

Partners Forum

International Association of Assistance Dog Partners

VOLUME FIFTEEN • NUMBER TWO

FOURTH QUARTER 2008

CADO Meeting at ADI NA Conference 2009

Thank You to
Fort Dodge
Animal Health
for sponsoring
this issue

The Coalition of Assistance Dog Organizations (CADO) plans to hold a meeting on January 11, 2009 in conjunction with the Assistance Dogs International North American Regional Conference. This gathering in Orlando, Florida will bring together delegates from the International Association of Assistance Dog Partners (IAADP), Assistance Dogs International (ADI), Guide Dog Users, Inc. (GDUI) and the Council of U.S. Dog Guide Schools. (CUS-DGS) to discuss advocacy matters of considerable interest to our constituents.

Since CADO's inception in 2001, this coalition has enabled partners and provider organizations in the assistance dog field in the USA to present "an united front" when interacting with government agencies and state legislatures on proposed regulatory changes or legislation that could negatively impact the future of the assistance dog movement. We also have collaborated by sending out an emergency action call to our respective members whenever a large number of letters, phone calls, faxes and/or emails

could be extremely important with regard to influencing the outcome of a particular issue.

A highly placed source in Washington, DC has let us know the U.S. Department of Justice (DOJ) completed its review of the public comments it received over the summer, many of them as a direct result of CADO's latest advocacy campaign. They have finalized the new ADA Service Animal definition! Along with other changes to the regulations the DOJ enforces under the Americans With Disabilities Act, this long awaited update, termed the Final Rule, is currently going through a mandatory

review process by the Office of Management and Budget. It looks like the DOJ may succeed in publishing the Final Rule before the end of the Bush administration.

In other news, the U.S. Department of Transportation plans to publish a Correction to its New Rule around the first of the year. A source within the department let us know that one change will involve service animals. In the near future, they plan to ask stakeholders like CADO and its constituents for input on the issue of documentation for assistance dogs traveling on flights of eight hours or more. Watch IAADP's website for updates and the next issue for a report on the CADO Meeting.

Features You Shouldn't Miss

Fort Dodge
Helps IAADP Page 3

2008 Writing Contest
Winners. Page 3

Important Renewal
Changes. Page 5

VCA Discount
Cards Page 5

Editor: Joan Froling
Date of Issue: December 2008
Copyrighted, All Rights Reserved



Service Dog in Action: Marlin, an owner-trained Portuguese Water Dog in Hawaii, performs a number of tasks to assist his partner who has Sclerodema, which causes joint and muscle pain, stiffness and problems with her hands. He's shown here assisting Trudi to get undressed.

Fort Dodge Animal Health Encourages a Comprehensive Wellness Approach for Canine Health

A dog's life, indeed. Surveys from the American Veterinary Medical Association (AVMA) show that more than eight in ten households with dogs ensure that those dogs see a veterinarian at least once a year. The average companion dog sees a veterinarian nearly two times annually. And if that number represents a high standard of care, suggests IAADP President Ed Eames, then assistance dogs probably receive even better care. Although no specific statistics are available, he speaks to his own personal experience and that of others he knows.

"We believe the closeness of our bond is so great that we are constantly checking on our dogs," he says. "Our goal is to keep them as healthy as possible."

For nearly the last half century, an important part of regular care has been annual vaccination to help guard against the common diseases that have plagued dogs in years past. Former killers like canine distemper, leptospirosis, rabies, and parvovirus, as well as other severe diseases like hepatitis, coronavirus, kennel cough and Lyme Disease, have all been reduced in scope and severity thanks to widespread use of safe, effective vaccines.

Created from the viruses and bacteria that cause the individual diseases, vaccines stimulate the immune system to produce antibodies and "memory cells" which help the dog fight off and neutralize infection. A dog's vaccination program begins in puppyhood and then is typically "boosted" once yearly.

While humans are similarly vaccinated in childhood, we, unlike dogs, are not boosted annually. Considering the human experience, some dog owners and veterinary professionals are questioning whether dogs need to be vaccinated so often. The resulting publicity on this issue has left many dog owners confused, asking: How often does my dog need to be vaccinated, and against what diseases do I need protection? Guidelines released by a special AVMA council convened to study the issue cautioned that there is no "one-size-fits-all" vaccination schedule for dogs.

"Before making vaccination recommendations for any dog, a veterinarian should communicate clearly with a dog owner about the benefits and risks of vaccination programs," says Tom Lenz, DVM, Vice President of Professional Services for Fort Dodge Animal Health. "A complete assessment of a dog's disease risk factors is key to the discussion. Ultimately, the veterinarian and dog owner must work together to determine the most appropriate vaccination protocol for the individual dog."

Factors that can impact how a dog reacts to vaccination include age, stress, nutrition, the type and level of disease exposure, the vaccination schedule and the vaccine itself. Because of the broad range of vaccines available and

a diverse array of risk factors and individual dog characteristics, many veterinarians have created a "core" list of vaccines that most dogs in their area should receive. A list of "non-core" vaccines is comprised of those that may not be necessary for every dog. Important risk factors to consider when developing an individual vaccination protocol include:

- Where your dog lives. Certain areas of the country are more prone to certain diseases.
- Where your dog visits. Any time a dog contacts other dogs, it's important to anticipate what disease threats those sources may pose. This consideration is especially important for assistance dogs that travel internationally. Visits to groomers, boarding facilities, or wherever dogs congregate also pose risks.
- Your dog's age. Just as in humans, young and old animals are at higher risk of contracting many diseases.
- Outdoor access. Even if your dog only spends a few minutes outdoors, it is still potentially at risk. Well-heeled assistance dogs need not come into direct contact with wild animals – as the microorganisms that can spread disease can also lurk in something as innocent as a puddle of water.
- Prevalence of mosquitoes, ticks and other "vectors" in your area. If mosquitoes and ticks are common where you live, your pet is at higher risk of contracting some diseases.

Whether a dog is on an annual or extended vaccination protocol, a comprehensive healthcare plan for your dog needs to encompass several elements – including regular veterinary visits, suggests Eames. "Dogs can benefit greatly from twice-a-year 'wellness' exams similar to checkups in humans," says Dr. Lenz. "What many dog owners don't realize is that taking a dog to the veterinarian once a year is the same as if a person were to see his or her physician once every six to eight years. Because dogs age, on average, seven times faster than humans, frequent wellness exams are vital to their health and well being. For example, the physiology of a 2-year-old dog is actually equivalent to that of a teenager. By the time a dog reaches the age of five, it is considered middle age. And at the age of seven, a dog has started its senior years."

Wellness exams offer a veterinarian the opportunity to evaluate a dog's overall health, conduct risk assessments for disease and detect problems before they turn into serious illnesses. They also provide a way to address other issues that can significantly impact a pet's health-nutrition, dental care, management of pain and chronic conditions, weight and behavior.

Fort Dodge Animal Health and IAADP: Partners in Better Health

Fort Dodge Animal Health continues to be a proud supporter of the International Association of Assistance Dog Partners as an active sponsor of IAADP's Veterinary Care Partnership. The Veterinary Care Partnership helps provide veterinary care for IAADP members who may sometimes have difficulty paying a veterinary bill, especially for unexpected emergencies.

Fort Dodge's invaluable assistance includes:

- Annual grants to support the mission of the IAADP Veterinary Care Partnership.
- Support for IAADP's annual conference.
- Production and distribution to 25,000 veterinary clinics and others of the Veterinary Care Partnership brochure.
- Sponsorship of this issue of *Partner's Forum*.

Fort Dodge Animal Health, a division of Wyeth (NYSE: WYE), is a leading worldwide manufacturer and marketer of animal health products. The company is headquartered in Overland Park, Kansas. Key products include West Nile-Innovator[®], ProMeris[®], the Duramune[®] vaccine line, CYDECTIN[®] Pour-on, the Pyramid[®] vaccine line, Quest[®] Gel, and the Fel-O-Vax[®] vaccine line.

