



IAADP Conference 2010 in Seattle!

Mark your calendar! IAADP received an offer it couldn't refuse...the offer of invaluable logistical support from Jeanne Hampl and the board of the Assistance Dog Club of Puget Sound if we would hold our next conference in Seattle. We enthusiastically agreed to collaborate with this non-profit organization that is nationally renowned for its multifaceted support system for assistance dog partners in the state of Washington. Scheduled for the last weekend in September, the exciting two day event we are planning will not only celebrate the lifestyle choice we call "assistance dog partnership", but it will also explore a number of its challenges through thought provoking workshops and round table discussions.

After extensive research performed by Jeanne Hampl and club members which included on-site inspections of possible locations, the Embassy Suites - Seattle Tacoma International Airport Hotel was selected as the one best suited to our needs. This upscale, full-service, all-suites hotel will provide a courtesy van to ferry guests to and from the airport and other amenities such as free breakfasts and free parking for hotel guests and easy access to the outdoor relief area for our canine assistants.

Rooms are \$119 per night, which we ask you to book through our website www.iaadp.org or to please mention the IAADP-Assistance Dog Club conference if you phone the hotel directly to make a reservation at (425) 227-8844. That will ensure your room will "count" towards helping us reduce the high cost of renting meeting space for IAADP's Conference Day on Saturday, September 25 and for the Assistance Dog Club of Puget Sound's Conference Day on Sunday, September 26.

The scenic beauty of the mountains, forests and rugged coastline in addition to numerous tourist attractions undoubtedly explains why Seattle is one of the most

popular places to visit in the Pacific Northwest. If you want to book extra nights outside the contracted dates at the conference rate so you can go sightseeing, contact the Sales Department's special courtesy number (206) 219-2146 and they will help, subject to availability.

We are dedicating this conference to IAADP's beloved President and co-founder, Ed Eames, Ph.D., who tragically passed away in October 2009. We are honoring his intrepid spirit by forging ahead with the tremendous amount of work and steep costs involved in providing IAADP members with the chance to experience the wonderful synergy that is generated when so many partners come together under one roof to learn from each other, debate issues, make new friends and celebrate the most lovable kind of assistive technology ever invented. As always, program staff and others with a personal or professional interest in assistance dogs will be welcome to attend. When the agenda is finalized, it will be posted to the website at <http://www.IAADP.org>.

Features You Shouldn't Miss

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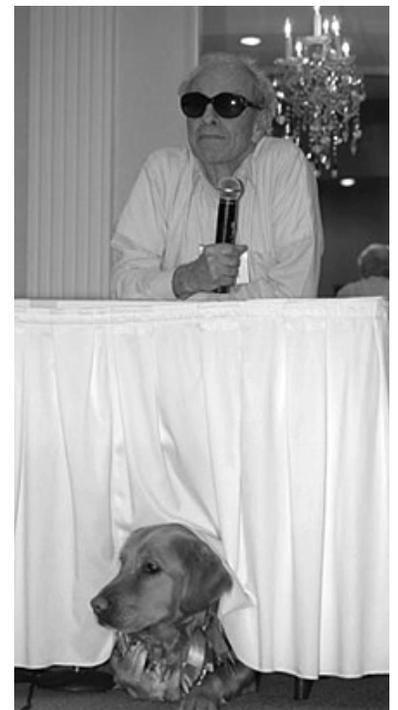
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Editor: Joan Froling
Date of Issue: December 2009
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The assistance dog movement mourns the loss of one of its greatest champions, Ed Eames Ph.D., co-founder and President of IAADP. See page 2



A Tail To Tell

By Toni Eames

In the previous Tail column, mention was made of a memorial fund for IAADP. One would never have imagined that my beloved husband and partner would be the focus of this fund!

Ed and I were flying high in August with an article in the *New York Times* about assistance dogs, with a fabulous picture of us and our guide dogs, Keebler and Latrell. The piece in the business section of the paper talked about the cost of maintaining a working dog and IAADP was prominently mentioned.

In our local *Fresno Bee*, Ed published a letter to the editor condemning roundabouts or traffic circles as dangerous to disabled pedestrians. The piece received much response.

In early September Ed took a solo trip to Northern California to fulfill his newly appointed role as Board member of Disability Rights California, formerly known as Protection and Advocacy. He was really excited about this law firm and hoped to involve them in assistance dog litigation at a future time.

The medical focus seemed to be on me with a visit to a new neurosurgeon and a scheduled epidural injection. It made a slight difference to the leg pain I was experiencing, but another spinal injection is scheduled for early December.

Our lives began to unravel when Ed was taken by ambulance to the hospital on the last day in September. Every conceivable test was done until the final diagnosis of alpha hemolytic strep infection of the blood and endocarditis was made.

The nursing staff was terrific, except for the problem of getting them to say their names each time they entered the room. Being on the heart unit meant that Ed was constantly monitored, so when a lead came loose, someone was in his room right away. At other times, the staff was a bit slower in responding to the call button.

Two days after admission the IV fluids were discontinued and Ed could move around without the IV pole trailing along. This meant that he could work with Latrell around the hospital corridors. Latrell is a slow non-pully dog, so working with him put no stress on Ed. When I came to the hospital each day with both dogs, they learned their way from the elevator to room 581 quickly. Latrell would burst into the room and was obviously so happy to be reunited with Ed.

It's truly awe inspiring how quickly friends jumped into action. Every day, someone drove the Golden and me to the hospital, often staying to read to us for a few hours. A different friend came in the evening to drive the dogs and me home. The many phone calls and visits distracted and healed both of us. Several puppy raisers brought their pups to visit. With beeping alarms and equipment in the hallways, the young charges got a look into hospital routines. Speaking of routines, Latrell and Keebler were not phased by the noise and multiple personnel entering and leaving Ed's room.

After spending 8-10 hours a day with Ed, I returned

home each night physically and emotionally exhausted and barely got through the evening chores. Once in bed, Nifty, my tortoise shell cat, cuddled close under the blankets until I fell asleep. She was clearly feeling my fear and doing what she could to comfort me.

As discharge plans were being made, I became more anxious. I am a very take charge person and the unknown combined with my fatigue was difficult to manage. Despite Ed's being seen by three doctors, the hospitalist, infection control specialist and cardiologist, we often got slightly different messages. It was confusing and overwhelming at times.

Last year we were selected to attend an international veterinary behavior conference to be held in Kansas City from October 21-25. Not only would we see friends, but also have the opportunity to present a new lecture format for us. We had scheduled a presentation at Bayer Animal Health and an evening at Kansas State. It was clear we would have to give up this long-awaited trip. Even through my breast cancer and spinal fusion hospitalizations and Ed's heart surgery, we never had to cancel a speaking engagement. It was disappointing, but necessary, and thankfully Cara Miller, a hearing dog partner, covered our material.

Ed was discharged on October 6, with the need to have someone administer an antibiotic infusion into the PICC line in his arm. (FYI, peripherally inserted central catheter) When we say we are blessed with guardian angels at crisis points in our lives, we do not exaggerate! Lynn Danell, the veterinary technician, who comes to our home on a daily basis to treat our hospice cats, Nifty and Bonzie, lovingly agreed to include Ed in her ministrations!

Ed was so thrilled to be home, he slept 12 hours that first night. By the next day, he was working to build strength and even shopped for a half hour at the 99 cent store with our friend Debbie.

The day after discharge, a visiting nurse came to the house and completed an extremely thorough health questionnaire. That night, Ed slept for nine hours and we were encouraged that he was catching up on healthy recovery.

On October 9, Ed admitted to being very tired. After lunch, he napped for an hour in his La-Z-Boy chair. He awoke very groggy and within a few minutes, his speech was slurred and a left side weakness had begun. Lynn was here when we observed his symptoms and 911 was again called. Each time we've dealt with them, I have been extremely impressed with their kindness and efficiency. I thought I was scared during the first hospitalization, but it was nothing compared with the terror of knowing he had a stroke!

