

Partners Forum

International Association of Assistance Dog Partners

VOLUME SIXTEEN • NUMBER THREE

SPRING ISSUE 2010



Update on IAADP & ADC Conferences

Where will you be the last weekend in September? Take a look at the workshops we've lined up for IAADP's Sixteenth Annual Conference in Seattle, WA, on Saturday, September 25th (see page 2)! View what the Assistance Dog Club of Puget Sound (ADC) conference has in store for you on Sunday, September 26th (page 3)! This gathering will be intimate enough for you to make new friends and large enough to dazzle you with the variety of breeds and breed mixes assisting partners who have many different kinds of disabling conditions. Come share your ideas, participate in workshops and roundtable discussions, laugh with us, learn from each other, broaden your horizons and consider becoming more active in the assistance dog movement.

Enjoy the beautiful Embassy Suites Seattle Tacoma International Airport Hotel.

To obtain our Registration Packet, visit www.iaadp.org, then use the link to ADC's website to obtain their Registration forms. Questions? Call Joan at 586-826-3938. Conference fees are only \$45 each day and this fee includes your lunch.

Want to apply for a Conference Scholarship? See page 5.

Website Designer, Maintenance and Database Expert Needed
See Page 8 for details!

ADA Definition Newsflash

It may only be a matter of days or weeks now, before the hotly debated wording of the new ADA Service Animal definition is finally revealed! You'll find a link to it at www.iaadp.org as soon as the Final Rule updating the Americans With Disabilities Act regulations is published in the Federal Register. The ADA Final Rule was resubmitted by the U.S. Department of Justice to the Office of Management and Budget on April 26, 2010. We're told this OMB review should be the last step prior to publication. We certainly hope so!

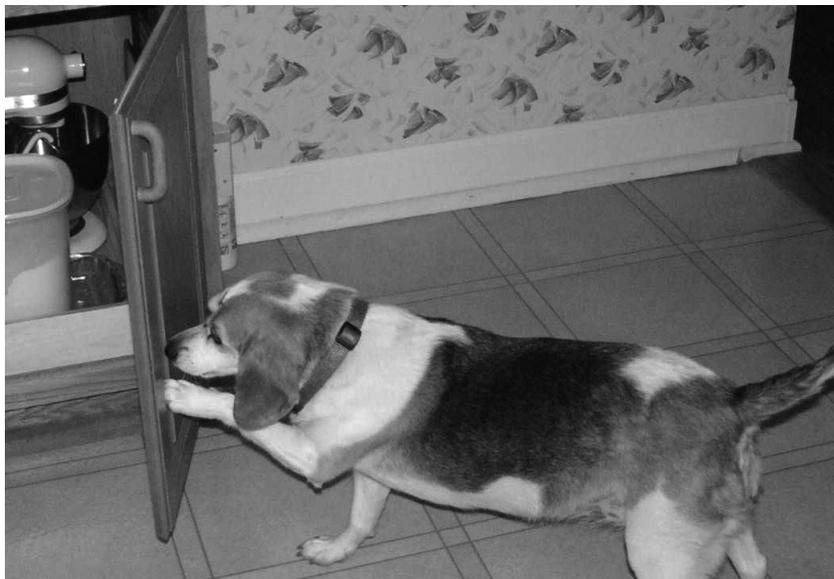
Features You Shouldn't Miss

Calling All Assistance Dogs. . . Page 4

Scholarship Announcement. . . . Page 5

Seeking Database/Website Guru. . . . Page 8

"Who Me?" Legal Info! Page 10



A clever beagle named "Marley" learned to shut the cupboard door and perform other useful tasks for her partner, a wheelchair user, who submitted photos of Marley in action to IAADP's Photo Contest. Hope you will consider sending us a "task photo" contest entry for our next issue!

Editor: Joan Froling
Date of Issue: June 2010
Copyrighted, All Rights Reserved

IAADP Conference Agenda September 25, 2010

Keynote Speaker: Yvonne Peters

A leading disability rights lawyer in Canada and partnered with her fifth guide dog from the Seeing Eye, Yvonne has been involved in precedent setting Supreme Court of Canada cases and hosted many workshops on the duty of employers and service providers to accommodate persons with disabilities. In addition to her busy practice, she serves as legal advisor to the Council of Canadians With Disabilities, (a national umbrella cross-disability advocacy organization). She has worked as an advocate on assistance dog issues in Canada and we look forward to hearing about her experiences.

The Attack - Coping Strategies Before, During & After

Presenter: Carrie Skym, Graduate Services Department, Guide Dogs for the Blind

What can you do if your guide, hearing or service dog suddenly becomes the target of another dog's interference or aggression? This workshop will provide practical advice stemming from a collaborative project between Guide Dog Users Inc. and the staff of Guide Dogs for the Blind (GDB).

Our presenter, Carrie Skym, began her career in GDB's training department in 1996 and in 2000, became a California state licensed Guide Dog Mobility Instructor. As Carrie worked her way to being a Master Instructor in the Training Department, her professional goals shifted from an emphasis on dog training to a desire to be more involved in client services. In November of 2009, Carrie accepted the position of Pacific Northwest Field Manager for Guide Dogs for the Blind in their Graduate Services Department.

Training Assistance Dogs for Mental Illness - The New Frontier

Presenter: Jane Miller, LSW, trainer, IAABC Consultant, author

Jane Miller, a licensed Independent Social Worker, incorporated animal assisted therapy (AAT) dogs into her practice as a psychotherapist many years ago. She became one of the early pioneers in training service dogs for clients with psychiatric disabilities, exploring ways such dogs might assist individuals struggling to cope with certain symptoms caused by different kinds of mental illness. She recently published a book with case histories and extensive guidance to help those with psychiatric disabilities to increase their chances of success if considering incorporating a service dog into their treatment plan. The book is titled *Healing Companions - Ordinary Dogs and their Extraordinary Power to Transform Lives*.

Jane will discuss some of the innovative tasks she has developed for clients over the years and share her insights and concerns about this new frontier which has received so much publicity in recent months.

Jane's lifelong passion for healing has emphasized the human/animal bond connection, culminating in certifications by the International Association of Animal Behavior Consultants (IAABC) as a Consultant for Service and Therapy Animals, and as a Canine Massotherapist. She practices Reiki on her two therapy dogs daily and teaches her psychotherapy clients stress reducing techniques for their service dogs.

Air Travel with Service Animals...Issues, News, Clarifications

Presenter: Kathleen Blank Riether, U. S. Department of Transportation

Kathleen is currently a senior trial attorney in the Department's General Counsel's Office on Aviation Proceedings and Enforcement (Enforcement Office), and remains deeply involved in service animal issues due to her extensive background. While with the National Council on Disability, among many other duties, she was project lead on two consumer working groups in which IAADP participated, one in 2002 on an update of the DOT's service animal guidance document, the other on developing guidelines for airlines and airports on providing service animal relief areas at airports. While with the Transportation Screening Administration, she collaborated in improving policies for screening passengers with disabilities, in particular seeking out and then implementing recommendations from IAADP and other consumer groups on the treatment of service animal teams (Do's & Don'ts) by security personnel when going through airport security checkpoints.

Since taking a job with the DOT, Kathleen has been a member of the working group responsible for reviewing public comments on the Air Carrier Access Act (ACAA) rule making and the project lead on guidance documents interpreting the ACAA and its implementing regulation (14 CFR Part 382), including the U.K. service animal guidance, its related supplement, and Frequently Asked Questions on Part 382.

We are looking forward to an update from this official on a number of issues and want to give our audience the opportunity to ask questions and receive clarification on areas of interest or concern.

Your Family said WHAT?

