



SERVICE DOG WORKSHOP

BlackRidgeKennel.com - Service Dogs Ontario Canada

Disclaimer

- ▶ This workshop is for information only
- ▶ At this point there are no laws in Ontario
- ▶ There is no Service Dog Registry
- ▶ There is no Service Dog Certification or Certified Service Dog
- ▶ A Service Dog organization name does not imply it is THE official or 'real' service dog organization.
- ▶ Why don't all Service Dog Organizations give away dogs?
- ▶ Service Dog access is a privilege, not a right.

BlackRidge

- ▶ We will be outlining training and 'standards' that we use for BlackRidge dogs and in our training center.
 - ▶ This does not mean they are law or industry rules.
 - ▶ Our guidelines follow the rules set out in the <http://www.iaadp.org/>
 - ▶ Our standard test exceeds the ADI test.
 - ▶ Our training standards abide by the guidelines set out by IAABC.org
- ▶ BlackRidge exceeds the standards outlined by the proposed new bill: **CAN/CGSB-193.1**

What Can This Workshop Offer You?

- ▶ What options are available to you?
- ▶ Where can you obtain a service dog?
- ▶ How to choose a service dog.
- ▶ What is Public Access? Laws/Reality/Responsibility
- ▶ Can I train my own Service Dog?
- ▶ Can any puppy be a Service Dog?
- ▶ Facts and Myths of Service Dogs
- ▶ Do I need to certify my service dog?
- ▶ Enough information to help you understand what is needed to train a service dog to make good decisions.

Who Can Have a Service Dog?

- ▶ You must have a disability
 - ▶ Without a Service Dog you cannot leave home/function, well.
 - ▶ The dog takes the place of a care giver.
- ▶ The dog must do 3 tasks that are 'not' typical dog behavior
- ▶ You need a doctors note stating the task that the dog does.
- ▶ People can ask the tasks, not what you need them for.

The Service Dog

The Dog Must

- ▶ be 'safe' and 'focused' in public
- ▶ be 'stress free' and leave 'no footprint'
- ▶ Be well trained and compliant
- ▶ Not easily startled
- ▶ **NEVER** guarding you or your property or your family.
- ▶ Not need constant treats when you are

The Dog Will

- ▶ Do 3 tasks that mitigate your disability.
 - ▶ In public
 - ▶ Without assistance
- ▶ Not cause undo hardship in the place you are visiting. Shedding, causing fear, too big and clumsy.
- ▶ Little dogs – carried for their safety.
- ▶ Will not interfere with other dogs including 'hard stares and other threats.

Public Access Realities

Service Dogs have public access as a privilege not a right.

Handler's attitudes go a long way to causing them to be 'asked to leave' or 'welcomed'.

- ▶ The handler must be able to protect the dog from interruption and be aware enough to ensure the dog's welfare and safety.
- ▶ Keep the dog safe from other dogs.
- ▶ Keep the dog protected from the environment.
- ▶ Not impose their rights over other people's rights.
- ▶ Know how to handle a situation if they are asked to leave a public place.
- ▶ Be aware of their dog's needs – to eliminate, drink water, hot/slippery floor
 - ▶ Is your dog stressed? If so, what do you do

Perceptions and Realities

The perception is that people have to accept your SD.

No they do not. There is no law in Ontario stating that anyone needs to accept your SD.

What we 'want' to be the law and what rights we want does not change the fact that we don't have any laws in Ontario protecting our rights. Like everyone, we need to build/find a community where we are welcome

- ▶ The dog vest
 - ▶ The dog does not need a vest, ID, or certification. But,
 - ▶ A private establishment has the right to expect it.
 - ▶ If the dog doesn't 'look' the part then you will be challenged.
- ▶ What is your main focus?
 - ▶ Sometimes it is easier to meet people's perception and live the life you want, instead of trying to 'fight for your rights' and be asked to leave.
- ▶ I want my pet to be a service dog.
 - ▶ If your pet cannot handle the stress, and mitigate your disability then it is not a SD.
 - ▶ People can refuse your mastiff because they are scared, your log coated collie can be asked to leave an office if someone is allergic.
 - ▶ Having a SD does not put your rights above someone else's

Problems Handlers Must Deal With

People are Rude

Petting your SD is intrusive, it is rude.

You need to learn to ignore people.
It is their problem – not yours.