In her calm, take charge manner, Lynn drove me back to the hospital and I was pleased Ed's sense of humor showed through his halting, but mostly intelligible speech in the emergency room. Upon hearing the news, Linda Haymond rushed to be with us. We joked that Keebler and Latrell would be confused if Ed were placed back on the fifth

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floor, but in a different room. After another score of tests, Ed was admitted to the telemetry floor, room 460, with a diagnosis of moderate to severe stroke.

For many years Ed chaired two Fresno Committees on ADA issues. A year ago, the committees were disbanded by the city and a disability advisory commission established in its place. Ed was not selected to be a commissioner, probably because of the outspoken nature of his advocacy. However, he was chosen to receive the first annual DAC Achievement Award. Since Ed was in the hospital on October 1 when the Fresno City Council presented the beautiful plaque and commemorative mug, Paul Kwiatkowski, our Handy Ride paratransit company manager, accepted the award for Ed, reading a speech prepared by Ed. Ed was such a tireless worker to make Fresno a disability friendly city, it was unfortunate he was unable to receive this award in person.

The morning of the 10th, I felt encouraged when Ed had the nurse call me to ask if I would be joining him for breakfast. His speech was understandable. Later that day, several more tests were performed and by the time I arrived at his bedside, he was not fully awake and could not communicate. My fears were so enormous, I had the first of many long crying spells before visiting him. I knew it was too early to determine damage and I was told to take things minute by minute, but not being able to understand him was torture!

Ed went from intravenous feeding to being spoon fed a honey consistency thickened diet, due to partial paralysis of his swallowing mechanisms. Linda came every night to feed him and the nursing aides were most helpful. On top of everything else, Ed developed pneumonia and was often very sleepy. But when the therapists came to work with him, he was eager to do his exercises.

Luckily, Keebler learned our way to the elevators, the outside grass and back to the hospital room. I felt much less helpless in that way.

For me, the most frightening part of seeing Ed was that he turned from a vital, involved and active man into an old man with halting speech and very little mobility. We were partners in most advocacy and educational efforts, and it was difficult to deal with the unknown.

One evening after I left, Linda brought her laptop and encouraged Ed to dictate a letter in his own words. As you will read, his sense of humor remained and his goal of getting well and eating again was strong. He was mostly cognitively alert.

Dear Friends,

Toni has been keeping you updated on events in my recent medical life. One of the outstanding events has been the outpouring of love and help on a daily basis. Toni usually handles the calls and gives updates on the latest news. It completely overwhelms me, this outpouring of love and concern. I think it creates a new group in my life which I am referring to as my St. Agnes Hospital support team. These folks have all been part of our lives for quite awhile and with the additional commitment of help and love.

Today I started rehab and my goals are to get out of here as soon as possible and to eat a full meal with all of the fixings! Under speech therapy I now swallow liquids like

applesauce, thickened apple juice, chocolate pudding and soup. One of my dreams now is to attack a glass of water with ice cubes and be able to swallow it without aspiration problems. Another enticing image is a tall glass of Sam Adams Beer.

Dr. Telles, my cardiologist, visited a few minutes ago and was quite dismayed to discover Toni had taken Keebler and Latrell home. He is a dog lover deeply attached to a Labrador pet in his home. He has certainly made the staff aware of how welcomed the dogs should be and he has set the tone for the cardiac units.

Of course, Toni is my anchor and joy in this current medical morass.

Ed

The first stroke hit on October 9, and Ed made slow progress during the next few days. On Tuesday, the 13th, he had a sleepy day, and I was scared. But on Wednesday, he rallied and grew stronger and stronger.

The first step in physical therapy was getting Ed to sit up in a stretcher chair. This is a great device where the patient is rolled from bed onto a stretcher, strapped in for safety, then gradually raised into a sitting position. The Lift Ambulation Team was made up of very muscular men to help with transfers from bed to chair, and they were extremely nurturant guys. Once in the stretcher chair, Ed could be fed his thickened diet. He never complained about the food and continually practiced the swallowing techniques recommended by the speech therapist. Actually, this swallowing technique is good for those of us who eat too fast. Each time you swallow a bite of food, take time to do another swallow with an empty mouth. Here's another exercise: hold the tip of your tongue between your teeth, keep your chin down and swallow. If you tackle that, put your tongue further out between your teeth and swallow. These exercises were to enable Ed to eat regular food. As a food lover, Ed obsessed about making progress until he could eat a hamburger and drink water and a beer!

When Ed was diagnosed with diabetes several years ago, we had many battles about his not walking around the house barefooted. When he received a pair of fleece-lined slippers for the holidays in 2006, he diligently wore them. During his hospital stay, he obsessed about having the slippers handy. In his mind, they signified walking again. When the LAT guys helped him sit in the stretcher chair and later a regular chair, he insisted on wearing his slippers rather than the hospital socks.

Ed became a favorite among staff. He always treated them with courtesy, letting them know how much he appreciated their assistance. As his speech improved, he chatted with everyone who came into his room. He appreciated the many visitors and I needed the distraction of phone calls and friends.

During Ed's hospitalization, several puppy raisers took Latrell and Keebler to their homes for a run in their yards. It was a wonderful break from the dogs being cooped up in the hospital room.

In some ways, Ed was charmingly child-like during this first week of the stroke. He greeted everyone with joy, and practiced leg lifts as prescribed by the physical therapist,

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A Tail to Tell

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arm stretches advised by the occupational therapist and swallowing. His motivation to get well and come home was off the chart. We both took joy and encouragement with every success, no matter how small.

My friend, Richard Stone, suggested I write down my fears, and the list got pretty long. Would Ed have significant disabilities requiring us to move from our two-story town house? With a left side weakness, would he be able to work Latrell, or would Latrell need to be trained on the right? With my spinal stenosis, would I have the physical strength to assist Ed? The list was a lot longer, but I didn't allow myself to prepare for the worst!

When I arrived with my two precious guides on Saturday, the 17th, Ed was sitting in a regular chair chatting with the nurses' aide. After regaling his morning visitors, he got tired and was put back in bed. He hadn't eaten much of his lunch and had already been given an insulin shot. His sleep was restless and it turned out he had a hypoglycemic episode. After being given sugar by the nurse, he came out of his fog with an almost manic demeanor. Dr. Heller, the hospitalist, told Ed rehab was scheduled for Monday. Ed was ecstatic and chatted nonstop to the doctor, praising St. Agnes' open acceptance of our guide dogs, puppy raisers and therapy dogs. He captured the doctor's interest with reminiscences of hospital access denials satisfactorily solved through the intervention of IAADP. Ed's speech was clear and his cognition perfect. He was so wound up, he didn't leave room for anyone else to speak. When I left him, I finally let myself get truly hopeful that things would work out!

Sunday morning, the phone rang and I thought it was Ed calling with the assistance of the nurses' aide. He had done that for the past few days. Having left on such a high, I was not prepared for the news that Ed was now in a coma. The staff found him in this condition when they were scheduled to turn him. My life, my hopes, my dreams and my partnership were destroyed in a flash.

Extensive tests, CT scans and EEGs showed significant swelling of the brain and a second, more extensive stroke was suspected. When I was told Ed would be non-functioning if he came out of the coma, I made the awful decision to discontinue all treatments. If he survived, he would have no recognition that his left side existed, making walking impossible. He would have no speech and be fed through a feeding tube. He would live the rest of his life in a nursing home. Ed and I had health directives, and this was not a life Ed would have wanted.

For four days, phenomenal friends kept vigil with me hoping circumstances would change. I always thought comas were quiet, but Ed thrashed and moaned and the hours I spent with him were torture. I talked to him, touched him and cried with each nonresponsive moment. Latrell put paws on the bed, frantically licked Ed's hand and wagged his Golden joy in seeing his partner again. No miracles happened and Ed was transported by ambulance to the Nancy Hinds Hospice Home on Thursday, the 22nd.