Facilitator: Kim Samco, Counseling Specialist

Many assistance dog partners encounter a variety of problems within their family circle or social circle, some of which pose quite a dilemma. For example, you are invited to a wedding but the bride's family asks you to leave your new assistance dog at home. This workshop will provide an opportunity for members of the audience to seek advice and share their views about how to handle such problems.

continued

Our facilitator, Kim Samco, has been practicing in the psychology field since 1981. For 11 years she specialized in adolescents in the public mental health system in an inner city. For the past 13 years she has been the Counseling Specialist with Guide Dogs for the Blind, Inc. Her duties include providing support to the 2,200 human/Guide Dog teams in North America, providing support to those training with a new Guide Dog and providing mental health training and consultation to the staff at Guide Dogs for the Blind. She lives in Central Oregon with her husband, three dogs, a cat, sometimes cows and various ducks. She is currently working with her third Guide Dog, Wyla.

Courthouse Dogs

Presenter: Ellen O'Neill-Stephens with her son, Sean and his service dog, Jeeter.

Ellen is a senior deputy prosecuting attorney in Seattle, Washington, a pioneer in the use of dogs to provide emotional support in the criminal justice system, and the founder of Courthouse Dogs. Since 2003, she has promoted the use of highly trained facility dogs from programs belonging to Assistance Dogs International to provide comfort to children and adults who are victims or witnesses of crimes and to support juveniles and adults in mental health and drug courts.

Ellen and Celeste Walsen, DVM, who is the executive director of Courthouse Dogs, have been asked to assist prosecutor's offices, child advocacy centers and law enforcement agencies throughout the United States and abroad in establishing successful courthouse dog programs in their jurisdictions.

Ellen's severely disabled son Sean and his CCI service dog Jeeter were the inspiration for the Courthouse Dogs program and they will be joining Ellen as she educates us about Sean's journey and this rapidly growing new development in the assistance dog field.

Sharing Tasks, Equipment, New Products, Useful Ideas!

Presenter: the Audience

Share new tasks, interesting tasks, "how to" information, experimental work, equipment you like, equipment innovations or devices, useful products or ideas, access tools or other assistance dog related information. Don't assume everyone is familiar with things you find to be helpful, for usually, just the opposite is true! (if unsure, ask Joan Froling, the Moderator, at iaadp@aol.com or 586-826-3938.) You can bring a video, DVD, slides, a power point presentation or enlarge a photo if unable to transport an item to the conference or demo the task onsite with a canine assistant. Just let us know about your audio visual needs ahead of time. This is a wonderful opportunity to learn from each other. We hope you'll participate!

IAADP Meeting for Assistance Dog Partners

Announcements: Update on new/ongoing advocacy work, benefits, future endeavors. If you have something

you'd like us to put on the agenda for discussion, please contact IAADP Chairperson, Joan Froling, no later than August 1, 2010, at 586-826-3938, to enable us to finalize the conference packet and have it converted to alternative formats.

• • •

ADC Conference Agenda Sunday, Sept. 26, 2010

Morning Session

Treating Aggression in a Working Assistance Dog

Presenter: Karen Overall DVM, Veterinary Behaviorist

Dr. Karen Overall received her BA and MA degrees concomitantly from the University of Pennsylvania in 1978. After a year spent at the Smithsonian Tropical Research Institute in Panama, she was awarded her VMD from the University of Pennsylvania, School of Veterinary Medicine in 1983. Dr. Overall attended graduate school at the University of Wisconsin - Madison where her Ph.D. in Zoology was awarded for research focusing on the mating systems and egg physiology of a protected lizard. She completed a residency in Behavioral Medicine at Penn in 1989. She is a Diplomate of the American College of Veterinary Behavior (ACVB) and is certified by the Animal Behavior Society (ABS) as an Applied Animal Behaviorist.

Lunch Round Table Discussions will include topics such as Grief, Service Dogs for Persons with PTSD, ways to document the training of an Assistance Dog; ways for family and friends to support assistance dog teams. A boxed lunch will be included.

Afternoon Session

Assistance Dogs in the Workplace: Rights and Responsibilities

Presenter: Don Brandon, Project Director, Northwest Disability and Business Technical Center.

Don initiated the farthest north independent living center with Access Alaska in 1984 and served as Assistant Director of Programs at the Hawaii Independent Living Center. He served as the ADA Coordinator and Affirmative Action Officer for the University of Alaska and was serving as the Alaska State ADA Coordinator prior to working for CCER/DBTAC.

Input Needed On Pet Therapy Work!

By Joan Froling

I treasure the memories of the pet therapy work I've done with my Samoyed service dogs since 1991. I started out volunteering for two pet therapy groups in my community making regular visits to nursing homes, hospitals and adult daycare centers. In later years, I've done it less formally, whenever visiting a hospital or some other setting where such interactions would be welcome.

I used to take my service dog's backpack off so he'd understand he could socialize with other people. With the second dog, I just started using a different kind of collar and leash as the cue to switch roles. Eventually I learned I could simply give a dog a specific command, like "Say Hello" and point to a person. These cues, some treats and a cooperative assistant soon taught him that he could put his head on someone's lap or nudge their hand for petting or display other attention seeking behaviors at such times.

I consider my dog "off duty" on a pet therapy outing, but I'm confident if I ever needed him to perform a mobility assistance task like retrieving my keys or helping me to transfer, he'd be glad to oblige.

Over the years I have run into other disabled handlers who have shared with me some of their memorable experiences doing pet therapy work. Since no one ever polled IAADP members on the subject, it is hard to estimate if this is a popular activity or fairly rare.

Last month, IAADP was contacted by Kathleen Gigandet, an IAADP member who has been deeply involved in different kinds of pet therapy work with her assistance dog, Pilot. She attends conferences given by national organizations on relevant topics. She asked if she could reach out to fellow IAADP members through our newsletter.

Kathleen thinks it is important for pet therapy organizations which are developing new guidelines or evaluation criteria to be inclusive of assistance dog partners who want to participate in this kind of volunteer activity. I agree!

Kathleen has recently been asked by the Delta Society to put together a report for the Delta Society's board about assistance dog teams doing pet therapy work. She needs your help to document that there are disabled persons other than herself who have done pet therapy work in the community and/or in crisis response/disaster situations with their canine assistants.

She hopes to hear from those who have worked on what is termed the AAA level (animal assisted activities) such as visiting patients in hospitals or nursing homes, or at the AAT level (animal assisted therapy). This may include working with staff on specific goals such as rehabilitating a stroke patient with exercises like brushing your dog. It also includes professionals who incorporate a therapy dog into their practice. She would also like to hear from anyone who has done pet therapy at the AACR level (animal assisted crisis response). Examples of AACR would be responding to individuals in a crisis setting, such as, a child mauled by an animal, a shooting at a school, or visits to evacuation centers or shelters after a local or national disaster. (e.g. a tornado, Hurricane Katrina). Has anyone done work with

first responders, such as FEMA, American Red Cross or the Salvation Army in a large disaster/crisis area?

If you have been involved in some kind of pet therapy dog work with your assistance dog, please consider getting in touch with Kathleen, using the contact info in her message that follows.

CALLING ALL ASSISTANCE DOGS

My name is Katherine Gigandet and I am an Evaluator for Delta Society Therapy/Intervention animals, co-founder of Inland Empire Pet Partners and Humane Education Specialist for the Humane Society of San Bernardino Valley, California. I'm also an IAADP member.

K9pilot@verizon.net
P.O. Box 6548
Crestline, California 92325
909-338-5821

As a representative of the Delta Society, I would be very grateful if you would be kind enough to share something about your involvement in pet therapy or disaster/crisis relief volunteerism...if that is an area in which you've had some personal experience.

1. The goal of this project is simply to document that there are assistance dog teams doing this type of work.
2. The method of carrying it out is to seek written accounts from assistance dog handlers so as to inform Delta that there are assistance dogs participating in animal assisted activities or animal assisted therapy and/or animal assisted crisis response.
3. Your identity and privacy would be protected. I would only refer to your story by a number, unless you state otherwise.