People will reject you and your dog
because of their own fears/opinions

Take pictures

Stop you and ask what is wrong with
you.

Let their kids maul your dogs.

Stress/Problems

Store owners rights

Refusing access is 'not' breaking
the law.

Your dog is NOT a piece of
medical equipment. No amount
of training changes the fact that it
has emotional and physical
needs.

Your dog will stress. If you don't
help your dog, then it will wash
out.

Housing

There is no law demanding landlords
need to let you keep your dog.

There is no law demanding people
leave your dog alone. But you can
charge them with assault.

You need to protect your dog from
other dogs in elevators, on walks on
streets, in vet offices.

Problems The Public Must Deal With

Handlers Behaviour

Some people are allergic to dogs. It is not pleasant having a dog around.

Some people think having a dog as a service dog is the same as slavery.

Some people are extremely upset if you correct or punish a dog in public.

Barking, staring, and approaching can be seen as aggression in non-dog people. .

Service Dogs Must Leave a ZERO footprint in public areas

Expectations

You have no special right to take your dog off leash in stores, parks or on the street because 'it is a service dog'.

No one wants to sit on a bus seat with muddy paw prints, or to have your dog's butt pressed into their leg/purse/child's seat

We all hear the stories of dogs that were kicked out of places, but the media never tells us if there was a reason.

Handlers Want To Be Treated Different

Everyone has rights to be comfortable.

I've heard handlers complain because they were not allowed to take their dog's leash off, run their dogs off leash in a public place, let their dog eat in a restaurant, or go to the bathroom on a lawn in front of a building.

Handlers need to respect others if they want to be respected. Be polite but firm when telling people to ignore your dog. Keep your vest on in public. Keep your paperwork available, and do not argue about your rights.

What Does The Public Access Look Like under the new guidelines

What is the Law

- ▶ Bill 70 – Passed 2008 http://www.ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=1975
- ▶ Bill 80 – http://michaelharrismpp.ca/2016/06/10/service-dog-accomodation-bill-217/?utm_source=baytoday.ca&utm_campaign=baytoday.ca&utm_medium=referral
- ▶ Humans Rights – vague, but protects from discrimination only
- ▶ Law allows service dog OR having your disability mitigated
- ▶ Reason for national standard is to reduce the exploitation of people with disabilities.

I will not discuss the proposed law (**CAN/CGSB-193.1**) here. You can download it online and read it yourself. You need to understand that national standards are voluntary but if something goes wrong they are the standard used in legal cases.

Will YOU & Your Dog Pass Our Test?

Team Behavior

Dog: Must be calm and relaxed

Handler: Must protect their dog

Dog: Must not eliminate in buildings

Handler: Must care for their dog's needs

Dog: Must not bark, growl, 'jump'

Handler: Must not take dog into areas where it will be over stressed without helping the dog cope.

Dog must comply to Handler

Handler must learn to communicate with dog

Public Behaviour

Dog sits under chairs or tables – not on them.

Dog must not sniff food, people, objects.

Dog must stop when handler stops and walk when handler walks.

The Tail Tuck

Stand/block/anchor

Alert to ONLY the handler

Do not seek attention/Do not react to attention

Law/Expectations

The Canadian guidelines are far below the American.

In Canada you can fail the test if:

You are mean to your dog

You cannot make your dog obey

Your dog has behavior problems

The way the prospective guidelines are written your dog will not fail for lack of obedience but for lack of **compliance**.

Grey areas of Certification

Can you properly exercise and play with your dog?

Can your dog overpower you?

Do you know canine first aid?

You will need to explain some care and welfare of your dog

ie. How will you protect your dog if it is attacked by an aggressive dog.

ie. How will you keep people from interfering with you and your dog

Are you able to do these things?

Does your dog like you?

Does your physical/emotional needs/abilities meet the dog's needs?

Are you able to show the dog affection?

Are you able to identify when your dog is upset and able/willing to put the care of your dog first?

Will you accidentally let your dog become dehydrated? Heat stroke? Burn pads on pavement?

You bought a trained dog – can you keep the dog trained?

Can the evaluator see the emotional bond you have with your dog?

Do you become frustrated and lose your temper with your service dog?

Are you strong enough to hold/pick up, stop your dog in a dangerous situation.

