

Paws Giving Independence

"saving a life to change a life"

Introduction to Training Manual

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Thanks you and welcome to Paws Giving Independence

Disclaimer: PGI is not responsible for any injuries to anyone using the techniques described in this manual. Any person using the techniques described here does so at his/her own risk. Please note that having this manual does not guarantee you will receive a service dog from Paws Giving Independence.

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General Information on Paws Giving Independence (PGI)

Paws Giving Independence's Mission

The objective of PGI is to train service dogs to assist people with a variety of different disabilities while providing support to encourage independence. PGI educates the public to the benefits of Service Dogs and encourages animal rescue by obtaining many of our animals from shelters and rescue groups.

Paws Giving Independence's Vision

- To provide quality service dogs free of charge to adults and children,
- Provide exceptional canine health and overall well-being for our dogs,
- Create the highest quality match between dog and handler,
- Develop a long-term relationships with our alumni, other organizations and the community,
- To educate the public about service dogs through demonstrations

Paws Giving Independence's Values

- Ensure proper humane treatment toward people and animals,
- Remain open to innovation and change;
- Encourage the use of teamwork and good communication
- Show accountability for our actions;
- Promote honesty and integrity,
- Work toward furthering the PGI's mission.

What can PGI's Service Dogs do?

- Open and close a door
- Turn off /on a light
- Assist with dressing and undressing
- Carry items in a backpack
- Help pick up dropped items
- Brace for transfers
- Get a telephone
- Pull a wheelchair
- Provide independence and support
- Other commands specifically designed for new handler

What type of disorders can a Service Dog help?

1. Spinal cord injury
2. Muscular Dystrophy
3. Arthritis
4. Developmental delays
5. Cerebral Palsy
6. Balance problems
7. Seizures
8. Hearing Problems

What is the role of a Facilitator Assisted Companion Dogs? The dogs are given to children that may have Autism, Down Syndrome, or other developmental delays. The dogs give a sense of constant companionship and helps them transition smoothly into other settings. They can go wherever the trained facilitator takes the dog and the individual with the disability. These dogs are not certified to go to school.

PGI also adopts our dogs as family pets that do not pass our service dog criteria.

Information for a Foster Home

Welcome New Foster Home:

The purpose of this manual is to educate you about the expectations and experiences of being a foster home.

PGI Veterinarians:

Your foster dog will be assigned to a specific veterinarian.

VETERINARIANS

Paws Giving Independence uses the following vets to maintain the health of service dogs in training:

- Demanes Animal Hospital
3035 N. Wisconsin
Peoria, IL 61603
(309) 686-1383
- TenderCare Animal Hospital
9809 Illinois 91
Peoria & Morton IL
(309) 243-1755
- SmartVet Bloomington
1537 Fort Jesse Rd
Normal, IL 61761
(309) 830-6454
- University of Illinois Veterinary Teaching Hospital
1008 W Hazelwood Dr
Urbana, IL 61802
(217) 333-5300

General Contact Information

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Work For End Results:

Service Dog Placement will be based on many different aspects but it is important to:

- Prevent bad behavior and habits from the beginning
- Always use proper discipline even when the dog makes a mistake
- Use positive reinforcement
- Be consistent with training and rules
- Be patient and things will get easier
- Make training fun!

How to Train Your Service Dog:

A lot of training occurs outside the classroom. As a foster family you will be asked to attend weekly training sessions with your dog, but more importantly you should be working on household manners at home. Many of the things you are taught in class will have to be reinforced everyday. As your level of training progresses you can then begin to start training in public settings. The trainers will let you know when the dogs are ready for public outings. You must pass a public access test before taking your dog out in public.

Things to Remember:

- Dogs should sit before exiting or entering a door inside your home or a car
- Dogs are not allowed to be fed people food or beg for food
- Dogs should only be allowed on furniture when invited

- Dogs should be crated in a kennel when left unattended
- Dogs should always be walked in a heel unless given a “free” command
- *Dogs should sit by food bowl while food is placed in bowl and given a release when bowl is filled to start eating

Good Handler Qualities:

- Ability to get and maintain a dog’s attention
- Uses a normal voice tone
- Praises the dog
- Able to read dog’s body language
- Does not constantly repeat commands
- Stays calm
- Asks for help

Public Access Test:

All adult service dogs must pass a public access test before receiving a service dog vest to be allowed to train in public. A public access test consists of basic obedience skills and overall control in all settings. The dog should wear their service dog vest when working in public. Puppies under 4 months are automatically given a vest for socialization but only for short trips at first. Make sure your dog goes to the bathroom before entering any public place. Please contact a PGI trainer for more details of skills in the public access test.