Ed was so respected and liked by the St. Agnes staff that many nurses and aides cried with me when they realized

his goal of rehab and home were not to be. He was always so engaging and gave thanks for each bath, feeding, transfer, antibiotic infusion, taking of vital signs, cleaning him up, and whatever other intervention was needed. One aide said she looked forward to coming to work knowing her day would be filled with assisting Ed and being welcomed by his big smile.

It was torture bringing home the suitcase I packed in readiness for transfer to the rehab center. Bringing those slippers home knowing Ed would never wear them again was the hardest thing.

How do I reconstruct my life without Ed? How do I become half of a team?

The Nancy Hinds Hospice takes six patients at a time in a home-like residence. Registered nurses are working around the clock and pain management is overseen by doctors.

When Linda drove me to the home, I noted there were no sidewalks, and commented Ed would not be happy, if only he knew. The installation of sidewalks in new developments and throughout Fresno was a big advocacy goal for Ed.

With large doses of morphine and Adavan, Ed's agitation was quieted. The home was pet friendly, so Latrell and Keebler were most welcome. I was invited to let the dogs romp in the huge fenced yard. Little angelic-looking Keebler took advantage of the opportunity to dive into a small fountain and spread mud all over her coat! A good towel-off made her presentable for lunch in an Indian restaurant.

As a young anthropologist, Ed spent three years doing research in India, fortunately long before I met him. He loved Indian food and taught me to love it too. It was the beginning of many experiences and meals I will no longer be sharing with him.

A core of loving friends held me up throughout this ordeal with their almost every day visits and vigils. Dozens of other friends and relatives visited, phoned, sent cards and emailed.

My beloved husband and partner slipped into a quiet death on the morning of October 25. To continue his giving back to society, his body was donated to Western University Medical School in Pomona, CA.

I am keeping Latrell. He is my connection to Ed. Keebler is very attached to her Golden buddy and would be very lonely without him. He is eight and too old to retrain with another handler. I love this goofy canine and don't anticipate a problem keeping him.

Since Ed's death, my days are still filled with friends, and I am holding up well. Mornings are the hardest with tears of facing the day without my love. People keep assuring me I have my memories, but I can't go to bed or wake up or travel with memories. I need to reinvent my life.

One shining spot in this time of grief is that my oncologist pronounced me cured of the breast cancer I experienced 11 years ago.

Many wonderful articles have been written about Ed and his accomplishments. On November 19, the Fresno City Council honored Ed with a proclamation, naming the date as Ed Eames Day. He would be so thrilled to know the impact his advocacy had on the world!

In Memorium

Ed Eames, Ph.D.,
1930 - 2009

Beloved President Emeritus of IAADP



Ed and Latrell

Latrell's Dilemma

*My dad entered the hospital a few days ago,
But things are different somehow.
At first, he'd go for a walk with me,
But he just lies there now.*

*I run to his side when we enter his room,
And put two paws on his bed.
I lick his hand, and anxiously await
His loving pat on my head.*

*I wanted to see Dad again today,
But Mom says retirement is best.
I'll miss him, but I hope that wherever he is,
He, too, can sit, down, and rest.*

By Devon Wilkins, Board Member

An Exceptional Journey

By Joan Froling

The assistance dog movement has lost one of its most respected and devoted ambassadors. On October 25, 2009, IAADP's President, Ed Eames Ph.D., passed away at the age of seventy nine.

An adjunct professor at CA State University-Fresno, Ed spent his career teaching and doing anthropology research at Baruch College in New York and previously at Temple University. His doctorate was earned at Cornell University with his research based in India.

In his forties, Ed gradually lost his eyesight to an inherited disease, retinitis pigmentosa, eventually becoming totally blind. Determined to be as independent as possible, Ed obtained his first guide dog from The Seeing Eye.

Retiring in his fifties, he decided to write a consumer's guide to guide dog schools for the blind. During the course of that writing project, he fell in love with Toni, a guide dog user whom he interviewed for the book. She soon became his research assistant and then the book's co-author and his wife. For the next 25 years they were inseparable.

Prolific writers, their second book, "*Partners In Independence*," was drawn from their award-winning column of the same name which ran for over a decade in the world's largest all breed magazine, *Dog World*. The second edition of this book is still in print and serves as a fascinating history of the assistance dog movement in the 1990's.

In 1993, Ed became the co-founder and President of the International Association of Assistance Dog Partners, a cross-disability "self help" organization for assistance dog partners. IAADP has empowered disabled persons with guide, hearing and service dogs to work together to advance the assistance dog movement through many education initiatives, advocacy campaigns, peer support projects, the website, fourteen conferences and its global networking publication, *Partners Forum*, that today links together many assistance dog teams and more than 220 guide, hearing and service dog training programs on five continents.

As IAADP's President, Ed was frequently consulted for advice on access problems. He served as an expert witness in court cases. Under his leadership, IAADP tackled legislation, federal rule making and a number of other important advocacy issues. IAADP grew from 25 teams at our inaugural meeting to over 2,500 dues paying Partner Members. We are also blessed with many Friend and Provider Members who support our efforts to promote the responsible use of access rights.

In 2001, Ed helped me form a political alliance with other stakeholders in the assistance dog movement, for which he coined the name, the Coalition of Assistance Dog Organizations. CADO members included the two umbrella organizations for non-profit training programs, Assistance Dogs International and the Council of U.S. Dog

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An Exceptional Journey

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Guide Schools. It also included the world's second largest consumer advocacy organization, Guide Dog Users, Inc., as well as IAADP which represented service, hearing and guide dog handlers whose dogs were program trained, privately trained or owner trained. As a coalition, CADO seeks input from its diverse membership and it provides a platform for many like-minded individuals to speak with one voice when and where this is necessary to achieve consensus and change. CADO took on a number of advocacy challenges to protect and preserve our hard won access rights and it has been consulted by government officials on issues ranging from access for service dogs for psychiatric disabilities to recommendations for service animal relief areas at airports.

Deeply concerned about the people who were struggling near the poverty line to care for their assistance dogs, Ed made the goal of "reducing the financial burden of assistance dog partnership on disabled persons" a very important part of his presidency. Ed knocked on many doors for many years, refusing to give up, seeking ways for corporations to provide support directly to our members through the donation of products, discounts and rebates. He also worried about members who would have to return their dog to the program that trained the team or give the dog to a rescue or find another home for the dog if their canine partner developed a major veterinary problem that was treatable, but the cost of treating the condition to maintain the working relationship was something the disabled person simply could not afford. Ed worked tirelessly with Toni and our Board to launch and sustain an emergency veterinary care financial-aid fund. Through Heska and then the Veterinary Care Partnership Program, IAADP has been able to provide many grants over the last decade to "save a partnership," working with a member's veterinarian in times of crisis. Ed was proud of how responsible IAADP members have been, respecting "the honor system," only applying for a grant from the limited funds available when no other option existed.

Another approach that Ed took was to raise awareness in the veterinary community about the special needs of clients with assistance dogs. Seeking an annual grant from a pharmaceutical company to offset some of their travel expenses, Ed traveled with Toni to a number of veterinary schools and gave workshops at veterinary conferences in North America. One goal was to educate veterinary students and veterinarians about the wonderful work performed by assistance dogs. Another goal was to sensitize them to disability etiquette when interacting with clients with different kinds of disabling conditions. Ed and Toni also talked of their deep involvement with IAADP and encouraged veterinarians to help IAADP members obtain the growing number of benefits generously provided by our sponsors in the USA and Canada. In addition, they asked veterinarians to consider providing discounted or free veterinary care to keep assistance dogs in optimal health.