2008 Writing Contest Winners

Best Article

"Using Scenting Skills for Retrievals"
by Sharon Wachslar

Best Opinion Piece

"The Other Woman" by Marilyn Pike

Best Anecdote / Short Story

"A Memorable Outing" by Ashley Foster

A prize of \$50 will be sent to the winning author in each category.

Articles, unpublished or reprints, are welcome year-round. If published in *Partners Forum*, your piece will automatically be eligible for a prize. Photos are optional. Please send in body of an email to editor@iaadp.org

Fort Dodge Vaccine Rebate Coupons

by Joan Froling

Fort Dodge Animal Health has been very supportive of IAADP's mission. One of the ways in which they help IAADP members is through a generous program they developed to reduce the cost of vaccinations for our assistance dogs in the USA.

Fort Dodge will provide an IAADP Partner Member with a rebate up to twenty dollars each year on vaccinations if your veterinarian uses one or more Fort Dodge vaccines when inoculating your dog against rabies, distemper, parvo and other diseases.

Be sure to ask your veterinary clinic if it has Fort Dodge vaccines available. Many veterinary clinics do use Fort Dodge products! I called around and deliberately took my dog to a veterinarian that uses Fort Dodge vaccines so I'd be eligible for this nifty rebate.

My veterinarian typically charges \$25 or more per shot, so if just one of them is a Fort Dodge vaccine, its cost will qualify me for the maximum Rebate amount of twenty dollars.

If you go to a low cost clinic or special event where the cost of the vaccinations are lower, your rabies shot may only cost \$15 instead of \$35. In that case, you'd be entitled to a rebate of \$15, the amount shown on the invoice from clinic or organization which administered the shot. If your dog received two Fort Dodge vaccinations that day, then the combined total of the cost of those shots would be reimbursed up to twenty dollars maximum.

To obtain the rebate, you have to bring the coupon for the rebate to the appointment so the veterinarian can fill out his or her section of the form, detailing the particulars of the Fort Dodge vaccine(s) administered to your assistance dog.

You also have to fill out your name, address, and other information requested on the rebate coupon. Mail it with a copy of your invoice from the veterinary clinic, which shows how much you were charged for those shots.

Where do you get the rebate coupons? New members and renewal members should automatically receive a coupon with their membership card. If you are someone who enrolled or renewed for three years, our policy is that you may receive a new coupon each year of the last two years on the membership if you send the Membership Coordinator a self addressed, stamped envelope requesting the Fort Dodge rebate coupon, at the beginning of each new year. We appreciate Fort Dodge for coming up with this innovative way of helping IAADP to carry out its goal of making assistance dog partnership more affordable for disabled partners.

Important Changes for Renewals

by Joan Froling

Many of you may be aware that IAADP's Online PayPal Application has been temporarily "offline" as IAADP has been going through a database and website upgrade to defeat those who have been spamming us. I'm pleased to announce that as of December 12th, we've removed the red ink notice at the top of the page informing visitors of the temporary suspension of that service. Henceforth, assistance dog partners will be able to enroll or renew through IAADP's website with a credit card as they have done in the past.

We also are welcoming a new Membership Coordinator and Database Manager, Buddy Brannon. He is a guide dog partner who lives in Erie, Pennsylvania. He took on this important position following the resignation of Tanya Eversole in September.

ATTENTION: All Membership Applications should now be mailed to Buddy at IAADP, P.O. Box 3533, Erie, PA 16508. This address will be in the gray box on the back of our print newsletters. It is also on the membership applications you can print out from IAADP's website in order to enroll or renew. In addition, you can find the Membership Coordinator's address and phone number in our Contact Information section on the homepage at www.iaadp.org or contact him by writing database@iaadp.org.

WARNING: Do not renew using the Membership Application enclosed in the New Member Packets issued between 2006-2008 because the P.O. Box address in Cincinnati is no longer viable. Please do not call Tanya Eversole's phone number listed in those New Member packets as she is no longer taking calls from IAADP members.

IAADP has a new toll free number, 888-54-IAADP (888-544-2237)

Please send queries, change of address, phone number, email or partnership with a successor dog to Buddy via email at buddy@iaadp.org.

Please check the Expiration Date on your Membership Card. As stated on the back of our newsletter, it is always up to each member to check that date and renew in a timely fashion.

I strongly suggest you review your IAADP Card's expiration date and renew two months ahead of time to prevent a lapse in coverage. If you cannot find the card, you could call your veterinarian and ask if there is a copy in your dog's file. Alternatively, you may email Buddy at buddy@iaadp.org and he will look up your record and provide you with the expiration date in the database for your membership.

I look forward to bringing you additional news of website upgrades in the months ahead.

Air Travel Hotline

If you have an access issue with your assistance dog at an airport, this information could be of great importance to you, as you can obtain "real time" help from the U.S. Department of Transportation!

The Toll Free Hotline for disabled air travelers has been in operation since August 2002 and is available for callers from 7 a.m. to 11 p.m. Eastern Time, seven days a week. It is currently not being fully utilized. The Hotline serves two main purposes: (1) education and (2) assistance in resolving disability-related air travel problems.

Many disabled air travelers are not aware of their rights and the Hotline, in part, exists as an educational service to inform air travelers with disabilities about their rights under the Air Carrier Access Act and the Department's implementing regulations 14 CFR Part 382 (Part 382).

Hotline operators are well versed in the ACAA and Part 382 and can provide callers with on the spot general information about the rights of air travelers with disabilities. The Hotline operators also respond to requests for printed consumer information about air travel rights of the disabled.

The Hotline can also assist air travelers with disabilities in resolving real time or upcoming issues with air carriers. The purpose of "real-time" assistance is to facilitate airline compliance with DOT's rules by suggesting to the passenger and the airline involved alternative customer-service solutions to the problem. The airline remains responsible for deciding what action will be taken to resolve the issue in accordance with the ACAA and Part 382. Generally, if a caller has a real time problem or an upcoming issue with an air carrier, a Hotline Duty Officer will contact that air carrier and attempt to resolve the issue. For example, there have been a number of incidents in which Hotline Duty Officers have contacted air carriers and convinced them to accept service animals and electric wheelchairs on board flights, to stow folding wheelchairs in the cabin, and to provide requested wheelchair assistance.

Air travelers who want information about the rights of persons with disabilities in air travel or who experience disability-related air travel service problems may call the Hotline to obtain assistance at: 1-800-778-4838 (voice) or 1-800-455-9880 (TTY).

Air travelers who want DOT to investigate a complaint about a disability-related issue still must submit their complaint in writing via email at airconsumer@ost.dot.gov or postal mail to: Aviation Consumer Protection Division U.S. Department of Transportation, 400 7th Street, S.W., Washington, D.C. 20590.

Hope You Will Support IAADP!

Donate by Shopping Through

<http://www.IGIVE.com/IAADP>

Meet Your Board Member

Interview by Wendy Morrell

Your name: Devon Wilkins

Your assistance dog's name and breed: Vestor is a male yellow Lab guide dog who is without doubt one of those terrible twos. I'm already quite smitten with him, though, because he follows me around like a puppy dog. In fact, Puppy Dog is one of my pet names for him.

Current location: Collingwood, Ontario, Canada, which is about 3.5 hours drive north of Toronto.

Is Vestor your first dog and how long have you been together? Vestor is my third dog. He and I graduated in early November of 2008.

Is Vestor owner trained or program trained? He was trained at Canadian Guide Dogs for The Blind by a young man named Ben Francis. Graduates of Guide Dogs for The Blind in California may find his name somewhat familiar. GDB's training manager, Brian Francis, is Ben's dad.

Briefly, how did you become involved with IAADP? When I returned home with my first guide dog in late 1992, I decided that Canada needed a magazine covering such pressing issues as access issues, travel, and health care. Among the people to contact me as word of The Harness began to spread were Toni and Ed Eames, who told me all about IAADP.

In terms of the assistance dog movement, what excites you most? I've always been very excited by the concept of people partnered with guide, hearing, and service dogs working together to achieve common goals. Yes, it's true that much of the initial trail-blazing was done by people partnered with guide dogs, but I am of the firm belief that we have no more right to open access and freedom of travel than those with hearing and service dogs. Regardless of the disability that we have to deal with, our dogs are vital to our independence, and all of us need to look out for one another.