Don't Forget:

Animals that are training to be service dogs must be exposed to many different sounds, objects, smells and locations. During training, watch the dog for any signs of stress (outlined later in the manual). Don't forget bathroom breaks.

As a handler you must be engaging and polite when interacting with the public while staying attentive to the dog to maintaining safety. Handlers should not be too harsh or offensive when working with the public. We do allow our dogs to be petted in public. The dogs should be given the “visit” command when you are ok with others petting the dog. All other times the dog should ignore people passing by.

Things to Practice with your foster service dog

- Wear a vest
- Wear a harness
- Walk with loose lead
- Settling at a restaurant
- Meeting a stranger for interaction
- Walking through crowds
- Meeting other dogs
- Take treat gently
- Being quiet alone in a room (no barking, whining)
- Being relaxed in a crate

- Walking over tubing and cords
- Having all body parts handled
- Being well groomed

Different Locations to take your foster service dog

- Going on car rides
- Spending time in stores
- Spending time in crowds
- Spending time in a room alone
- Spending time in a crate
- Going up and down in an elevator
- Walking through a parking garage
- Going up/down stairs
- Walking on different floors
- Busy traffic
- Movie Theatres

PLEASE SEE THE COMPLETE LIST OF TRAINING COMMANDS UNDER SERVICE DOG SKILLS.

PGI- Volunteer Committee

Executive Committee Contact List

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Information for a potential PGI service dog recipient

Welcome New Potential Service Dog recipient:

The purpose of this manual is to educate you about the expectations and training of a service dog.

What Does PGI Provide?

- All dogs are up to date on shots
- All dogs are micro-chipped
- Leash and collar
- Service Dog Vest
- Well trained and certified service dog with ID

Supplies a recipient family must purchase:

- X-Large Dog Kennel: Ask your foster home what type of crate they are using
- Metal/ Ceramic Food and Water Bowl: Easy to clean
- Portable Water Bowl
- Kong Toy
- Dog Clean up bags
- Treats

Things to Remember:

- Dogs should sit before exiting or entering a door inside your home or a car
- Dogs are not allowed to be fed people food or beg for food
- Dogs should only be allowed on furniture when invited
- Dogs should be crated in a kennel when left unattended
- Dogs should always be walked in a heel unless given a “free” command
- *Dogs should sit by food bowl while food is placed in bowl and given a release when bowl is filled to start eating

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- Uses a normal voice tone
- Praises the dog
- Able to read dog’s body language
- Does not constantly repeat commands
- Stays calm
- Asks for help

Minimum requirements to be considered for a PGI dog: The individual must have a documented disability, PGI must be able to train a dog to help with their specific needs, All dogs must be kept in the family's house, All other animals in the house must be spayed or neutered, All animals in home must be kept up to date on shots by a vet (the vet will be contacted), The potential recipient /family must complete an animal care workshop, and 25 hours of training in Peoria IL. The potential recipient/ family must successfully complete at least three home passes where the dog is exposed to other family pets and family members. PGI has the right to decide when the dog is ready for final placement. PGI has the right to withhold/ amend this process at any time by a majority vote by the Board of Directors.

Please note PGI has continued training requirements for their alumni service dogs and companion dogs. Please contact a PGI director if you would like to learn the specific requirements.

Paws Giving Independence reserves the right to deny service to an applicant for any reason. PGI also reserves the right to remove a program service dog from a home at any time for mistreatment/ neglect, failure to continue training or failure to provide veterinarian care or if it is an inappropriate match.

PGI is a member of Assistance Dogs International and follows there Standards and Ethics Regarding Clients for more information visit:
<http://www.assistancedogsinternational.org/>

Dogs: Annual Costs

- Veterinary care, examinations and laboratory costs: \$150 to \$255
- Immunizations: \$60 to \$75
- Internal/external parasite preventatives: \$120 to \$190
- Food: \$150 to \$300
- Miscellaneous: \$100 to \$125
- PGI requires Heartguard and Frontline: \$300

Total: \$580 to \$1,245

These are routine costs – not including the cost of emergency trips to the vet or necessary surgeries or treatments. Surgeries can cost several thousand dollars or more, while a simple ear infection may cost a couple hundred dollars in vet fees and medications.

Total estimated lifetime cost of a dog (average 8 years): \$5,850 to \$7,950.

If you received a service dog vet care becomes your responsibility. Having a dog is a major financial responsibility for the recipient. PGI requires recipients turn in yearly vet forms.

PGI's Public Access Test

- ▶ This test will be given in public to the new dog/ handler pair
- ▶ The handler must pass the test alone without treats. Some of the test may be off leash.
- ▶ Yearly Public Access Test/skill assessment is required for all dogs

Procedure to receive a service dog:

1. Complete a service dog application/ contract and a home visit
2. Complete on site training sessions for 25 hrs
3. Complete at least three separate successful home passes
4. Turn in a home pass report at the completion of each home pass
5. Attend a PGI Animal Care Workshop
6. Have all PGI's required supplies for a service dog in your home
7. Create a thank you letter for foster family
8. Meet with PGI to sign contract and pass a public access test

Basic Dog Care for a service dog

What does my new dog need?