In 1999, Ed and Toni scripted an award winning video about the assistance dog movement to enhance the impact of their presentations. It featured the schooling of guide,

hearing and service dogs and shows how disabled persons benefit from teamwork with these highly trained canine assistants in many settings. One version was for veterinarians and a general audience version was also made available to our members for educational purposes for a small donation to IAADP. This film was updated several years ago with additional footage to reflect new types of work being performed by service dogs and to familiarize DVD viewers with the use of small breeds and less common large breeds that are assisting disabled persons. A video for training airline employees about assistance dog partnership and disability etiquette was another of the many projects successfully completed by Ed and his wife.

As educators and advocates, Ed and Toni made many friends for the assistance dog movement on their trips to countries like Israel, Holland, South Africa, the U.K. and Japan as well as on their travels throughout the USA and Canada. In addition to their work in the veterinary community, Ed also secured invitations for them to speak at conferences on human/animal bond studies, disaster relief, mobility issues and in other venues in the disability community.

The list of what else Ed accomplished in a life dedicated to helping others through IAADP and the disability rights movement could go on and on...for he never took a day off. He had his share of health problems, family tragedy and disappointments, not to mention all the difficulties inherent in trying to function in a world as complex as ours without eyesight. Somehow he found the strength to persevere and the vision to see what the future might be like, if he could kindle in the hearts of others, the excitement he felt about the subjects he brought to their attention.

Many members of Assistance Dogs International and the International Guide Dog Federation who knew Ed personally have joined with IAADP and guide dog user advocacy groups in mourning the loss of this remarkable man.

Ed, you've touched our lives.

You will be deeply missed!

An Invitation

IAADP has created a special section on our website with photos and highlights of Ed's work on behalf of the assistance dog movement. We hope you will visit it. Please take time to share your thoughts or memories for our "Memorial Keepsake Book" that Ed's wife, Toni, is putting together.

How has Ed or IAADP touched your life? You'll find a box that enables you to type in your message. You also will have the opportunity to view the heartfelt comments left by others in this section. It would mean a lot to Ed's wife and to all of us who are grieving for the loss of this wonderful man, if you would leave a message there. www.iaadp.org

Any personal remembrances or memorial donations may also be sent to IAADP, c/o 3376 N. Wishon, Fresno, CA 93704.

Sharing

Ed's wife, Toni, asked each board member to write something for this issue. We also are publishing several letters we received from leaders of other organizations in the assistance dog field who knew IAADP's President as both an ally and a personal friend.

Mission Impossible

By Joan Froling

It still does not seem real. I cannot believe I will never hear Ed's voice again, a late night call, telling me a vitally important advocacy issue has just dropped into our laps and there isn't a moment to be lost. Sometimes we took on battles where the odds against success were so astronomical, I thought it was hopeless to try. Ed would admit we had almost no chance of winning, as the matter was "a done deal" as far as the government was concerned or because of all the publicity and fanfare surrounding a particular announcement. Even so, he insisted the issue was much too important not to give it a try.

I learned it is amazing what can be accomplished if you are willing to drop everything, burn the midnight oil and rally others to your cause. I will never forget those advocacy campaigns and the jubilation in his voice when he'd get back in touch to let me know, months later, sometimes several years later, our IAADP network and allies had done the impossible.

Thank you, Ed, for those David and Goliath lessons. For all of the other lessons you taught us along the way. The last seventeen years since I met you and Toni have not only been the busiest years of my life, but also the best.

My Mentor, My Friend

By Kevin Frankeberger, Ph.D., CFRE, Board Member

Having both worked in academia, Ed and I both knew what "mentor" truly meant. It was that very special relationship we might have with a favorite graduate student. Or, it was the relationship we had with the chair of our dissertation committee so many years ago. In terms of the management of IAADP, I asked Ed to be my mentor and he agreed with much enthusiasm.

Sadly, he only served in that honored and trusted role for some ten months. I lost my friend and my mentor. Sadly, as we age, we do lose our friends at an ever increasing rate. But that special role of "mentor" is not meant to end in only ten months. Neither he nor I ever expected that. He was not done with me and I was not done with him. My learning was not complete.

Over time, I might "get it" but it would have been so much easier and so much more fun if I could get that email, "Dear Kevin, think about..." Or, that telephone call right as I was fixing dinner with an alternate view of what I had previously offered.

Ed, I miss you. Rest in peace dear friend and yes, mentor.

Ed's Dream

By Jill Exposito, Board Member

Ed had a dream, or you could say, he had a passion. A dream that someday all assistance dog partnerships throughout the world will have equality in every part of their lives. But to make this dream become a reality, Ed believed that we all needed to do our part to make this happen. He believed that if each of us would take the time to educate and advocate for assistance dog partnerships, that the knowledge and understanding would become powerful and grow. We can honor Ed by being stewards of the cause and doing our part, reaching towards that dream and help it become the reality. Ed was our champion and our leader. In his honor and memory, we can be the soldiers making the dream come true for all assistance dog partners throughout the world.

In Memory of Ed

By Margie Gray, Board Member

I had been aware of IAADP for several years and became a member when my service dog, Lucas, graduated from training and went to work with me full time. I always loved the *Partner's Forum* and especially the Eames' article each month. I sent an article in for the *Forum* a few months ago about Lucas's medical treatment prior to his death in June. A few days later the phone rang and a voice said "This is Toni and Ed Eames calling!" I was astounded, especially when they asked if I would be willing to edit some articles for the *Forum*. What an endorsement that felt like! I jumped at the chance and had many email and phone conversations with both Toni and Ed in the weeks that followed. It was during that time they asked me to join the board.

I was looking forward to finally meeting the Eames when they came to Kansas City...what a missed opportunity for me. I feel the "if only" regrets that I didn't hurry to get to know Ed faster, sooner and better. I am on the periphery of the huge toll his death has taken on the organization and on the people who knew him best. I wish I had the chance to get to know him in a much deeper way and pick his brain about the early days of access for our dogs. A good lesson not to put off getting to know someone! I wish I had learned that lesson a different way.

I thank God for the glimpse I was given of this wonderful man.

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Sharing

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Ed Eames, A Risk Taker

By Devon Wilkins

“**W**here’s our hug?” Despite its brevity, that greeting that Ed often used spoke volumes about his warmth and sincerity. Considering everything he achieved during the course of his life, and everything that he constantly had on his plate, he could well have been a whole lot more private. But Ed, like Toni, was a risk-taker. He, like anyone who dares to dream big dreams, knew that in order to turn those dreams into reality, he would have to sweep aside the natural fear of the unknown, and embrace the world, and face challenges head-on.

Ed would do whatever it took to level the playing field for people with disabilities, even if he wasn’t entirely aware of how close he came to jeopardizing his own personal safety. On the first day of our trip to Japan in October of 2004, we had the opportunity to address approximately 100 young students. Eddo, as our host called him, had the job of demonstrating what a guide dog does for his blind partner on a daily basis. The audience held its collective breath as he and Latrell came within a hair’s breadth of tumbling headlong off the stage. It’s doubtful that those children will ever forget that heart-stopping moment, despite the language barrier.

Ed could have easily steered clear of drawing attention to himself, leaving it to others to assist those who were less confident travellers than he was. Instead, he frequently used a squeaky toy as an audible beacon to stragglers.

Ed could have brushed aside requests for help with access issues from across the United States and beyond, but he and Toni always found time to offer a word of advice.

I will miss Ed’s warmth, sincerity, sense of humor, and wise counsel, but at the same time, I am firmly convinced that it is better to have known and lost him, than never to have known him at all. His voice of reason may indeed have been physically silenced, but his advocacy skills and his powers of persuasion remain as a beacon of encouragement and inspiration to everyone who knew him, and to many who didn’t.

Assistance Dogs International

Dear Toni
It was with great shock that I heard about the death of Ed at the weekend. Indeed, I am still coming to terms with the implications for the assistance dog movement of losing such a wonderful advocate as Ed. I cannot begin to imagine the loss you must feel and I want you to know that you are in the thoughts and prayers of many people associated with this wonderful movement of ours.

