioned statement, they subsequently drove off leaving the person and their dog along the side of the road. A rider with cerebral palsy was refused rides more than 25 times. Another individual was refused service because of their guide dog. What made this situation over-the-top dehumanizing, the driver drove off before the guide dog handler could exit the car and ended up dragging them along the ground before stopping the car. (Visit the web links at the end of this article for additional case details.)

The most comprehensive settlement against Uber was won by the National Federation of the Blind (NFB) on April 30, 2016. This landslide class action victory put into motion strategic actions required by the ridesharing mogul in regards to their policies around the expectations as assigned to the behaviour of their drivers with the intention of alleviating future misconduct of discrimination against riders and their guide dogs. Uber’s Service Animal Policy (US) was originally updated on December 29, 2016 stating that driver-partners would be terminated from using their Uber Driver App if they did not provide rides or discriminated in any way against persons accompanied by their service animal(s). This change, while looking good on paper, did not encompass the expectations stipulated in the judges ruling in the NFB case. Nearly a year later, major changes with tremendous attention to the details explicitly laid out in the notice of proposed settlement (which was approved by the court as mentioned above) were incorporated, expanding Uber’s Service Animal Policy. It was hoped these dramatic policy updates implemented in early 2017 would result in more people reaching their destinations on-time, rather than late or, worse, not at all. These policies continue to evolve amidst external factors such as court rulings and legislation. For example, several agency decisions and court cases in recent years have considered whether Uber drivers would be classified as employees or independent contractors; how these decisions will impact enforcement of policy updates regarding transportation of assistance dogs remains to be seen.

A degree of accountability was placed on Uber along with the demand for Uber drivers to maintain a high-level of customer service for customers of all abilities. It is further hoped that driver etiquette will improve and that acts of discrimination involving people partnered with assistance dogs will decline.

On the docket there remains another class action suit filed in February 2018 within the Alameda County Superior Court of the State of California for their failure to provide enough vehicles equipped to transport wheelchairs. Cases like this are popping up across the country and one case has been filed by the Equal Rights Center of Washington DC. Keep your eyes on this one, the bar has been set high for Uber to meet the requirements of equitable equality across the board for all.

---

Source(s):

Uber Tells Its Drivers to Accept Service Animals or Lose Their Job By Julian Mark Kheel - March 25th, 2017 - The Points Guy website: https://thepointsguy.com/2017/03/uber-drivers-accept-service-animals/


continued on page 12...
Trouble in Paradise for Uber
Continued from page 11

To obtain a copy of this landslide victory in alternate accessible formats, contact any of the following who served as legal counsel to the NFB:

Julia Marks
Disability Rights Advocates
2001 Center Street, Fourth Floor
Berkeley, CA 94704
(510) 665-8644

Timothy Elder, Esq.
TRE Legal Practice
4226 Castanos Street
Fremont, California 94536
(410) 415-3493

Michael Bien
Rosen Bien Galvan & Grunfeld LLP
50 Fremont Street, 19th Floor
San Francisco, California 94105-2235
(415) 433-6830

Uber has two designated web pages on the topic of accessibility: one for its driver partners and one specifically for riders. Uber outlines the rights of their riders with disabilities, along with the complaint process and announcement that the National Federation for the Blind (NFB) will perform a random review of driver compliance. Uber has provided their drivers with explicit instructions in compliance with the court-ordered requirement won by the NFB. Uber has developed progressive language that demonstrates respect and dignity towards all people with disabilities. The following is a quote out of Uber’s revised policy: “You can help people with service animals by welcoming their companions into your car. In most circumstances, it’s illegal not to and rejecting one can lead to permanent deactivation.” In addition to the written instructions, this web page features a video demonstrating appropriate language and interactions with both riders, human and canine, of assistance dog teams.

Links:

Serving Riders with Disabilities By Uber - Last viewed online 2018 Jun 30 at: https://www.uber.com/drive/resources/accessibility/

Accessibility at Uber By Uber - Last viewed online 2018 Jun 30 at: https://accessibility.uber.com

The History of Uber By Uber last viewed online 2018 Jun 8 at: https://www.uber.com/newsroom/history/

Links to articles reporting incidents of discrimination to service dogs and people with disabilities:

Her Uber driver saw her service dog and didn’t stop. It happens more than you think. By Matthew Martinez (mmartinez@mclatchy.com) - April 5, 2018 5:40PM updated 7:43PM - Miami Herald website: https://www.miamiherald.com/article208072949.html#storylink=cpy


Links to articles featuring discussion of lawsuits and formal complaints filed in opposition to discrimination against people with disabilities by Uber:

Uber’s Business Isn’t Built to Help Disabled People By Issie Lapowsky - August 14, 2015 - Wired Magazine, Business Section website: https://www.wired.com/2015/08/uber-disability/

Disability Discrimination lawsuits against Uber that are currently on the docket: Uber does not have enough wheelchair-accessible vehicles, new lawsuit says By Carolyn Said - February 27, 2018 updated 4:17PM - San Francisco Chronicle website: https://www.sfchronicle.com/business/article/Uber-does-not-have-enough-wheelchair-accessible-12714533.php


Additional contact information:

Alexis Squire - Email: asquire@equalrightscenter.org, Phone: 202-370-3209.
Organization - Email: info@equalrightscenter.org, Toll Free Phone: 866-719-4372.

Big Questions for Rideshare Companies:

- Are their policies in compliance with current laws and regulations?
- Is there a legal obligation to provide equitable services and reasonable accommodations for persons with disabilities, such as accessible vehicles? What about transportation for durable medical equipment such as scooters or wheelchairs without additional fees or charges? What about transportation for assistance dogs without additional fees or charges (provided the assistance dog is exhibiting good behavior and meets the definition of a service animal according to the ADA)?
- Can drivers selectively choose or avoid patrons or potential patrons? On what grounds?
- What are the policies regarding animals? Service animals? Emotional support animals?
- What is the nature of lawsuits and case law to date regarding animals?

Dick Lane Passed Away at Age 87

Our last issue shared news of the peaceful passing of George Newns at his home in Knowle on December 16, 2016 at the age of 101. Sadly, the author of that article, Dick Lane, also passed away, albeit peacefully, in York on April 16, 2018 at 87 years of age. This news came to IAADP from Peter Gorbing, CEO of George Newn’s organization, Dogs for Good.

Dick Lane had served as a Veterinary Surgeon, an advisor to Guide Dogs for the Blind, as well as Chair and Trustee of Dogs for Good, an organization he had been involved with from its foundation in the 1980s at the home of Frances Hay, daughter of the late George Newns. Dick Lane authored “Paws Noses and People: A History of Dogs for the Disabled and Development of Assistance Dogs” in the UK, published in 2015, documenting 30 years of the assistance dog movement, featuring interviews discussing the impact and value of dogs on the lives of people with various disabilities. In 2014 he received a Masters in Animal Behavior from the University of Hull. He also wrote the book, “Veterinary Advice for Dog Owners,” and co-authored the book, “A-Z of Dog Diseases and Health Problems,” with Neil Ewartwas, both published in 2010. Dick Lane served on the editorial team for the BSAVA Textbook of Veterinary Nursing. He received numerous awards not limited to: The Small Animal Practice Awards in Britain in 2000, the JA Wright Memorial Award from the Blue Cross Animal Welfare Charity in 2000, the Melton Award by Masterfoods for veterinary surgeons in 1987, and The Dunkin Award in 1977. He is also internationally noteworthy for his presentation of a conference report, “Measuring Stress in Dog Trainers” at the Seventh Annual Conference of Assistance Dogs (Europe), in Sweden 2006.

A memorial service was held at Holy Trinity Church in York on May 10 and memorial donations are requested to be sent to African Sisters St Mary (CMM) Support Group (www.africansisters.org.uk).

Sources:


HR620 Goes Quietly Into The Night

Senator Tammy Duckworth spread her courage like confetti on 42 Democratic US Senators who joined her in closing the doors on the HR620 bill from going to the floor of the Senate. This bill originated in the US House of Representatives, dubbed the “ADA Education and Reform Act” could have negatively impacted civil rights for persons with disabilities shifting the burden to assert and defend public access rights to individuals, giving businesses time to delay access. HR620 passed out of committee and onto the House floor, passing without too much difficulty – 225 Yeas to 192 Nays on February 15, 2018. However, as a direct result of our Senators’ commitment to civil rights and equal access for all, HR620 will not see the light of day.

We have included a few inspirational comments from interviews of Senator Duckworth and the Consortium for Citizens with Disabilities regarding HR620:

“This offensive legislation would undermine civil rights in our nation and reward businesses that fail to comply with the Americans with Disabilities Act,” [Senator Duckworth] said. “Passing it would send a disgraceful message to Americans with Disabilities: their civil rights are not worthy of strong enforcement and they can, once again, be treated like second class citizens.”

“Remember, businesses have had almost three decades to make their facilities fully accessible for all,” she said. “It’s astounding that they are instead investing their time and resources on a propaganda campaign to convince Congress to sanction discrimination.”

“The undersigned 217 members of the Consortium for Citizens with Disabilities (CCD) and allies of CCD write in opposition to the ADA Education and Reform Act of 2017…advocate for Federal public policy that ensures the self-determination, independence, empowerment, integration and inclusion of children and adults with disabilities in all aspects of society…[HR620] would impede their [people with disabilities] ability to engage in daily activities and participate in the mainstream of society.”

“We share many of the concerns on the potential impact of H.R. 620 expressed by the U.S. Department of Justice (DOJ) Civil Rights Division, which administers and enforces the ADA.”

Footnotes:
2 Ibid

continued on page 15...
“The proposed notice and cure process would also unnecessarily limit individuals’ abilities to obtain much-needed barrier removal in a timely manner by imposing additional requirements that may not result in the collaborative process that the proposed bill intends, but may instead result in additional areas of litigation.”

If you would like to learn more about Senator Duckworth and what she is currently working on here is a link to her public U.S. Senate website:
https://www.duckworth.senate.gov

Connecting with U.S. Representatives and Senators

You can look up your U.S. Representatives and Senators by entering your address information on this website: https://www.govtrack.us/congress/members

Alternatively, you may contact the U.S. Capitol switchboard operator for assistance identifying your Representatives and Senators at (202) 224-3121.

If you use Facebook social media, the social media pages of your U.S. Representatives and Senators will be identified by visiting: http://www.facebook.com/townhall

Most U.S. Congresspersons have contact forms for their constituents to fill out online. Updated security screening processes may result in delayed and/or denied delivery of electronic and regular mail. Alternatively, you can contact their local or national offices by telephone and speak with their staff who may initiate further follow-up communication. Visiting in person is another option. Local town hall meetings may be the place to initiate contact. Appointments with U.S. Congresspersons and/or their designated staff in Washington D.C. can generally be arranged with 30-45 days’ prior notice. Many groups have designated Capitol Hill Days timed with observances and/or hearings and other events in the legislative cycle for meeting with U.S. Congresspersons. Coming prepared with a concise elevator speech (under 2 minutes), a short bulleted list of talking points including specific asks tied to pending legislation or budget matters, issue briefs, and business cards is helpful. Listening can be the key, however, for identifying shared interests and initiating relationships that go beyond the immediate short-term. Perhaps the legislator or staff member has a neighbor or family member partnered with an assistance dog, for example, or travel related challenges to overcome. Following up in-person meetings quickly with a thank-you note or phone call expressing appreciation for their time and assistance is courteous.

IAADPs Requests Your Short Stories, Photos Or Art

IAADP is calling for submission of short stories, photos and/or art for consideration of publication in Partners Forum newsletter. Submit stories, photos and/or art describing how you and your assistance dog partner enjoy spending time together. What do you love doing most with your canine friend? Is it Working? Volunteering? Relaxing? Socializing? Camping? Traveling? Stargazing? Please be sure to attach your name and your assistance dog’s name to the photo, art, or story submission. Also, how you would like to be credited by name and title.

Thank you in advance for sharing the joy your dog brings you with the rest of us!

Submissions may be sent by email to: editor@iaadp.org or by mail to the address located on the back of this issue of Partners Forum.

• Submissions will be reviewed and chosen by IAADPs Newsletter Team.
• Submissions may be published in future issues of Partners Forum.
• Submissions must be your original art, photography or writing.
• Submissions must be free of any licensing requirements.
• By submitting your photo, art, or story you are consenting to publication without compensation.
• Digital photos or art should be at least 4 x 6” 300dpi or 1200x1800 pixels.
• Stories should be no more than 2,000 words.
• Submissions must be received by October 1, 2018

Hope You Will Support IAADP!
Donate by Shopping Through Either
http://www.IGIVE.com/IAADP or http://smile.amazon.com
Between April 23rd and May 8th, 2018 (15 days) USAUSA disseminated a Flight Access Survey posted on the Psychiatric Service Dog Partners’ website, Social Media platforms, and emails sent out to organizations like IAADP. The purpose of the survey was to give voice to those interested in air travel with their assistance dog (including psychiatric service dogs) or emotional support animal (ESA) in the context of public input solicited by the U.S. Department of Transportation (DOT). Below you will find the survey results summary and contact information along with a link to access the full report online.