The information you provide could be extremely helpful to those who are not familiar with an assistance dog's ability to multi-task. Thank you for considering this urgent request. My report is due by October 1, 2010.

IAADP Writing Competition

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

Best Article

Best Opinion Piece

Best Short Story or Anecdote

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

Scholarship Announcement

Exciting scholarship opportunity for 2010 IAADP conference Come Join Us in Seattle!

IAADP is looking for the future leaders of the assistance dog movement. Thanks to our generous sponsor, Nutramax Laboratories, IAADP will be able to provide two scholarships for IAADP members in 2010 where participants can learn more about issues of importance to consumers in the assistance dog field.

The \$500 scholarships will help to cover travel, hotel and registration for the IAADP and Assistance Dog Club of Puget Sound joint conferences. The place: Seattle, Washington Embassy Suites; the date: September 25 (IAADP) and September 26 (ADC).

Please provide the following background information:

1. Name
2. Address
3. Telephone
4. Email address
5. Name and breed of assistance dog
6. Type of assistance dog (guide, hearing or service)
7. IAADP member number

Please give us your thoughts on the following four questions: (No more than 500 words per question)

1. What has been your involvement with the assistance dog movement?
2. What do you hope to get out of attending the conferences?
3. What do you see as the major issues confronting the assistance dog movement in the next few years?
4. What role do you see yourself playing in addressing these issues?

Please provide three references, not family members.

For details about the conferences, check out <http://www.iaadp.org/conference.html> and <http://www.dogsaver.org/adc/conference2010.html>

Please email your completed application to Toni Eames at eeames@csufresno.edu or send it in print, braille or on cassette to 3376 North Wishon, Fresno, CA 93704. Applications must be received by August 14, 2010.

The IAADP Board looks forward to meeting you and your dog in Seattle. Of course, everyone with an interest in the assistance dog field, including assistance dog partners, puppy raisers, trainers and administrators are encouraged to register and attend the conferences.

Please spread the word and pass to other lists.

Seeing With My Heart

*I'm standing here before you,
No longer just a dog.
For I've climbed the height of Heaven
And reached the heart of God.
I understand my purpose,
And the gifts I have to give.
And I'll gladly take the challenge
So that you may freely live.
I'll be the eyes that guide you
In night time and in day,
And when you close your eyes in rest,
Beside you I will lay.
I will never forsake you:
 I will never go astray!
And I will always love you,
Until my dying day.
I won't ask for fields of clover
To romp, and roam and play,
I'll go wherever you lead me,
And I'll do whatever you say.
For I've climbed the height of Heaven,
And I've reached the heart of God.
And I'm standing here before you,
No longer just a dog.
So many hands did guide me
And loved me along the way:
And then they bowed their heads in tears
And slowly walked away.
For they understood their purpose.
And the gift they had to give.
They loved enough to let me go,
So you could freely live.
For they too have climbed to Heaven,
And they've reached the heart of God.
And they understand that I'm here today,
No longer just a dog.*

** Anonymous*

A Tail To Tell

By Toni Eames

These months since Ed's death have been very hard with emotional highs and lows. I've kept busy and involved, attending shows, concerts and lectures, going out to eat with friends and having friends over for meals here, but the emptiness persists.

I spent a great deal of time putting together a program for Ed's memorial service on December 12 at the Unitarian Universalist Church. Except for the horrible downpour, the service was magnificent. The songs, "Give Yourself To Love," "I Did It My Way," "No Two People Have Ever Been So In Love" and "Don't Let The Light Go Out," were well sung and caused many tears to flow. The DVD was a moving pictorial of Ed and me during our 22 years of marriage. The minister's words and eulogy, Linda Haymond's speech as she lit the chalice, my speech and the many testimonials from friends, painted a picture of the loving husband and dedicated advocate we lost in October. It was an incredible celebration of Ed's life.

Ed was a foodaholic and I couldn't have a service without his favorites. The pot luck included bagels and lox, Indian food, potato pancakes, chopped liver, noodle pudding, cookies from Doug-Out Cookies, Mexican food and tons of other dishes. Ed would have been 80 in March and I planned a big birthday bash at that time. I looked upon this feast as his birthday party, but he should have been the guest of honor!

Several wonderful friends came to Fresno to share the celebration of Ed's life. Eileen Schonfeld, a high school friend I met in 1958, flew in from Ohio. That night and Saturday night when the out-of-town company gathered at my house, Eileen lit the Sabbath candles and Chanukah candles and led the group in the traditional Hebrew prayers.

Two IAADP Board members, Kevin Frankeberger with guide dog Tomasso, flew in from Washington and Jill Exposito with hearing dog Uriah, made the trip from Kansas. The trio flying from San Diego consisted of Charli King and Carol Davis, cofounders of Pawsitive Teams, and Laura Otis with service dog Zoe. Barbara Eves, the veterinarian from our marvelous sponsor Nutramax Laboratories, came in from Maryland. Corey Hudson, CEO of Canine Companions for Independence, and his staff member, Suzy Hall, made a ten hour round trip to be with me. Evie Rote, just back in California from her home in Israel, made a quick trip to Fresno for the service. It was very moving and much appreciated to have these loving friends there to support me.

I love the month of December with holiday decorations and celebrations. The greatest gifts I received were from out-of-town friends who came to keep me company during the next few months.

My Dominican nun friend Sister Pauline Quinn visited from January 13-15. She is the founder of the concept of prisoners raising and training dogs for people with disabilities. Now disabled, she works with a Doberman pinscher named Reni. During her visit the entertainment was a John

McCutchin folk concert. This is the fourth time I've seen John in concert, and I'm never disappointed.

The horrors in Haiti happened when Pauline was here and she was determined to go to the country to help. Pauline is a great networker and immediately sent out email inquiries about how to get there. I learned a few days later that she accomplished her goal and wrote about the disastrous conditions she witnessed in Haiti. Reni was cared for at a prison in Illinois.

On the Friday of Sister Pauline's departure, Dana Ard arrived with guide dog Virgie later that day. Dana and I had a fun-filled week of eating in and eating out, friends' visits, attendance at a David Brancaccio lecture and the play "Dearly Beloved." This comedy about a southern wedding going awry held up well and was most enjoyable.

It was so healing for me to have someone in the house to greet in the morning, talk with during the day and say good night to. Although many people are in and out all day, there are long stretches of time I need to fill.

Dana left on the afternoon of the 22nd, and by the time I got home from the airport, Shelley and Barbara Magaliff arrived. I worked with Shelley at Kings Park Psychiatric Center on Long Island, and I've known him and Barbara long before I met Ed. They still live in New York, but spend the winters in San Diego, a five hour drive from here. We had a great evening of talk and food at an Italian restaurant before the Magaliffs left for their hotel. They chose not to stay here, because I couldn't promise them the cats wouldn't bother them at night. Kizzy and Bambi hate closed doors and will meow and rattle the doors until opened. Barbara ended up with stomach flu, so the next day Shelly and I attended the play "The Producers" without her. It was well-acted, but too slapstickish for my taste.

My friend Irene Lambert came to visit on February 1st and stayed until the 17th. It was great to have a full-time guest to share meals, events and discussions.

I met Irene and her husband Bob and their guide dogs 40 years ago. They were my mentors shortly after I was matched with my first guide dog, Charm. I made numerous trips to Montreal to visit them over the years, and it was Bob who taught us Word Perfect during the Lamberts' visit to Fresno. Very sadly, Bob died just as he was offered a job in San Francisco.

Irene, now without a guide dog, has three sons living in Santa Cruz, so she was in California for an extended stay. Latrell, now a retired guide, loved having a person all to himself during her time with us. The highlight of March was a visit from Pam Konde, my only niece. She flew from her home in Vienna, Virginia to Fresno on Friday the 12th and stayed until Monday the 15th. The evening she arrived we saw the play "Heathen Valley." Pam enjoyed it far more than I, probably because it was extremely visual.