The test may be set up to put your dog in discomfort, or go on for long enough that your dog may need a potty break, or need to be rubbed down – will you stop and do that?

When you sit down to you make sure your dog is tucked safe under you, and be aware that people do not step on it?

Does your dog like you?

Legal Responsibility of the handler

Service dog handlers fail to
realize that they have

- ▶ Dog must be secure and safe in a vehicle.
- ▶ You are criminally/legally responsible if your dog bites someone
- ▶ You are legally responsible to protect your dog. You are responsible if your dog burns it's pads on hot pavement, or gets hurt going down stairs.
- ▶ You must be able to attend to your dog's welfare, not work it too long, protect it.
- ▶ You are legally responsible for any damage your dog does.
- ▶ You are responsible for your dog's welfare.

Selecting a Service Dog

WHAT ARE YOUR OPTIONS



BlackRidgekennel.com - Service Dogs Ontario Canada

Can Any Puppy be a Service Dog?

Rescues

No health guarantee

No temperament guarantee

Suffer trauma from losing their home.
PTSD. Anxiety.

The dogs need someone to care for them. They have very little to give to you.

Highest washout rate

Pet Puppies

Cerebral Cortex/neurotransmitters grow 0 – 13 weeks.

Social development is 'set' by 16 weeks.

Temperament cannot be changed.

No health/temperament guarantee

Lots of work – high wash out rate

Prospect Puppies

Prodigy Puppy/ Puppy Culture

Mental Stimulation/Social Tolerance

Volhart Test

Professional Trainers vs Volunteers

Don't Assume. Don't Believe

doodles and other mutts.

'all these purebreds are SD prospects'

All Program dogs are not created equal

Buyer Beware

- ▶ Can Be Reactive
- ▶ Can wash out after you buy
- ▶ Contract? Refund?
- ▶ Can They outline their training program? (Do they have one?)
- ▶ Don't listen to people on facebook.

Your Rights

- ▶ Proof of training
- ▶ Written guarantee
- ▶ Training – minimum 10 full days.
- ▶ Know the standards.
- ▶ What are the laws.
 - ▶ Problems caused because there are no laws.

Why Do SD Cost So Much?

Training and Housing

- ▶ 10 hours a week training
- ▶ Should not be kenneled
- ▶ Outings/handlers and Coffee Expense
- ▶ Time – Time – Time and Time
- ▶ Washing Out – What is Next
- ▶ Professional Help/Collaboration

Expenses

- ▶ Vet
- ▶ Travel
- ▶ Good Food
- ▶ Toys Toys and More Toys
- ▶ Municipal licenses & Insurance
- ▶ Business expenses

Does your service dog provider have a blueprint for raising puppies? This is proprietary information and they are not going to give you a copy. But, they should be able to outline what they do, when, how they wash out puppies etc. They should at least be able to show you their manual

Breeds and Bundles

- ▶ How to pick a breed
 - ▶ Who to buy from
 - ▶ What are your rights
 - ▶ What should you look for?

Not all puppies can be service dogs.
Even in bloodlines bred for service dogs
professional dog trainers will only
graduate 20% as successful service dogs.

- ▶ Older dogs vs Puppies
- ▶ Mental/social development
- ▶ Show lines vs Working lines
- ▶ Retired show dogs
- ▶ Breed Rescues
- ▶ Donated puppies???
- ▶ Is it charity if they have a puppy they can't sell but get to take a tax write off?

No one can identify a prospect before 14 – 16 weeks old. Not every puppy in a litter can be a suitable service dog. There is no 'one breed' that was created to be service dogs. Do your research. Be prepared

Owner Problems

- ▶ Makes excuses for behavior problems
- ▶ Lets 'love' get in the way of responsibility
- ▶ Don't meet the dog's emotional needs in training
- ▶ Let puppies bully us.
- ▶ Make mistakes because we don't know the right way to train
- ▶ Good enough is not good enough
 - ▶ Training takes years to learn
 - ▶ Science of training
 - ▶ Training is learning
- ▶ It's a game.
 - ▶ Take puppies right out to 'show off'
 - ▶ Expect puppies to know before we train.