Survey Results Summary
(Editor’s Note: Excerpt(s) reprinted with permission of USAUSA. Contact information and a link to access the entire report are included at the end.)

General Trends
The community of service animal users and ESA users would usually be described as anything but univocal. However, our survey reveals reliably deep dissatisfaction with DOT’s regulatory approach and the direction some airlines’ recent interpretations are straining the regulations. General trends in the quantitative and qualitative responses indicate the following. On average, a person who uses an animal to assist with their disability:
• is extremely likely to see unacceptable injustice in the current ACAA regulatory approach,
• is very likely either not to fly or to fly much less due to the costly, discriminatory burdens they face (such as various third-party documentation requirements), and
• has very little confidence that the current approach is safe, reliably executed, or has any significant impact on misuse or misinterpretation of the laws.

Quantitative Summary
• Less than 5% of respondents think it would be acceptable for airlines to put up more barriers for people with one type of disability vs. another
• More than four out of five respondents value protecting access for people with disabilities more than reducing the number of people misusing the laws
• If respondents had to get veterinary records or a health certificate before flying, they estimate it would cost $115, take 8 days total, and take 6 hours of personal time
• Almost two-thirds of respondents expect their veterinarians would not be willing to sign a statement predicting whether an animal would behave in a flying environment
• On a five-point scale where 5 is “totally discouraged”, respondents are discouraged from flying at a level of 4.3 out of 5 (where 5 is “totally discouraged”), due to their disability related needs.
• Around 95% of respondents think that for crate-free flight access, animals should be both trained and accustomed to behaving in similarly stressful public places; almost 9 out of 10 are concerned about untrained or stressed animals interfering with their animals when they fly.

Prime Directive vs. Extreme Anti-Misuse Measures
The non-discrimination prime directive of the ACAA is supposed to ensure access to air travel for people with disabilities. Understandably, DOT must carry out this directive while balancing safety, disability rights, and practical considerations. Notably, DOT’s prime directive is not to prevent fraud. It is a worthy goal to prevent fraud and other misuse of the laws (such as due to misunderstandings or poor procedures), but this is entirely secondary.

DOT officials are faced with a choice between advancing two sorts of systems. The first sort of system attempts to stop fraud (but doesn’t seem to) by encouraging burdens that cost people with disabilities a lot of money and time, thereby discouraging them from flying to a high degree. The second sort of system is not draconian1 in trying to flame-throw fraud but focuses on education to mitigate the misuse of laws – which does not unduly cost people with disabilities money or much time, and thus does not discourage them from flying.

If one cares to have a closer analogy, it would more specifically be like singling out darker-skinned people of color for worse treatment. While there is evidence this actually

continued on page 17...

Footnote:
1 A code of laws prepared by Draco, the celebrated lawgiver of Athens. These laws were exceedingly severe, and the term is now sometimes applied to any laws of unusual harshness. The Law Dictionary [Black’s Law Dictionary Free Online Legal Dictionary 2nd Ed]. (n.d.). Retrieved June 23, 2018.
is what happens, our hope is that it is crystal clear it would be unacceptable to allow policies to backup this kind of prejudice.

While it should not be necessary for regulations to spell out that discrimination based on disability type is not okay, for comparison, DOJ’s Title III ADA regulations actually do spell this out at:

“A public accommodation shall not impose or apply eligibility criteria that screen out or tend to screen out an individual with a disability or any class of individuals with disabilities from fully and equally enjoying any goods, services [...]”.

https://www.ecfr.gov/cgi-bin/text-idx?SID=4d37d443ff7da5de96902e4d1b349217&mc=true&node=pt28.1.36&rgn=div5

Our community is certainly concerned about fraud and misuse of the laws, since we do not want our rights abused or our animals attacked. However, preserving access for people with disabilities is clearly the larger priority. Yes, it’s the ACAA’s prime directive, but access is also prioritized by 82% of our community. Almost 2 out of 3 survey-takers went to the trouble to mention concerns about burdens to access in their open-ended responses.

Each of the restrictions mentioned can run somewhat contrary to ACAA regulations that accommodate service animal users. Since all fare types are supposed to be open to people with disabilities, we felt that airlines should clarify any disability-related exceptions to their basic economy policies. Otherwise, the lack of clarity about whether their needs will be met has the practical effect of keeping people with disabilities from accessing the same spectrum of fares available to others, constituting de facto discrimination. None of the airlines’ Basic Economy pages we footnoted currently mention disability-related exceptions. We urged DOT to provide guidance or regulations to airlines to compel clarification, since we presume a simple asterisk and explanation about specific disability-related policy exceptions would adequately address the problem of de facto discrimination. The April 4th, 2018 DOT response in our email exchange was (in part) as follows:

“With respect to whether the Department will be issuing guidance on basic economy seating programs, we traditionally decide whether or not to issue a guidance document when we receive a significant number of complaints about an issue or we have received data indicating that there is significant concern in the disability community about an airline policy or practice.”

We’re providing the data.

A full 64% of our community indicated they would be totally discouraged from purchasing Basic Economy fares due to their disability-related needs, while 91% were at least moderately discouraged. This data from 919 responses clearly indicates DOT needs to take action if this de facto discrimination is to stop.

Fortunately, a ready solution is at hand and DOT has the power to put it into effect.

Training+ For Safety and Crate-Free Access

Almost 9 out of 10 people in our community are concerned about another animal harming or interfering with their disability-mitigating animal. Further, 95% recognize that the unusual crowding and stress of the flying environment means animals should be transported in pet carriers if they haven’t been both trained and accustomed to similar environments. This was the second-most-common type of sentiment in the open-ended comments, in 38% of the responses.

Our community is obviously very concerned about whether other animals are safe to be around. We find this comes mainly from two sources: negative experiences with misbehaving animals, and the risk of such misbehavior to their own animal.

To understand this worry about the risk to one’s own animal, it helps to recognize that basic risk analysis involves two major components: likelihood and severity. It is difficult to say how likely a bad encounter is when flying, but it is easy enough to understand the severities of the possible outcomes.

If a service animal is distracted from its job by an unruly animal, the service animal may not be able to perform its service, which can endanger the person’s health or safety. If a service animal is actually attacked, of course it may, tragically, be killed. More likely, an attack would result in injury to either the animal’s body or training, creating a temporary or permanent setback for that team. This can deprive the person of their independence or functionality for an indefinite period of time – even years – all based on one incident.

This is why many service animal users dread being around stressed, untrained animals. The likelihood of an incident may only be 1%, for example, but if it’s that unlucky 1 out of 100, the severity could be devastating.

Even if animals are well-trained per pet standards and in familiar environments, most are unaccustomed to the hustle and bustle of an airport and the sardine-can of a modern flight. In a strange, stressful experience, animals without extensive psychological shock absorbers from purposeful training are not as reliably behaved as their owners might expect.

[Editors Note: Check out the article in this issue of Partners Forum “In-House Airport Training for Guide Dogs Pays Out Big Rewards” for an example of such purposeful training]

These considerations lead us to agree with our community’s wisdom. For crate-free access in the airplane cabin, animals should be both trained and accustomed to flight-like environments – as we expect service animals to be. Service animal users should not have to be so worried about harm to or interference with their lifelines.

The survey was created through Google Forms and embedded in a webpage on Psychiatric Service Dog Partners’ website. On the next pages, we’ve reproduced the content of the survey page in text, including the introductory survey information and the full survey text itself.

continued on page 18...
Flight Access Survey

Continued from page 17

Questions and Quantitative Results

1. Would it be acceptable for airlines to put up more barriers for people with one type of disability vs. another? An example would be making blind individuals get a doctor’s letter certifying they are blind, while not making deaf individuals get a letter certifying they are deaf for the same accommodation.

922 responses – 4.8% Yes (44), 95.2% No (878)

2. When prioritizing, should disability rights laws focus on protecting access for people with disabilities more than reducing the number of people misusing the laws?

913 responses – 82.3% Yes (751), 17.7% No (162)

3. Some airlines have been considering requiring you to provide documentation from a veterinarian to allow you to travel. If you had to get an up-to-date veterinary record or veterinary health certificate for your flight, how much money do you estimate it would cost you? You can give an average, if you like. Give only a “single number” in US dollars – include the cost of any travel, appointment, and extra fees.

Mean: $114.90. Median: $80. Range: $0–$3,000

4. If you had to get an up-to-date veterinary record or veterinary health certificate, how many “days” do you estimate it would take between contacting your vet and having the paperwork in your hand? Give only a “single number”, not a range (you can estimate an average).

Mean: 8.3 days Median: 5 days Range: 0–352 days

5. If you had to get an up-to-date veterinary record or veterinary health certificate, how many “hours” of your personal time do you estimate it would take? In only a “single number”, include any travel time, waiting room time, and appointment time.

Mean: 6.3 hours Median: 3 hours Range: 0–500 hours

6. If you had to guess, do you think your veterinarian would be willing to sign their name to a statement predicting whether an animal would behave in a flying environment?

916 responses – 63.9% Yes (585) 1% No (331)

7. “Third-party” paperwork is special documentation you get from someone else, like a doctor or veterinarian, and often requires an extra appointment and/or fee. How much would it discourage you from flying if you had to get one type of third-party paperwork and give it to the airline ahead of time?

914 responses / 1 = “not at all discouraged” and 5 = “totally discouraged”

Mean: 3.5. Median: 4 Range: 1–5 (integers)
12.3% 1 (112), 8.9% 2 (81), 21.1% 3 (193), 36% 4 (329), 21.8% 5 (199)

8. How much would it discourage you from flying if you had to get “two different types” of third-party paperwork and give them to the airline ahead of time? For example, both a recent doctor’s letter and a recent veterinary record or health certificate.

921 responses / 1 = “not at all discouraged” and 5 = “totally discouraged”

Mean: 4.2. Median: 5. Range: 1–5 (integers)
5% 1 (69), 4.7% 2 (43), 9% 3 (73), 24.8% 4 (228), 55.2% 5 (508)

9. Some airlines have begun advertising cheaper “basic economy” fares, where passengers are supposed to board last, not have access to the overhead luggage space, and not choose their own seat. How much would these policies discourage you from buying a basic economy ticket because of your disability- or animal-related needs?

919 responses / 1 = “not at all discouraged” and 5 = “totally discouraged”

Mean: 4.3 Median: 5 Range: 1–5 (integers)
5.8% 1 (53), 2.9% 2 (27), 9% 3 (83), 18.1% 4 (166), 64.2% 5 (590)

10. A person might think their animal is “trained”, but the animal might not be prepared to handle crowded, stressful flight environments outside of a pet carrier or crate. For crate-free access when flying, should animals be both “trained” and “accustomed” to behaving in similarly stressful public places?

921 responses – 94.6% Yes (871) 5.4% No (50)

11. Are you concerned about untrained or stressed animals interfering with or harming your animal if you fly?

919 responses – 88.8% Yes (816) 11.2% No (103)

12. How confident are you that airline staff members do or will interpret disability laws and policies accurately and appropriately?

921 responses / 1 = “not at all confident” and 5 = “totally confident”

Mean: 1.9. Median: 2 Range: 1–5 (integers)
43.8% 1 (403), 29.6% 2 (273), 18.1% 3 (167), 6.4% 4 (59), 2.1% 5 (19)

We designed the thirteenth survey prompt [question] to elicit qualitative responses of interest to DOT.

The prompt was: Please share any other remarks that might help DOT understand the costs and burdens you might face because of ACAA regulations, DOT enforcement practices, airline policies, or airline practices.

Below is a list of each of the categories defined by the qualitative responses.