To be happy and healthy, your dog will need the following:

- Constant access to a bowl of fresh, clean drinking water
- A nutritionally balanced diet
- A safe place to eliminate outside
- Some daily exercise

Dog Toy Suggestions

Kongs are durable rubber enrichment toys that can provide you and your dog with hours of fun. For more information, visit their website at www.kongcompany.com.

Nylabone makes a variety of chew toys and interactive toys for dogs. Check out their products at www.nylabone.com.

Dispensing toys are great for mental stimulation. You hide treats in the toy and the dog has to figure out how to get the treats out. Try a Treat Stik (www.treatstik.com), Busy Dog Ball (www.busydogball.com) or Buster Cube (www.bustercube.com).

What are some expectations we have of dogs?

We expect dogs to be:

- Well-socialized: comfortable with all types of people, places, and things
- Comfortable with all types of handling by all types of people
- Friendly with all other dogs and all other animals
- Comfortable in different surrounds, on different surfaces
- Comfortable with loud noises and crowd

- In control at all times for the safety of the public

It should be fine to:

- Have anyone run toward a dog
- Ride a bike past a dog
- Throw a stick near a dog
- Have children playing – yelling, wrestling, play fighting – near a dog

What should I avoid feeding my dog?

You should avoid the following:

- Alcoholic beverages (they can cause coma and even death)
- Cat food (it's generally too high in protein and fats)
- Caffeine (it can be toxic, and adversely affect the heart and nervous system)
- Chocolate (in large amounts, chocolate can also be toxic)
- Fat trimmings (they can cause pancreatitis)
- Raisins and grapes (they can damage the kidneys)
- Nicotine (it affects the digestive and nervous systems, and can result in rapid heartbeat, collapse, coma and death)
- Table scraps
- * Gum with Xylitol

Many other things in or around your home can cause serious illness or even death in your pet:

- Antifreeze
- Bait for rodents
- Batteries (they can contain corrosive fluid)
- Car care products, such as cleaners or oils
- Fertilizer
- Gorilla Glue (or similar products)
- Household cleaners
- Ice-melting products
- Nicotine products (including patches)
- Pesticides for insects
- Plants that are toxic to pets

Away from Home

Here are some things to avoid when traveling with your pet:

- Don't let your pet ride in the back of an open truck. He can be injured if you need to brake suddenly or take a sharp turn. Tying the animal to the truck doesn't solve the problem; he can still be seriously hurt or killed.
- Never leave your pet in a vehicle in hot weather, even for a few minutes. Even with the windows wide open, the car can quickly become hot enough to cause heatstroke, brain damage, and even death.
- Finally, don't let your pet roam. He or she can suffer injury or death from running at large. Your pet doesn't understand the danger of speeding cars, poisoned bait.

Sherry Woodard, S. *Best Friend's ABCs of Dogs Life*. 2009.

A few key points in decreasing risk for hip dysplasia in puppies!

What do we do to try to reduce the likelihood of dysplasia by attacking it on all fronts. Hip dysplasia is a genetic disease. Unfortunately, it is not carried on only one gene but multiple genes come together to produce the disease in any one animal. Therefore, there is no gene test that will tell us whether an adult is carrying the genes for the disease.

1) Genetics

2) Nutrition

Recent research has shown that nutrition has a HUGE role in the joint health of pups. When pups grow too rapidly, they are inclined to develop hip dysplasia at much higher rates.

The Golden Retriever Club of America's 1998 survey of owners found:

“The relationship between being overweight as a puppy or an adult and subsequently developing hip dysplasia is also highly significant. Once again, being overweight as a puppy is a stronger predictor of developing hip dysplasia than is being overweight as an adult. For example, of the dogs that were overweight as a puppy, 31% subsequently developed hip dysplasia versus only 17% for those that were average weight as puppies. The comparable percentages for adults that were either overweight or average weight, as adults were 25 and 17%, respectively.”

- Watch out for puppy chows that force pups to grow fast.
- Do not overfeed. You want slow, steady growth over an extended period of time.

3) Avoid injury to the hips by avoiding all activities that stress the joints until the pup is a year old. These activities include jumping out of the tailgate of a vehicle, jumping for Frisbees or tennis balls, taking long walks/ hard run on leashes on pavement or similar actions. Playing fetch and casual walks are great exercise for puppies.

4) Spay or neuter pups later than it is traditionally done, at 6-10m helps to reduce the incidence of hip dysplasia unless behavior problems are noted sooner.