Again in terms of the assistance dog movement, what frustrates you most? I find it a source of irritation that after 80 years, we still have to educate and advocate. What truly frustrates me, though, is that it's taking so long for people here in Canada to find their way to the table so that programs and partners can work on issues common to us all.

And now to the nitty gritty questions:

Not many people know this, but I am quite good at: creative writing. I have written several poems, stories, and radio plays.

My favourite holiday destination is: the Eastern Townships of Quebec, which is a region of Canada that borders on the state of Vermont. Because the area is so rural, the pace of life is a good deal slower, which provides an excellent opportunity to recharge your battery.

Reality tv or a good film? I like both if there is plenty of dialog. If I had my choice, though, I'd much rather lose

myself in either some classic TV, or old-time radio programs.

Hamburger or Hot Dog? When I was a kid, my family was sure that the only food I would ever serve anyone who came to visit me would be hot dogs.

I'm pleased to be able to say that while I'm no galloping gourmet, my cooking skills have surpassed their expectations. I'd still much rather have either a hot dog or a hamburger than a steak, though, as long as I can include a slice of cheese.

Pizza or Pasta? That's a tough question to answer. I do enjoy pizza, but there's nothing better than a plate of macaroni and cheese.

Beer, wine or soft drink? Soft drink...especially root beer.

My last meal out was in? East Side Mario's, chowing down on pizza.

When relaxing, Vester and I like to: kick back, and spend quality time with friends and their pooches.



Veterinary Centers of America Extends Relationship with IAADP

Several years ago, Veterinary Centers of America (VCA) established a special 10% discount fee program for assistance dog partner members of IAADP. With more than 300 veterinary hospitals in the United States, many IAADP members have benefitted from this enlightened policy. The old cards have expired. The program has been renewed and VCA has provided us with the special cards required to participate. To obtain a card, please send a stamped self-addressed envelope to our Membership Coordinator, Buddy Brannan, at P.O. Box 3533, Erie, PA 16508.

Thank you VCA for your continuing recognition of the special bond between IAADP members and their guide, hearing and service dogs!

Update on Progress on Accessibility at UK Airports

by Wendy Morrell

It's really heartening to see changes taking place at so many UK airports now in the wake of the new European aviation regulation, the REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL.

In his role as Transport Policy Officer for Guide Dogs for the Blind Association, Clive Wood has carried out joint training with DEFRA on the checking process at the following UK airports; Birmingham, Bristol, Exeter, East Midlands, Edinburgh, Stanstead, and Southampton airports.

Training of staff is due to take place over the next few weeks at Luton, Leeds and Newcastle airports.

Both Birmingham and Belfast International already have the approval to operate the PETS scheme and all the others should be in the same position by March 2009.

It has, however, been noted that some airlines that currently operate routes from already approved airports (Gatwick, Manchester, Heathrow, Doncaster, Glasgow, Birmingham and Doncaster) are being somewhat tardy in getting their routes approved by DEFRA to carry 'recognised assistance dogs' in the cabin. It may well be that individuals will have to take some test cases with the EHRC to focus the minds of some airlines, although I would hope it will not come to that.

Just to be clear, there are two steps to being able to take an international flight accompanied by your assistance dog from and to a UK airport, firstly it has to be a PETS approved airport and secondly the airline has to have approved PETS or assistance dog routes. To date the focus has been on the airports, but as time goes on, the airlines need to step up to the mark and gain approvals themselves too.

I would personally like to acknowledge and thank Clive Wood for all his work in ensuring improved facilities for so many partnerships at UK airports, and wish him well as he leaves GDBA to take up his new role of Director of North West Surrey Association of Disabled People.

In closing, I would also like to stress that the new European aviation regulations do not exempt anyone when entering or transiting through the United Kingdom of Great Britain and Northern Ireland from having their dog PETS compliant. I was really disappointed to hear of a case in November 2008** where a guide dog partnership travelling from New Zealand to Zurich via the UK, where the partner had not done his research, so did not realize until he arrived in the UK that he and his dog needed to be travelling by an approved route. Consequently, he was warned that as his return journey was not booked on an approved route, if he proceeded to travel he would be fined £300 and his dog quarantined for the duration of the transit stop. The man in question has been quoted in the press as saying that he

could not change his ticket but also he "wanted to try and prove a point." The result was that he was indeed separated from his guide dog while it was quarantined for four hours during his transit stop.

In my opinion, the only point which has been proven here is that the UK is rabies free and every effort is being taken to ensure it stays that way! Nobody is above the law, and when travelling you have to abide by the laws of the country you are visiting.

I should stress that the authorities were well within their rights and it is the responsibility of every partner to ensure whether they are passing through or visiting the UK that not only do they travel on an approved assistance dog route but also that their dog is fully PETS compliant.

** A discussion featuring this episode took place on the BBC Radio 4 Programme "In Touch" on November 25th 2008 which is available from the BBC as a podcast, a full transcript of the programme can be found online at http://www.bbc.co.uk/radio4/factual/intouch_20081125.shtml#transcript

Safe & Sound

Book Review by Joan Froling

Written by Beth Finke, this very large hard-cover book would make a lovely gift for children. Hanni educates the young reader about obstacle avoidance, intelligent disobedience and the teamwork involved in safely crossing a street with her blind partner, a busy career woman. Teaching proper etiquette to children so she can keep Beth safe and sound is another priority.

This wholesome, down to earth portrait of assistance dog partnership is beautifully illustrated with many full color pages which depict the blond retriever at work and show her happy home life with Beth when off duty.

In a section at the end, "Notes from Hanni," charming pen and ink sketches enhance Hanni's account of her life from puppyhood through team training. In "Notes from Beth," the author describes why she decided to try working with a guide dog after losing her sight as a young adult. The book is a gem.

Fire Prevention Task

Training an “Intelligent Disobedience” Alert for Memory Impairment

by Sharon Wachsler

I’ve always wanted to know exactly how guide dogs are trained in “intelligent disobedience,” e.g., their handler tells them “forward,” not knowing there is a hazard ahead, and the dogs stay put. A couple of years ago, due to the memory problems caused by my disabilities, I taught my service dog, Gadget, a Bouvier des Flandres now eight years old, how to alert me to the stove timer going off, even if I was asleep or actively discouraging him from “bugging” me. I offer a condensed account of this training here in the hope that it might be of use to other trainers and also that it might spur discussion – other articles in *Partner’s Forum?* – on how other forms of intelligent disobedience are trained in guide, hearing, and service dogs.

My problem is that even if I set a timer to remind me of something – that food is on the stove or that my favorite show is on in 15 minutes – if I don’t immediately head to the right destination literally the second the timer rings, I forget that it’s gone off. Sometimes, even if I do stop what I’m doing, I forget, en route to my destination, why I am headed there! Then I become distracted by something else and it’s as if the timer never rang. This has been a dangerous situation at times. More meals than I can count have burned, pots have been ruined, and sometimes fires have started. No memory device has helped as much as training Gadget to grab a specific toy (one of several orange plush squeaky balls) and bring it to me, squeaking and nudging me with it until I go to the kitchen, attend to my task (usually turning off the stove), turn off the timer, and give him a treat.

While I know that other assistance dogs, especially hearing dogs, are trained to alert their partners to sounds, I believe our situation is unusual because (1) alerting me to sounds is not otherwise part of Gadget’s service repertoire and in fact did not come easily – he is much more tuned in to sight and smell, and (2) unlike most deaf or hard-of-hearing people, due to my brain injury and to sometimes having altered mental status from migraines or medications, I can’t necessarily trust myself to distinguish what a simpler alert might mean. In other words, I was concerned that if Gadget didn’t perform an entirely unique and extremely attention-getting behavior, that I would miss it (or miss its relevance): Running over and sitting at my feet could be confused with him wanting attention, dinner, or a walk. If I’m napping, even if he barked or whined me awake, I might assume that it was because UPS dropped off a package or Gadget simply had an urgent need to eliminate.