Burdens – includes the following, which respondents view as burdens to travel:

• expenses
• availability of doctors/veterinarians/other specialists
• anxiety about rules and confrontation
• separation of psychiatric service animals from other service animals

continued on page 19...
Behavior & training – includes the following, important in connection with training requirements:
- service/psychiatric service and support animals have been attacked by untrained animals
- training plays a key role in behavior
- good behavior is key to access
- behavior should be a primary factor in access

Trust – includes the following, relating to trust of airline staff, DOT staff, and other governmental agencies:
- perceptions of poorly trained airline staff
- perceptions of confusion of airline/airport staff about the laws and regulations
- desire for additional training for all involved
- anxiety around travel based on perceived lack of training from airline staff about regulations

Other – includes topics that did not fall under any other category. Some topics include, but are not limited to:
- mention of Basic Economy fare, noting that people may not take advantage of such discount seating due to concerns about their service animals and rights under the ACAA
- suggestions of certification schemes, training protocols, or other licensing practices
- comments about seating
- comments about other auxiliary aids such as wheelchairs
- suggestions to mirror other civil rights laws

USAUSA Contact Information:
Bradley W. Morris, MA, CPhil
Director of Government Relations
Psychiatric Service Dog Partners
brad@psych.dog

Jenine Stanley
Consumer Relations Coordinator
Guide Dog Foundation for the Blind and America’s VetDogs
jenine@guidedog.org

USAUSA included every qualitative comment received from participants, all 393 qualitative responses submitted within the body of USAUSA’s survey report are available for you to read by using either of the links listed below.


USAUSA comment submitted to the U.S. DOT on Regulations.gov

IAADPs President Toni Eames submitted a comment to the U.S. DOT on behalf of IAADP:

IAADP
International Association of Assistance Dog Partners
www.iaadp.org
President: Toni Ann Eames, M.S.
E-mail: toni@iaadp.org
273 West Ellery Way, Fresno, CA 93704
Phone: (559) 446-1080 Fax: (559) 446-1081

To: The U.S. Department of Transportation (US DOT)
From: IAADP (International Association of Assistance Dog Partners)
Re: DOT-OST-2018-0068, RIN No. 2105-AE63
Traveling by Air with Service Animals
Date: June 15, 2018

The International Association of Assistance Dog Partners (IAADP) is a cross-disability, self-help organization with the goals of education and support for people with disabilities working with well-trained assistance dogs (guide, hearing and/or service dogs). We represent assistance dog partners in over 30 countries including regular air travelers who have flown and traveled across the globe, thousands of miles, attending events and participating in the global economy.

We commend DOTs efforts to amend and clarify ACAA regulations to ensure safe and equal access to air travel for people partnered with assistance dogs. We strongly recommend the DOT align with the ADA (Americans with Disabilities Act of 1990 - 42 U.S.C. § 12101) and permit only dogs, and in rare cases, miniature horses.

Working with the U.S. Transportation Security Administration (TSA), a dog exhibiting fear, growling, lunging, jumping, or other inappropriate behavior, should not be permitted to enter the airport. Dogs with these types of behaviors are neither properly trained, nor do they demonstrate sufficient experience and accustomization to public access environments such as an airport. Our members fly for pleasure and business, and we do not want our trained dogs to be confronted by poorly behaved dogs.

If a medical provider signs off on an emotional support dog, he or she should be required to record his or her license number on the documentation and attest to meeting the dog. Heavy fines should be imposed when information is found to fraudulent.

IAADPs position on the questions posed in the ANPRM is as follows:

Question 1: Whether psychiatric service animals should be treated similarly to other service animals; (See our response following Question 2 below)
Question 2: Whether there should be a distinction be-
continued on page 20...
IAADP Comments Submitted to US DOT
Continued from page 19

between emotional support animals and other service animals;

IAADPs comments to Questions 1 and 2: Animals should be restricted to dogs and follow the guidelines of the ADA (Americans with Disabilities Act of 1990 - 42 U.S.C. § 12101)

Question 3: Whether emotional support animals should be required to travel in pet carriers for the duration of the flight;

IAADPs comment: If the airlines lowered the cost of flying animals in pet carriers, people would be less likely to lie about the animal’s status in order to fly the animal with no cost.

Question 4: Whether the species of service animals and emotional support animals that airlines are required to transport should be limited;

IAADPs comment: Only well-trained dogs should be allowed in the cabin.

Question 5: Whether the number of service animals/ emotional support animals should be limited per passenger;

IAADPs comment: IAADP recommends one dog for one passenger with disabilities.

Question 6: Whether an attestation should be required from all service animal and emotional support animal users that their animal has been trained to behave in a public setting;

IAADPs comment: Passengers who want to manipulate the system can lie or falsify documents.

Question 7: Whether service animals and emotional support animals should be harnessed, leashed, or otherwise tethered;

IAADPs comment: A leash provides safety for the dog and other passengers. On occasion, harnesses and backpacks may be removed during a flight for comfort and to allow the dog to better fit in the space at the passenger’s feet. However, the dog should be leashed at all times.

Question 8: Whether there are safety concerns with transporting large service animals and if so, how to address them;

IAADPs comment: If DOT adopts the definition of service animal as proposed in IAADPs comments to Questions 1 and 2, these safety concerns would be greatly decreased.

Question 9: Whether airlines should be prohibited from requiring a veterinary health form or immunization record from service animal users without an individualized assessment that the animal would pose a direct threat to the health or safety of others or would cause a significant disruption in the aircraft cabin;

IAADPs comment: IAADP recommends to members to always carry a health certificate, but most veterinarians will not attest to the dog’s public access behavior.

Question 10: Whether U.S. airlines should continue to be held responsible if a passenger traveling under the U.S. carrier’s code is only allowed to travel with a service dog on a flight operated by its foreign codeshare partner

IAADPs comment: Yes, the airline should be held responsible for ensuring the safety of travel for all passen-
gers, including those with disabilities and their service animals.

Thank you for this opportunity to participate in the advanced rulemaking process on issues of paramount importance to our community of assistance dog partners in the USA and beyond. If IAADP can provide DOT with further assistance or information on issues raised in this ANPRM given our depth of experience, insight and network of assistance dog partners please feel free to contact us.

Toni Ann Eames, M.S.
President and Co-Founder of IAADP
International Association of Assistance Dog Partners

Moving forward, this work is not over. We will keep you posted on further developments and opportunities to share your voice of experience. We encourage assistance dog partners to consider reviewing and posting comments regarding potential changes to the Air Flight Policy.

Comments may be submitted by using one of the following options:

Mail:
Docket Management Facility
U.S. Department of Transportation
1200 New Jersey Ave. SE
West Building Ground Floor, Room W12-140
Washington, DC 20590-0001

Fax: 202-493-2251


Regulations.gov - Tips for Submitting Effective Comments
https://www.regulations.gov/docs/Tips_For_Submitting_Effective_Comments.pdf

DOTs Privacy Act states “Anyone can search the electronic form of all comments received in any of our dockets by the name of the individual submitting the comment (or signing the comment, if submitted on behalf of an association, business, labor union, etc.).”

[Editor’s Note: some people submit comments using “anonymous” or a similar title]

DOTs complete Privacy Act statement appears in the Federal Register published on April 11, 2000 (65 FR 19477-78), or you may visit https://www.transportation.gov/privacy

For Further Information Contact:
Robert Gorman, Senior Trial Attorney, or
Blane A. Workie, Assistant General Counsel
Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation
1200 New Jersey Ave. SE
Washington, DC, 20590
Phone: 202-366-9342
Fax: 202-366-7152
Email: robert.gorman@dot.gov or blane.workie@dot.gov
There are many resources offering instructions and laws governing traveling with your assistance dog within or outside the US. Here is just one of those excellent sources: http://servicedogcentral.org/content/node/329

In-House Airport Training for Guide Dogs Pays Out Big Rewards.

In light of the pending changes to the U.S. Dept. of Transportation’s rules governing air travel with service animals accessibility issues discussed in the preamble of the 2008 Air Carrier Access Act (ACAA) final ruling, let’s look at an exceptional example of proven purposeful training of assistance dogs in airport environments.

For decades both Seeing Eye, Inc. and Guide Dogs for the Blind have partnered with the TSA, Airport Authorities, and several airlines with the joint effort of providing guide dogs with an authentic and exhilarating training experience. The dogs and their trainers/foster families arrive at the airports on busses, trams, cabs, and other types of public transportation. Upon the little darlings’ arrival, these 5- to 16-month old puppies are escorted into the airport by their human companions. The first stop is the boarding pass agent booth, then they navigate the concourse, baggage claim areas, negotiate through security lines, boarding gates, and finally they reach their final designation – the airplane cabin where they find their seats with their companions.

This fitting opportunity is being conducted in a number of airports across the United States as well as Scotland thanks to a host of volunteer recruits from each of the non-profits, Guide Dogs for the Blind and Seeing Eye, Inc. as well as airport authorities, airport personal and TSA (Transportation Security Administration) staff. These events offer training to the dogs as well as the employees who work to serve all passengers equally. It raises their awareness of how to assist those who work with, not just guide dogs, but all of those who utilize an assistance dog to access public places necessary for living their lives with quality and dignity.

Here are some quotes from folks who have been apart of these life changing events:

“We fostered our first one, Dancer, last year, and we’re waiting on a second puppy to begin fostering this year,” said Newark Airport Customer Service Representative Nanette Marques-Freitas said. She was moved to foster puppies for The Seeing Eye after witnessing the event. “I’m hoping to give it a name in honor of United, maybe something like ‘Polaris’ or ‘Ursa.’ What do you think?”

“Guide Dogs for the Blind is honored to partner with [the airlines] and we are thrilled that our guide dog puppies in training…have the ability to practice traveling both in the airport and in cabin. This type of exposure helps to prepare them for the highest level of service dog work – becoming a guide dog for someone who is blind or visually impaired,” said Christine Benninger, Guide Dogs for the Blind president and CEO.

“We have to make sure the dogs are steady when there’s a lot of noise so they’re confident and it doesn’t scare them,” Jeanne Kollmer, of Franklin Township, a longtime puppy raiser, “It’s so many different experiences you can have in one venue.”

continued on page 22...
In-House Airport Training
Continued from page 21

Allison Snieckus, of the Seeing Eye Inc.’s Mercer County Seeing Eye Puppy Raiser Club, said the whole idea is to give the dogs every opportunity to provide people who are blind or visually impaired a chance to live normal lives. “The motto of the Seeing Eye is independence and dignity, and this is exactly what we offer,” Snieckus said. “What we’re looking to do with these puppies is give them exposure to lots of different events and opportunities and the kind of things that blind people might be out doing.”

“The orientation session was a hit with the dog trainers, the TSA officers and of course with the dogs. There was plenty of tail wagging,” said James Chapman, TSA’s deputy assistant federal security director for Rochester. “The collaborative effort benefitted the guide dogs, the airport and TSA and will go a long way to ensuring that the dogs and their owners will have a smooth checkpoint experience in the future.”

Maia Scott is visually impaired. She’s traveled with her guide dog, Fiddler, across the country. She says training like this made him a pro. “He’s pretty comfortable with it, he’s pretty low key. I think the hardest part is actually navigating the various airports because there’s such an interesting choreography of people and things that go on and my dog has a big responsibility to make decisions on how to get around these things”.

Footnotes:

Source(s):
These Eyes Have Paws By Matt Adams - June 28, 2017 - United Airlines website: https://hub.united.com/united-seeing-eye-puppies-newark-2437105444.html
Puppies Descend on Oakland Airport for Guide Dog Training By Author Name - March 19, 2017 - East Bay Times website: https://www.eastbaytimes.com/2017/03/19/puppies-descend-on-oakland-airport-for-guide-dog-training/

continued on page 23...


The Edinburgh Airport of Scotland has a unique program called ‘Travelling with Additional Needs’ where the terminal team is charged with executing various events and accommodations for Edinburgh’s travelers. If you would like to find out more about this very progressive service check out link below.

This is a supreme example of how airports around the world can meet the needs of all airport visitors and passengers. Check it out and be inspired!

https://www.edinburghairport.com/prepare/travelling-with-additional-needs

Call for Volunteers
If you would like to be a part of the Partners Forum Newsletter Team please email: volunteer@iaadp.org or call (541) 972-3647

MEMBERSHIP QUESTIONS?
CHANGE OF ADDRESS or DOG?
Contact Membership Coordinator at 888-54-IAADP 888-544-2237 membership@iaadp.org

Online Membership Application http://www.iaadp.org/iaadp-membership-application.html
This article considers several questions: What is a “fake service animal”? How do “fake service animals” impact access for legitimate service animals? What actions are being taken to end the influx of “fake service animals”?

Individuals with differing abilities who rely on service animals to assist them with designated tasks are experiencing a growing assault on their hard-won access rights. As a result of an overwhelming insurgence of “fake service animals” being given access into the variety of entities which we all require equal access in order to perform the activities necessary to daily living.

Knowing what a service animal is clarifies what the understanding of the full scope of what constitutes a “fake service animal”. Upon review of the regulatory guidelines that define what type of animals are protected under the law are concurrent with one another.