Ed was an outstanding advocate for assistance dog partners as well as being a thoroughly decent human being – someone who always had time for everyone and made those around him feel special. I fondly remember the

warmth and openness of the welcome I always received when meeting Ed and it is hard to believe that he is no longer with us.

On behalf of assistance dog programmes worldwide, I want you to know how much we have valued the contribution that Ed, yourself and other members of the IAADP Board have made to strengthening the movement. You can be justly proud of everything that Ed had done to enhance the opportunities open to assistance dog partners and without his outstanding contribution the world would be a lesser place for all of us.

We must ensure the wonderful legacy that Ed has left for us is continued and you can be assured that ADI will do everything we can to support the Board of IAADP in the future.

From: Peter Gorbing, President
Assistance Dogs International

ADI North America

I have known Ed for close to 20 years and I have yet to reconcile his loss in my mind as a friend and one of the strongest advocates for people with disabilities that I have known in 40 years of working for and with people with disabilities. ED is one of my top 5 heroes, along with FDR, MLK and a small handful of good managers. ED was relentless, persuasive and hard to say no to. He was compassionate, smart and persistent, a very effective package. This tough, yet gentle New Yorker showed the rest of us, if we were really listening and watching, how to live life to the fullest despite life’s challenges. Ed was out there, he traveled and advocated for the assistance dog movement more than anyone I have known. Obviously Ed will be sorely missed and his departure is our significant loss.

From: Corey Hudson, Executive Director,
Canine Companions for Independence
President of ADI North America

Assistance Dogs Japan

Ed, you are the master who showed us the way to fight for our unequaled partners, our assistance dogs.

Ed, who like our father, always encouraged us to become leaders and go forth with the Japanese Assistance Dog Movement.

Ed, we will honor you and go forward with your ideas to help all assistance dog partners.

Please watch over us as we prepare for the Second Asian International Assistance Dogs Partners Conference in Japan 2010. We will feel your spirit there as you guide us to a successful conference.

Ed, we love you. We miss you.

Moto Arima, President
Japan Hearing Dogs for Deaf People and
Assistance Dogs Japan

continued

Guide Dog Users, Inc.

Guide Dog Users, Inc. is one of many organizations that has benefitted from Ed's hard work and commitment to the assistance dog movement. We have lost a strong voice and willing champion. Ed's voice may be silent but his spirit and legacy remain and we will continue to honor his memory with our commitment to the movement he so valued.

From: Becky Barnes
President of GDUI

**Hope You Will
Support IAADP!**

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

New Release

By Joan Froling

Healing Companions: Ordinary Dogs and Their Extraordinary Power to Transform Lives

Jane Miller, LISW, is a therapist and one of the pioneers in training assistance dogs for individuals with mental illness. Her book utilizes case histories of real teams to raise awareness on how a task trained service dog can benefit someone struggling to cope with a chronic mental illness.

The personal experiences of these teams serve as a springboard to a discussion of selection criteria, task training, owner-training, public access testing, ethical issues, family dynamics and other relevant topics such as retirement and successor dog decisions. Her book asks thought provoking questions that every person should consider before they jump into getting a service dog, no matter what their disability. As a bonus, just about every chapter contains referrals to websites and books where additional information is available on a number of the topics covered in that chapter.

One section includes interviews with two veterans who discuss their experiences obtaining a service dog to help them transition back into civilian life. One veteran's dog was trained specifically to perform tasks to mitigate some of the symptoms of post traumatic stress disorder (PTSD). The other dog was schooled to assist a soldier who had serious mental and physical injuries as a result of military service. These dogs were raised and trained through prison programs under the auspices of two reputable non-profits, Puppies Behind Bars and NEADS.

After reading the manuscript and confirming it did not blur the line between a pet and a task trained service dog, I consented to the author's request for reprint permission for two articles I wrote for the website of the International Association of Assistance Dog Partners (IAADP). Both "*Service Dog Tasks for Psychiatric Disabilities*," updated last summer, and "*Traditional Assistance Dog Tasks*" appear in her Appendix. Her goal was to further acquaint the public with the wide range of useful behaviors that guide, hear-

ing and service dogs can be trained to reliably perform on command or cue.

Later the author asked if I would write "The Forward," which gave me an opportunity to reinforce the fact this book is about partnership with an assistance dog. While no one denies the value of a dog's companionship and the other therapeutic benefits to be reaped from pet ownership, why settle for a pet? Through innovative tasks such as those detailed in Chapter Two, Jane describes how a teamwork approach with a service dog can offer new hope to individuals with psychiatric disabilities who are unable to achieve a significant improvement with conventional therapy and medication.

Service dogs for psychiatric disabilities are a hot topic in the media and the halls of Congress and the hospitals run by the Veterans Administration. Too many doctors have been handing out a prescription for one without giving a patient any information on where to obtain a suitable candidate, what a service dog can do for them or how to proceed. A book like this offering practical guidance and clearly communicating the difference between a service dog and an emotional support animal, is a welcome addition to the literature about assistance dog partnership.

U.S. DEPARTMENT OF JUSTICE

Access Problem?

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

Email: ada.complaint@usdoj.gov

Training Made Fun With “*Tug for Treats*”

By Karyn La Grange

With guide training well behind us, Thane and I are now training tasks to mitigate my incomplete quadriplegia. Retrieving was difficult enough for my border collie – a natural “nose-nudger” of toys whose idea of helping me with anything was to nudge items closer so I could retrieve them myself. LOL. We eventually clicked on retrieve, but tug was really testing my training confidence. I felt like the only way we would succeed at this was for Thane to watch a demonstration by another service dog.

I was feeling jealous of those fortunate to have breeds and/or individual dogs who are natural play tuggers. This often can result in an easier training process focusing on application to task training rather than on the entire process from the concept of tugging to task application. Border Collies however are not generally of the play tug caliber, but of the latter resulting in a tedious process where losing track of the fun can easily take place. The process thus becomes the entire focus.

My previous service dog Chimette (Met) was a Border Collie Shepherd cross. He learned to retrieve and tug by watching other service dogs. Once he saw others do it, a little practice was all that was necessary for him to reliably perform the tasks. This time, however I wanted to train these tasks in a step by step process. My goal was to prevent Thane from forming any weak links in the tasks that arose for Met. Since Thane has never been one to offer behaviors to get the reward, some tasks are more difficult for us to train. When Thane gets it however, he really gets it!

I was questioning whether Thane would ever learn to tug. The numerous training suggestions I received had one thing in common – they flopped! It was feeling like this was just not meant to be for us. The strategies all seemed to require a dogs understanding of play tug or at the very least a dogs keen interest in trying new things – neither of which Thane had. Accepting this would not be part of his tasks seemed unimaginable with my need for numerous tasks based on tug. All was not a lost cause for Thane though.

In communicating with Joan Froling, I learned about a game she invented, “Tug for Treats.” What an awesome concept! As I read the lesson plan I knew right away that it had potential.

It was also really easy to adapt it to clicker training. WOW! After just a few sessions, Thane was taking hold of the short strap of webbing, holding it and dropping it to the ground to receive his reward. My concern that the step of dropping the strap to the floor could ruin his retrieve was quickly allayed when Thane promptly retrieved the strap to begin again! The difference in this plan as opposed to all the other suggestions, is that it began at a place where it assumes nothing of the dogs instincts or understanding of what tug is, instead teaching every step of the process from mere interest in the item to taking hold of it to eventually putting weight into the tug. I was to discover that this was something Thane was not just interested in, but that he could and is excelling at. Though Thane’s biggest successes

at the moment are when we are facing each other while he helps me undress, or play tug, we are beginning to apply the training to other tasks like tugging his crate door open.