I wanted a signal I couldn’t mistake for anything else. The orange balls fit the bill: We never play with them. He has no other orange toys. Their only meaning is “go to the

stove!” Because they are brightly colored and squeak, they are attention-grabbing. The finished skill is that Gadget must continue to squeak and nudge me with a ball until I click/praise or release him.

Here’s how we trained it. First, I paired the sound of the timer with a reinforcer (click-treat). This was important because Gadget was used to hearing the timer and not having it mean anything, so it took much longer for him to associate the sound with a reward. (If I had to do it again, I would have bought a new, different-sounding timer so that I could, from the first moment he heard it, pair it with a reinforcer.) In fact, this complete skill took longer to train than any other – many equally complicated – because he was so unused to responding to sound and also because he is not naturally inclined to either aggressively chew/squeak toys or to retrieve with gusto (although I have trained a solid retrieve for other skills).

From the beginning and throughout every step of the process, although I’d often start a session near the timer so it was easy for him to hear, I made sure to move from place to place and change my body position (sitting, lying down, in the tub, etc.), so Gadget would learn that the timer was meaningful no matter where either of us was or what we were doing. I also varied the amount of time I set the timer from five seconds to 15 to 30 to a minute to five minutes, etc., because he learned quickly to tune in to the sound of the timer being set, and I didn’t want him to respond to a specific time interval instead of the sound itself. In the beginning I kept the intervals short (but varied) so that we could maintain the flow of the training session and keep him from getting bored or frustrated. I also had to make sure that nobody, including me, ever let the alarm go off without either reinforcing Gadget for offering a behavior (preferably) or being told “release” if it was not a good training opportunity, so that the sound wouldn’t lose its meaning.

Once Gadget reliably jumped up and got excited when the timer sounded, especially after there had been at least a few minutes’ lag between my setting it and it going off, I introduced the squeaky balls. Looking back, I realize I should have started much sooner – in separate sessions – making the balls coveted, special objects by taking them down, squeaking them, getting excited, offering clicks and treats for any interest or contact with them, etc., then putting them away, rather than waiting to introduce them until the timer association was installed. If I’d “charged” the balls ahead, it would’ve shortened the training time.

Nevertheless, I undertook the process of installing the ball-retrieving behavior separately from the timer alert. I

continued on page 8...

Fire Prevention Task

Continued from page 7

put all five balls in the same place (in a cubby on the floor next to the oven) for each session and took them away when we weren't training so he wouldn't be tempted to play with them. Then I shaped the behavior of retrieving the balls. I started the intelligent disobedience factor by sometimes making him retrieve two or three balls before a click, which earned a jackpot and wild praise. At first I just waited quietly for the next ball, but over time I upped the ante – trying to “surf the extinction bursts”^{*} as dog behaviorist and clicker trainer Gary Wilkes says – by increasing his motivation/frustration incrementally. I started by turning away from him, and when he persisted, future sessions involved me quietly grumbling, pretending sleep, more adamantly telling him off, and finally shoving him away. My goal was that when the skill was polished, if I was asleep or otherwise distracted, he would keep bugging me until I got up. I wanted this skill really strongly proofed because it could mean the difference between my house burning down or not. I counteracted the frustration of not being reinforced (or being actively discouraged and ignored) with the huge reinforcement of very short sessions (two or three trials) always ended with a jackpot (wildly enthusiastic praise paired with dinner, a Greenie, or a marrow bone) when he performed his most assertive alert.

Ignoring the first or second retrieve attempt also helped me catch more attention-grabbing behaviors. When the previous level of performance wasn't working (“Look at me! I have the ball! Why aren't you clicking?”) he tried other things, like mouthing and chewing the balls, which I clicked to shape toward squeaks (Jackpot!), then more or louder squeaks (bigger jackpots!)

Once retrieving was solid, I also shaped Gadget to nudge me with the ball, ideally firmly and repeatedly. I lured him by patting my arm or leg, then clicking when the ball or his snout made contact. Over time I faded the lure and gave jackpots for particularly hard or repetitious nudges. Once he nudged me so hard that I fell sideways. Of course, I was lavish in my praise. (Yes, I was training him to do what, in other circumstances, would be totally obnoxious!)

The hardest part was getting Gadget to make the connection between the cue (timer sounding) with the behavior (retrieve ball and bug Sharon with it). In other words, that the squeaky balls only “worked” when they were preceded by the timer going off – essentially the same as responding to a command, except that the command was being given by the stove. To this end, I reinforced for any interest in the balls during or after the beeper went off but offered no response to the behavior absent the sound. Predictably, when I eventually put the balls down in their special location permanently, Gadget periodically tried to win rewards when the timer was not going off by bringing me the balls or just standing uncertainly near the pile, squeaking one. Usually I'd just put the ball back with the others. However, if this caused an extinction burst – “That didn't work. I'll try again! Pick up and squeak! Pick up and squeak another! Pick up...”, I'd tell him “Oops” or go over to check the timer in a very obvious manner. “Oops” is my no-reinforce-

ment mark, i.e., “You won't get rewards for this behavior, so you might as well give it up.” However, I was hesitant to do anything that would discourage him, as he's extremely sensitive during training to anything that remotely resembles discouragement or punishment, and even something as mild as “Oops” can sometimes be too discouraging for him.

It took a long time before he was reliably not giving “false alarms,” but given the seriousness and importance of the skill, I felt false alarms were better than missed alerts, so I erred on the side of huge positive reinforcement (big jackpots and squeals of delight) for doing it right and minimized discouraging false alarms. If I knew he was giving a false alarm, I'd act confused and disappointed, sometimes say “Oops,” or take the ball and say, “Not a toy” (which he knows from other contexts). I had to walk a very fine line. Occasionally I actually wasn't sure if he was giving a false alarm or if it was legit, in which case I always checked the timer and responded accordingly.

Training this behavior myself, as opposed to having a dog with it “installed,” had an unforeseen benefit: because I wanted to take advantage of every opportunity for practice, I remembered to set the timer when I put food on to heat much more often than I had before. In fact, I was so focused on the training (“Put on food, set timer, get clicker and treats, go somewhere he hasn't alerted you yet...”) that I often forgot to eat the meals after they were made! However, the training process did get me in the habit of remembering to turn on the timer, a major stumbling block for me before.

Eventually I also added the challenge of Gadget getting past obstacles to get to the squeaky balls. For instance, if I was asleep with my bedroom door shut, Gadget needed to alert me by opening the door, getting a ball, coming back and waking me up. Even though he already knew how to open doors – it's one of his favorite skills – when we first started practicing the timer going off while we were shut in my bedroom, Gadget would just jump up, then whine and pace in frustration in front of the door. It only took three or four sessions of me telling him, “Gadget, open the door,” before he incorporated that automatically into the routine.

The day came when I put some pasta on to cook, set the timer, lay down on the couch to watch TV, and promptly fell asleep. The next thing I knew, a big furry schnoz with a slobbery squeaky ball was being shoved into my face. After the initial shock I realized what had happened. I was over the moon with pride in both of us. Without a clicker at hand, I praised Gadget wildly and gave him a marrow bone. (I still continue to alternate different exciting jackpots for this skill to maintains its high charge.)

This skill also came in especially handy when I got Lyme disease last year and had to take antibiotics at 12-hour intervals for several months. There would have been no way I could have remembered to take my medication that regularly without this system, especially since I was usually asleep during one of the dosing times every day. With Gadget on the job, I never missed a day of medication.