The following countries, Canada, USA, Australia, and Europe Disabilities Rights Acts are the heart of the global definition a service animal:

Any dog that is explicitly trained to perform the work of designated tasks which provides assistance to their handler who has been assigned a diagnosis of a disability that requires these adaptive services. Referred disabilities under the law include: any physical, sensory processing disorder, psychiatric, intellectual, any differing ability where the person benefits from the assistance of a dog partner. The tasks performed include, but are not limited to; assisting with mobility – pulling a wheelchair or pressing an elevator button, alerting their handler of a potential health crisis, raising their handler’s awareness of any dangers in the surrounding environment – such as allergens or broken glass on the ground, reducing their handlers paralyzing anxiety as a result of PTSD – by performing a systematic search of any room or building in order to secure their safety, and over stimulation of sensory processing – alerting their handler through signals guiding them towards the appropriate action.²

Defining a “fake service animal” is filled with ambiguity, due to the complexity of navigating the two sources that comprise the collection of animals that fall within this definable service animal category. The first group are those animals who are designated as ‘Therapy’ and/or ‘Emotional Support Animals’ (or ESAs). The nonspecific explanation of this class of animal within Disabilities Rights Acts can add to the confusion of how these animals, who provide a truly genuine contribution to an individual’s wellbeing, are “fake service animals”. The laws basically define Emotional support animals as any animal that provides emotional comfort and companionship in order to elevate the effects of loneliness, assist those who struggle with anxiety through offering a calming effect for their owners, and give purpose and function to their owners who are affected by these and other mental health conditions. Therapy animals primarily provide therapeutic contact for those who are in clinical settings, such as hospitals and nursing homes.

The distinguishing difference is this; legitimate service animals are dogs who are individually trained to perform specific tasks and emotional support and therapy animals are not. In addition, emotional support and therapy animals are not exclusively for a person with a disability, anyone can have an emotional support animal prescribed by their practitioner as a part of their medical plan and anyone can experience the therapeutic benefits of a therapy animal. Also, emotional support animals and therapy animals are not assigned to a designated species. Meaning, the variety of animals is limitless; turtles, hamsters, ducks, pigs, snakes, iguanas, and so on can be called an ESA or Therapy animal.

The greater concern in this dilemma is that of pets who are being falsely documented and presented as a service animal in order for their owner to gain access to hotels, restaurants, transportation services, and other places of public accommodation. The deceit of pet owners is perpetuated by the vast number of online websites who offer, vests with tags and patches labeling their pet as a “service animal” or “emotional support animal”. The online provision of a letter from a licensed mental health provider that will validate the owners need for an emotional support animal (some sites refer to ESAs as service animals) thus certifying their pet as an ESA thereby providing them with the documentation they “need” to falsify the status of their pet. The tag line on these sites goes something like this: Because your pet brings you so much joy and comfort…Now you can bring them with you wherever you go…No more unfair pet deposits or unfair airline fees…Avoid breed and size restrictions placed on your pet…We will provide you with the documentation to certify your best friend as an emotional support animal…They sometimes even use terminology from the ADA and other Disabilities Rights Acts like: Because your pet mitigates your emotional or psychological symptoms associated with your condition or disorder we can assist you in certifying your best friend as an emotional support/service animal.

The ever-increasing disturbance that “fake service animals” are causing is that resources, that should otherwise be available for people with actual disabilities and assis-

Footnote:

1. This description is a combination of the shared requirements for an animal to serve as a service animal under the law. At the end of this article are the links to the Disability Rights Acts for each countries guidelines that were reviewed as supporting documentation.

continued on page 25...
tance dogs, are consumed by “fake service animals”. One example of this is that airlines offer a limited amount of spaces to those who need to fly with their service animal. When those spots are occupied by “fake service animals” people with a disability who are assisted by the tasks performed by their assistance dog are denied access.

One of the greatest detriment caused as a result of the abuse of those who pass off their pets as a legitimate service animal is the negative perception this situation has created. Those who are observers of the influx of animals in public spaces, or read the reports of the abuse of this classification and the resulting catastrophic outcomes have developed prejudicial attitudes about assistance dogs and their handlers. This prejudice disproportionately affects those with “invisible” or less obvious accepted disabilities. The discrimination of assistance dog teams has given rise to people being unable to get to medical appointments after being denied access to transportation services they use in order to attend these appointments either through being refused transport or charged an additional fee in order to accept their assistance dog. The overall effect is that assistance dog handlers are denied the civil liberty that offers them the provisions necessary to lead an independent and meaningful life. Needless to say, the emotional resources of those with legitimate service dogs has also taken a hit as they find themselves being placed into a situation where they must fight once again for rights of access that were won decades ago.

Lively and purposeful conversations have begun to take place on a variety of platforms; the media, policy makers for a variety of entities who develop standards to comply with Disabilities Rights Acts, law makers, organizations who serve and advocate for the right of access for assistance dog teams, and individuals who utilize assistance dogs to perform specific tasks to meet their essential needs. While the direction of these conversations are varied in content, everyone discussing the topic overwhelming agrees that it is time for the tolerance shown to “fake service animals” come to an end. Those who research the impact “fake service animals” have on society have generated the following questions for consideration for focus and continuity of these conversations:

- Should laws, policies, and/or regulations be enacted specifying qualifications for who can provide training and accreditation for assistance dogs?
- What specifics should be included within any amendments to current policies and regulations that govern access rights?
- Should there be a precise definition of “emotional support animals” in alignment with Disability Rights Acts definition of service animals, generally limited to dogs?
- What might be the most efficient and effective process for eliminating pets being passed off as “service animals”?

You may have noticed that the terms service animal and assistance dogs have referenced each other, different terms for the same thing. For those who are advocates of public access rights for assistance dog teams the terminology that is used needs to be consistent and precise. Since Disability Rights Acts agree that service animals are limited to dogs, the preferred and most rational term is assistance dog.

Currently there are several ways for you to get involved in fleshing out the details of new laws, regulations and policies that are in the throws of changing how entities implement access rights from transportation providers (rideshare services, both private and public, as well as airlines) to entrance into places of business. Please be sure to read about the many opportunities discussed in this issue of Partners Forum.

Below are several links to resources for your consideration and further education about this very hot topic. Note that the sources only provided the background information for this article. For greater details of this topic please take the opportunity to learn more by utilizing the provided links. Keep the conversation going through social media, writing letters to your government officials, and any other decision makers that you can educate about the importance of understanding what an assistance dog is and the powerful role they play in the lives of those they serve.

**Links to Disabilities Rights Acts for the definition of service animal and access rights:**

USA: https://adata.org/publication/service-animals-booklet

Service Dog Central is another international community of service dog partners and trainers who offer meaningful information about service dogs. They offer a summary and insight regarding Assistance Dog Laws: http://servicedogcentral.org/content/

**Resources defining possible tasks performed by assistance dogs for specific disabilities and the breeds that are best suited for these tasks:**

Assistance Dog Tasks By Joan Froling - April 16, 2001 - IAADP website: http://www.iaadp.org/tasks.html

*continued on page 26...*
Fake Service Animals - What's All the Fuss

Continued from page 25

10 Types of Service Dogs and What They Do. The list of types of service dogs is constantly growing — as is the diversity of service dog breeds that help people.[Editor’s Note: Toni Ann Eames was interviewed for content in this article]. By Heather Marcoux - Mar 9th 2018 - Dogster website: https://www.dogster.com/lifestyle/10-types-of-service-dogs-and-what-they-do

Service Dog Central Offers A Tasks List for Specific Breeds Service Dog Central website: http://servicedogcentral.org/content/node/77


Articles about the negative impact of “fake service animals”:


Is that dog (or pig) on your flight really a service animal? By Christopher Mele - May 1, 2018 - New York Times website https://search.app.goo.gl/wTtx5

Example websites offering vests, ID tags/labels and/or a letter of certification from a licensed mental health provider which could be contributing to the dilemma at hand.

Compare 40 website last viewed online 2018 Jun 30 at: http://compare40.com/search/?s=Service+Dog+Vest

Moosh website last viewed online 2018 Jun 30 at: https://mooshme.com/

Several states have instituted laws that assign a fine if you are caught using a fake service animal. Maine, Colorado, Nevada, Wyoming, New Jersey, California, New Hampshire and Virginia were among states on such a list last viewed on 2018 Jun 30 at: https://answers.uslegal.com/animals/service-dogs/36073/


Research papers are available online via the Social Science Research Network website which generally provides access to download the entire article for free at no additional cost, including the ones linked below which report results of research projects conducted at the University of Queensland School of Law in Australia to examine current regulatory approaches to define disability assistance animals as well as the impact of “fake service animals” on society.


What Does That Dog Do For You?

By Helene DeMartinez

When you are like me with an invisible disability, this question is asked a lot. For me? Every single time I am out in public. Some inquiries are genuinely curious. Whereas, there are others clearly testing your validity as a person with disability(s), as well as the validity of your canine assistance partner’s role as a medical assistance device. In other words, questioning your honesty and your integrity. Some people have questioned what my dogs do for me, by way of tasks. I have wrestled with this article topic only because there are people who will always criticize, condemn and complain. There are people who prey upon the vulnerable, especially if they have weaknesses. That is why our CIVIL RIGHTS under the ADA (Americans with Disabilities Act), Title III, 28 CFR Section 36.302 [6] inquiries. A public accommodation may ask if the animal is required because of a disability and what work or task the animal has been trained to perform.

It is important that we exercise our CIVIL RIGHTS by having a concise answer to those questions. For me it is; “She is a medical alert service dog that alerts and assists me for my medical challenges.” Short and sweet and to the point. Yet, as a part of IAADP, I realize the importance in revealing how our canine partners expand our horizons. With that said, are you really prepared to delve into what my medical alert service dogs do for me?

Remember, they serve my needs as a traumatic brain injury, post traumatic stress disorder survivor/thriver. It is all because of Brandy’s intuitive, instinctive skills who then taught Bisonté with his sweet sensitive vigilant heart, that I can share the following but let’s start from the beginning.

Brandy was integral in assisting me to learn how to walk again. As a puppy, off leash, she would run ahead. I will follow at an awkward pace. When I would stumble and often fall, Brandy would return to my side and sit staring at me with encouraging eyes. As she grew, our distances increased all within the security of this open field. When Brandy gained more muscle mass, it was she, that began bracing me physically by leaning against my left thigh when I stood, or correct my gait as I lifted by relaxing or increasing tension of her 2 foot lead. Due to my balance instability, she would set a pace for my locomotion to keep me from teetering or stumbling. Part of the PTSD injury involves a challenge where I use my eyes for balance. Brandy assisted in my medical rehabilitation exercises I was given to retrain my brain and body to use my eyes to stabilize my balance. Brandy would alert me by placing her muzzle against either thigh to indicate that I was going to become physically challenged. She could sense an event coming on, up to an hour before, so that I could have enough warning to find a safe place. She would then care for me by setting a calm tone so that I could recover. Brandy assisted in other ways due to my short term memory. She would lead me to our vehicle wherever it was parked. She also would lead me to a person if we had gotten separated while out in public. Brandy alerted if I left the stove on, door open, and would remind me if certain medical directives I forgot. Brandy picked up items I dropped. Most importantly she would disrupt nightmares and anxiety episodes by touching me with her paw, nudging me with her nose, gain eye contact and then lay beside me as I listened to the sound of her breathing with my hand resting on her chest feeling her heartbeat, a comforting rhythm I used as a guide to ease towards calmness and tranquility.

Brandy taught all of these techniques to Bisonté and he learned by watching her care for me. The day that Bisonté indicated before Brandy, that I was having a heart abnormality, was enlightening for all of us. He indicated for something I had never had before. I received medical help I needed and from that day on, Brandy saw Bisonté as her equal sharing in her duties. However, where Brandy indicated with quiet almost invisible gestures, Bisonté indicated with soft vocalizations much like the wookie, “Chewbacca” mixed with a little velvety Barry White undertones.

I was fortunate and miraculously blessed to have these two highly professional canine partners that always knew what they were doing to care for me. It was I, that had to play catch up to understand what they were telling me through their gestures and soft vocalization.

For those of you who have difficulty in relating to what my dogs have done for me and continue to do for me, think of this; every day your assistance dog is performing work, s/he is also reading your face for your emotions, smelling your scent to sense any oddity of your well being, not just where you have been. They listen to our voices to determine our mood as well as pickup words that might indicate something involving them. They are seismometers to our environment surroundings inside and outside our homes. They are our ever vigilant companions, always up for the journey, as well as a much-needed rest. Your canine partner is a mirror to your health and well being. What do my medical alert mobility service dogs do for me? I have given you a few tasks of their daily duties, but only a few, truly.