On Saturday I hosted an open house where, throughout the day, Pam met many of my friends. The Sunday treat was a klezmer concert. The music was upbeat and the

continued

Jewish songs and snacks were reminiscent of weddings, Passover services and bar mitzvahs I've attended. Afterwards, we ate at an Asian fusion restaurant. The food was good, but the waitress was outstanding!

It was a short but wonderful visit. When we dropped Pam at the airport early Monday morning, I was very sad to see her go, but I didn't realize what an emotional impact being there would be. For 22 years, going to the airport with Ed meant we were off to a new adventure. It was a time of great joy and excitement. It struck me once again that future trips to the airport would be very different. These grief triggers are very common and to be expected, but they are extremely painful.

Now, along with other Board members, we are gearing up for the September IAADP conference in Seattle. I'd love to meet you and I know you and your dog would have a blast!

May I Pet Your Dog?

By Toni Eames

Several months ago, the online People Magazine published an article about assistance dog etiquette, see <http://www.peoplepets.com/news/pets-in-the-news/petiquette-why-you-shouldn-t-pet-a-service-dog>

I thought it would be a good idea to revisit this topic.

Many people are dog lovers and curious about the role our teammates play in our lives. I prefer to take the time to educate by explaining my dog is working and she needs to concentrate.

When wearing their working clothes, harnesses, backpacks or vests, guide, hearing and service dogs need to pay attention to their partners. Reaching out, touching my dog, calling to her, whistling, or feeding her is an absolute no-no. I explain some dogs are on very special diets, and feeding them can create major problems for the disabled partner. It's also important not to make eye contact with the dog.

I give the example that my safety is endangered if my guide dog is distracted as we approach the top of a staircase. The safety idea is hammered home when I say it is like putting your hands over a driver's eyes while the car is in motion.

Although it's never appropriate to pet an assistance dog without permission, I enjoy the interaction and often put Keebler at a sit-stay, allowing her to be petted. By taking the time to chat with the public, I've met some really great people. Some are just chance encounters, while others become friends. Give yourself the opportunity to meet new people and, it may give you the opening to tell them about IAADP!

IAADP WEBSITE:
www.iaadp.org

A Family Affair

By Sally Franklin Christie

I was matched with Lincoln III at Canine Companions for Independence in 1998 and matched with Havan, my successor service dog in 2007. Team Training is only the start of a new life with a service dog. At the end of two weeks in a structured and supportive environment going home to family, co-workers and friends is a change that affects everyone.

Having a service dog can be a liberating experience. As a team, a new level of independence, confidence and risk taking is bound to occur. Maintaining leadership skills is an important, maybe, the most important aspect of a successful service dog team. Everyone in your life is going to be touched in one way or another by your newfound freedom.

It can be difficult for family members, friends, and co-workers to adapt to your new abilities. Some of the people in your life have been protecting you, helping you and may subconsciously resent your dog. It takes a little time to make the change from worrier and helper to bystander while your new companion hits buttons, pulls your wheelchair, or retrieves a dropped key.

Some family and friends find it unacceptable or at least uncomfortable to see you issuing commands and corrections to your dog. They want to swoop in and comfort your companion. They will want to slip some food under the table.

We may forget that these well-meaning people in our lives did not go through team training and have only a small impression of what your dog will do for you. These same people can become very good team members as well if you let them know what they can do to help you and your dog become the best you can be. Resentment will melt away and the urge to rescue the dog will become an extinct behavior.

Let your habitual helper continue as your helper. Have this person stand by while your dog tries to hit a button or tugs a door, then ask for suggestions on positioning. Let them cheer you on when you successfully chain some commands together.

Make sure your family knows what acceptable behavior is from your dog. Explain why the dog should not be inviting herself onto the couch. Invite your co-workers to help proof a command. Make it a game for the human in your life.

It is important for your friends to know that they are not being replaced by your dog. Your relationship is simply being enhanced as all of you try new things together. Give the people in your life a little time to adjust to your new freedom. Some of them have been helping you for a very long time and you have become a part of who they are. You don't want to take that away suddenly. Include them and nurture them and ease them into your expanding world.

Having a service dog is a family affair.

IAADP Seeks Website Maintenance and Designer

Maintaining and redesigning IAADP's website is central to the functioning of the organization.

The individual serving in this capacity must have excellent computer skills and knowledge of website configurations.

Delivering time-sensitive updates, alerts, news articles, member services and more, the IAADP website serves over 3,000 members and the public at large on continents across the globe.

IAADP seeks the opportunity to upgrade its website, thereby boosting access, education, outreach, advocacy, technical assistance and collaboration across sectors and disciplines. These are special times where hard-won advances in public policy and practice for dignity, accessibility and self-reliance of individuals with disabilities must be carefully guarded. Residing within its pages, the IAADP website features archived stories, articles and correspondence providing a unique view into the culture, history and lessons surrounding the assistance dog movement for current and future generations. Future investments of volunteer time and donations will yield greater results via efficiencies achieved with this timely upgrade, as well.

Major tasks for this upgrade may include but are not limited to:

1. Implement an online database for:
 - * secure membership registration
 - * secure membership renewal with automated reminders
 - * secure membership access to special pages, discount codes, etc.
 - * secure event registration
 - * advocacy / alerts communication
 - * bulk email distribution (saves postage)
 - * secure credit card transactions (donations, renewals, etc.)
 - * website content management system
 - * other automatable tasks (reporting, etc.)
2. Cleanup data from the existing database; migrate to online database
3. Redesign donation section, create memorial donation forms and responses; Include ability to make a donation via cart after filling out membership application form.
4. Create an online archive of our award winning publication, *Partners Forum*, in alternative formats such as audio downloads for the blind and those with severe mobility impairments.
5. Implement and promote online collaboration tools (chat, wiki, discussion forums, newsfeeds, maps, mashups and more)
6. Embed streaming and/or downloadable award-winning video content (2 videos ready for web distribution)
7. Redesign the website
 - a. Identify target audiences and key stakeholders
 - b. Conduct interviews and/or focus groups and/or design charette
 - c. Gather and prioritize top goals, wishes, needs, desires, preferences

- i. purpose
 - ii. functionality
 - iii. design
 - iv. marketing
 - v. maintenance
- d. Review successful designs for similar audiences/needs/sites
 - e. Summarize and present findings to IAADP board
 - f. Create workplan, timeline and budget
 - g. Prepare RFP for Contract services
 - h. Select Contractor
 - i. Implement workplan
 - j. Market Site
 - k. Maintain Site
 - l. Report Results
8. Documentation & Training for Backup, Maintenance, etc.
 9. Incorporate online fundraising tools for members, supporters, sponsors, etc. (e.g. Volunteermatch, FirstGiving, CafePress, Guidestar profile, etc.)

Experience with ASP.NET, MSSQL, SSMSE, SQL, DNN, CSS, HTML, SSL, CSV, C#/VB, XML, ODBC, OLEDB, and CGI/PERL is required. Send links and/or screenshots of work samples.

Please send resumes, including three references with contact information, to toni@iaadp.org. The position is an independent contractual one. IAADP has a non-discrimination policy.

Photo Credit

As part of our Memorial Tribute to Ed Eames, Ph.D., in the last issue of *Partners Forum*, we published a photo of Ed and his guide dog, Latrell, on a sofa, taken from a previous issue. Upon learning from Wendy Morrell that she had taken that close up, we'd like to give her a photo credit for the excellent shot and thank her for allowing us to use the photo with a photo credit on our website.

**Hope You Will
Support IAADP!**

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

Service Animals: Too Much of a Good Thing?

February 13, 2010

By admin

Written by Tiffany Huggard-Lee for Day in Washington.

The use of service animals has been increasing, and as a result, service animals have been in the news a lot lately. Sometimes, this is a good thing, such as when the articles lead to an increased public awareness of the rights of service animal users, but unfortunately not all publicity is a good thing. One thing is certain though: no single type of accommodation used by people with disabilities has gotten this much attention in years. In light of this increased publicity, people with disabilities must consider how these images will affect the disability community as a whole.