*** Defining an “Extinction Burst”:** When a behavior is not reinforced after a couple of trials, before the learner ceases doing the behavior altogether (“extinction”), he or she will try new, more vigorous responses – more repetitions, more vigorous, faster, louder – because, after all, it “worked” before, so why isn’t it working now? Thus, trainers often withhold reinforcement for a performance that had been earning rewards before and wait for the amplitude of the behavior to increase in a desired way. For example, you’ve trained your dog to nudge a door partway shut, now you need her to shut it completely, so you stop rewarding for partial shuts. In response, your dog tries whining, twirling, nudging harder, and pawing the door. You ignore the whining and twirling. If your goal is for your dog to shut the door hard (perhaps it’s a heavy door that requires some force), you might reward pawing. If you want the door shut gently and without scratches, you’d reward more numerous or forceful nose nudges. Because extinction bursts are the precursor to giving up the behavior completely, and because they naturally involve a certain level of frustration and confusion when previously rewarded behaviors are now ignored, it’s important to reinforce any behaviors that approach the end goal so you don’t lose your dog’s trust and enthusiasm altogether.

Legacy

Have you thought about “Leaving a Legacy” to IAADP? If not, here are some things to consider:

1. Planned gifts become part of IAADP’s permanent endowment and will ensure that IAADP will continue on for many years.
2. A gift through your will, estate plan or deferred gift will also help meet the needs of those members who have limited incomes
3. You will also receive tax benefits. Heirs will not be taxed on a bequest.

Here are some ways you can ensure the healthy financial future of IAADP: bequest, wills, life insurance, securities and property. Your attorney or financial advisor will be able to help you select the gift plan that best suits your individual circumstance.

U.S. DEPARTMENT OF JUSTICE

Access Problem?

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

Email: ada.complaint@usdoj.gov

The Value of Your Praise

by Joan Froling

Are you a Partner Member of IAADP? Have you enjoyed some of the benefits available for IAADP Partner Members in North America and the UK in this past year?

Have you ever considered saying “Thank You” but didn’t know how to go about it?

If you have taken advantage of one or more of the benefits offered to Partner Members of IAADP, we hope you will please take a few moments of your time to write a note of thanks to the generous companies which have been donating those products to help ensure the well-being of our assistance dogs.

I’ve been told that in these harsh economic times, most of the corporate world is going to be drastically slashing philanthropic programs to maintain their company’s bottom line and prevent layoffs.

One of IAADP’s mission goals is to reduce the financial burden of assistance dog partnership on disabled handlers and families with a disabled loved one. Please join us in this outreach work in 2009. If there is a product that you would like to continue to receive, tell the company how you feel about their gift.

People give to other people, not to “causes” according to Fundraising 101 for non-profits. Help us put a face on our membership. Tell them a little about yourself and your assistance dog and the importance of this benefit to you in these hard times with the rising cost of food, prescriptions, health care and other necessities.

Whenever we and our dogs receive praise, it certainly makes us want to keep on doing what we have been doing. The same applies to our sponsors, when they hear these two simple words “Thank You” from members of IAADP.

Take a look at the list of Partner Member Benefits in this issue on page 11 so you will know which company to write to in connection with a benefit you have received or a new one we’ve recently announced that you would like to have in the upcoming year.

Please send your notes of thanks either by email or “snail mail” to the following addresses so we can pass them along to our benefactors.

Toni@iaadp.org or Joan@iaadp.org.

IAADP, c/o Toni Eames
3376 N. Wishon, Fresno, California 93604

I thank you in advance for giving this request your immediate attention, before it falls through the cracks. I know life gets hectic. I often lament the lack of time. Nevertheless, I keep IAADP a high priority in my life, thinking of all the people who are counting on me.

I’m hoping you’ll make IAADP a priority today. Please give it some thought.

A Tail To Tell

By Toni and Ed Eames

Many of you responded to our call to support IAADP in its effort to influence the Department of Justice regarding the proposed service animal definition. Over 700 comments were posted with 90% of them supporting IAADP. Since the federal government moves slowly, who knows how long it will take before we know if we had a positive impact on this issue!

Often we are asked if we ever switch our dogs and if they would work for each of us. It's something we don't usually do, but in August this inadvertently happened! Ed and a friend, not well acquainted with our dogs, took off on a shopping trip. When Eve Hoopes dropped in, she asked what happened to Toni's guide Keebler. With no Keebler in the house, Toni and Eve began panicking. Toni called Ed to see if Keebler might have snuck into the back of the car with Ed's guide dog Latrell, since she had done so in the past. After checking, Ed assured her there was only one dog in the car. Seriously concerned, Eve scoured the neighborhood with no luck. Alone in the house, Toni was startled when Latrell suddenly came strolling out from under the dining room table where he had been peacefully snoozing during the commotion! When Toni informed Ed he was working with her guide rather than Latrell, he sighed with relief and said, "Thanks for the heads up! When we were at the farmers' market, I was concerned about all the scavenging going on and said to the dog in harness that he was acting just like Keebler! Keebler enjoys working so much, she guided Ed flawlessly. After calming down, we could laugh at the mix-up, but not right away!

Fall found us resuming our veterinary educational outreach efforts. Indiana was our destination in September, where we did several presentations to veterinary technicians and practicing veterinarians at the Purdue Conference. Strolling through the exhibits between lectures, we met and thanked representatives of our lecture sponsor, Fort Dodge Animal Health. Meeting the Hill's Pet Nutrition folks, we shared the exciting news that we would be previewing our revised video sponsored by their company at this conference! About 70% of the footage is new and the script has been updated.

During our stay at Purdue, we met new friends who are truly committed dog lovers. Kitty and Kyler Lairds came to one of our presentations and whisked us away afterwards to a delightful doggy adventure. Picking up their seven house dogs, we all went to an area with acres of fenced land with lots of attractions. Not only did Keebler and Latrell have plenty of running mates, they also got to test out agility equipment. When Latrell got onto the teeter totter, he got so energized that we had to drag him off it. Even Keebler, usually very sedate, came off the equipment with a burst of energy and began chasing the other dogs!

The following month, we combined a lecture tour to Western University of Health Sciences Veterinary School with a trip to San Diego to visit friends. We flew to San

Diego on October 11, where Laura Otis, the school teacher from Irvine who won the right to have her service dog in school with her, drove down to spend time with us. Carol Davis and Charlie King, founders of Paws'itive Teams, an innovative service dog training program, were our hosts during this trip. The Golden retrievers enjoyed plenty of running time in Paws'itive Teams new training center on the day of our arrival. Lunch was at a Thai restaurant, only the beginning of an ethnic overindulgence during the trip. We also had Chinese, Persian, Indian, Jewish, Italian and even American food!

Wednesday was devoted to our afternoon presentation at Western U and getting back and forth from San Diego to Pomona with Carol Davis. This veterinary school is the newest in the nation and the first class graduated a couple of years ago. About 100 students were in the audience and we loved it when, once again, there was spontaneous applause for our revised Partners In Independence DVD. The head of the disabled student services department at the college asked for permission to put the video on their website for distance learning courses. In return, she offered to provide a captioned version which we will need to fill requests from deaf and hard-of-hearing folks. Of course, we readily agreed!

Early in November, our 14-year-old rescue cat Bonzie was diagnosed with advanced kidney disease. When we adopted this timid striped girl 11 years ago, she spent much of her life in our bedroom. She was comfortable with people, but every unexpected sound sent her under the bed. In the last few years, her bravery quotient has risen to the point that she has been coming downstairs and hanging out with the family.

After a diagnosis of advanced kidney disease, Bonzie reverted to spending more time under the bed and not eating at all. We thought her time was up. But Waterhouse Animal Hospital veterinary technician Lynn Danell has given the Bonz new life by coming to our house every other day to provide hydration treatments. With this backup team, no need to worry about leaving Bonzie during our next trip. Still concerned and with somewhat heavy hearts, we left for Alabama on November 18 to lecture at Tuskegee and Auburn Universities. The cats were in good hands with cat sitter Debbie providing everyday care and Lynn visiting regularly.

Our usual presentation pattern is to lecture to a group with questions at the end, but during our morning presentation at Tuskegee we had our first experience with a problem-based learning class. Presenting the veterinary students with several scenarios based on our experience, they discussed various solutions. Then we told them how these issues were settled in our lives. It was so much fun, we could have gone on for several more hours! This exhilarating educational experience was followed by a presentation at Grand Rounds attended by all third and fourth year

students. We followed that with a session at the Human Animal Bond Club.