However, please do not discount the connectivity and viable importance that the emotional well being of an individual is somehow separate from the physical disability. We are all one package: heart, head, bodies, filled with so much that make us individuals. Just like our canine companions, who assist us in our life’s journey.
It was good to see an article about UK air travel [Air Travel on United Kingdom Carriers - A Brief Update] in the recent excellent edition of Partners Forum. [Volume 22, Numbers 1&2, Spring/Fall 2017] It would be helpful to clarify one thing as AD(UK)s position on this was not fully represented.

In its submission to the House of Lords in 2015, AD(UK) proposed that public access rights should be given to assistance dogs that have been trained either by an ADI or IGDF accredited organisation, or where the assistance dog and its user has passed an assessment carried out by a registered assistance dog assessor accredited by AD(UK) or another body nominated by the Secretary of State to carry out such assessment. This would include airlines. In stating this, AD(UK) clearly recognises that dogs can be trained by non-ADI/IGDF programmes or be owner-trained, but wants to see the integrity of assistance dog standards upheld whatever the training source of the dogs. In the long-term, this will help all assistance dog owners and give clear guidance to service providers, enabling them to understand and meet their legal obligations.

Since this submission in 2015, AD(UK) has decided that it would not be appropriate for it to be the assessing body for non-ADI/IGDF partnerships.

A Working Group has been set up in the UK, facilitated by officials from the Office for Disability Issues (ODI) within the DWP (Department of Work and Pensions) to look at creating an assessment process for owner-trainers and dogs that come from non-ADI or IGDF programs – provisionally called the Assistance Dog Public Access Assessment Scheme. It is proposed that the scheme will be administered by a new independent organisation set up specifically to support the running and development of the initiative.

This Working Group has a diverse membership of people with experience and knowledge in the field, including a number of representatives from owner-trainers. The aim of the group is to create appropriate uniform standards and a nationally recognised assessment process to ensure that people who need an assistance dog are able to have a suitably trained dog for the role(s) they require, thereby meeting their needs and ensuring the welfare and wellbeing of the dog. There has already been a meeting with a wide range of stakeholders represented to discuss the initiative and there will be a further period of widespread consultation on the proposals from the Working Group over the Summer 2018.

With regards to air travel, the UK Civil Aviation Authority (CAA) has withdrawn Safety Notice No. SN-2027/005 and now just provides very broad guidance. This means that UK airlines are having to determine themselves how they define an assistance dog, which is not ideal. AD(UK) believes that it is only fair and reasonable to give service providers, including airlines, a clear definition of what an assistance dog is, so that they can fully understand, and meet their obligations and not be placed in a position where they are being asked to make unreasonable judgements about people and dogs. For this reason, AD(UK) supports the DWP initiative and, ultimately, hopes that there will be UK legislation to define what an assistance dog is.

The core belief of the working group is that we want to extend access to many more people, but in doing so ensure that the integrity of assistance dog standards are upheld so that it is safe for people and dogs.

Peter Gorbing
Chair – AD(UK)
Chief Executive
Dogs for Good
Email: Peter.Gorbing@dogsforgood.org
Web: http://www.dogsforgood.org/
DDI: 01295 759806
Mobile: 07552 128770
Switchboard: 01295 252600

---

**A Reader’s Response**

By Peter Gorbing

When calls come in to one of these numbers, IAADPs Information and Advocacy Team of volunteers will attempt to respond within 10 business days or less, though there may be exceptions due to unforeseen circumstances where it takes longer. Questions can also be posted via Facebook at: https://www.facebook.com/IAADP
Collaboration On How Assistance Dogs Contribute to the Workforce

In a blog post on the International Assistance Dog Week (IADW) website, an interview regarding a webcast on the Job Accommodation Network (JAN) addressing assistance dogs in the workplace was documented. The webcast discussion led by Kim Cordingly, lead consultant for JAN, centered around the research performed by West Virginia University associate professor, Margaret Glenn. Assistance dog expert Marcie Davis, founder of IADW, added an additional layer of context to Professor Glenn’s research findings based on her vast experience as an assistance dog partner and her connection to others who benefit from these rewarding relationships.

Links are included below to both parts of the interview. The webcast consisted of two parts and they are available in the JAN webcast archive. A blog post by Kim Cordingly about each part and the blog post on IADW. In addition, if you have questions about this topic you may contact any of the three sources given below. If you would like to have access to these webcasts but you don’t have online access please contact JAN using any of the outlets listed for them.

Webcast: Assistance Dogs in the Workplace – Reflections on How to Make It Work
Part 1 – https://askjan.org/blog/?p=612
Part 2 – https://askjan.org/blog/?p=630

When using the link below, be sure to scroll down to: August 5, 2014. JAN Webcast: Best Practices - Employment and Service Dogs: Perspectives from Assistance Dog Experts. You will have access to the webcast, transcript, PowerPoint Slides, and speaker biographies. https://askjan.org/webcast/archive/index.htm

Here is the link for learning about the Job Accommodation Network https://askjan.org/links/about.htm

Contacts:
Marcie Davis, mavis@assisteddogweek.org or 505-424-6631
Margaret K. Glenn, Ed.D., CRC, mkglenn@mail.wvu.edu or 304-293-2276
Job Accommodation Network, jan@askjan.org or 800 526-7234 voice 877-781-9403 TTY


Online link to listen to “Working Like A Dog” radio broadcast: http://www.petliferadio.com/

Products & Services

Notice and Disclaimer: IAADP shares information on products and services that may be helpful resources for members as a courtesy only. IAADP does not endorse any particular product, service, company, agency, organization, individual or manufacturer. IAADP accepts no liability whatsoever and makes no guarantees of any kind. You may want to do further research and exercise due diligence by reading reviews, checking for any recalls, and checking with a qualified professional (e.g. veterinarian) before using or purchasing products or services.

Leaps & Bounds Light Up Rubber Ball AND Chomp & Chew Light Up Ball Dog Toys
These balls are designed to capture the attention of your dog and provide them with a safe way to have a never ending source of fun! The reviews on both balls highlight the toys durability their dogs enjoyment with this toy being better than any other toy!
If you can not find them at your local store you can purchase either toy at PetCo.com for $9.99

Nominate IAADP to Receive Funding

Here are several online fundraising resources such as like Charitocracy, AmazonSmile, and GivingAssistant which help not-for-profit organizations like IAADP receive monies to sustain the ongoing mission work of our kind volunteers. You can nominate, vote for and/or designate IAADP as your “Charity of Choice” to receive funding. If you nominate IAADP for funding or awards, please let our Social Media Team leader (jill@iaadp.org) know so we can get the word out!
Meet Elijah Spiro, a living example of how inclusion in the workplace benefits everyone. Elijah long dreamed of becoming an astronaut but was ineligible to join NASA Astronaut Corps due to a condition. Though he could have lost hope for achieving his goal to work for NASA in the aeronautics division, the location of his launching pad was adjusted but not the trajectory of his destination. In 2016 he was selected as an intern for the NASA Kennedy Space Center. NASA acquired 2 interns for the price of 1. Nova, Elijah’s medical alert assistance dog affords freedom to fully focus on projects at hand. In 2017, Elijah was hired to work permanently at NASA. He states “I want to develop code that will benefit humanity, and I believe that I’m in the right place to do that,” he said. After all, the sky really has no limit for how far Elijah and Nova can go as they continue to live out their dream jobs at NASA.

Source:

Footnote:

C-BARQ Questionaire: An Assessment Tool for Assistance Dog Candidates
By Helene DeMartinez

The C-BARQ (or Canine Behavioral Assessment and Research Questionnaire) is designed to provide a standardized evaluation of dog temperament and behavior. The C-BARQ was developed by researchers at the Center for the Interaction of Animals and Society of the University of Pennsylvania, and was extensively tested for reliability and validity on large samples of dogs of many breeds.

This 100 questionnaire describes the different ways dogs typically respond to surroundings that they are familiar with as well as how they react in new situations, sounds, and environments. It is simple to use and can be completed in about 10-15 minutes.

You can find the C-BARQ on their website (Updated on Sunday, July 1, 2018): https://vetapps.vet.upenn.edu/cbarq/about.cfm

You may find additional information on the topic at the University of Pennsylvania, School of Veterinary Medicine website: http://www.vet.upenn.edu/research/centers-initiatives/center-center-for-interaction-of-animals-society
Choosing assistance dog candidates for the investment of resources is a mix of art and science. One of the more challenging traits to assess is the dog’s ability to take to the training - to assimilate and retain systematic and precise training for meet program requirements. The Seeing Eye reports that 60% of the puppies born at their facilities successfully enter formal training, of which 75% go on to successfully complete the training program. Guide Dogs for The Blind reports that roughly 47% percent of the dogs who entered formal training successfully went on to become guide dogs. These organizations and similar non-profits commit approximately $50,000 to raise and train a dog from puppyhood through graduation. These statistics validate the need and support the urgency of work underway by researchers at Georgia Institute of Technology. Through the use of artificial intelligence, the researchers are working a method to predict which canines have the potential to successfully complete assistance/guide dog training through a sensor-filled tug toy. These scientists have collected data, analyzed metrics like the force, frequency and duration of each bite or tug on the toy for two years. They report that their smart toy can provide the data necessary to determine which dogs will be able to complete training with 87.5% accuracy. If these results are found to be reliable and repeatable outside of the laboratory, this toy could result in considerable savings ($5,000,000 a year or more) in resource costs across the USA. The release of this financial burden is commiserate with the sorrow that the trainers, foster families and the puppies endure as the goal of completing the training they have all dedicated themselves to. Let’s all put our collective hope together that the science behind this nifty “toy” might afford more effective screening thereby increasing access to assistance dogs in the near future!

Sources:

Predicting the Suitability of Service Animals Using Instrumented Dog Toys By Ceara Byrne, Jay Zuerndorfer, Larry Freil, Xiaochuang Han, Andrew Siroolly, Scott Cilliland, Thad Starner, Melody Jackson - December 2017 - ACM website: https://dl.acm.org/citation.cfm?id=3161184


Estate Planning - It’s Never Too Late to Get Started

By Helene DeMartinez

Prepare for the worst, and hope for the best. We have heard that saying. But now apply it to preparing for an unexpected emergency or even the possibility of your death. Question… Is your assistance dog’s care and well being planned for and legally documented in the event that you are unable to verbalize your wishes? Nothing is more traumatic than your beloved canine partner getting lost in the shuffle after an emergency or sudden death. And, by the way, let me take a moment to strongly speak on behalf of your canine partner. Make sure that your canine partner is given the time to go to that hospital bed you are on. To muzzle your hand. To see, smell, and be present with you. It will help you both. Our canine partners read our scents, they feel our heartbeat, they know our breathing. They are intuitively linked to us no matter the assistance/service they provide. That bond is a healing bond. Use it. For example: there was a community member who was quite popular at our local unofficial three-hundred acre dog park who the dogs looked forward to interacting with. This gentleman became hospitalized due to a sudden heart issue. Brandy and I went to visit him in the ICU. Brandy, who was my first medical alert, mobility service dog was an elegant 90 lb. Brindle Bouvier des Flandres. She approached the hospital bed, immediately smelling the gentleman’s hand. Then looking at me, she placed a paw upon a chair, asking for permission to get up. I helped her upon the sturdy chair so that she could be closer to see this gentleman who had taken the time to play with her and the many other dogs in the park. I watched as Brandy gently nuzzled the man’s hand with her nose. Then she looked at me with unspoken question. It was then that she moved her nose beneath the man’s hand so that his hand now rested on her muzzle. I watched as Brandy closed her eyes and gave a mournful sigh. She remained in that position expressing the love that she had in her heart. Brandy always used her intuitive spirit to help others.

However, not everyone understands the incredible gifts that our canine partners provide. Due to the relationship of a canine partner being very intimate with a person that they care for, I have come across grieving people who reveal jealousies and even anger towards “that dog,” when it is really the person who passed away that they are upset with. I have received heartbreaking phone calls by family members trying to pawn off the canine no one wants nor understands. But what anguishes me the most, is when a viable canine partner is dumped at a shelter or even euthanized as a quick fix. I will hear about these actions after the deed was done. The loss of a canine partner who is healthy and has lots of love to give when there has been no one to speak on their behalf by planning for their future, is a tragedy.

What is the best way to prepare? Well, for you that have financial resources – hire an attorney to draw up documents your state requires. Your canine partner can be a part of your estate planning which may be very extensive. I have attended estate planning conferences focusing on estate planning for domesticate which had a variety of options to choose from.