Most people, if asked, would acknowledge that it is inappropriate to form an opinion of a minority group based on one or two media representations of that group. However, most people would also admit that seeing a minority group frequently portrayed in the media with a more or less consistent pattern of representation will cause them to form an opinion of that group based on the information presented. The media aren't always the cause of this representation either. The statements made by service animal users, their families and their legal representation to the media likewise influence the general public and can be as equally ludicrous as the often misinformed statements of the press. So, what has the new wave of service animals taught the general public about people with disabilities?

People with disabilities appear DEPENDENT.

This comes from the mistaken notion that any particular adaptive methodology or device can provide independence. While I'll go into the concepts of independence in more depth in a later post, saying that someone who does not have the use of a service animal readily available is not independent is simply laughable. For example:

"Dogs can help you dress and undress, get you ready for bed, turn lights on and off, open doors, get the phone. They can give a person independence and dignity."

This would imply that a person that needs assistance in the tasks listed that does not have a dog perform those tasks is not independent. This is quite simply not true. However, if an employer has the opinion that a service animal is necessary for a person with a disability to be independent, they may be less likely to hire a person with a disability who doesn't have a service animal, mistakenly believing that person is incapable of functioning.

As an even more shocking example, take a look at the ACLU's statement in this recent news article about a 5 year old with cerebral palsy whose family wants her service dog to go to school with her:

"To force a 5-year-old girl with cerebral palsy to choose between her independence and her education is not only

illegal, it is heartless," said Michael J. Steinberg, ACLU of Michigan legal director.

Also "The aide alone promotes dependence while learning to use the dog with the aide promotes independence, Stacy Fry said."

Let me be blunt. A 5 year old girl, regardless of disability status, is not independent by any definition. There is no service animal in the world that can make a 5 year old an independent person. Suggesting that the use or non-use of a service animal affects the independence of a small child is crediting service animals with a level of ability they simply do not have.

People with disabilities appear UNREASONABLE.

Service animal users have often presented themselves to the media as unreasonable and impossible to work with. A person claiming their vicious dog is a service animal is clearly unreasonable, they are jeopardizing the safety of the community. A person whose so-called "service monkey" runs loose in the lobby of a courthouse is unreasonable, the animal is obviously too poorly trained to be of any service. A person who demands access with a filthy "service dog" whose smell clears the room is unreasonable, they are causing completely avoidable distress to those around them. These cases are becoming more and more frequent, and the publicity they receive is equally concerning.

People with disabilities appear UNINFORMED.

When service animal users make outlandish and unsupported claims about the ability of their service animal it only makes this worse. For instance, in this quote, referring to service dogs for people with autism:

"The dogs actually help improve concrete thinking, focus and attention span for these children and adults."

I have read all the available research I could find on service dogs for people with autism. I have summarized the research here. There is absolutely no proof that the presence of an autism service dog for children improves any of these things listed above, and no research at all has been done on autism service dogs for adults. This statement is simply false.

Now, some people may read the above statement and not see anything unusual about it. Try this one:

"Unlike other assistance dogs, which are trained to respond to commands, Taylor's dogs must be trained to a

continued on page 10...

Service Animals: Too Much of a Good Thing?

Continued from page 9

higher level of intelligence because their autistic handlers may not be able to give hand signals or verbal commands.”

Taylor says his dogs can sense changes in people’s brainwaves. “According to Taylor, service dogs are trained to focus and react to people’s brainwaves. Rocko’s brainwaves balance out Kevin’s, and that’s how Kevin gets stabilized physically and emotionally.”

In both of these articles, a dog’s ability to sense a person’s brainwaves and to respond with other brainwaves to mitigate a disability are not even questioned. They are simply provided, both by the media and the families involved, as fact. I think most people would realize this is, quite simply, bull.

The general goal of the disability rights movement is to show that a person with a disability is fundamentally the same as a person without a disability, and can participate in most if not all of the same life activities with reasonable accommodation. If service animal users and people with disabilities are portrayed as unreasonable, uninformed and completely unable to function without the presence of an animal, people with disabilities no longer look like potential employees, customers, or friends. If the current trend in service animal use continues unchecked, and the media coverage we are seeing now keeps pace, this new and undesirable image of people with disabilities may become instilled in the general public and essentially negate the social progress the disability community has made in the past 20 years.

CREDIT: <http://dayinwashington.com/?p=494>
COPYRIGHT 2010 ALL RIGHTS RESERVED

* Reprinted With Permission

Editor’s Note: The author who quoted Taylor’s beliefs on how his dogs mitigate autism by sensing and sending brainwaves, put a link to every article she was quoting from in this online opinion piece. For readers who may wonder if she was taking something Taylor said “out of context,” I copied a link to one of the online articles she quoted from about Taylor’s assistance dogs into this note: <http://www.vvdailypress.com/news/dog-418-taylor-dogs.html>

U.S. DEPARTMENT OF JUSTICE

Access Problem?

Contact: ADA Helpline at
800-514-0301

TTY: 800-514-0363

Email: ada.complaint@usdoj.gov

“Who Me?”

By Judith Heishin-Sacks

I looked at the lady in disbelief. In this day and age I clearly heard her say in a very threatening voice, “Get out of here with that dog.”

Disabled persons have the right to work with a service animal in grocery stores, medical offices, restaurants and other places of public accommodation under the Americans With Disabilities Act, a sweeping piece of federal civil rights legislation passed in 1990. A service animal is defined as a guide dog, signal dog or any other animal individually trained to do work or perform tasks for the benefit of a disabled individual.

You’d think after nearly two decades, disabled persons would not be denied their civil rights as American citizens, but this person telling me to remove my service dog could not be dissuaded. Perhaps sharing this story will be of help to other people.

It was the beginning of 2008. I had a scheduled appointment. Keeper, my Boxer mobility assistance service animal and I were sitting waiting our turn. Yes, I say “our” because I need him to go about my daily business. We are a team. But that day it was not to be.

I tried all the advised strategies. Take a deep breath. Shed anger and resentment. Smile. Then explain to the person refusing me access and/or service that Keeper is not a pet. He is a well trained medical aide. I have the right to take him with me anywhere other people who do not require help are permitted. While giving this explanation, I did not divulge my personal medical history. I followed the U.S. Department of Justice (DOJ) requirements because the DOJ enforces federal laws and the ADA is a federal law. The person simply would not listen. It resulted in me being denied my civil rights.

I had several choices. I decided to make a complaint to the DOJ. They have the power to decide whether or not to act on a complaint made by a disabled person regarding various infringements of the ADA. My complaint was a refusal of public access and services under Title III of the ADA because I was accompanied by a service dog.

Once the DOJ receives a complaint they have three options. They can decide there is no infringement and refuse the complaint or they can decide there is an infringement and accept the case. Then they decide to act on it themselves or to offer the disabled person making the complaint to participate in their “ADA Mediation Program.” This program was begun in 1994.

To read about the “ADA Mediation Program” on the web go to <http://www.ada.gov>. There you will see a blue tool bar across the top of the page explaining its history and how it works. Then you can call 800-514-0301 to speak to the ADA representative who will answer any other questions you might have regarding technical information and help about this program. As with many legal issues, more information is often needed than the ADA webpage provides and although they cannot offer you legal help, they can give you information where to find answers to questions you ask. *continued*

I looked for a complaint form to no avail. Why couldn't I find one? The representative had to tell me. "There isn't one! You have to write a letter describing what happened and ask the DOJ to help you." It was a good thing I took a friend's advice the night it happened and wrote everything down so I could compose a complaint which included what happened, where it happened, the name of the person I was complaining about and a full address. Then I included what I specifically wanted from the DOJ to help me with. I was told it would be helpful to ask to be included in the ADA Mediation Program. Then I mailed it to the U.S. Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights-NYAVE, Washington, D.C., 20530 and then I waited. And waited. And waited. Finally I forgot all about it!