Dog Body Language

Play bow. The rear end of the dog is up, while the front end is down. The play bow generally means “I want to play.”

Tail wagging. Contrary to popular belief, tail wagging can mean many things: it can be happy, or agitated.

Freeze. A dog freezes if she is scared or guarding, or feels cornered. She may bite, so please slow down.

Rolling over. Rolling over generally means the dog is being submissive, but look at the whole dog. If the tail and mouth are loose, the dog is probably comfortable and asking for a belly rub. If the tail is tucked and the lips are stiff, the dog may be scared. Some dogs

will solicit attention and then become fearful and bite, so observe the whole dog, looking for comfortable, loose body language.

Ears perked up. When a dog's ears are forward, he is alert, interested in something.

Tail between the legs. If the dog's tail is tucked between her legs and her ears are back against her head, she is afraid, uncomfortable with something. Sherry Woodard, S. *Best Friend's ABCs of Dogs Life*. 2009.

Signs of Stress in Dogs

When a dog is stressed, he often shows displacement behavior – Here are some typical displacement behaviors:

- Yawning in new or emotional situations
- Panting when it's not hot
- Scratching himself when he's not itchy
- Lifting a front paw as someone walks toward the dog
- Licking his lips, even though the dog hasn't been eating or drinking
- Looking away as a person or another animal walks toward the dog
- Shaking off after someone handles the dog or another dog plays too roughly
- Stretching out as though doing a play bow, but not asking for play (sometimes a greeting when a dog is stressed)
- Making a puff (exhale) of breath, sometimes whining at the same time, and looking away or turning away
- Lying down and trying to make whatever is happening stop by not taking part in it

There is stress along with fear when a dog:

- Starts to drool when she normally doesn't
- Paces or circles
- Tucks his tail and moves away from something
- Starts to whine
- Sweats through her feet
- Puts his hackles up, his tail is low or high, and his body is still
- Starts to growl, and may start to move away, though not all dogs move away from things they fear.

Suggestions for helping a stressed dog:

Often, if we slow down whatever situation caused the fear and start exposing the dog in small amounts at a distance, we can help him to completely overcome his fear. We can also help dogs to become more comfortable in general, in order to keep them safe and to keep us safe.

Signs your dog may be sick

Here are some signs that your dog could be sick:

- A significant change in behavior (such as increased irritability)
- Perceived pain or lethargy
- Visible pain (such as limping or chewing on a joint)
- Persistent vomiting
- Persistent diarrhea
- Persistent coughing
- Lack of appetite
- Excessive drinking
- Excessive urination

If any of these symptoms last more than 24 hours, you should bring your dog to your veterinarian.

Types of Reinforcement and Training

Reinforcement: In training, reinforcement can be positive or negative. Reinforcement always supports or strengthens a behavior and increases the likelihood of it occurring.

Positive reinforcement: In training, “positive” means “added to.” If you give a dog a treat when he sits, you have added something reinforcing (the treat) to the outcome of the behavior.

Negative reinforcement: In training, “negative” means “removed from” or “taken away.”

Desensitization: The process of presenting a weak version of a problem stimulus at a level and duration that does not produce a negative reaction and gradually increasing the intensity as the dog’s comfort level grows. An example is playing recordings of the sounds of thunderstorms at low volume, to begin desensitizing a dog to thunderstorms.

Extinction: In operant conditioning, extinction refers to the elimination of a behavior that fails to produce desirable results. Ignoring a behavior such as pawing or jumping can lead to extinction of that behavior. Unlike the biological extinction of a species, however, an “extinct” behavior can reappear if it once again produces successful results.

Jackpot: Giving a large reward – lots of treats, tons of praise – when there is a breakthrough in training.

Lure training: Using a high-value “lure,” such as treats or toys, to produce a behavior that can then be rewarded.

Shaping: Similar to chaining, except the “simple behaviors” are small steps toward what is often considered a single behavior. For example, getting a dog to respond to a “down”

cue may be shaped by luring and rewarding “head lowering,” then “elbow bending,” then “body on the floor.” Sherry Woodard, S. *Best Friend's ABCs of Dogs Life*. 2009.

Crate Training

Why should I use a crate?

Sherry Woodard, S. *Best Friend's ABCs of Dogs Life*. 2009.

Dogs are hard-wired by their genetic history to be den animals. A den is a small, safe, well defined space. It is a place in which dogs feel instinctively safe. It is also a place that they instinctively avoid soiling. The combination of these two native traits are what make crate training, done in the right way, a kind and effective component in house-training your new puppy or dog.