During our stay at Tuskegee, we had Keebler examined at the veterinary teaching hospital. Her pattern of urination is very inconsistent. Sometimes days go by when she only goes twice a day. On other days, she may experience urgency. Of course, by the time a urine sample was taken at the hospital, Keebler appeared normal and everything seems to be in order. And so the mystery goes on!

Hyped by our lecture successes at Tuskegee and primed by lots of coffee, we spoke with 150 students at Auburn veterinary school later that evening. With waning energy, we drove with Donna Angarano, Auburn's Associate Dean, to Atlanta for the next adventure.

We've attended many conferences of the Cat Writers Association, but this was one of the best because we were joined by Ceil Moore, our artist friend from Barx Brothers. She has been a major contributor to IAADP over the years. It was fun sharing this weekend with Ceil and her friend Fred.

CWA is a small group and we know many of the conference regulars. The writers sessions were diverse and interesting, the banquets provided yummy food and good speakers and the cat show provided the opportunity for Toni to pet a wide variety of feline breeds.

To our delight, when we returned home on the 24th, little Bonzie greeted us at the door, slept with us and began eating small meals four times a day! We know her time may be limited, but what a blessing it is to have Lynn in our lives and we are thankful for her expertise!

Approaching the end of November after returning home, we faced a new animal crisis! The day after Thanksgiving, Latrell had to be brought to the vet. He had been licking his inner thigh and quickly created a huge hot spot. As a result, the poor boy sported a large Elizabethan collar for a week and was a most unhappy fellow! However, the infection cleared up and he is now back to his usual tail-wagging self!

Sharing our home and lives with two guide dogs and four cats leads to many visits to our veterinarian's office. Since all of our cats fall into the senior demographic category, having a close relationship with the Waterhouse Animal Hospital makes us feel more comfortable as we continue our careers as itinerant educators.

Hope you've had a wonderful holiday season.

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

IAADP WEBSITE:
www.iaadp.org

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

- Sentinel Flavor Tabs from Novartis Animal Health
- Advantage Multi, 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
- Fort Dodge Animal Health - vaccine rebate up to \$20
- 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
- Wyeth Animal Health - vaccine rebate up to \$20

Available in UK

- Cosequin provided by Bioiberica, the manufacturer with the cooperation of the distributor, Schering Plough UK

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

**MEMBERSHIP QUERIES?
CHANGE OF ADDRESS?**
Contact Buddy at 888-54-IAADP
or at buddy@iaadp.org

A Hearing Dog - a Spiritual Experience

by Jane Biehl

A hearing ear dog is supposed to keep me safe. She would alert me if a stranger entered my home, if a phone was ringing or if the fire alarm went off.

This was the extent of what I knew about having a service dog. I was totally unprepared for how much she would change my life. I knew (or thought I knew) what the term “bond” meant. According to the dictionary it means: “that which binds or holds together” or “a uniting force or influence.” With a service dog, it is much more than that. It is a spiritual experience.

Sita was trained at an agency with special people called Circle Tail located near Cincinnati, Ohio. Their sole mission is to prepare assistance dogs to be matched with a needy owner like me. From the time Sita’s leash was placed into my hand and I gazed into her beautiful, expressive amber eyes and gentle face, we started to bond. She seemed to know immediately it was her job to assist and protect me in every way.

It took me a long time to accept my hearing loss. When I was growing up I was ashamed to wear hearing aids. I was bullied in school and made to feel “different.” My speaking pattern is almost normal because I do have some residual hearing. Even with hearing aids, I miss many sounds, but without them I am lost. I can’t hear people enter my house and the ringing of the doorbell or phone. I have problems hearing anyone behind me and can’t determine the direction of sound.

Fortunately, as I matured, I no longer felt embarrassed by my hearing disability. I learned the beauty of American Sign Language from my deaf friends. I have belonged to a support group of hard of hearing people for over 20 years.

The last step for me was getting a hearing ear dog. I had balked for a long time, because I felt I could get along without one. After a friend of mine was robbed and beaten when he didn’t hear the burglar enter his house, I contacted Circle Tail. I was finally ready!

The email telling me that I was accepted into Circle Tail’s program was cause for celebration. When Sita and I were matched at the agency, I wanted to bring her home immediately. However, we both needed training. We spent exhausting days learning about each other. When I finally drove her home, we were so excited and happy together.

Therefore, I was shocked that the most difficult adjustment I had to make was the invasion of my privacy. It doesn’t matter whether I enter a restaurant, mall, classroom, school or shop – we immediately become the center of attention. Most people are considerate, but some can be rude. I’ve actually had people shout across the room at me “Is that a therapy dog or what?” or “you don’t act hard of hearing,” or “are you blind?” I have been accused of using her as a “pet.” I have been confronted in restaurants and stores and told, “You can’t bring a dog in here.” Repeatedly I am asked if I am training her and when I say she is mine, I get looks of amazement. Sita always wears a bright orange harness that states “Service dog, do not pet.” I try to gently explain that she can’t be distracted from her work

and inevitably get the response, “But I love dogs and I have to pet her!”

Education has always been a huge part of my life. I teach at the college level. I am also a counselor in a private practice. I enjoy teaching at both jobs. However, I never dreamed that I would have to educate everyone I meet about hearing ear dogs. I try to be kind, but sometimes I just want to be left alone. Now, everywhere I go, I’m stopped and am bombarded with questions about Sita. Some of the responses I get are hilarious. When I have explained patiently she is a hearing ear dog, three different times people have asked me, “Do you mean the dog is deaf?” My days of running in the grocery store for a gallon of milk and rapidly exiting are over.

As a counselor, the strain of lip-reading to listen all day is immense. My favorite way to relax at the end of a busy day used to be to go to a local café, curl up with a cup of coffee and a good book, remove my hearing aids and shut out the world. This pleasure is no longer possible. People approach me constantly with their questions. I feel obligated to put my hearing aids back in and try to educate them about hearing ear dogs. Without Sita, people never knew I was hard of hearing. Sita is a red flag announcing to the world that I have a disability.

However, for every one of these people who are ignorant and rude, there are the people who thank me for explaining about assistance dogs to them. There are people who have confided they have a child who may benefit from a dog. I’ve met people who may have donated a dog and tell me it is wonderful to see the bonding between us. I always hope people will volunteer their money and time to a wonderful place like Circle Tail.

How do I stay patient? Because of Sita herself. She is gentle and calm and her patience is an example for me to follow.

Why do I have an assistance dog when it can be difficult at times? I feel so blessed to have her and would never give her up. I may have lost my privacy, but I have gained so many wonderful advantages. I have lost 30 pounds since I got Sita. But there is more to the story. I lived on a farm until age 13. When we moved, I got away from my love of nature. Sita has forced me back to the wonderful healing earth and sky again. She loves her walk every evening. She will grab my shoes and drag them to the door! We go to a nearby school and walk around the playground. We watch the seasons change along with our romps in the weather. We plunge together through the snowdrifts in the winter. We laugh and get wet together in the rain. We take water bottles and stop every few minutes when it is unbearably hot and humid. And we relish those spring and fall days that the air is neither too hot nor cold and is perfect. After an exhausting day at work, she will run with the wind blowing back her ears and sniffing the breeze, while I gaze at the stars and moon.

Sita has relaxed me by alerting me to many activities around me I used to miss. She stands up and bumps me

when someone approaches me. If someone is following me, she turns her head so I know the person is there. She points in the direction of people shouting long before I see them. One day we were preparing to enter my car. I started to open the back door for her. She frantically sniffed the car next to me. I instinctually sensed danger and pulled her back behind my trunk. A driver peeled out of the space so fast (apparently without looking) that either of us could have been injured or killed. She has given me so much confidence in my surroundings.

Sita has made an impact on my therapy practice as well. She lets the most troubled children and teenagers pet her when they are upset. I often take her out of harness so she can console them. She has licked away tears of a crying child. One client was crying hysterically and Sita calmly walked over to the tissue box on my desk, pulled one out

with her mouth and pranced over to give it to her. The client laughed and immediately felt better! When I lost my beloved kitty two months after I brought Sita home, it was she who licked away my tears of grief from my face.