About a year later I got a letter from someone at the DOJ asking if I wanted to participate in the mediation program. I quickly re-read all the information about the program I could find and called the person signing the letter to ask a few more questions before I said I wanted to participate.

The answers to my questions turned out to be very important. This is a totally voluntary program, and it is free. I am called the complainant. The person I complained about is called the respondent. After I decided to participate the case was given to The Keybridge Foundation which is the one and only group contracted by the DOJ to conduct mediation cases throughout the United States. They would send a letter to the respondent asking if the person would sit down with me and a mediator to try and resolve my complaint. If they would, The Keybridge Foundation would assign a mediator they trained, find a place for the meeting, and a date would be scheduled.

In my case the respondents agreed. It took about three months for the mediator to find a suitable place and date. Now was the time to do all the research and homework necessary to prepare for the mediation.

At the end of a successful mediation the parties will draw up a "Resolution Agreement" with both sides suggesting actions they can take to resolve the problem the complainant described.

It is important to participate in the mediation. The only way the DOJ can take legal action on a complaint is if other negotiations fail, although the person making the complaint can always take the complaint to civil court before they sign the Resolution Agreement.

How does mediation work? First the parties involved agree that no one has done anything on purpose to break the law. Then the parties sign an agreement drawn up by The Keybridge Foundation that the mediation will be private and then they sit down with the mediator chairing the meeting to talk things over.

First the mediator introduces himself giving his credentials, a concise description of what mediation is and is not, answers any questions and then is supposed to insure the discussion is kept fair and is on topic as well as being a polite forum. The complainant then states the complaint and clarifies what happened to have had made the complaint and follows up by saying what she would like to see done by the respondent to satisfy her. Then it is the respondent's turn to speak and explain from his point of view what happened. During both party's statements the mediator asks questions to shed as much light as possible on what happened.

When the meeting comes to a close it is the mediator's job to write a first draft of the "Resolution Agreement" from what he heard during the discussion. There is a boiler plate form that is used which makes things easier for everyone involved. Since mediation is a program where the people are supposed to find common ground, both parties have the opportunity to rewrite, delete, or add to the agreement. Hopefully, in just one or two drafts the parties will come to an agreement solving the complaint to their mutual satisfaction.

At any time up to signing the agreement either side can withdraw from the mediation so it is important for both of them to be realistic and as fair to each other in solving this dispute as they can. If the mediation fails and the case goes back to the DOJ, the DOJ does not want to know anything about the mediation or why it failed. This puts everything right back where it began with the disabled person's complaint.

The DOJ has a department which will investigate the case again and see whether or not they will take it to court. If they do, the complainant almost never sees anything in terms of damages although she might have if the mediation was successful. The respondent takes the chance of being found guilty and having to pay fines and also the possibly of damages to the complainant does exist. If found guilty the respondent will also have to come into compliance with the ADA to satisfy the law. Both sides have good reason to come to a mutually satisfactory agreement between themselves using the mediation process. The only thing that remains the same no matter how the dispute is dealt with is the end result must include everyone coming into compliance with the ADA.

To finish sharing my experience I must also explain that there are many things that don't meet the eye at first sight in this program. It seems as if the mediator is your friend. He is not. He is a neutral party just officiating at the proceedings to keep everything in accordance with the rules. He is not a judge because mediation is not a court. It is a program in which everyone is supposed to talk over the problem and reach a joint conclusion.

Another thing to remember is that the mediator is paid by the Keybridge Foundation who is paid by the DOJ for the work done. The Keybridge Foundation can, if the complainant requests it, provide another mediator should the complainant feel he or she is not being treated fairly or the mediation rules are not being followed correctly by the first mediator assigned.

Be aware of the fact a mediator can stop the mediation proceeding and send the case back to the DOJ if they want to so it is important to for the complainant to develop a strategy to speak with the respondents in a way that you have a good chance of convincing them in a friendly fashion to give you what you ask for, but also to consider how you will deal with the mediator's personality and agenda. If the complainant only wants a letter of apology or perhaps some minor education of a business's employees, it should not take very long from start to finish. If the complainant wants more such as an amount of money for having been embarrassed, humiliated, harassed or treated unfairly, or perhaps a donation to a non-profit organization, or something that is obvious that the respondents could do to make

continued on page 12...

“Who Me?”

Continued from page 11

the complainant feel as if he is being taken seriously and to help disabled people who come to that facility after him, then the mediation program can be more intense and take longer. The fact that the DOJ does not want any information regarding a failed mediation other than it failed makes using mediation more of a challenge to succeed.

So, what should a person believing herself to have been denied her civil rights under the ADA do? Make notes as soon as possible after the occurrence so you don't forget anything of importance. Write a letter of complaint to the DOJ asking for help and to be given an opportunity to participate in the “ADA Mediation Program.”

If you are invited to do so, write the statement you want to present at the mediation meeting to either read verbatim or to use as notes to speak from. Have an idea ready of what it is that you will be satisfied with in terms of a “remedy” for the difficulty the occurrence you complained about caused you. Make sure what you ask for is reasonable and the respondents are able to give you. Throughout the mediation process make sure the rules are followed by the mediator. At the meeting make sure that you take an active role and help the mediator if necessary to stay on track of your complaint.

At the end of the meeting make sure you read the proposed “Resolution Agreement” carefully and agree with what it says or make any changes that you would like to see rather than just accepting what is offered you. You can always change your mind during negotiations of this agreement with the respondents. Set a reasonable date for the agreement to be accomplished. Be sure that none of your civil rights are taken away from you in this agreement because no one but you will really make sure your civil rights are protected! Once you sign the Resolution Agreement it is final.

When getting ready for the mediation to occur, find all the information you can about mediation in general, the “ADA Mediation Program,” cases about similar complaints as you made and their resolutions, the ADA itself especially the parts that reflect your complaint, and research as best you can each person who will be attending the mediation meeting so you know who you will be having your discussion with.

Be sure to do a Google-type search on all words and phrases that occur in your complaint, other cases you find similar to your complaint, terms you find on various websites about mediation and the ADA, the Keybridge Foundation website, and other websites like the Delta Society, the IAADP, ADI, various guide dog organizations and any other place that can give you information you can use in presenting your case factually during the mediation meeting. Familiarize yourself with words and phrases such as “remedy,” “resolution agreement,” “in good faith,” any words or phrases you don't understand in the forms the Keybridge Foundation gives you, like “injunctive release,” so that you understand what is meant when they are used by others and so that you can use them yourself.

Finally, acknowledge beyond all doubt that this is a stressful situation you are dealing with. Your civil rights were infringed upon, causing you to become upset. You are confronting the people who did this to you even though you are doing it in a polite and guided forum. It is very important to try and find an advocate to help you who has done this sort of thing before if you can. If you can't, be sure to bring a friend or relative to give you “emotional support” so that you do not feel alone and so that everyone there understands they, you and the mediator are being observed.

If you would like any further information or help, I can be reached at helperdogsjh@comcast.net. Good luck and remember participating in the “ADA Mediation Program” is for you and every other disabled person whose civil rights have been compromised.

A Decade of Duty & Devotion

Editor's Note: I'm sharing this letter with our readers, many of whom will remember meeting this gallant hearing dog and his partner, Jill Exposito, or reading about their exploits as ambassadors for IAADP at conferences in Japan, the U.K., Canada and the USA down through the years.

Dear Friends and Family,
It is with the saddest of hearts to tell you that my beloved Hearing Dog, Uriah, passed away late during the night, March 29, 2010. He just turned 12 in January so I was blessed to have him in my life as long as I did, but I always told him he would outlive me.