UNRealistic Expectations

- ▶ Once trained the dog is trained forever
- ▶ The dog's needs do not need to be met.
 - ▶ Exercise and play
 - ▶ Massage/chiropractic/good food
 - ▶ No grooming, nails clipped
 - ▶ No affection, mental stimulation,
- ▶ The dog will never get ill.
 - ▶ I do not need pet insurance
- ▶ I can feed a cheap food and my dog will live a long healthy life
- ▶ I don't need to worry if my dog is stressed, afraid, or doesn't like a situation. It needs to work because it is a service dog.
- ▶ I can ignore the dog for days/weeks and then expect it to go in public and act perfectly.
- ▶ I can abuse the dog and it will still work for me.

Fundraising



Gift Cards

You get 100% of the purchase price. Company donates 2 – 10% 'retailers commission' to you

In Ontario You Can't

- Accept donations.
- Sell raffle tickets,
- host bingo games,
- casino night, lottery
- Sell alcohol

In Ontario You Can

- Ask for gifts to be cash
- Sell items
- Solicit local charities for help



Sponsoring & Gifts

\$25 monthly x 25 people = \$625
x 24 months = \$15 000

Other Funding

Government

Mental health has a program to help people get out in the community. This money can be put towards dog training

No funding for a service dog

ODSP 'may' cover dog food.

Medical

Farley Foundation offers medical grants to help dogs if the owner cannot afford vet emergencies