Yep, there was little ole me with Bisonté, my seventy pound black Bouvier des Flandres medical alert mobility service dog amongst horse ranchers, prize winning horse owners, show dog owners, and a smattering of well-to-do humans desiring to learn how to includes their animal(s), of all sizes and species, to reap the rewards that their estate planning could provide so that their beloved animals could live in a life of luxury after their humans passed away.

Well, I learned a lot. But that particular planning was way above my pay grade. I have to admit Bisonté had the best time flirting with all those ladies and budding-up to a couple of gentlemen. My sweet medical alert mobility service dog always enjoyed making friends, but I think he had hopes of expanding his horizons by being added to a few Christmas party lists. An old ranch man even asked “How much would you want for him?” On the drive home, Bisonté kept cocking his head like the RCA victrola dog as I explained that I was going home with the most desired dog of the day. We both could have been eating prime rib that night in different homes, but we went home to cuddle instead eating kibble and salad.

If your “estate” does not warrant the need for a professional planner – here is another option. Walk away from your computer and go to your law library and talk with the law librarian who is an expert in researching in all areas of law. Research wills, property transaction, animal and disability law. Or go to your library and look into the Nolo Legal Series, where there will be volumes of topics you will be able to read through to educate and inform yourself.

First of all, the more you know about wills, probate, and animal law, even as a lay person, you will be better prepared to protect your desires for you and your canine partner. But don’t stop there, until you have formally drawn up a legal document with the guidance of a legal attorney specializing in wills, probate, etc.

You may temporarily do the following. However, finalize the paperwork with the participating parties signing an agreement and have it notarized. The simplest way to prepare this is hand-write your wishes in a step by step plan.

This is an example of a letter that can be written or distributed as a temporary measure. Although, there is no guarantee of its ability to hold up in a court of law.

continued on page 33...
In the event of my incapacitation with injury, illness, or death, **<insert your dog’s name here>** is to be cared for by **<designated person’s name>** and/or the following care team **<insert persons’ names>** until I have recovered. The listed people have agreed to care for **<insert your dog’s name>** and have been given information for feeding, daily care, emergency health/veterinary care.

Also provide a letter to the veterinarian.

Upon my death **<insert your dog’s name>** is bequeathed to **<insert person’s name or organization’s name>**. Signatures of all participants. Notarization.

To cinch your desired wishes, you may want to follow-up with a video taping of you, with your canine partner beside you, as you are stating all of your desired wishes for that canine partner. Be sure to secure back-up copies on-site and off-site. You may want to consider using a fireproof safe or safety deposit box.

Please remember, to consult an attorney for your legal obligations. Shockingly, your beloved canine companion may be recognized as just another piece of property by law, depending on your state.

So ask lots of questions and find a dog lover as your attorney!

---

### Preparing For Situations When You May Have Difficulty Communicating

Living with a canine assistance partner is amazingly special, no matter what your canine partner assists you with, 24/7. This lifestyle is not for everyone. First of all, there is an indescribable bond that runs deep as that human animal connection evolves. Outsiders usually do not understand it. Many nonbelievers question it. While others even attack this relationship we have chosen. Yes, I have been out in public well dressed with my canine assistance partner who is well groomed and vested in all that signifies as a medical alert mobility service dog, walking beside me connected by a 1 foot lead. When we have been verbally attacked, yelled at, berating the viability of my disability and even the necessity for me to have a service dog. I have had individuals come up behind me rudely screaming – demanding that I leave this public space because they are allergic to my dog. The most shocking events were when people allowed their off leashed dogs to attack my leashed, vested assistance dogs who were clearly assisting me walking. My assistance dogs and I have been attacked 8 times to date.

I share this with you because maybe one or more of you have experienced one or more of these events I described. For those of us that have to summon every bit of energy just to leave the house to do the simplest of tasks like getting the mail, going shopping, or even taking a walk with our canine partner – to be blindsided by just one of those events can affect our health and well being as well as our canine partner’s confidence and their well being.

With all the specialized training I have had in the past to diffuse situations, I have had to design my way to cope when someone becomes out of control, or even hostile. I believe in sharing. Here are a few suggestions for you to possibly incorporate as a part of your lifestyle.

1. Carry in your wallet, on your person, even a copy on your canine partner, in your glove compartment of your vehicle, and present by your front door the following:
   a) Federal Laws protecting your public access and related rights
   b) State Laws protecting your public access and related rights (e.g. Service Dog Welcome Card from Delta Society and IAADP)

   Note: The Delta Society card has space for legal citations and state citations.

   Also be sure to keep handy your emergency contact information with an explanation for your medical need of a canine assistance partner – which includes your doctor’s contact information and your veterinarian contact information, along with any other pertinent information; (e.g. diagnosed conditions, allergies, etc.).

   For example, I created a card that also states:

   - Please look for my **<vehicle description / license plate number>** in case my medical alert mobility service dog is inside. Please call my emergency contact **<insert name and phone number>** as well as my veterinarian **<insert name and phone number>** should both I and my assistance dog **<insert assistance dog’s name>** be injured. Please keep us together. Do not separate.

   And for those stressful moments, this is what I use:

   - Due to my medical disability my assistance dog **<insert dog’s name>** is essential for my medical wellbeing. I am passing you this card because I need your help. Please, I may be unable to speak well during stressful events. I am requesting your compassionate care and assistance in helping me to a safe and quiet space for both me and my assis-

---

continued on page 34...
Preparing for Situations When You May Have Difficulty Communicating
Continued from page 33

tance dog <insert dog's name> who will be assisting me. Please ask me if I need you to reach my emergency contact. I so appreciate your kindness at this time.

I then laminate several copies to distribute in the listed places. I have also done the following:

1) Make a list of where you go in your community as well as the people in prominent positions.

Grocery store – Store Owner.
Library – Librarian.
City Hall – Mayor.
Police Chief.
Fire Chief.

Then compose a letter. Example:

Hello, my name is<br> my name<br>. I am writing to introduce myself and my assistance dog named <insert dog's name> who is essential for my medical well-being.

Due to my challenges, I want to establish a person of contact that I could trust and feel I could call upon if a need arises. I look forward to meeting you. Thank you for your assistance. Should you have any questions please don’t hesitate to contact me for follow up.

Sincerely,
<br><my name>

By doing this you shall find allies in the community as well as, know where to steer clear from. Know that these have worked for me and are only suggestions. Like it or not, YOU and YOUR CANINE PARTNER are Ambassadors for all canine assistance partners everywhere. Yet, you may be the only canine assistance partnership in your community. First impressions can be lasting impressions.

So be positive, create relationships with people who are supportive in your endeavor to have a healthy happy lifestyle with your canine partner.

---

Finding Care for Your Pet While Hospitalized

https://www.senioradvisor.com/blog/2017/04/how-to-find-care-for-your-pet-while-hospitalized

---

A Tail To Tell

By Toni Ann Eames, M.S.

Those who know me well know my birthday is my favorite holiday. I celebrate by giving myself a huge party, but it is also my intention to honor my friends and volunteers for being in my life. This year’s luncheon was again at Mike’s Pizzeria followed by a performance of New Wrinkles, our senior citizen cabaret. What enhanced this year’s fun was having an extended visit with Idaho friend Dana Ard and her guide dog Ernest. Adora, often a stick in the mud about playing, was forced to take on the wrestling match by Ernest. It was reminiscent of the early days of Adora and Latrell, my late Husband Ed’s retired guide dog, rolling around the house growling and grunting! I loved the festivities and the comradery!

Only one major trip this year. In April, Debbie, James, Adora and I flew to Atlanta. We rented a comfortable van, and visited many friends in Georgia and Florida. I met Dr. Mike and Judy Gordon many years ago at the Cat Writers conference. Mike wrote an autobiographical book narrated by his cat.

If you aren’t familiar with the Cracker Barrel restaurant, they serve good food and have a small but truly fun gift shop. My IAADP friend Marla Johnson joined us for the evening meal with her successor service dog Zaki. We were extremely impressed when the waiter recognized his breed, Rhodesian Ridgeback.

Spending time with my Uncle Stan and wife Harriet was delightful. And I mustn’t forget our visit with Linda and her sister Jan. We did some truly fun shopping at a Florida Store called Bealls.

We don’t have a Cracker Barrel in Fresno, so were happy to meet Zaki’s trainer, Angela at the same restaurant we ate in before. We got some good advice about Adora and Aphrodite’s barking, and totally enjoyed getting to know Angela.

The 7-hour drive from Florida back to Georgia was uneventful, except for the drenching rain at some point of the ride.

On Friday Debbie and James went sightseeing. While I spent part of the afternoon with Donnie Winokur, author of the outstanding autobiography, Chancer. She brought Chancer’s successor service dog Quinn to the hotel, and Adora, who rarely initiates play, fell in love with this Golden boy.

Saturday was the Bar Mitzvah for my adopted great nephew Adam. After ceremony dinners, I am finding it more and more difficult to follow conversations in a noisy place, so the three of us did not join the throng of well-wishers.

There was also sadness during this time. My childhood friend Howie Fink died, my handyman J.D. Blaire died and...
my blind friend Ken Metz died after working with me to teach new computer skills. I wish he were here to teach me the rest of what I need to know about Outlook

As I hope you are aware, Nutramax Laboratories is an extremely generous sponsor of IAADP. Not only do they support us financially, they also provide many of their healing products to our members with disabilities partnered with guide, hearing and service dogs. Their veterinarian, Barbara Eves, participated in the exhibiting at the Western Veterinary Conference. I enjoyed visiting with her.

Adora and I attend almost every theatrical production in the area. My mellow Golden sits through band concerts, musical productions, lectures and meetings, but she is uncomfortable when the actors on stage yell or throw things at one another. I joke with my roommate that we should train her by having angry debates at home!!

Please support IAADP by volunteering, making a donation, and by thanking our sponsors including Nutramax, Bayer, and others.

If you would to express your thanks to our sponsors, please send an email to toni@iaadp.org or membership@iaadp.org

International Assistance Dog Week
August 5–11, 2018

By Edward Crane, Founder/President, My Assistance Dog Inc.

International Assistance Dog Week (IADW) seems to come and go so quickly every time, but it is truly a celebration that gets better every year. Both my assistance dog, named Alepo, and I look forward to participating in this important event because we are proud of the assistance dog community around the world and this is the time each year that we recognize all these devoted, hard-working assistance dogs helping individuals, like myself, mitigate their disability related limitations.

The goals of IADW are to: 1.) Recognize and honor assistance dogs. 2.) Raise awareness and educate the public about assistance dogs. 3.) Honor puppy raisers and trainers and also 4.) Recognize heroic deeds performed by assistance dogs in our communities. It is also important to remember that IADW was originally established thanks to the efforts of Marcie Davis, a paraplegic for over 45 years and CEO of Davis Innovations, a consulting firm based in Santa Fe, NM. Thanks, Marcie.

I am an individual, who is fighting a battle with epilepsy, diabetes and a physical disability, each and every day. This battle with my body is truly challenging, yet my life changed for the better thanks to the partnership with an assistance dog, a cream Labrador Retriever, named Alepo, and an organization called Canine Partners for Life, both who truly restored a “level of normalcy” in my life.

So during IADW, I make a personal effort to recognize and honor these amazing dogs and the organizations that raise and train them. Each year I write a letter to: the President of the United States, each Governor in all fifty (50) States, to the Joint Chiefs of Staff in Washington and to local Mayors. I also reach out to residents within various States to join me in soliciting these Proclamations, as many States now require the request come from an in-State resident. So many of the “Proclamations” are received now due to the cooperation of so many people around the country and I am truly grateful for everyone’s help.

Last year I am proud to say we received either “Proclamations” or “Letters of Support” from the following thirty-eight (38) State Governors: Alabama, Arizona, Arkansas, California, Connecticut, Delaware, Florida, Georgia, Idaho, Indiana, Iowa, Illinois, Kansas, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, South Carolina, Texas, Utah, Virginia, Washington, West Virginia, Wisconsin. Plus, we received four (4) Letters of Support from: Donald J. Trump, President of the United States; General Mark A. Milley, United States Army; General Robert B. Neller, Commandant of the Marine Corps; and Vice Admiral C. Forrest Faison III, United States Navy.

We also received Proclamations from the following five (5) Mayors: the Mayor of the City of Clovis, CA, the Mayor of the City of Fresno, CA, the Mayor of the County of Fresno, CA, the Mayor of the City of Lincoln, NB and the Mayor of the City of Alexandria, VA.

Last year we were successful honoring our special assistance dogs and all those who play a role in raising and training them. At the same time we helped spread the word about the importance of Assistance Dogs to the general public here in the United States and around the world, by seeking and promoting all the “Proclamations” and “Letters of Support” we received from government officials throughout the country.