Progress happens most when I am excited and very positive throughout the session. This positive attitude is crucial when training new concepts. I have noticed that when I am really worn out and not capable of being in training mode for the task at hand, its best to not ask Thane to help. I will admit, it is easy to forget that Thane, a trained guide dog, is learning when it comes to other training. He is very much a work in progress and as such needs me to keep it fun and enjoyable. When I am lacking in energy and passion for training, Thane has no interest in tugging my socks, pants or whatever else. When I am energetic as I train with him, he is full of enthusiasm producing awesome accomplishments. I may be needing his help more than I ever have presently (due to power chair mechanical issues that have put me in a manual chair for a time), but its still very important to remember that he is learning and as such the process needs to remain slow and steady. This is not a race to see whose multi-disability service dog is trained first. It’s a slow, steady individual process, that when trained systematically throughout the complete chain of the task will provide me with many years of exceptional support down the road.

I will admit I am excited for the day when Thane opens the fridge or closes the door as we head off to town. I know that as we continue to train and build confidence together, Thane will be able to provide very solid skills for these tasks and many others like them.

If you are struggling training tug with your SDIT like we were or you are simply hoping to prevent difficulties in the training process, “Tug for Treats” is just the ticket for you. You can find the article by that name at: <http://www.iaadp.org/tug.html>

Happy Training.

IAADP Writing Competition

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

Best Article

Best Opinion Piece

Best Short Story or Anecdote

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

See page 15 for this year’s winners

The Power of One

By Toni Eames

Here's one of the easiest ways you can support IAADP just by doing your grocery shopping! The SHARES card is part of a new partnership and the best part of this promotion is that you don't have to do a thing, but show the card when you shop at any of these stores:

- Save Mart Supermarkets
- S-Mart Foods
- FoodMaxx
- Lucky

Each trip to the grocery store can help support IAADP. Every time you use the SHARES card, 3% of your purchase will be donated to IAADP.

Through the SHARES (SHARES for Supporting Humanities, Arts, Recreation, Education and Sports) card, Save Mart donates up to \$4.5 million annually to its communities. SHARES points (dollars) earned are shown on the bottom of your receipt and credited to IAADP. Just present the SHARES card to the cashier before you begin your transaction.

These grocery stores are primarily located in California and Nevada, but, even if you live in another state, you can still help. You may have friends or relatives living in

these states who shop in the designated stores. Please send a stamped self-addressed envelope to Toni Eames, 3376 N. Wishon Ave., Fresno, CA 93704 with a note requesting one or more cards. I have given cards to my Lions Club, veterinary office and to all my friends and readers.

Please help! IAADP is your organization and in addition to making your own financial contribution, this is just one more way to fund raise for IAADP.

Locate a store near you!

- SAVE MART
www.savemart.com
- LUCKY
www.luckysupermarkets.com
- FOODMAXX
www.foodmaxx.com

Other fundraising opportunities may exist in your city or state. Please check them out and let us know how to help. With the tight economy we have lost some sponsorships and depend on you to assist IAADP's fundraising efforts.

Notice of IAADP Election in 2010

Sixteen years have passed since the International Association of Assistance Dog Partners's inaugural meeting. Held in conjunction with the Delta Society and Assistance Dogs International conferences in St. Louis, MO, this historic meeting brought together men and women partnered with guide, hearing and service dogs to discuss compelling issues confronting the assistance dog movement. The outcome was an unanimous vote to establish an independent cross disability organization which would represent and advocate for disabled persons partnered with guide, hearing and service dogs. A board of directors was elected that evening to carry out IAADP's mission to (a) give assistance dog partners "a voice" in the assistance dog field, and (b) to bring together those partnered with guide, hearing and service dogs to work together on issues of mutual concern, and (c) to foster the assistance dog/human partner relationship.

In 2010, IAADP Partner Members will have the opportunity to vote for the men and women who will represent them on the IAADP Board. As per our bylaws we are giving a first Notice of Election in plenty of time to allow our members partnered with guide, hearing

and service dogs to consider whether or not they might want to stand for election.

Board members serve a four year term in a volunteer capacity. If you are someone who loves the assistance dog movement and you would like to participate in interesting projects, become involved in advocacy work and/or assist with putting on our annual conference, please consider getting in touch.

Prospective IAADP board members must commit to attending board meetings every other month by conference call and one board meeting per year requiring travel, usually held for two days in conjunction with a conference in the assistance dog field. In the past, IAADP has not covered travel expenses or reimbursed more than one night's lodging for the annual meeting, but we will work with a board member upon request to help reduce some of the cost of attendance.

Partner members who would be interested in volunteering to serve a four year term should send a biographical resume and two references to the IAADP Nominating Committee, P.O. Box 1326, Sterling Hts., MI 48311 in the USA. Your letter must be postmarked no later than June 1, 2010.

The Quiet Courage of Conan

By Michael Schiavo, 6th Grade

Eleanor Roosevelt once said, “You gain strength, courage, and confidence by every experience in which you really stop to look fear in the face. You must do the thing which you think you cannot do.” When most people think about courage, they think of someone risking his own life by running into a burning building to save someone else, or of a pilot landing a plane in the Hudson River without one person getting hurt. People also think soldiers fighting in Iraq for our freedom are courageous. All of these things do show courage and also get a lot of publicity. There is another type of courage that doesn’t get a lot of attention that I believe in. You could call it a quiet courage. I’ve learned my greatest lessons in courage, not from a human, but from my service dog, Conan. He is my example of quiet courage.

Conan is a three year old Labrador and Golden Retriever mix that I was paired with a year ago. He looks more like a yellow lab. He has a big head, soft fur, a long tongue and his whole body wiggles when he is happy. For the first year and a half of his life, he was raised by puppy raisers named Billie and Steve. They loved Conan and taught him 30 commands. Then Conan moved to Advanced Training School at SUNY in New York for six months. He learned 30 more commands. When he passed all the tests, I went to New York and trained for two weeks with him. When we both passed all those tests, we came home to Richmond together.

Conan knows a lot of commands because he’s really smart and he learns fast. He was born with courage and these are the lessons he taught me.

Lesson of Courage #1: Stand up for something or someone you believe in even if it’s unpopular. When I get in trouble, Conan still supports me, even though I might not be very popular in my house that day. Sometimes I lose my temper and cause my family to not want to even look at me. On those days, the only place I feel I can go is my room. No one comes to see if I’ve calmed down, but my dog is right by my side. He believes in me when I’m not popular. I’ve learned you should never desert your friends or family or my ideals, even if they are not popular.

Lesson of Courage #2: Show integrity no matter what. When I’m out in public with Conan, he’s working for me and no one should pet him. He even wears a patch on his vest that says “Please don’t pet me. I’m working.” But evidently the dog is like a magnet for petters. Even though I ask them not to pet him and his patch says not to pet him, people ignore me and still do. I get so frustrated. I give my Mom the evil eye and think I want to rip his arm off and beat him with it. Then I look at my dog and he’s sitting politely, wagging his tail showing as much integrity as I’ve ever seen. I’ve learned that I should always treat people with integrity and kindness, even when they don’t deserve it.

Lesson of Courage #3: Trust the path that God sets for you. Before I got Conan, he lived for 1½ years with a puppy raiser and then 6 months at advanced training. His puppy raisers and trainers were like family to him. When he was

paired with me, he had no fear of leaving his family behind. He knew his purpose was to help me. Even thinking about leaving my family, is frightening. I’ve learned that you should have faith in God’s plan for you even if it’s unclear or hard.

Lesson of Courage #4: Don’t judge others for being different. Conan will do anything I ask him to because he is happy to serve and doesn’t judge differences like me being in my wheelchair. How could a silly dog who is happy chasing his tail in circles and wiggles his whole body when he is happy judge others? I’ve learned, no matter what differences people have, you can’t judge them. Everyone has some good.