A crate can also be a place for your dog to rest or have “down time.” If you have just acquired a dog, a crate can limit access to the entire house until your new dog knows the house rules. A crate can help with house-training by setting up a routine. For example, you can feed the puppy in the crate and, afterwards, carry him or walk him on a lead straight out to an elimination site where you can use a word or phrase to remind the dog what the trip outside is for.

How do I introduce the crate?

You can prevent problems with crate training by setting your dog up for success. Your dog should only associate good things with the crate, so start by putting treats and/or toys in the crate and encouraging him to go in. Some dogs may need to warm up to the crate slowly. If your dog is afraid to go in, place a treat in the crate as far as he is willing to go. After he takes the treat, place another treat a little further back in the crate. Keep going until he is eating treats at the very back, then feed him his next meal in the crate with the door open, so that he can walk in and out at will. Crate training a fearful dog can take days, so be patient and encouraging. If a crate is properly introduced and used, your dog will happily enter and settle down.

Should the crate be used at night?

Sure, you can use the crate at night. Put the dog in with a treat and a cue like “kennel” or “kennel up” delivered in a cheery tone of voice. The crate should be situated close to you so that you can hear the dog whine or whimper if he needs to eliminate during the night. (Dogs will usually make some kind of noise rather than make a mess where they sleep).

If you are training a puppy, be prepared for one or two trips outside at night to eliminate. If the puppy goes outside and doesn't produce, do not allow any extra time for play or long drinks of water when you come back inside. Instead, encourage the pup to return to the crate. He may whine a bit, but if you have given him ample opportunity to eliminate, try to ignore the protest and the puppy should settle down quickly. You only want to let the dog/ puppy out of the kennel when they are quiet. By letting out a barking dog you are reinforcing the barking behavior.

How to housetrain a dog

When you get a new puppy or dog, you'll need to show him or her what is acceptable in your home. Different people may have different rules: all service dogs are required to potty outside and we do not use any form of pads or litter trays.

How do I house-train my dog?

First, during those times when you cannot supervise him, it is wise to restrict the movement of a new animal during the house-training phase. You can house-train your dog by using a crate. Or, for limited periods of time, you can confine the dog to a small, easy-to-clean room, like the bathroom, equipped with a child gate.

Under supervision, of course, he can have the run of the house. Your dog should consider this space a safe place, so add the dog's bed, water and things to chew on to create a comfortable den. The dog should be fed in this space as well. Set up a daily schedule where you walk your dog on lead (or carry her) to the desired elimination spot after meals, after naps, and every couple of hours in between. To reinforce that the trip has a purpose, you should not play with the dog during trips to eliminate. Use a word or phrase (like "hurry up") to remind the dog of her duty. As soon as she has produced, praise her lavishly and give her a treat.

How long does house-training take?

After a week or so of no accidents, you can begin allowing the dog freedom in the house after each successful trip outdoors. Supervision will still be needed, however, as well as praise and an occasional reward. Supervise the dog anytime he is given free run of the house, watching for signs such as circling and sniffing corners.

How do I deal with "accidents"?

If an "accident" happens and you catch the dog in the act, stop him and escort him to the correct spot. Praise him if he stops eliminating when you ask him to. If you find the results of an accident after it's happened, do not punish the dog, since punishment could make him afraid to eliminate in your presence.

If a dog who is already house-trained starts having accidents, check with your veterinarian – there may be a medical cause.

Dog Socialization Check-Off List

Handle all the dog's body parts on a daily basis, giving praise and small food rewards for relaxing. As the dog becomes more comfortable, have other people start to handle the dog, too.

Introduce the dog to people.

People of various ages:

- Newborn to three months
- Three months to six months
- Six months to nine months
- Newly walking toddlers
- One year old- Two years old
- More than one toddler at a time
- Groups of children playing
- Teenagers – boys and girls
- Adults – many different ones
- Seniors – many different ones

Differences in people:

- Loud man
- Loud woman
- Ethnic differences
- Using oxygen
- Using a cane
- Using a walker
- Using a wheelchair
- Other _____

People doing different things:

- Singing
- Dancing
- Clapping
- Jumping
- Hopping
- Skipping
- Whistling
- Jogging
- Other _____

People wearing different things:

- Hats
- Glasses
- Sunglasses

- A helmet
- Coats with hood up
- Capes with hood up
- Gloves
- Masks
- Big boots
- Uniforms

Introduce the dog to other animals. To keep all pets safe, supervise at all times.

- Cats, Kittens
- Dogs, Puppies
- Horses
- Small pet animals

Introduce the dog to household activities.

If the dog was an outdoor pet, everything will be new, so don't do too much at once.