He collapsed 10 years to the day that I brought him home to Kansas to begin our hearing team partnership after graduating from Canine Companions For Independence in February 2000. He was rushed to the emergency vet clinic

where I was told that the collapse was caused by fluid buildup around his heart. The ultrasound also revealed a tumor on his heart. He underwent a procedure to drain the fluid which was blood, indicating that he had the deadly cancer called hemangiosarcoma. My life as I knew it changed in that moment hearing the diagnosis. There was nothing they



continued

could do the vet told me because of where the tumor was located. The vet gave him days, weeks, months, she really didn't know.

It became my mission to make the rest of his life the very best that it could be. He had taken care of me the past 10 years, it was now going to be my turn to do the very best for him and give him nothing but the best. Of course I always did this before, but it didn't hurt that I stepped it up a few notches. He enjoyed every moment of it, I made sure of that.

I always told him that it would be wonderful if we could be a hearing team for 10 years and then we would enjoy retirement together, but I never dreamed that he would take that literally. I should have known he would do as I asked, he always did. However, even that first day he collapsed until the end of his life, he did his best to still alert me. On his own he modified his alerting and I learned to pick up on those cues whenever he was letting me know that a sound was happening for me and he always wanted to make sure that I heard it. To the very end he still wanted to do his job and who was I to not let him do so? It made him happy and he was devoted to me as I was to him.

After his diagnosis he had more good days than bad and I am very grateful for that. He was really enjoying his new improved diet and it was nothing but the best for him. I was thankful that he was still eating so well. He got fresh organic vegetables and meats, no more kibble for him and he didn't miss it one bit. His new treats were organic blueberries and those very yummy freeze dried beef liver, venison and turkey hearts. No wonder he still wanted to work, he loved getting those new treats.

I quickly learned everything I could about the cancer he was fighting and everything about providing the best nutrition for a canine cancer patient. Uriah was still teaching me things about life that I needed to learn and know and I held onto the belief that he was going to beat the odds. After all, that is what he was showing me and how could I think anything less?

Each new day was a gift. We had wonderful short walks and good times in his backyard. We had lots of cuddle time and of course, I had to take pictures almost every day. I wanted to capture each and every moment. We had lots of talking to do and reminiscing about the good times we had. He loved going in the car so we had a few car rides too. We made him a car ramp the day before he died and he got to check it out. I think he would have loved to have used it. Life was as normal as it could be and I am thankful that it could be that way. I'm sure he was thankful too.

On his last day I knew he didn't feel good, I knew something was not right. I called the vet and asked her to come and take a look at him and she told me I needed to prepare myself. They told me that after his diagnosis too, but he did so wonderful and bounced back from his bad days so easily, I began to call him the comeback kid. On the good days it was like he was not sick at all and even in the end I don't think he was ready to give up and leave this Earth. I think it was that he didn't want to leave me.

He had an incredible will to live and loved his life too much for it to be cut short. We called his puppy raisers and favorite aunt that last night and it was amazing to watch how he listened to every word they said to him and he made a valiant attempt to get up and beat the beast that was

taking over his body. Sadly, the cancer beast won out and it was time for his body to give up. He fought so hard that last night of his life, he really didn't want to succumb.

It was the hardest thing I ever had to do in my life to tell him it was okay and that I would be okay and if it was his time to be free and let go, then that was okay too. I told him that I loved him and I knew how much he loved me. I also told him that he only had to wait, he knew what that meant and I told him I would be back, he knew what that meant too. The end was quick and I was there by his side. I didn't cry until his heart stopped beating, I didn't want him to think there was anything wrong. I wanted his death to be as peaceful as it could be.

Now it will be the hardest thing in my life to move forward without my beloved boy by my side. He was my sidekick, my best friend and my ears to hear the sounds I could not. We were as tight as two peas in a pod, perfectly matched and suited for each other. What a wonderful and glorious journey we had together for over 10 years. I have to say without a doubt, the best 10 years of my life, and for my family and friends too. Everyone loved Uriah and he was a joy to have around. He will be greatly missed and never forgotten. I told him too that his heart would go on and on and so it shall. His heart, his soul lives on in me. I will be eternally grateful that Uriah picked me. We had a magnificent life together and I am so very grateful for everyone that made it possible for Uriah to become a part of my life and their lives as well.

Thank you Uriah for everything. Thank you for the incredible journey we took together. You blessed my life every single day we had with each other. Thank you for all the love and joy you gave to me and brought into my life. You were an extraordinary hearing dog, a loving and devoted partner and a faithful friend to all. Rest in peace my love and don't forget, wait and know that I will be back.

Thank you all for your part in Uriah's life and for all the love and support that has come our way throughout the years. Uriah loved you all.

With love and gratitude for the life that was Uriah,

Jill Exposito

SHARES Reminder

By Toni Eames

In the last issue I told you of a great program to raise money for IAADP. When shopping at Save Mart, Food Maxx or Lucy's, you could present your SHARES card and IAADP would be credited with 3% of your purchase. I have given these cards to my Lions Club, my readers and other volunteers and my veterinarian is distributing them to her large staff. If you live in California or Nevada, or if you have relatives in these areas, please send me a stamped self addressed envelope and I will get the cards to you. It is a great way to support your organization.

Service Dogs - Why Do Some Quit on the Job?

By Helena Sung

May 3rd 2010 @ 5:00PM Filed Under: Dogs, Pets News

In January, researchers at the University of Pennsylvania's School of Veterinary Medicine quietly embarked on an important new study to investigate a curious phenomenon: trained service dogs suddenly quitting early on in the job for no apparent reason. Until now, the issue had not been examined.

"We're studying seeing-eye dogs and a population of assistance dogs to try to find out why they don't seem to want to do it anymore," the study's lead researcher, Dr. James Serpell, tells Paw Nation. "They just seem to stop working, meaning they stop doing what they're trained to do."

The study will take three years and is funded by the Morris Animal Foundation. "We are working very closely with three organizations," says Dr. Serpell. "The sample size we're aiming for is a total of 800 dogs that are already out working as guide or service dogs." The breeds of dogs being studied include Golden retrievers, Labrador retrievers, German shepherds and Labrador/golden-retriever mixes.

The rates at which service dogs stop working vary by organization. "Twenty percent is the highest figure I've seen, yet not all organizations would say 20 percent," says Dr. Serpell. "But all have early-retiring dogs that return within the first year or two or three years."

At Pilot Dogs, a guide-dog training foundation in Columbus, Ohio that is not a part of Dr. Serpell's study, director Jay Gray says it's difficult to provide a figure of how many of his group's guide dogs have to be taken out of service in the first year or two of work. "We place 150 guide dogs per year," Gray tells Paw Nation. "Maybe between five and 10 return each year, but the figure changes so much depending on the year."

Gray says their guide dogs are placed at two years old, work for an average of 8.8 years, then retire when they are 10 or 11 years old. Sometimes, a guide dog has to retire early due to health problems, such as arthritis, and Gray refers to these as "career change" guide dogs. (Betty White's Golden Retriever, Pontiac, is one such career change dog. "He had a bum knee and couldn't go into regular guide dog training," White told Paw Nation in an interview earlier this year.)

Right now, it's a mystery why some service dogs suddenly stop working. "One theory," says Dr. Serpell, "is that the work is too stressful and some of the service dogs just can't handle the pressure. In a pilot study that was conducted, we did find an association between signs of stress-related behavior as a puppy and a service dog that retired early later on."

They do know that sometimes service dogs start to develop behavioral problems or stress related medical problems that aren't life threatening, but might prevent the dog from performing. Would you call it service dog burnout? "We don't know what we'd call it. It's too early," says Dr. Serpell. "Our goal is to find out why it's happening, and the causes and reasons for why some guide dogs seem to give up."

As the study progresses, Dr. Serpell and his team will evaluate the behavior of puppies at 6 and 12 months, review how the dogs perform in training, and inspect their complete health records. "Some dogs," says Dr. Serpell, "may be more predisposed to stress."