But, it is not over yet. Moving forward toward “2018 International Assistance Dog Week”, which will happen between August 5th – 11th, 2018, we want to spread the word about these amazing Assistance Dogs even more, seeking more “Proclamations” and more “Letters of Support”. This continued on page 36...
year we are also seeking a “Resolution” in both the “United States House of Representatives” and the “United States Senate”, recognizing and honoring all assistance dogs for “International Assistance Dog Week”. We need your help!

If you would like to play a role, in our effort now for “2018 International Assistance Dog Week”, just send an email to edward@iaadp.org, and we will work together to help make this special event even a bigger success. I look forward to hearing from you.

Thanks,
Edward Crane
International Assistance Dog Week
www.assistancedogweek.org

International Association of Assistance Dog Partners (IAADP)
iaadp.org

My Assistance Dog Inc.
www.myassistancedoginc.org

Excerpts from IADW last viewed online 2018 Jun 01 at: http://www.assistancedogweek.org

International Assistance Dog Week (IADW) was created to recognize all the devoted, hardworking assistance dogs helping individuals mitigate their disability related limitations.

The goals of IADW are to:
• Recognize and honor assistance dogs
• Raise awareness and educate the public about assistance dogs
• Honor puppy raisers and trainers
• Recognize heroic deeds performed by assistance dogs in our communities

On their website, you can do a number of things:
• Shop their CafePress Online Store to order t-shirts, mugs, and more with art by Renowned Santa Fe artist Krista Brooks
• Shop Kurgo for dog travel merchandise with at least a 10% discount (a percentage of sales proceeds goes towards supporting IADW)
• Listen to Working Like Dogs international radio show
• Grab outreach materials like a Fact Sheet, Sample Press Release, and Sample Proclamation
• Download Banner Ads for your website or email signature
• Download a list of ideas for celebrating IADW

Please do not contact any of our sponsors directly. Rather, please contact IAADPs Membership Coordinator using the phone number or email address below. Further details of these benefits can be found in the 2017 Fall/Spring Issue of Partners Forum. In order to access many of these benefits you will need to provide a copy of your membership card.

If you have not received your card, if you need a replacement card (at the cost of $5), if you have questions or need assistance with membership please contact our Membership Coordinator/Database Manager @ 888-54-IAADP or mc.iaadp@gmail.com

Important Notice: Please understand that IAADP cannot guarantee the availability of any benefit. We recognize that the gift-giving policies of any corporation are subject to change. Also, adjustments to a delivery system, a change to the phone number or a contact person may be required from time to time. Contact continued on page 37...
It is December 9th, 2015, mid afternoon. I awoke slowly, gradually becoming aware of the warm little fluffy puff of caramel colored hair snuggled against my body. Listening to the rhythm of her breathing and taking in the sweet puppy scents, she stirs, shifting into another position of comfort. I am now nose to nose with a curly black muzzle. I continue to gaze upon every curl, eyelash, whisker and hair studying this beautiful being. More importantly, I do what Brandy and Bisonté taught me to do, live in the moment. So I relax and take joy in experiencing with all my senses, my new little girl, Bouvier des Flandres, eight-week, three-day old, fawn-colored 10 lb. puppy, I named “Breezy.” I allow my heart to soar with an abundance of gratitude for Bisonté and Brandy along with the power of prayer to find her. Oh, and I know Mystique and Porthos (felines) also had a spiritual guiding paw in bringing Breezy into my life. As I continue to lay next to Breezy, I am amazed as I reflect on all that has occurred within the last 48 hrs., let alone the past 2 months since the birth of Breezy, October 10th, 2015.

It all began when Bisonté, my beautiful twelve year old 70 lb. black Bouvier des Flandres, medical alert mobility service dog awakened me October 11th, 2015 at 1 am and again at 3:30 am. Both times I followed Bisonté as he led me outside. I watched him stand beneath the night sky, positioning his body, facing eastward. He stood motionless, staring with his eyes extraordinarily wide. Finally, he looked at me as if to say (and this is what I now believe), “I have found the one, she has arrived”. And with an insistent snort, like his namesake, bison do, Bisonté refused to budge until I, too, stood facing east. I now believe he was saying “she was eastward. I can now rest”.

At that moment, I had no idea that within 28 hours Bisonté would be dead on October 12, 2015 by 7:50 am. Bisonté would pass away and for the first time since October 10, 1998 I would be without a medical alert mobility service dog to assist me.

Brandy was my first Bouvier des Flandres I adopted October 11th 1998 as a puppy. Brandy grew to be a phenomenal medical alert mobility service dog guiding me through my rehabilitation therapy after a traumatic brain injury.

continued on page 38...
injury and all that comes with it. She had the awesome task to deal with all my pain (without pain medication), frustrations with physical limitations, and grieving the loss of who I once was. Both Brandy and Mystique, my two year old feline, were the only family members, and the only two beings I could depend on, outside my medical team of professionals. It was also both Brandy and Mystique who guided, raised, and even helped trained Bisonté to be my medical alert mobility service dog. So that when both Mystique in April and Brandy in October of 2012 passed away, Bisonté carried the baton with ease. For he was the best date ever by caring for me with love and devotion.

As I continued to lay with Breezy, I thought of when a loved one passes away, your memory goes into hyperdrive shifting through past experiences, while your body is dealing with the present obligations in what seems to be slow motion: driving Bisonté’s body to the crematorium, signing paperwork, paying the fee, saying the final goodbye as I kissed his nose and forehead for the very last time. And then I am home, realizing I am walking through the door ALONE for the very first time. Both Athos and Ember greeted and comforted me as I comforted them as we all mourned the loss of Bisonté.

Then, who would believe that after over a two-year search, November 3rd, 2015 I would finally find the breeder of Chantal Bouviers who was gracious and so very kind to listen as I told her about Brandy and Bisonté. Through several phone calls and a very long letter I wrote describing temperament characteristics the new puppy needed, as well as describing the lifestyle that the puppy would have with me, Chantal agreed to assist me!

On December 7th, 2015, I flew eastward bound to meet with Chantal. We dined with five Bouvier des Flandres as Chantal shared wonderful experiences as a Bouvier owner and breeder. I am honored to have spent the time with this outstandingly amazing and very active woman. I shall cherish the memories of spending time with her with Breezy’s papa Dreamer and the extended Bouvier family. When Chantal led me to the puppy area, she gave me encouraging words and stood back as the magic happened. Breezy leapt into my arms as I sat on the floor. Her joyful bliss was as if she was saying, “Here I am! I am so excited to meet you finally!”.

After a long flight westward bound, a brief nap at home, an early vet visit with Dr. Liana, Breezy and I were snuggling until Athos my sixteen year old feline, climbed upon me, perching, he was taking stock in the new arrival. As Breezy slumbered, I introduced Athos to his little sister.

He gently sniffed her, then licked her as a sign of approval. Then it was Ember’s turn. I watched as he maneuvered his thirty pound feline luscious body just close enough for a sniff. I reassured him of his status in the hierarchy of our family has increased. He seemed to accept this funny looking dog. Then there was unexpected movement. Breezy awoke, blinked her golden brown eyes and began exploring her surroundings – when I immediately scooped her up and took her outside for a potty break. As I looked back at the glass door – I observed Athos and Ember watch Breezy from the security of inside. I could only imagine them conversing between each other saying “We’ve got our work cut out for us!” But when Breezy and I reentered the house, she galloped toward the kitties to say “Hi!” My dear boys just took a seat, without a hiss or raised paw, and held their positions as I immediately said the word, “Sit!” At that moment, Breezy sat. There they were gazing at each other all sitting perfectly. Thus, training had begun.

Training Insights

As a person who has trained two previous assistance dogs for my personal needs, I am aware that every daily experience Breezy has, will develop her self-confidence as long as I am consistent in guiding her through the many growing stages of her life.

I am lucky not to have conflicting distractions. Since I have time, and stamina, I can focus on Breezy from potty training, to her every “first” experiences. For those people who volunteer as puppy raisers, they have the joy of watching a puppy discover their world. And with that, develop character, confidence and their own unique personality.

When the puppy raisers’ time comes to an end, the puppy then is usually moved to a trainer or training team. But with me, my puppy and I develop skills as well as a lifelong relationship right from day one.

The most important thing to do is to talk with your canine partner. Full sentences, prolonged topics, with good eye contact. Read out loud and even sing! For those of you that have ever been given the silent treatment by someone who awoke, blinked her golden brown eyes and began exploring her surroundings – when I immediately scooped her up and took her outside for a potty break. As I looked back at the glass door – I observed Athos and Ember watch Breezy from the security of inside. I could only imagine them conversing between each other saying “We’ve got our work cut out for us!” But when Breezy and I reentered the house, she galloped toward the kitties to say “Hi!” My dear boys just took a seat, without a hiss or raised paw, and held their positions as I immediately said the word, “Sit!” At that moment, Breezy sat. There they were gazing at each other all sitting perfectly. Thus, training had begun.

A
you have been in a relationship with, it can be a very lonely waiting and wondering if someone will talk to you. Isolation of the mind can be very destructive to the soul, especially when you are new to this world. As a pack leader, trainer, puppy parent, call it what you will – the tone of your voice will reveal so much about what is going on for your puppy and provide reassurance. But first things first, potty training 101: consistency is essential for success. Breezy only peed inside the house twice. That was only because I had a mobility challenge getting to the door. Here is what works for me: take the puppy for relief on leash every single time. Then have a cue phrase such as “Hurry Up” or “Go Potty” or “Busy, Busy.” Joan used that. These cues are stated at the appropriate time and space. When my dogs hear “hurry up” they know to relieve themselves on that cue every time.

When to take the pup out for relief?
• Upon waking
• After every single snooze
• Before eating
• After eating
• After play
• Before entering vehicle or establishment
• After entering vehicle or establishment
• Before bedtime (and maybe a few times at night too until their bodies fully develop)

Keep a daily log of potty times with what has been produced. By notating when the pup peed and pooped, you will see a pattern that is developing which may even reveal medical concerns. Also notate eating times, and even notate first discoveries as well as anything else like training successes. This log is essential because for anyone with a new baby they will tell you “the first year is a blur”. You will be sleep deprived where days blend into the time space continuum. A log will be your guiding light reference. By taking the log to your vet, your visits become focused because you have all of the information about your puppy in your log to refer to right in your hands. By reading it themselves, your vet may interpret an unseen issue early.

Now for those of you who wish to train your own canine assistance partner, I have already discouraged many of you with the two most important topics: Potty training and logging of puppy’s daily routines. These are not part-time tasks. This is a 24/7 full immersion responsibility of your future assistance canine partner.

For those of you who remain interested here is your first exercise if you really want to train your own assistance canine partner.

With pen and paper –
1. Make a list of all the medical challenges you have.
2. For each challenge, list what assistance is needed.
3. For each assistance needed, list how a canine might help you.

Next, research the various dog breeds. My suggestion is to obtain a copy of Dog Breeds of the World and read about each specific breed so that you can see which breeds have the traits and abilities that might best help you. Note: Mixed breeds are excellent. Each of the individual breeds bring qualities that influence the personality and abilities of the combined breed. This will help you in selecting the right type of dog for yourself.

Here is a recommended reading list I share for a foundation:

**Vet Confidential** by Louise Murray, DVM
Phenomenal, used in classes at SOU (Southern Oregon University) as required reading. Louise breaks it down, letting people know about standards of care, selecting a vet, making best use of your time at appointments, etc. She explains vaccinations, finding specialists, diagnostics, alternative medication, pet peeves coping, end of life decisions, from beginning to end of lifespan, managing pet debt, how you should be treated by your pet’s vet, how to advocate for your pets needs; etc. There are worksheets.

**How Dogs Learn** by Mary Burch, Ph.D.
Presentation of the psychological aspect of how animals learn and their intellectual abilities.

**Brain Games for Dogs** by Claire Arrowsmith
Explains the interaction with dogs. Some of the tasks and tricks can be applied to the tasks and duties of assistance dogs. Discusses the link between play and learning tasks. Clarifies the difficulty levels of each task. Includes illustrations to illuminate the task directions.

**AKC Citizen Canine** by Mary Burch, Ph.D.
Very helpful for the beginning dog owner. Explains how to form an agreement/contract with your dog. An AKC test is included for all states.

And now your training has just begun.

**About the Author**
Helene DeMartinez served in the law and justice field in both the public and private sector before retiring. She has been involved as a volunteer in disaster preparedness over the last forty years, most recently teaching on disaster psychology. Helene currently is a bereavement facilitator for Winterspring in Southern, Oregon specializing in animal companion loss which Breezy and Ember assist with, as Athos passed away.
The instructions below focus on being prepared for an emergency, most of the items on the list are equally important to include in a First Aid Kit that you take on day trips or vacations.