- Vacuum
- Broom
- Mop
- Alarm clock
- TV
- Radio
- Hair dryer
- Fan
- Noise-making children's toys
- Children's pull toys
- Umbrella (open and close it)
- Dog nail clippers
- Dog brush and comb
- Sound of electric hair clippers
- Sound of electric fan
- Plastic bags flapping
- A balloon with air escaping
- A recording of storm sounds
- A kite
- Things being dropped
- Other _____

Introduce the dog to the big, wide world.

Take the dog on many different types of outings.

- Ride in cars
- Walk on different flooring
- See people on skates
- Use stairs with and without backs
- See people using shopping carts
- Walk on bridges

- Meet new friends
- Visit other people's homes
- Take the dog to be groomed
- See and smell parks
- Sit at coffee shop with you
- Use elevators
- Use automatic doors at stores
- See people on bicycles
- Other _____

Common Dog Behavior Problems

Why does my dog chew on things?

Chewing is a normal canine behavior. So, instead of punishing your dog for chewing, try to redirect his attention to more appropriate objects. If your dog starts chewing on an inappropriate item, simply offer him an appropriate one. When he begins to chew on it, give him lavish praise.

What is mouthing?

If you watch dogs play together, they often mouth each other in a sort of mock bite. Many dogs play with people in the same way – by mouthing our hands or other body parts. Though mouthing is not biting, it can become too aggressive to be acceptable.

How do I discourage mouthing?

To discourage mouthing, always use a toy to play with your dog. If you inadvertently become the toy, say “Ouch!” in a loud, surprised tone and remove your hand from the dog's mouth.

Wait just one second, and then offer your hand for licking. If the dog mouths your hand again, repeat the steps above until the mouthing stops. When she does not mouth your hand, praise her and introduce a toy. You can then throw the toy and say “get the toy” to start a game of fetch. For her to get the idea that mouthing is not acceptable, your dog will need lots of practice with the above technique.

Watchdog barking. Many dogs consider it their job to warn you that someone dangerous is at the door. Rather than trying to take your dog's job away, you can teach him to bark just once (with a cue like “bark” or “who's there”), and then leave it for something more fun. Practice by stationing a training helper outside to knock on the door. After one bark comes out of the dog's mouth, give another cue (like “enough” or “okay”), then get him involved in fetching a favorite toy, which you can keep near the door. If your dog does not enjoy retrieving, then use food rewards.

Here's how to do it:

1. Give the cue: "Who's there?"
2. Have the person knock on the door.
3. When the dog barks, give the next cue ("enough" or "okay") and show the dog the toy or treat.
4. Start playing with the toy or give the dog the treat.

Repeat many times until the dog knows the game. The toy you pick should be used exclusively for practicing this behavior. Soon, the dog will bark with the cue "Who's there?" (No knock needed) and he will stop on the cue "okay" and wait for you to play or offer a treat. If he starts to bark again after you use the cue "okay," do not reward him. Practice this routine many times to reinforce the desired behavior. Real-life situations, of course, are the real test.

Request barking. Dogs often bark when they are excited, perhaps anticipating a walk or meal. If you have a dog that does too much of this "request" barking, do not reward the dog by fulfilling his request until after the barking has stopped. Ignore all barking as though you have lost your hearing. Then, after a decent interval when the dog has been quiet, you can come up with a meal or a walk.

"Spooky" barking. This type of barking is provoked by fear and it normally comes with some body language. To scare off the source of her fear, she may have her hair up and her tail between her legs. She may be very rigid and bounce on her front legs. Your dog may be fearful if she is under-socialized; the solution may be more exposure to the world. A dog training class can be a helpful way to introduce her to new people, places and sounds. Try to make socializing fun – new people can offer treats and trips to town can include treats for being brave. Remember not to reward your dog while she is barking. Reward her only when she has relaxed.

Jumping up: The best way to teach a dog to stop jumping up is to teach and practice proper greetings. Dogs can easily learn to sit every time they greet a person, even when they are very happy to see that person. When they are trained to associate meeting a person with a sit cue and a treat, soon they will sit and wait for a treat without a cue.

Pulling on the leash: The way to teach a dog to walk with a loose lead is to reward for a relaxed pace and stop walking if you are being pulled. You can begin teaching a dog to walk nicely on lead in your home or yard. Put a four- to six-foot lead on your dog's collar and talk to her as you start to walk. If she walks without pulling, praise her and walk some more. If she pulls on the lead, stop, and wait until she stops pulling. As soon as the tension on the lead is released, praise the dog, offer a quick treat, and then continue walking.

If your dog continues to pull after you stop walking, turn and walk the other way. A change in direction will cause her to be behind you. Then, as she comes by, you can get her to focus on you with praise and a treat. One good technique is to practice a lot of

random direction- changing, so the dog gets used to focusing attention on you and moves with you.

Submissive Urination: Dogs sometimes resort to submissive urination when they don't want to challenge someone that they perceive as dominant. Other dogs are prone to urinating when they become excited. Submissive urination can be common and normal in puppies.