NOTE: "This article first appeared at www.pawnation.com. It is reprinted by permission of the author."

A Miracle Worker Named Budley

By Crystal Rich with the assistance of Margie Gray

Last Monday was the culmination of a 3-year journey – Last Monday a miracle happened at my house – Last Monday my 13 year old son said "I love you, mama!"

No one understands the impact of those four words like the mother of an autistic child. And while my son, Don, said those words for the first time, a huge amount of the credit for that utterance goes to the handsome black lab at his side, Budley. I never could have imagined the huge change a dog could bring to my autistic and Downs Syndrome child.

My husband, Jeff, and I first heard about the use of skilled companion dogs to help disabled children through an email group for parents of Downs Syndrome children. It

was a new idea to us, but we were intrigued and we started investigating the possibilities. Some of the stories sounded like exaggerations, but Don needed so much help, we were willing to try anything.

With some trepidation, I looked into several agencies and then contacted Canine Companions for Independence North Central Regional Center in Delaware, Ohio, which was near our home in Beallsville. In January 2002, we started the application process and spent a lot of time asking questions to see if this was a good step for our family. When I spoke with Adrena Wilhelm, the Participant Coordinator, she answered all our questions and quelled many

continued

of the doubts and fears we had. There were reams of forms to fill out along with personal and phone interviews to help them make a decision about placing a dog with us. Because CCI matches the dog with the applicant's special needs, they require a lot of details about Don's life and disability. I found out later how important that information is!

In July 2002, after completing the paperwork, we had a mini-team training session at CCI. This 3-hour session included a personal interview, lectures and demonstrations and we were put on the waiting list for a dog!

It seemed like forever, but two years later we received the exciting invitation to the February 2005 2-week team training class. We were apprehensive and excited at the same time. But even when invited to a training session, it is made clear that it is not a guarantee we would go home with a dog.

There were plenty of handouts and booklets to read before hand to keep our minds busy and to help us know what to expect. It was an amazing and intense two weeks, in class and training everyday from 9:00 to 5:00 and we realized how much there is to learn about owning a service dog. The wait had been long, but very much worth it!

The day we met the dogs at team training, there were twelve dogs we were to work with over the next few days. I wondered how Don would respond to the dogs. I took him to each kennel and said each of their names. Budley was the last name I said. Don said "Budley." I was so excited! I saw a glimmer of what this might mean to my son and my family.

I was thrilled even more when Budley was assigned to my son! We discovered that Budley was incredibly calm and easygoing. He played for short periods of time, but then was ready to go back to Don. At the end of team training we went home with public certification and Budley!

Don was nine when we got Budley and still wasn't potty trained and was wearing diapers. We had tried everything but nothing seemed to help him understand what we wanted him to do. Within four months of getting Budley, it was like a light switch turned on! Don was saying "release" and "hurry" in the house one day (Budley's commands to go out to eliminate) and I thought he wanted to have Budley to eliminate in the house. Then I realized it was Don who needed to go and he was telling us! Off to the bathroom we went for the very first time! My son was instantly toilet trained and has had no accidents since and no more need for diapers! What a blessing for us!

As Don was getting older we were worried because he didn't sleep much and would get up all hours of the night and roam around. Afraid that he would get out of the house, we put extra locks and alarms on the doors so we would know when he got up and tried to go outside. A few months after we got Budley, we were talking with Christina Canter, the Graduate Coordinator, who helps out with questions after graduation. I mentioned Don's non-sleeping habits and she suggested we let Budley sleep in bed with him. Up until that point Budley slept in his kennel, but from the first night I let him on the bed Don began sleeping through the night! Sometimes when we are up earlier we hear him singing or talking to his furry friend, but he is content to stay there until we get Budley for his morning feeding and elimination. I am so grateful to all the staff at

CCI for their patience with all our questions and concerns and great suggestions about bringing Budley home. What a wonderful experience it was for all of us!

When we went to team training, Don was virtually non-verbal. He has since learned all of Budley's commands and many other words as well. Shortly after we got Budley, Don shocked me by announcing "Mama, me go night-night." That was the first time he ever said a complete sentence! And then the magic words just this week "I love you, mama." What music to a mother's ears! Don may never be a marathon speaker, but he does talk when he needs or wants something. I attribute that to Budley's positive impact on him.

We are all very blessed to get Budley as our son's service dog. He helps keep Don focused on the task at hand improving his concentration. Don is always in constant motion (whether be a hand movement or rocking or jumping), but having Budley near helps him stay in one place longer. When we tell Budley to go get Don, he goes and lays down next to him with an instant calming effect.

Needless to say, Budley goes everywhere with us and his manners in public are impeccable while his focus is always on Don. He has made such a huge difference in all our lives! This wonderful 4-legged magician has helped my son speak, sleep, stay calm and use the toilet. Who knows what other miracles he can perform in the years to come!

Guide Dog News From Beijing

China's first guide dog training center starts construction!

13:26, November 20, 2009

"Samsung-Beijing Union University" guide dog training center, China's first guide dog training center started construction in Beijing November 18, 2009.

Located in the Science and Technology Area of Beijing Union University, Shunyi district, the 26,680 square meters center will be an important public service base jointly built by Samsung Group and Beijing Union University. It is expected to provide professional technical support for Special Education College of Beijing Union University, China Disabled Persons Federation (CDPF) and Beijing Disabled Persons Federation (BDPF).

** Reprinted with Permission from the *People's Daily Online*

Follow this link for some interesting articles about guide dogs in China! <http://english.people.com.cn/90001/90776/90882/6819220.html>

**International Association of
Assistance Dog Partners**

% IAADP
P.O. Box 235
Troy, MI 48099-0235

NONPROFIT ORG.
U.S. POSTAGE
PAID
Grand Rapids, MI
Permit No. 1

Change Service Requested

Partner Member Benefits

Free benefits unless otherwise noted

All Members Worldwide

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

Available in United States

- Advantage Multi from Bayer Animal Health (includes heartworm preventative, flea control)
- Advantage or Advantix from Bayer Animal Health
- Dasuquin, Cosequin, Welactin, Denosyl from Nutramax Laboratories
- AVID Microchip - Avid Microchip ID Systems, Inc.
- Registration in PETtrac and/or the AKC Companion Animal Recovery Program
- Veterinary Care Partnership Grant (eligibility guidelines on website)
- KV Vet Supply offers 15% off all non-pharmaceutical products
- Veterinary Centers of America - 10% discount
- Kansas State University Veterinary Diagnostic Labs - 50% discount on titer testing.

Available in Canada

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

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

Who Do I Ask? Where Do I Send It?

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

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

Jill Exposito, Vice President USA, Treasurer
jill@iaadp.org 913-469-6063

Devon Wilkins, Vice President Canada, Secretary
devon@iaadp.org 705-444-4512

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

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

Carol Schilling, Membership Coordinator Database, VCP
carol@iaadp.org 888-544-2237 Member Benefits

Membership Information

Membership Dues: Partner Member \$30; Renewal \$30; or join/renew, 3 years for the price of 2 years! \$60; Partners outside North America \$20 per year or \$40 for 3 years; Friend \$30; Provider \$35.

Send check with signed application from website at <http://www.iaadp.org/iaadp-membership-application.html> to IAADP, P.O. Box 235, Troy, Michigan 48099-0235. You may also obtain membership application with S.A.S.E., or send a letter with your signature affirming you're partnered with an assistance dog and who trained it. Credit Cards accepted online! Specify newsletter format - Print, Cassette, Data CD or Email. Renewal notices may or may not be sent out. Please renew 45 days in advance of the Expiration Date on Partner Membership Card to maintain your eligibility for benefits. Change of dog? You must notify us to update your dog's name in our database file!

IAADP Information & Advocacy Center

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

You can also contact us by mail at IAADP, P.O. Box 1326, Sterling Hts., MI 48311