Sita and I are in harmony with each other. She understands my moods, my needs, my gestures and I know she will stay nearby at all times. She is my ears and my environment. I completely trust her.

I also have learned to understand her need for praise, for love and yes for treats! I know that she trusts me completely with that loyalty only an animal can give. I sense when she wants to play and when she prefers to be alone. Yes, there are some drawbacks to having a hearing ear assistance dog. But the rewards are much greater. I wonder how I ever got along without Sita. My greatest fear is to lose her. She is more than an assistance dog – she is my soul mate.

The New Rule - Notes from a British Perspective

by Wendy Morrell

Like many readers, in May 2008 I was very keen to read the Final Rule amending the Air Carrier Access Act (ACAA) from the United States Department of Transport. Consequently, I followed discussions in online forums and had conversations with colleagues.

One part of the document was for Europeans, especially those of us based in the UK was a little ambiguous. Naturally, we were concerned with how this New Rule would affect us when travelling on transatlantic flights.

Right at the beginning the New Rule states, “The Department of Transportation is amending its Air Carrier Access Act (ACAA) rules to apply to foreign carriers.”

US carriers not only differ in that many of the assistance dogs they carry are owner trained, there are dogs that assist those with psychiatric disabilities (virtually unheard of in the UK) and they also carry emotional support dogs (again unheard of in the UK). I was intrigued to understand how this would sit with British airline carriers who have for some time been working under the auspices of a document called Fodcom 23/05 Carriage of Guide Dogs and Assistance Dogs in the Aircraft Cabin which in October 2007 was incorporated into CAP 768 - Guidance Material for Operators. This document is issued by the Civil Aviation Authority and is law in the UK.

Chapter 8 para 12 of CAP 768 concerns the carriage of assistance dogs. The definition of an assistance dog is given as one who is from a recognized training program affiliated to Assistance Dogs International (ADI), Assistance Dogs UK (ADUK), Assistance Dogs Europe (ADEu) or IGDF (International Guide Dog Federation).

So, I was intrigued to learn that the New Rule would apply to foreign carriers. Further enquiries, including asking Kathleen Blank Reither from the US DOT when she attended the IAADP conference in London recently, have shown there to be a conflict in law.

The New Rule states when there is a conflict in law

the carrier from a foreign country will have to apply for a waiver from the new regulations. It is now my understanding that British based carriers are exempt from the New Rule and will continue as previously.

What does that mean for a passenger accompanied by an assistance dog?

Well, in essence it means British carriers will still be permitted to state that they will only carry assistance dogs from ADI / ADUK / ADEu / IGDF affiliated organizations. It also means that they will continue to be able to require an assistance dog to wear a harness (provided by the dog owner) attached to the accompanying passengers seatbelt at take off and landing when the aircraft seatbelt sign is lit, it means that those with smaller, lighter assistance dogs, may travel with them on their lap as long as they also wear a harness outlined above.

Additionally, although it is not legally required, British carriers are committed to allowing an adjacent seat to allow enough space in the footwell for the dog to travel comfortably where at all possible. For this reason, they recommend informing them at the time of booking in order that such a seat may be blocked off.

In my personal experience, having flown extensively in Europe and USA with my dog, it's pot luck whether I get the extra seat in the US but in the UK it has always been available except on very short domestic commuter hops of an hour or so, in which case it is nowhere near as great a hardship for the dog to share my own footspace. I have crossed the Atlantic with my dog a total of eight times so far and on each occasion by a British carrier and every time there has been at least one, sometimes two seats blocked in order that my dog has space to sleep comfortably during the flight.

So, for those with a program trained dog, as we say in the UK, you pay your money and take your choice!

My Operation

Yates' story as told to Jill Brown

My name is Yates and I am a black Labrador Retriever cross. I was trained by a charity called Dogs for the Disabled, and live in Salisbury, England with my Mum. Poor Mum can't move her arms, she has to wear a firm neck support and as she can't walk much so uses a wheelchair to get about in. Her Doctor says she has an illness called Congenital Myopathy and all her muscles are weak. Thankfully I am strong and when a puppy went to a special school, called Dogs for the Disabled, to learn how to help her.

I fetch shoes, mail and anything she drops; help her get dressed and undressed, put dirty clothes in the washing machine and pull them out when clean, fetch items Mum has taught me such as the phone and other things and bark on command if Mum is scared or needs human help. On going out I open and close doors and gates, press traffic control and lifts buttons, and jump up to shop counters with Mum's purse, as Mum can't reach. We go out to meet people which makes her feel good and I am always there to help and keep her company. As she looks after me she can't think about herself. We go to tell others, both young and old, what I do or rather we do and that makes us both feel good – we have a busy life. We also go to the park where I have fun and chase with doggy friends – you see I am a lively chap, well I was till I hurt my knee.

It all started when the days were getting warmer. We were on holiday with Auntie Margaret in that lovely place called Cornwall. We drove in our Nellie van to a beach and when I saw the sand and bouncing waves I ran as fast as I could, then suddenly “ouch” my leg really hurt with a sharp pain. I stopped as fast as I could, wondering what had happened, and held my leg in the air. Oh, Mummy, I want you, my leg hurts.

Mum was behind, she can't run fast like me, and when she saw me in trouble she came as quickly as she could and soon held my leg, gently massaging it. She learnt to do massage when she trained as a Physiotherapist, and it certainly helped the pain.

I tried walking, Mum told me not to run but to go gently. She was holding on to my lead and after a bit I paddled in the sea, not jumping like I usually do. Then Mum and I walked slowly back to our car.

After that Mum gave me more tasty medicine sticks called glucosamine treats, which I really like, and when out she wouldn't let me jump about or chase a ball. Every day my leg felt a bit better and we had a good holiday with lots of paddles for me.

As soon as we got home to Salisbury we went to Uncle Howard, my Vet, a doggie doctor. He moved my leg and twisted and turned my knee, which hurt a bit then gave Mum some medicine for me to make it better. He said I wasn't to rush around for a while longer. How boring, but it made it better and on our next visit he said I could play again, hurrah.

Well, I took that literally. I was determined to do my

usual tasks like jumping up to press traffic control buttons, up to the bank counter to get money to pay for treats and shopping too. It was good and I did all my jobs for Mum at home and when out.

All went fine and I forgot my sore leg until I hurt it again – and worse. We were on our way to the LaLa Church where Mum sings songs while I doze and catch up on sleep!

We go through a large garden and I was sniffing about when suddenly I saw this creature, like a big dog or small horse come rushing along – was in a real hurry and raced past. I was so excited that despite Mum calling, I just had to chase it. Round the lake it went and I nearly caught up – I was out of breath but somehow managed to follow it to the flower garden, then it was gone and “ouch,” so has my leg. Oh dear, it is really, really sore and I can't walk. I want my Mum and she is still calling me but I can't see her. Oh, Mummy, come and help, my leg really hurts. Then I saw her; she rushed to me and again massaged my leg. Oh, Mummy, I know I should have let that creature escape, and come back when you called, but I just had to chase it – wish I hadn't. Eventually I limped over to LaLa with Mum and was so glad to lie down and sleep, hoping it was all a bad dream – and I didn't catch the creature that Mum called a deer anyway!

When it was time to go Mum and I walked really slowly back home, not having my usual fun walk. I was so glad to get there and flopped into my lovely basket and Mum gave me some medicine. Next day my leg was a bit better, but we went see Uncle Howard again – oh dear, he said, Yates you have really hurt your leg again, so must rest and no running. He told Mum I must stay on my lead and only walk with Mum.

Once again I did what I was told and slowly it got better. I made sure to do all my work for Mum, though she wouldn't let me jump up to some jobs I usually do for her, nor play ball. We went to the river so I could swim and slowly I got better again. Then back to Uncle Howard; he pulled my leg about and said he was very pleased and it really was better this time so I could do all my jobs and play ball – yippee.