To minimize the possibility of submissive urination, you should avoid using postures or gestures that the dog might view as threatening, such as:

- Making direct eye contact with the dog
- Bending over the dog
- Reaching toward the dog with both hands, especially over the dog's head
- Hugging the dog
- Approaching the dog head-on

Punishment of any kind, even harsh tones, may cause submissive urination.

A less-threatening greeting for a submissive dog would be as follows:

- When approaching the dog, look off to the side rather than directly at her
- Bend down on your haunches or sit, so that you appear smaller to the dog
- Wait quietly, without moving, for the dog to approach you and smell you
- After the dog approaches, reach slowly

Management of submissive or excitement urination requires patience and time.

Service Dog Rules for in Public and at Home

Rules for Public

- ▶ The dog must be on leash at all times
- ▶ Don't forget to bring water for your dog
- ▶ Do not feed the dog any table food while in public
- ▶ The dog must remain on the floor at all times
- ▶ Pick up after your dog if it goes to the bathroom
 - Bags can be kept in the dog's vest
- ▶ A service dog vest and ID must be on the dog
- ▶ The dog must stay in control around all people, objects and food.
- ▶ If you are going to travel please call ahead and make them aware that you are bring a service dog
- ▶ NEVER put your dog on an escalator if not trained to do so!! Elevators and stairs only

Rules for at Home

- ▶ All dogs should be feed twice a day (unless foster home tells you different)
- ▶ The dogs should be crated or confined if left alone.

- ▶ Dogs are allowed on furniture when invited up
 - If the family chooses the dogs can sleep in bed
- ▶ The service dog vest does not need to be on when the dog is at home (it is only for public use).
- ▶ This service dog is part of the family but it is important for the dog to bond to the handler of the dog.

Service Dog Behaviors

- Basic House Training
- Potty on cue
- Living with other dogs and cats
- Working near wildlife without being too distracted
- Riding in cars
- Comfortable having all body parts touched
- Comfortable being lifted or carried
- Comfortable with grooming
- Name recognition
- Crate Training
- Leash Training

Service Dog Command Description:

Please note that there are five different levels of commands. We recommend that the first level be completed before moving onto the next level. The listed skills are only the very basic skills our service dogs will learn.

Service Dog Commands: Level 1

- Dogs Name
 - Able to use the dog's name to gain attention
- No!/ SHH/ EAHH
 - Marks an error or inappropriate action
- Good/ Yes!
 - Lets the dog know he or she has completed the task
- Sit
 - Tells the dog to put its hind end on the ground
- Down
 - Tells the dog to lower its entire body to the ground
- Hurry Up

- o Tells the dog that now is the time and place to go potty
- Kennel
 - o Tells the dog to go into or under an object and lay down
- Free
 - o Releases the dog from a prior command or instruction. Used to let the dog go play or go to the bathroom
- Quiet/ Hush
 - o Tells the dog to stop barking or growling on command
- Wait
 - o Tells the dog to pause in its current activity until given a new command or not to cross a designated threshold. Often used in doorways.
- Off
 - o Tells the dog to have all four feet on the ground

Service Dog Commands: Level 2

- Heel
 - o Tells the dog to position itself on your LEFT side facing forward with its shoulders approximately in line with your left leg
- Stay
 - o Dog must remain in its physical posture and place
- Come
 - o Dog should come and sit right in front of you
- Leave it
 - o Tells the dog not to touch and ignore an item, person, or situation
- Easy
 - o Tells the dog to be gentler with a behavior
- Settle
 - o Instruct dog to lie in a relaxed position
- Shake
 - o Tells the dog to offer its paw in greeting
- Back
 - o Tells the dog to backup
- (H)UP
 - o Dog jumps onto or into a designated object (ex: car or couch)

Service Dog Commands: Level 3

- Lap
 - o Tells the dog to places it front paws on someone's lap
- Speak
 - o Tells the dog to bark on command
- Drop It
 - o Dog immediately releases item from its mouth and onto a surface
- Visit
 - o Instructs the dog to rest its chin in your lap and greet someone

- Front
 - o Dog positions itself in front of you
- Behind (Heel)
 - o Dog follows behind you as you walk through a tight space area
- Touch
 - o Dog uses nose to touch a surface (ex: door button)
- Rise
 - o Dog brings it front paws up onto a surface