Lesson of Courage #5: Don’t give in to peer pressure. One of Conan’s rules is to never eat anything off the floor. He can only eat on command from my hand or from his bowl. Most dogs automatically eat any food they find on the floor. When I’m training Conan, I throw his kibble all over the kitchen floor and let our family dog in to eat it. Conan sits by my side and leans into my chair never budging from the doggie peer pressure. I know how much he loves his food and he really wants to eat it. He never does. I’ve learned that even though it would be easier to do what everybody else is doing, even if I’m not supposed to, I should lean onto the right thing like Conan leans onto my chair.

Lesson of Courage #6: Put other people before yourself. Whenever I ask Conan for help, he’s happy to serve. He doesn’t act tired or frustrated. He’s happy to stop doing what he’s doing to put me before him no matter what I ask or how many times I ask it. I’ve learned that others come before me and I should be happy to do whatever it is they ask of me.

Lesson of Courage #7: Always forgive. When I get frustrated and vent on Conan, and it would be easier for Conan to not bother with me, he still doesn’t leave my side. I’ve learned that friends and family may say things they don’t mean out of frustration, but I need to forgive and love them because no one is perfect.

Lesson of Courage #8: Always remain loyal to the most important people in your life. When family and friends visit, they give Conan a lot of attention by playing with and petting him. Although it would be easy for him to be distracted by all the attention, he is always most loyal to me. I’m the person he comes back to. I’ve learned that people may come and go, but your family and good friends don’t, so stay most loyal to them.



continued

Lesson of Courage #9: Have unconditional love for family and friends, even when they've made bad choices. When I yell at my Mom and hurt her feelings and I'm afraid she might be mad at me, Conan still loves me wholeheartedly. He doesn't judge me for my bad choice. I've learned that love fixes everything.

Lesson of Courage #10: When the going gets tough, never quit. When Conan pushes heavy doors open for me with his precious pink nose, it would be easy for him to stop before the door is all the way open. With my encouragement, he never quits. I've learned that even when the world seems against you, you should still keep pushing through. When I first realized that my muscular dystrophy was getting worse, I didn't feel like doing anything with my friends or family. I wanted to quit school and youth group and stay in my house. Conan taught me, NEVER GIVE UP!

Every day I feel more confident and act with more courage because Conan is by my side. I'm not afraid to do things I physically cannot do because of muscular dystrophy, because Conan can do it. Conan will probably never be famous or make the headlines of national newspapers for being my service dog, but in my eyes, he's the most courageous dog I know. Even if he did get a lot of publicity, he wouldn't notice. In his quiet courage, all he cares about is a pat on his head or a "Good job, buddy!" from me.

Service Dog "benefits" for Veterans

Editor's Note: The following notice was sent out by the Veterans Administration.

For any Veteran currently using a service dog or interested in obtaining a service dog, we encourage you to enroll in your local VA Medical Center and be reviewed by a clinician (Physiatrist, Spinal Cord Injury, Audiology, etc.) for the suitability of your current or proposed dog. If you qualify for a service dog per VA criteria, that clinician will work with the Prosthetic and Sensory Aids Service to have your dog approved and entered into your record. Once on your record, the VA will pay for veterinary costs and hardware such as harnesses or backpacks. Veterinary costs cover prescribed medications (but not over-the-counter medication), sedated dental cleanings, annual check ups, vaccinations, and more. VA will not cover things such as grooming, boarding, or non-prescription food.

For more information, please visit the following websites:
<http://www.prosthetics.va.gov>
<http://www1.va.gov/health/ServiceandGuideDogs.asp>

DOT Policy May Change

By Joan Froling

On December 17, 2009, IAADP submitted a public comment to the U.S. Department of Transportation (DOT) on an issue of critical importance to our members. A copy of it will follow this introduction.

As you may recall, the DOT's Final Rule in May 2008 recognized a new category of task trained service animals, something it labeled a psychiatric service animal (PSA). The DOT announced that handlers of a PSA were subject to the same documentation requirement as the handlers of an emotional support animal (ESA). The DOT labeled this decision an anti-fraud measure, claiming that pet owners were abusing both categories.

Effective May 2009, handlers of a PSA or ESA would have to submit a letter from a licensed mental health professional less than one year old on letterhead stationary verifying the passenger had a disability, although it was not necessary to name the disabling condition. Furthermore, the airlines could require such letters be submitted at least 48 hours before departure so as to allow time to check out the validity of the letter. The DOT warned it would re-evaluate its policy with regard to other categories of service animals if it discovered abuses taking place in one or more of those categories too.

About seven months later, the DOT held a conference call seeking input from IAADP and other organizations about whether to open this subject up for public debate through the rule making process, as requested by a petition it received in April from the Psychiatric Service Dog Society. The Society labeled the DOT's decision to impose the same documentation requirements on handlers of psychiatric service animals as they had for emotional support animals as discrimination against the mentally ill.

IAADP's President who favored a public debate, contacted the DOT afterwards to ask for the timeline, wanting to give our members advance notice. The official he spoke with told him the DOT was not planning to do anything else on this issue until 2010. Unfortunately, as it turned out, he had been misinformed.

In September the DOT published a call for public comments on a number of issues surrounding the petition from the Psychiatric Service Dog Society. The DOT document indicated reluctance to go through the very time consuming process of issuing a Notice of Proposed Rulemaking to amend the Air Carrier Access Act. It said it first wanted to obtain public comments on the petition itself, before making up its mind.

The DOT was very critical of the petition on several points. It informed us that it was considering a number of options. One might be to require documentation of a disability and advance notification for all service animal handlers. Another might be to require it of everyone with an invisible disability. A third might be to make no changes

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DOT Policy May Change

Continued from page 13

to the current requirements for a PSA handler and an ESA handler. A fourth might be to drop documentation and notification requirements for both PSA and ESA handlers. Yet another would be to treat PSA handlers like other handlers of task trained service animals, accepting credible verbal assurances in lieu of documentation, but to keep the documentation and advance notification requirements in place for ESA handlers. This latter option is the one that IAADP and other members of the Coalition of Assistance Dog Organizations (CADO) hope to see adopted, as does the PSD Society.

The DOT also asked airlines to report if they had any experience of passengers trying to pass off a pet as a psychiatric service animal or some other category of service animal? It asked some other questions along these lines, indicating it did not have documentation of a widespread problem with fraud on the part of pet owners in the ESA or PSA categories.

The DOT went on to say that all service animal handlers have a stake in putting an end to fraud. The DOT asked for ideas, other than a letter from a physician or mental health professional, to help the airlines deal with the issue of pet owners attempting to abuse the system so they can fly with their pets in the plane cabin.

By the time someone alerted IAADP that the DOT was seeking public comments and I informed other CADO members, there was just a little over two weeks rather than three months to go through the labor intensive process of drafting public comments and then tackling the approval process before the deadline. It was necessary to set aside the newsletter till after the holidays and focus on this advocacy work, for remaining silent was not an option.

It would be helpful in the future if IAADP members do not assume we know about an agency's request for public comments on a service animal issue. If you come across something in the federal register or some other source, please send your board an email!

I will update you as soon as we have any concrete "news" on what the DOT decides to do about this matter. Hope I will have some good news to share.



IAADP Public Comment

December 16, 2009

Re: DOT Docket ID Number OST – 2009 - 0093

Nondiscrimination on the Basis of Disability in Air Travel

The International Association of Assistance Dog Partners (IAADP) is a non-profit cross disability organization founded in 1993 with more than 2,500 disabled members who work with guide, hearing and service dogs. IAADP supports the requested amendment to the Air Carrier Access Act with respect to eliminating the 48 hour Advance Notification and Documentation requirement that the DOT imposed on the handlers of psychiatric service animals.

Historically, the Department has made a sharp distinction between individually trained animals who perform

tasks and qualify as service animals under the Americans With Disabilities Act (ADA) and animals who do not. Generally the airlines could not require documentation of a disability from a service animal user if the person provided credible verbal assurances the animal had been trained to perform tasks or functions related to their disability. The one exception was permitting airlines to require documentation from the owner of a cat, dog, duck or other animal used for emotional support, one who did not have to have special training for that function.