Just a few weeks later I was running up the steps from our garden, “Ouch” I cried out, my knee hurts again. This time when we went back to our vet he said we must see the other clever doctor who specialises in dogs like me who have sore legs. I remembered him from before – he was kind and made my other leg better when it was sore: we hoped he could work his magic again for me.

A few days later it was no breakfast and I knew that meant something serious. Off we went in Nellie van and I guessed we were going to see Mr. Macqueen who put my other leg right before. We got to his house and I was so hungry – I wondered if he would give me breakfast? In we went to see him – he gave me a friendly pat, then felt my leg and said I must go to sleep with him and he would make it better and I could have breakfast afterwards. Mum

gave me a kiss – well lots of them – and told me to be good and promised she would be back to fetch me soon; so off I went with Uncle Macqueen, and then to sleep.

When I woke up it was all strange – what had happened to my leg? It was so heavy and I couldn't bend my knee. I looked and horrors, it was covered in a big blue thing which stopped me bending it – I couldn't even see my toes. Oh Mum, what has Uncle done to me, I thought he was going to make me better. It was a nightmare and I decided to go back to sleep – my dreams would be much nicer.

Next time I woke up a nice lady was stroking me and then gave me some food – wow, that was welcome and I ate it up quickly. She then said she would take me for a little walk. Oh dear, can I walk with this blue thing on my leg? I scrambled to my feet and could just about walk but I couldn't put the blue thing down – it was too sore: I went on my other three legs. We dogs are really lucky as we have spare legs for walking, so I hobbled to the garden and did my business. The lady said Mum would come soon to take me home – goodie, meanwhile I might as well go back to sleep. Sweet dreams again.

Later the lady woke me saying your Mum is here – I hopped out of the cage thing, and there was Mummy who rushed to me, gave me a hug, and some biscuits. Now that was more like it – and can we go home, Mum?

First the lady gave Mum my medicine, and a letter saying what Uncle Macqueen said I could do: oh dear, no walks for two weeks but at least we can go to the garden, and no jumping or running – well not much chance with this blue thing on my leg. Mum, asked when we can get rid of this blue thing, and I want to know if I still have my black hairy leg underneath it. I knew I could hop on three legs but I wanted to run on four legs.

Then we were off and I was happy, even with my blue leg. I scrambled up the ramp into our car and Mum helped me to my seat. Hurry up, let's get home.

Didn't take long and we were back in Salisbury. After checking my garden I hurried indoors to find my toys and basket and flopped down to sleep – made me tired carrying that blue leg around.

The next few days were spent eating, sleeping and walking to the garden with Mum. I had to sleep in my basket on the floor, not on my usual comfy bed, however Mum had bought me a new mattress.

After a few days I was allowed to go for a little walk to see Uncle Howard. He said I was a brave lad, then took the blue thing off – what a relief and there was my own leg, but no black hair – Uncle Macqueen kept it all – what a funny thing to do.

Uncle thought I'd be frightened having that blue thing off, but I was too busy to worry – Mum fed me cheese (which I love) while he worked.

It was easier to walk home with my proper leg, although it felt a bit wobbly. Mum said it would get better so I can go with her everyday doing all my jobs, and play games, but first I had to rest.

After a couple more weeks I was allowed a short lead walk, but every week we went a bit further, so long as I walked properly – no limping. In eight weeks I was allowed to walk for half of a whole hour, which meant we could get to the river, yippee.

Then one day Mum said we had to return to Uncle Macqueen, but he won't hurt me. So no breakfast again, which was really hard when I could smell Mum opening her breakfast banana and having it with lovely porridge and yoghurt. Mum told me Uncle would send me to sleep and take a picture of my leg to see if it is mended properly. She tried to be cheerful but I could tell she was a bit worried so I gave her lots of kisses.

So we went to Uncle Macqueen's house. Mum told me to be brave and go with nurse. I knew what to expect so was good and went to sleep after a little prick in my leg. When I woke the lady said I could run and jump as much as I like. Problem was I felt wobbly on my legs and sleepy, so dozed off till I heard Mum's voice. Then Nurse took me on my wobbly four legs – no bandages and no soreness, to Mum. She gave me a lovely hug and kisses and said Uncle Macqueen had already told her the good news – my leg is mended and I can carry on helping her and working as a Dog for the Disabled. I can run round, chase a ball and play with friends.

Mum is so happy and I want to run and jump, sharing her excitement but the best I can do is a couple of tail wags. I am too sleepy and just want to lie with my head on Mum's knee so she can stroke and fuss me, then have a good night's sleep, then a fun walk.

So it was, after a good meal, then a night in my lovely bed I felt like a new chap. I did all my jobs for Mum and even trotted down the stairs to the garden, then off we went to the Mill. I walked and walked, then tried running and it was so exciting – it didn't hurt. Now I can work and play

UK Trip Highlights

by *Tanya Eversole*

While attending the IGDF, ADI and IAADP Conferences in London this past June one of the highlights of the trip for me was the opportunity to tour the Dogs for the Disabled facility in Banbury, Oxfordshire. Brooke (my Black Labrador service dog) and I were delighted to accept the invitation to travel to DFD and visit with staff members while seeing the inner workings of this great program. (Readers may be aware that IAADP board member Wendy Morrell has a Golden Retriever assistance dog from Dogs for the Disabled).

Duncan Edwards, our driver and Training Manager of DFD proved to be a wealth of information throughout the trip. We were treated to a wonderful lunch and able to ask questions of Peter Gorbing, (DFD Chief Executive and ADI President), Duncan Edwards and all of the various staff members present. Then we were off to watch a demonstration by one of the dogs currently in advanced training at the facility, and it was wonderful to see the differences and similarities in training techniques.

Brooke, along with the other two assistance dogs there for the visit stayed behind with some of the staff while the

continued on page 16...

UK Trip Highlights

Continued from page 15

group toured the kennel area. The kennels have been so well designed in order to provide quiet times for the dogs, natural air flow from the windows, grooming areas and so on. Everything has been designed with the dog's wellbeing in mind. The area for partners to stay during the training with their dogs is wonderful as well. Once again, the dog's comfort and wellbeing has been considered in this area as well as the human partner, with specially adapted bedrooms and individual dog runs attached to each.



I would like to thank the entire staff at Dogs for the Disabled for a wonderful experience and for making us most welcome. I really enjoyed the opportunity to visit a program

and see everything on offer. I think most programs would benefit from visiting your facility. My only regret is that more conference attendees did not take advantage of the wonderful opportunity to visit.

Another personal trip highlight for us as a partnership, was Brooke's visit to the Companion Care Veterinary Surgery in Poole, Dorset. Following a very thorough physical examination by Dr. Caty Swain and an examination of all her paperwork from this trip, Brooke obtained her European Union (UK) Pet Passport! Now on future trips to the EU Brooke will simply have to have her tick and worming treatments documented in her passport prior to the trip and will be ready to travel. It's a very attractive document with space for her photograph and entries by veterinarians, and will be a permanent record of all her future travels abroad.

Who Do I Ask? Where Do I Send It?

Ed Eames Ph.D., IAADP President
eames@iaadp.org 559-224-0544

Legal Questions

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

Editor - Newsletter
Advocacy Center

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

Canadian Issues
Canadian Benefits

Wendy Morrell, Vice President, Europe
wendy@iaadp.org 077470 42695

European Issues

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

New Projects

Toni Eames, Treasurer
toni@iaadp.org 559-224-0544

Grief Counseling
Thank you notes

Kevin Frankeberger Ph.D., CFRE, Board Member
kevin@iaadp.org 360-426-8389

Fundraising
Development

Buddy Brannan, Membership Coordinator
buddy@iaadp.org 888-54-IAADP

Database, VCP
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/membership.html> to IAADP c/o Buddy Brannan, P.O. Box 3533, Erie, PA 16508. 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, Disk or data CD. Renewal notices may or may not be sent out. Please renew 45 days in advance of the Expiration Date on Partner Membership Card to maintain your eligibility for benefits. Change of dog? Must update your dog's name in your 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

International Association of Assistance Dog Partners

% Buddy Brannan
P.O. Box 3533
Erie, PA 16508

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

Change Service Requested