Pet Insurance – Know what you are getting

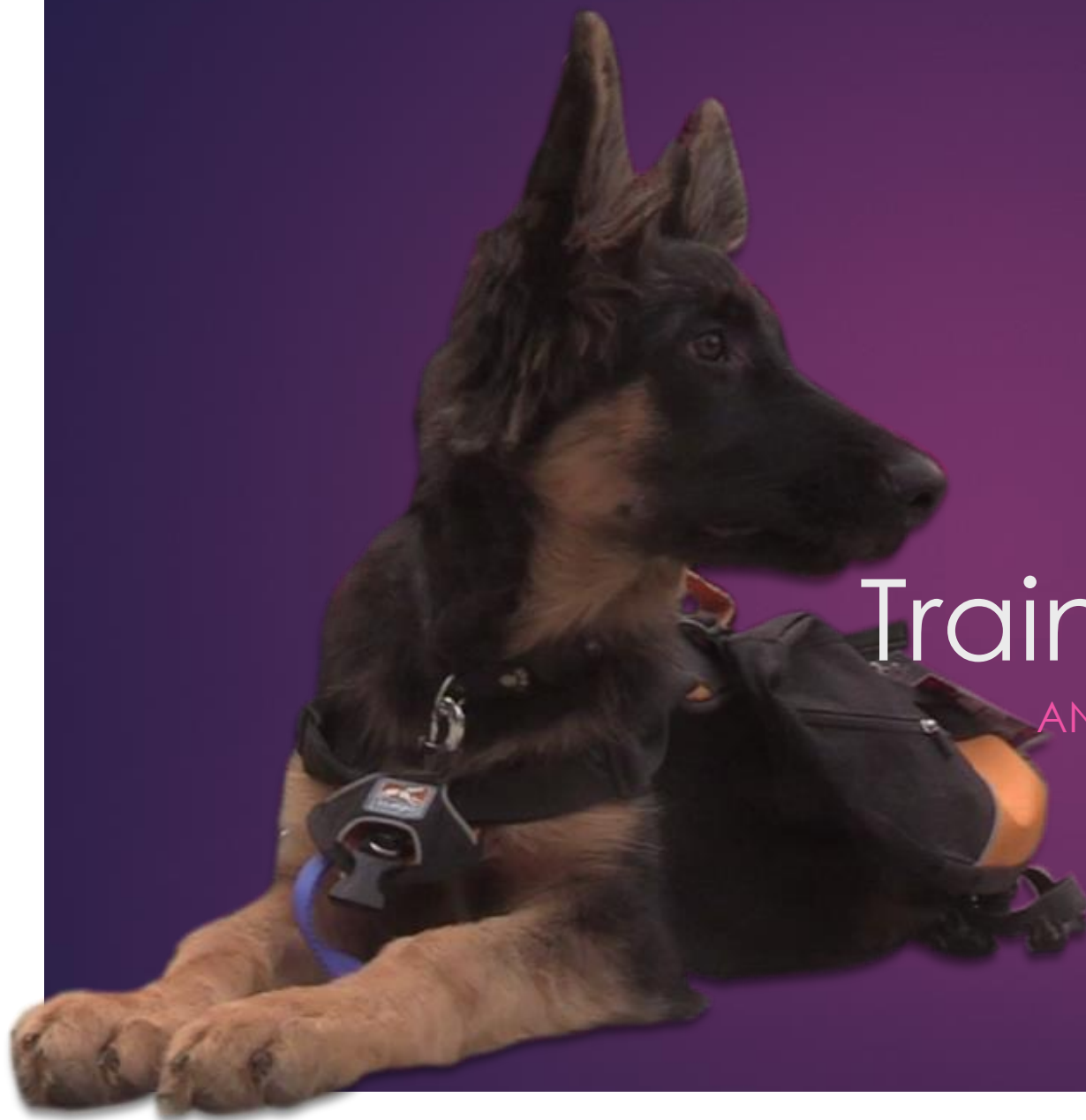
Donations

Dogfood companies

Local pet stores

Local food banks

Community clubs



Training A Service Dog

AN OVERVIEW OF TRAINING – FACTS VS FICTION

BlackRidgeKennel.com - Service Dogs Ontario Canada

To Train a SD puppy you need to learn:

- ▶ Clicker Training
- ▶ Shaping Behaviors
- ▶ Puppy Development Stages
- ▶ Reactive Dog Training
 - ▶ Your puppy is not reactive but you need to learn how to avoid/prevent and desensitize to the fear stimuli
- ▶ Habituation and Desensitization
- ▶ Calming Protocols
- ▶ Identifying stress before it becomes an emotional trigger
- ▶ How to train without punishments
- ▶ Mental stimulation and social development
- ▶ How to Prevent Behavior Problems

How to Pick a Trainer

- ▶ What formal education did they have?
- ▶ Are they certified? Insured?
- ▶ Where did they study to train service dogs?
- ▶ Who is their mentor?

In today's world there is no room for self-taught, 'my way is good enough', dog trainers.

Education is available online, and is affordable. There is no reason not to learn to give the best service.

- ▶ Are their dogs happy and friendly?
- ▶ Do they work dogs all the time, or just stand at the front of the room and tell people what to do?
- ▶ Do they have fun with their dogs?
- ▶ Do they know the laws? Have they kept up?
- ▶ Do they do the work – or use their credentials to 'sell you' and then pass the dog to someone else.
- ▶ Do they have a contract that protects you as much as it protects them?

Are You Able to Train a SD

Unrealistic

My pup is great – it is at Walmart at 14 weeks old

My pup needs to learn to obey

My pup doesn't need obedience classes

My dog should do it because I want it to.

My dog will learn to be a service dog without 'stress breaks', play times, massages, 'good mornings'

I don't have a car

I can't afford a good pup/Training/ vet/ good food.

Uneducated

Any puppy will be a service dog if it has proper training

I don't need to know how to train a dog.

Behavior problems can be fixed in one morning/session

I don't want to use treats/toys

My pup just has to learn to tolerate scary things

I don't know, what I don't know, so I don't know how to train (what I don't know)

UnMotivated

I will train tomorrow

I don't have the energy to play with my pup

I don't have 2 hours a day to invest in a pup.

You need to understand that I don't/can't do that.....

I don't want to buy that video

You are too far away. I can't drive that far.

1 – 13 weeks – up to 3 hours a day engaged

Pre Natal

- Prodigy Puppy
- Puppy Culture
- Outside/Coping Skills
- Ian Dunbar (brain stops growing at 13 weeks)
 - 100 People
 - Lots of naps prevents behavior problems
 - Bite inhibition
- Imprinting behaviors

Puppy Development

Cerebral Cortex/Neurotransmitters

Bite inhibition

Social skills

Coping Skills

Isolation – social detachment

Running wild – instinctual development

Too Strict – Shuts down emotionally
dog won't work for you

Pack Development

Teamwork?

Bullying people?