Disasters and the unexpected can happen. Being prepared ahead of time is essential to a successful evacuation for everyone, including your pets. Create an easily portable and waterproof tote/backpack with emergency supplies that is easily accessible for you to grab-and-go when you need to leave in minutes.

Include the following supplies and completed paperwork in your pets Go-Bag:

1. Food, Water and Medication(s): Place these items into waterproof containers with a week’s supply. Remember to pack drinking water, too!
2. Non-First Aid Necessary Supplies: Bowls, extra leashes, collapsible carriers or crates, cat litter/pan, manual can opener, favorite toy and treats.
3. Organize your pet’s information:
   - Photo of your pet and photo of you with your pet. A description of your pet. Proof of ownership.
   - Microchip number: Verify your pet’s microchip enrollment with AKC Reunite at 1-800-252-7894.
   - Your pet’s veterinarian contact information, along with your pet’s medical and/or insurance records.
4. Easily readable map with potential evacuation routes highlighted.
5. Blankets, flashlights and batteries.
6. First Aid Kit:
   - Self-cling Bandage (bandage that stretches and sticks to itself but not to fur)
   - Muzzle or Strips of Cloth to Prevent Biting
   - Sterile Non-stick Absorbent Gauze Pads / Gauze Rolls for Bandage Wrap
   - Adhesive Tape
   - Antiseptic Wipes / Sterile Saline Solution for Cleaning Wounds / Hydrogen Peroxide
   - Foil Fire Retardant / Freezing Temperature Emergency Blankets
   - Cotton Balls and Swabs
   - Emergency Ice / Heat Pack(s)
   - Disposable Gloves
   - Petroleum Jelly
   - Scissors with Blunt Ends
   - Tweezers

Note: Check and replace the contents in your emergency Go-Bag along with alternate to evacuation plans and preparations on a regular basis by performing the following checklist:

- Check expiration dates on your emergency supplies: batteries, drinking water, blankets, non-perishable food items, and medications.
- Are your packed materials seasonally appropriate?
- Is your pet’s microchip record current?

American Humane's “Basic Animal Emergency Services” course:
A comprehensive two-day session on the fundamentals of disaster response which is included in the Federal Emergency Management Agency’s (FEMA) catalogue of approved courses on emergency preparedness.
For more information please call 800-227-4645 or email: amberb@americanhumane.org

Report a Lost or Found Pet
1-800-252-7894 or
found@akcreunite.org

40
Calendar of Events

Go to the link http://calendar.iaadp.org and find out what is happening around the world in the ADP community and many fun and insightful celebrations, conferences and observances. The calendar will open, displaying the current month, though you can look at future and past months events. You can also switch to “agenda” view which will list the events vertically. Sort events by category or tags with a simple click. Event details can be expanded or collapsed. You can also search by keyword. If you have an event of interest to share with the assistance dog partner community, please email editor@iaadp.org with the details and links.

Notice and Disclaimer: These events are external to IAADP and are listed solely as a courtesy. Information is subject to change without notice. Event listings do not constitute endorsements. IAADP and its directors, volunteers, and supporters may not agree in whole or part with the viewpoints, philosophy, recommendations, or content, including any content linking directly or indirectly to or from content related to the event(s) by the parties. IAADP accepts no liability of any kind whatsoever. IAADP makes no guarantees including but not limited to the accuracy of information or fitness of purpose on this website or blog post, or any content linking to or from. Nothing in this publication, or any content linking to or from this publication, whether print or digital, is intended to substitute for legal advice, medical advice or other professional advice. You are hereby notified and advised to seek advice from qualified professionals at your own risk and expense.

August Calendar Events

August 1 - 31 National Immunization Awareness Month (NIAM)

August 1 DOGust 1st! The Universal Birthday for Shelter and Rescued Dogs

August 1 American Holistic Veterinary Medical Association (AHVMA) Call for Papers!

If you are interested in submitting a paper for the 2019 AHVMA Annual Conference in Nashville, TN, Sept. 7-10, 2019 applications are now being accepted. The submission deadline is October 31, 2018.

The link will provide all the information you need: https://www.ahvma.org/call-for-papers/

Or you contact AHVMA using one of the following outlets:
American Holistic Veterinary Medical Association
PO Box 630
Abingdon, MD 21009
Phone: 410.569.0795
Fax: 410.569.2346
Email: office@ahvma.org

August 5 Work Like A Dog Day

August 5 - 11 International Assistance Dog Week

International Assistance Dog Week (IADW) was created to recognize all the devoted, hardworking assistance dogs helping individuals mitigate their disability related limitations.

The goals of IADW are to:
• Recognize and honor assistance dogs
• Raise awareness and educate the public about assistance dogs
• Honor puppy raisers and trainers
• Recognize heroic deeds performed by assistance dogs in our communities

Read the various proclamations from government honoring and in support of International Assistance Dog Week on IADWs Facebook page: https://www.facebook.com/assistancedogweek/ opens in a new window

IAADP Board Member Ed Crane provides muscle and drive behind accomplishing the goal of educating and securing the support from federal, state, city, and local government officials through this annual week-long observance sharing how valuable services provided by assistance dogs can be to their partners and ultimately the fabric of society as a whole.

continued on page 42...
Calendar of Events

Continued from page 41

August 5 - 11  Feeding Pets of the Homeless Week
Here are a couple of resources if you are interested in donating food for pets of persons experiencing homelessness: https://www.facebook.com/OfficialPetsoftheHomeless/Opens in a new window
https://www.petsofthehomeless.org/help-pets/Opens in a new window
Or contact your local shelter for information regarding this event.

August 10  National Spoil Your Dog Day

August 15  National Check the Chip Day
   Informational Resources on the importance and options for microchipping your pets.
   https://www.avma.org/Events/pethealth/Pages/Check-the-Chip-Day.aspxOpens in a new window
   https://www.homeagain.com/

August 15  Be sure to register your dog with AKC Reunite http://www.akcreunite.org/
   AKC Reunite
   8051 Arco Corporate Drive, Suite 200
   Raleigh, NC 27617 USA
   Toll-Free 800-252-7894
   Local/International 919-816-3753
   Fax 919-816-3828

August 18  International Homeless Animals Day

August 26  National Dog Day

August 28  Rainbow Bridge Remembrance Day
   Take time today to remember your beloved pets who have crossed over the Rainbow Bridge. Reach out to a friend or family member who has lost a beloved pet – whether furry, finned, feathered or scaled. Regardless of the type of pet, no matter the species, we love them with all of our hearts and feel their loss as strongly as we’d feel the loss of a human family member or friend.
   Here is a link to videos about Rainbow Bridge Remembrance Day: https://youtu.be/tdAcYxWTiGA
   Visit any of these sites below for thoughts, poems, art, and loving support as you remember your animal “family” members who have gone before you:
   https://positivelywoof.com/pet-calendar-rainbow-bridge-remembrance-day-aug-28
   http://www.akc.org/content/dog-care/articles/ways-to-commemorate-your-dog/
   https://www.facebook.com/events/738793802913708/
   https://www.rainbowsbridge.com/
   http://www.petloss.com/
   https://nationaldaycalendar.com/rainbow-bridge-remembrance-day-august-28/

September Calendar Events

September 1 - 30  International Guide Dog Month
September 1 - 30  Service Dog Month
September 1 - 30  Animal Pain Awareness Month
September 1 - 30  National Disaster Preparedness Month (NDPM)
   This is the link to the NDPM website: https://www.ready.gov/september
   Positive Promotions offers a variety of emergency preparedness products, including budget-friendly disaster guides and preparedness booklets, first aid kits, safety reminder magnets, emergency phone number stickers, personal emergency survival kits, flashlights, and more.
   Here is a link to their website:
   https://www.positivepromotions.com/national-preparedness-month/c/safnationalpreparednessmonth/
   Here is their phone number: 1-800-635-2666
   In addition to the above resources, we have included a checklist for First Aid / Emergency Go-Bag Supplies on page 40
   continued on page 43...
September 8  AKC Responsible Dog Ownership Day
This September, hundreds of AKC affiliated clubs and other dog organizations will be celebrating AKC Responsible Dog Ownership Day all across the country.
You can join the fun by attending an event in your area! Find the closest AKC to you by entering your location at the link: https://www.apps.akc.org/classic/clubs/rdod/events/index.cfm
If you need an alternate method to locate the closest celebration to you, call the AKC office at: 919-233-9767

September 9  National Hug Your Hound Day

September 9 - 10  National Pet Memorial Day
Here are a few books on the topic of grief from the loss of your pet; one for children and one for adults:

When a Pet Dies by Fred Rogers
In this useful book from the First Experience series, the affable star of Mister Rogers Neighborhood helps children share feelings of the loss of a pet while offering reassurance that grieving is a natural, healing thing to do. When a Pet Dies assures youngsters that no matter how badly they feel when they lose a pet, in time their hurt will ease, and they will be able to remember with fondness the happiness they shared. Available for $5.99 new at Amazon.com - Remember to use Amazon Smiles and consider selecting IAADP as your charity of choice if you decide to purchase through Amazon.com

Goodbye, Friend: Healing Wisdom for Anyone Who Has Ever Lost a Pet by Gary Kowalski
From the moment pets come into our lives, we know the day will arrive when we have to say farewell. Still, we are never emotionally prepared for the last adieu. In Goodbye, Friend, Gary Kowalski takes you on a journey of healing, offering warmth and sound advice on how to cope with the death of your pet. Filled with heartwarming stories and practical guidance on such matters as taking care of yourself while mourning, creating rituals to honor your pet’s memory, and talking to children about death, Goodbye, Friend is a beautiful and comforting book for anyone grieving the loss of a beloved animal. Available for $11.04 new at Amazon.com - Remember to use Amazon Smiles and consider selecting IAADP as your charity of choice if you decide to purchase through Amazon.com

September 13 - 16  American Animal Hospital Association (AAHA) Conference
Contact: American Animal Hospital Association
Phone: 800-252-2242  Email: aaha@aaha.org
Website: https://www.aaha.org/connexion/default.aspx

September 14 - 18  International Veterinary Emergency and Critical Care Symposium (IVECCS)
Hyatt Regency - New Orleans, LA
Contact: Veterinary Emergency and Critical Care Society
Phone: 210-698-5575
Email: info@veccs.org
Website: http://veccs.org/iveccs2018/

September 15  National Puppy Mill Awareness Day

September 20 - 21  KC Animal Health Corridor Industry Events
Contact: Kansas City Animal Health Corridor
Laiya Smith, Marketing & Events Specialist
Direct Phone: 816.374.5634
Email: smith@thinkkc.com
General Phone: 816.221.2121
Website: http://kcanimalhealth.thinkkc.com/events/annual-events

September 23  Dogs in Politics Day

September 24 - 28  Adopt a Less Adoptable Pet Week

September 24 - 28  National Dog Week

September 28  World Rabies Day
Who Do I Ask? Where Do I Send It?

Toni Eames, IAADP President
toni@iaadp.org

Laura Rose, Chair and Editor
laurarose@iaadp.org

Jill Exposito, Vice President and Treasurer (USA)
jill@iaadp.org

Devon Wilkins, Vice President (Canada)
devon@iaadp.org

Edward Crane, Secretary
edward@iaadp.org

Cindi Fleishans, Board Member
cindi@iaadp.org

Megan Kennedy, Board Member
megan@iaadp.org

Dana Spears, Membership Coordinator mc.IAADP@gmail.com

Database, VCP

Member Benefits

Membership Questions
(888) 544-2237 (USA/North America) (248) 693-9911 (International)

Newsletter Editor
editor@iaadp.org

Information & Advocacy Center
info@iaadp.org

National Helpline
(541) 972-3647

International Helpline
(248) 693-9911

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

To unsubscribe, you can send an email to info@iaadp.org with unsubscribe in the subject line

Membership Information

Membership Dues: Partner Member $40; Renewal $40; or join/renew, 3 years for the price of 2 years! $80; Partners outside United States $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 a membership application with S.A.S.E. Credit/Debit Cards accepted online! Specify newsletter format - Print, Cassette, Data CD or Email. Renewal notices may or may not reach you. Please renew 45 to 60 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! To unsubscribe, you can send an email to info@iaadp.org with unsubscribe in the subject line.

Coming up in the next issue

- Updates of items on the docket in consideration by our legislators and policymakers
- Inspiring stories about assistance dogs
- Food and treat choices for dogs
- More articles about training
- Celebrating “Take Your Dog to Work Day” year-round
- International happenings in the Assistance Dog Movement.
- Training tips

To unsubscribe, you can send an email to info@iaadp.org with unsubscribe in the subject line