Service Dog Commands: Level 4

- Tug
 - o Dog takes a rope or cord in its mouth and pulls
- Take It/ Get It
 - o Instructs the dog to take and pick up an item on the floor
- Hold
 - o Dog holds an item in its mouth without chewing on it
- Give/ Out (similar to drop it)
 - o Dog releases item into your hands
- Bring It
 - o Dog brings item to you
- Light On/ Off
 - o Instructs a dog to flip a light switch with its nose
- Push
 - o Dog uses front paws to close a door or drawer
- Brace
 - o Dog is to stand and hold a firm posture to hold weight on shoulders
- Pull
 - o Dog leans its body into its harness and moves forward (ex: pulling a wheel chair with its body)

Service Dog Commands: Level 5

- Rise/ Switch
 - o Tells the dog to turn off a light switch on a wall
- Take It/ Bring/ Lap/ Give
 - o Tells the dog to pick up an object, bring it to you, and drop it in your lap.
- Take It/ Rise/ Give
 - o Tells the dog to put an object on a higher surface like a table
- Get The _____ (ex: phone)
 - o Tell the dog to pick up a specific item
- Automatic leave it
 - o Dog should always ignore undesignated food items or situations
- Automatic wait
 - o Dog should always wait at certain thresholds (ex: car, front door)
- Brace/ Step
 - o Dog takes one step at a time in synchronization with you
- Go Find _____ (Ex: Mom, John)

- o Tells the dog to go alert a specific person and return to you

PGI Incident Reports

In case of an accident where someone is injured by one of our service dogs, please complete the following steps:

1. Handle the situation at hand
2. Contact a PGI official
3. Dog loses public access
4. File an incident report with PGI
5. Have a meeting with PGI staff where plan of action is determined

Dog First Aide

What to Do When Your Pet Is Hurt By Virginia Clemans, DVM

Proper first aid can prevent injuries from worsening, can alleviate pain, or can even save your pet's life. Remember; however, first aid is preliminary action only. It can never replace professional care by your veterinarian. But, making yourself familiar with basic first aid can help you and your veterinarian better handle emergency situations. Be sure to have the telephone number of a veterinarian readily available (placed with other household emergency numbers).

What kind of situations might warrant first aid?

Cuts, exposure to poisons, eye injuries, trauma and heatstroke or cold exposure are just a few of the many types of emergencies that may require first aid at home.

The following takes a brief look at some of the basic do's and don'ts of dealing with an animal requiring first aid. Remember that these are but guidelines and should be used with good judgment and in conjunction with your veterinarian's advice. Be ready to notify the veterinarian that you are on your way with an emergency and describe the nature of the problem so that preparations can be made for your arrival. Preparation can greatly improve the probability of a favorable outcome in the case of an emergency.

Here's what to do in certain situations:

External bleeding. To slow external bleeding, apply a pressure dressing using clean cloth to cover the wound and then bandage it snugly. If swelling occurs below the bandage, loosen or remove it. Please do not apply tourniquets!

Tourniquets can potentially cause greater problems than they solve.

Fractures and dislocations. These are usually self-evident. The affected limb is held in an unnatural position and the broken bone may actually be visible through the skin. Don't

try to apply a splint, since it will most often inflict greater pain. Move the animal as little as possible during transport, and do the transport as soon as possible.

Shock. Animals in shock will have pale gums, weakness, and rapid breathing. Keep the animal warm and transport her to the veterinarian as quickly as possible.

Heatstroke. Heatstroke causes many of the same signs as shock. You will see rapid, shallow breathing, weakness, and a very high body temperature. Cool the animal as quickly as possible by spraying him with cool (not cold) water or wrapping him in cool, moist towels. Because of the many problems caused by an elevated body temperature, seek professional help immediately.

Remember, to prevent heatstroke, never leave an animal in a parked vehicle during hot weather. Many people think their dog will be okay if they leave the windows open, but even with the windows wide open, the car can quickly become hot enough to cause heatstroke, brain damage, and even death. Your pet may pay dearly for even a few minutes spent in a sweltering car.

Exposure to poison. If you think your pet has been exposed to a poison, contact your veterinarian immediately. If detected soon enough, many poisons can be eliminated from the animal without need for extensive, expensive treatment. It's important to bring the label of the suspected poison to your veterinarian so the correct treatment can be given. Some poisons may take a period of time before their effects become evident, so act quickly if you think poison ingestion is a possibility. You should be especially careful about antifreeze, which often leaks from cars into parking lots and puddles. Check the floor of your garage, too, for any telltale signs. Antifreeze is attractive to pets because it tastes sweet, but most brands are very poisonous and even a few licks can be fatal. If your pet ingests even a small amount of antifreeze, contact your veterinarian immediately. Pet-safe antifreeze (which tastes bad) is now available, so consider buying it for your car in the future.

For any emergency involving your pet:

- Be prepared.
- Stay calm and act responsibly.
- Call your veterinarian.

Remember, your pet's depending on you!

Dr. Virginia Clemans was Best Friends' chief veterinarian from 2001 to 2004.

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