In the last few years of the 20th century, some individuals with psychiatric disabilities who wanted public access rights began training their dogs to behave appropriately in public and to perform tasks to assist them in coping with disabling symptoms and medication side effects. IAADP welcomed them as members and by 2001, began advocating for recognition of this new kind of service dog from federal agencies.

It has always been IAADP's position that someone with a psychiatric disability who works with a task trained service dog should be treated the same as a guide dog partner or any other disabled person whose dog qualifies under the ADA as a service animal. We discussed this crucial matter with officials at the Department of Transportation in June, 2003, at a meeting after the publication of their Guidance update. To be fair, the DOT never got back to us after reading the educational material we supplied, but for five years, we assumed they shared that viewpoint, as we had no reports of anyone with a psychiatric disability partnered with a service dog encountering documentation demands.

The Department's decision in 2008 to suddenly impose documentation requirements on assistance dog handlers, those with task trained dogs classified as "psychiatric service animals" sent a shock wave through our community. When IAADP contacted the Department seeking an explanation, IAADP was told that the DOT took the position that it had never distinguished between an emotional support animal (ESA) or psychiatric service animal (PSA), in the past. Therefore, it did not consider this documentation requirement for a PSA handler to be a new policy, but merely a "clarification" of an existing policy.

IAADP shares the Department's concern re fraud and abuse of service dog access since such abuse could impact on access policies and availability. However the Department has shown neither empirical nor anecdotal evidence that abuse exists and is of such a magnitude it would require such onerous measures being imposed on the handler of a psychiatric service animal. At a minimum there ought to be a showing of substantial, substantive evidence that such unusual restrictions are necessary and would accomplish the desired result.

IAADP joins with other CADO members in recommending that DOT do a five year study on the issue of the existence and frequency of fraud and abuse related to service dog access. DOT could require the airlines to collect statistics about (1) the number of assistance dogs traveling and (2) what percentage presented problems and (3) what percentage was documented as fraud or (4) attempted fraud or (5) suspected fraud. Items 2-5 would also require a complete brief of the incident including the identification of the type of service animal. In that way, the DOT could develop

continued

the information needed to show if a real problem exists or not and if it does, the frequency and depth of it and within what segment or segments the problem lies. If a problem is shown to exist, this information will be invaluable to finding an effective solution.

In closing, we urge the DOT to take the necessary steps to rescind the Advance Notification and Documentation requirements for individuals with psychiatric disabilities who work with task trained service dogs. Return to the use of credible verbal assurances to determine if a dog is task trained or belongs in the emotional support animal category.

Because of concerns about abuse of the emotional support animal category, we would support the DOT keeping a requirement for ESA documentation in place. The bottom line is that it should be the dog's training, not the handler's disability, which determines its legal status.

Adding a steep penalty for service animal misrepresentation would serve as a powerful deterrent. At this time, there are no consequences to worry about if committing fraud. We hope to see this fraud prevention method given serious thought.

Respectfully submitted,
Joan Froling,
IAADP Chairperson

Navigating the Airport Scene: Self Advocacy

By Barbara Burton

Recently my assistance dog, Pierre, and I flew for the first time since the implementation of the Department of Transportation's revisions of its Part 382, the Air Carrier Access Act. We flew from Baton Rouge, Louisiana to Fresno, California via Dallas.

I planned for this trip, choosing flights with more than a one hour layover in Dallas. This afforded both me and Pierre time to go to the bathroom. Finding a restroom for me was easy. For Pierre, however, it required a little work.

A couple days before flying I checked the Dallas-Fort Worth International (DFW) Airport's website for information for travelers who have disabilities. Maybe I'd find the locations of the now-required dog relief areas. No such luck. I called the airport and was transferred a couple times before finding someone who knew what I was talking about. She quickly told me there are relief areas at terminals A, B, C and D and went on to try to give me directions. In the end it amounted to "you can't miss it."

Once in DFW I asked the gentlemen American Airlines sent to provide me with wheelchair transport to escort us to the relief area since there were no signs telling us where to go. Off we went past the Transportation Security Administration (TSA) checkpoint and out of the so-called sterile area, down an elevator, out a door to what looked like an underpass. Then down a sidewalk to a retaining wall and a slope with ground cover. I gave Pierre the command and, gratefully, he hopped up over the retaining wall to do his business.

Then we retreated down the sidewalk, in the door, up the elevator and to the TSA checkpoint. We had to be re-screened since getting to the leafy slope required us to leave the sterile area. We repeated the process on the way back to Baton Rouge a week later.

Once home I thought, "This is crazy!" Had I been unable to get out of my wheelchair Pierre's leash never would have allowed him to reach the slope to relieve himself. Had I been unable to stand, and had Pierre defecated, I never would have been able to reach the waste to pick it up. Even if I could reach the waste I would have had to provide my own bags to pick up the waste (I do pack bags, by the way). Even then there were no waste receptacles around. This could not have been what the Department of Transportation had in mind!

I called DFW's Office of Government Affairs and spoke with a gentleman who was affable but agreed the airport was not really in compliance with the changes to the Air Carrier Access Act. I referred him to Ed and Toni Eames of IAADP, suggesting they would be most helpful in the design of a fully functional relief area. Ed and Toni recommended that I file a complaint with American Airlines since the Air Carrier Access Act gives joint responsibility for the establishment of relief areas to the airports and the airlines that use them.

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IAADP Writing Competition 2009 Winners selected!

Best Article of the Year

From Puppy Breath to Public Access
by Karen E. LaGrange
Volume 15, No. 1

Best Opinion Piece

A Hearing Dog - A Spiritual Experience
by Jane Biehl
Volume 15, No. 2

Best Short Story or Anecdote

Teaching My Service Dog To Call For Help
by Francine McClendon
Volume 14, No. 3

A Prize of \$50 is awarded to the author of the winning piece in each of the three categories, published during the previous calendar year. Entries may be submitted year round for possible publication to Editor@iaadp.org. Word count of 1,500 words or less preferred, but longer pieces will be considered. Partners, trainers, parents, anyone may enter! A previously published piece can be entered if reprint permission from the publisher is furnished. Photos are optional. We hope you will submit a piece to *Partners Forum* soon...we love reader contributions!

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Navigating the Airport Scene

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Now American Airlines, the Dallas Airport and IAADP are all talking to one another. I talked to TSA to find out one more crucial piece of information for travelers who have assistance dogs: how do we jump to the front of the line at the security checkpoint after taking our dogs out to the relief area? TSA says we have that right but currently there is no procedure that allows us to do so; it seems it will be up to the individual airport or TSA office to determine how things will be handled.

I also checked the websites for major airports across the United States, especially those that function as transfer points. Sadly I discovered that comprehensive information for travelers who have disabilities is lacking and, in some cases, nonexistent. Many of the airlines still have posted no information about the locations of relief areas. Often those that do fail to include it on their maps.

This makes it difficult for the prudent traveler to plan layovers and midpoint stops. I emailed those airports whose websites have no information about relief areas and asked them to tell me the locations. I have heard from only a handful of those I contacted. When the people at the Kansas City, Missouri airport said relief areas are available on grassy spaces on either end outside each terminal I responded asking why they did not post this information on their website. Within a couple hours I received a reply stating the information has been added to the website.

A number of the larger airports require assistance dog teams to travel great distances among terminals to find a relief area. This is a huge inconvenience requiring us to plan for even longer layovers. It is also physically taxing for many of us.

Watch carefully for directional signs for relief areas. Currently there is no standard for sign design and no universal icon such as the one we've all come to know and love: the little guy sitting in a wheelchair.

The lesson is to plan our travels carefully. Check websites and when inadequate information is found make phone calls and send emails. If relief areas are not fully accessible, if they are not easy to find, let people know. Politely insist that changes be made.

Who Do I Ask? Where Do I Send It?

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Send check with signed application from website at <http://www.iaadp.org/membership.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

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