Dog aggression

Motion over stimulation (aggression)

Play over stimulation (aggression)

Spoilt Rotten (dominance)

Lack of exercise/play – emotional development

Follow Behavior = Heeling

Trust = come/recall,

13 – 16 weeks

- ▶ Social development is 'fixed' by 16 weeks
- ▶ Everything needs to be about relationship, fun, follow me, stay with me, and love me.
- ▶ Do not let your pup become over aroused, frightened, or over stressed.
- ▶ Do not show off your pup – protect your pup.
- ▶ Start basic obedience and leash skills, tethering, and alerting but do not demand 'obedience'
- ▶ If you are too strict your dog will shut down, it will not work with you but will just
- ▶ Everything needs to be a game.
- ▶ Continue mental stimulation.
- ▶ You are shaping your dog's emotions. Will it trust or fear. Will it be calm or stress. It is all up to you



**If it is not a game
If it is not fun
It is not socialization**

5 – 6.5 Months Active vs Reactive Training

Social Intelligence

This is where puppies learn to be bullies, play nice, be calm, or to 'react'

Armatures want obedient puppies.
Professionals want happy puppies.

Puppies should be in obedience class for social facilitation, manners, and so you can have help from professionals at least until 18 months.

Privilege

Oxytocin fades and with it the 'puppy passport'. Now you will see your puppy's temperament for the first time.

Your sweet puppy will start to think for itself, and to argue with you.

If you fight – you will teach your puppy to fight.

If you are patient then you teach your puppy to be patient

Instinct

Mother nature is teaching puppies they need to hunt, kill, and defend the pack.

Puppies need to learn 'alternative behaviors'. You need to show them what you want, not punish them for what they do wrong.

The more exposure your dog has to dogs, people, and places the less your dog will 'fear'.

The longer your training sessions are, the less your dog will 'stress'

8 – 9 Months Self Control – Calm - Quiet

Social Intelligence

Your puppy may be reactive but you must not react. This is where you will find out how many times you punished, yanked the leash, or lost your temper.

It is also where you will fail if you didn't give your puppy the amount of time needed.

Your puppy won't be so clingy. It will push your buttons, but you can't react.

Patience – Patience - Patience

Socialization

Your puppy needs to learn appropriate ways of behaving by being rewarded for good behavior, not punished for bad.

Set up situations where your puppy will learn what is good in a safe, protective environment.

You cannot take your puppy into high stress situations. We use HABITUATION as a major part of behavior shaping at this stage.

Instinct

Mother nature is teaching puppies they need to keep danger away. Your puppy is starting to fear for the first time.

This is where your relationship will be put to the test. I've seen many people punish puppies who are trying to say 'something is wrong' or 'I'm afraid.'

It will want to explore and get into trouble – causing fear.

10 - 14 Months Prevent – Don't Punish

Social Intelligence

Puppies tolerance for boredom is low.

Don't panic if your puppy becomes reactive as long as there is no aggression.

Puppies need to learn to 'down' for long periods of time. They need to learn to respond to cues from a distance.

They should have strong focus by now, but they will also be very curious.

Let them explore and make life fun

Socialization

This is where your experience in reactive puppy training comes into play.

All your puppy wants to do is play. They are an adolescent. Life is fun.

Many handlers start seeing a big dog. They are growing tired of training and not getting perfect obedience. So they become harsh with their dog – but this ruins everything they have done.

Instinct

Sexual behaviors start to change their behavior. This will change the puppy's behavior and for the first time you will not be the most important thing in it's life.

If you have treated your dog like a child then you will be very frustrated and 'hurt'. You will not understand why your dog is acting like it is. This is very dangerous.

Most Prospects Will Wash Out in This Phase

15 – 24 Months Training Starts

Public Access

This is when many organizations start their public access work. Most public access work is done when no one is in the building

1. Socialize to the environment
2. Socialize to the distraction
3. Socialize to the stress/fear

If it isn't fun – it isn't socialization

Socialization

If you have been serious and consistent then the service dog life will be your dog's lifestyle.

If you have not been motivated then your dog will pick up on that and you won't have strong motivation

Set up situations for public access don't just start 'going out.'
Remember this is all about your dog – not you.

Expectations

The dog's working instinct will need to be satisfied. The dog will learn one of two things: to work, to be lazy.

I suggest going to a few obedience trials, take the CGN test, etc. You will need to be ready for the test.

You can't expect to have one set of rules at home, and another with the vest on.

At 2 years old (maturity) the dog is tested and 'patched.'

www.BlackridgeKennel.com

Aylmer, Ontario

519 902 4739

info@sportdogtrainingcenter.com

© The information and images in this powerpoint are copyright gracepublishing, 2018.

