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PSDP Board of Directors Minutes
7/6/18, 12:00 p.m. PT/3:00 p.m. ET

Attendees

Veronica, Elaine, Brad, Chanda, Heather, & Linden

Agenda

- Next regular meeting
- Internal leadership feedback
- Social media protocol
- Website
 - Media coverage
 - Easy advocacy how-to
 - Laws FAQ
 - Ask an Expert
 - Pictures
- Fundraising
 - Grant Committee
- Expert witnessing
- Advocacy
 - Delta breed ban
 - ANPRM
 - Flowcharts for airline employees
 - Burr bill
 - AKC PAT
- Housing clarification
- Revision of emergency card
- 2015 FAQ flyer translation
- Community Spotlight addition
- Treasury report



This regular meeting was called by verbal agreement during the prior meeting, or by intermediate written reasonable notification made in good faith and agreed to by a majority of board members through email or phone, and was held through videoconferencing.

- Next regular meeting
Friday, August 31rd at noon PT/3:00 ET.
- Internal leadership feedback
We discussed opportunities for improvement and what's working well among the PSDP leadership team members.
- Social media protocol
At our last meeting, we formulated a protocol and messages (see paragraphs just below). We have not yet had to use the messages, but recent situations have come close to warranting them.

We decided that unless there are exigent circumstances, we will limit our engagement with "hater"-style social media replies to our posts to no more than two responses (if any are worthwhile at all). A third, matter-of-fact reply may be given to note something like:

Our protocols prohibit us from further engaging with this type of discussion. PSDP is run by people with disabilities who have limited energy; we're obligated to constructively use the remainder for other priorities. Visit psych.dog to request assistance.

This message and reasonable variations may be discretionarily used at any point the situation warrants. The message below may be used when others are having a discussion on one of our posts, when that discussion has devolved:

We're happy to facilitate an intelligent exchange in the marketplace of ideas. Personal attacks/insults don't help the exchange. Please focus on conveying ideas constructively & with respect so we have a chance to improve each others' thinking & become more united however we can.

•Website

-Media coverage

Our Director of Government Relations, Brad Morris, wrote an article called "Potential PR nightmare: how airlines choose to discriminate", which appeared on our site on February 28, 2018. *The Mighty* picked up the story and published it under the title "How Airlines Discriminate Against Psychiatric Service Dog Users" on July 2, 2018.

<https://www.psychdogpartners.org/resources/media-coverage-of-psdp>

-Easy advocacy how-to

We're continuing work on our micro-advocacy development, making it easier for everyone to help out. This project takes a general approach, designed in part with step-by-step instructions for a menu of expandable options. We hope this will make it easy for community members to find their advocacy niche.

Linden and Brad have been making progress on this long-term project, taking breaks for other projects as needed. It is nearing completion, with ideas from the 2018 convention session on advocacy.

-Laws FAQ

Brad is still drafting an entry for the Laws FAQ on religious entities, private clubs, and the ADA, since the ADA service dog regulations generally don't apply to places operated by religious entities.

-Ask an Expert

We have a couple of "Ask an Expert" entries in the works. We started by soliciting questions from the list to then curate and pass along to the experts in particular fields. We're focusing now on the dog trainer questions.

-Pictures

We are still in the process of curating pictures for our 2017 Community Photos page, so the other photo library idea is on hold until this is complete. We have made progress on this and it is much nearer to being published.

Concurrently, we have convention photos and videos in the queue. We have also completed some work on the convention photo curation.

On hold:

We are working toward building a library of quality PSDP photos for future use. This library would include pictures of teams in specific situations or locations, rather than generic pictures. For instance, we might request that folks send in team pictures from their dog training class or their doctor's office. We might also request a staged photo, such as of a service dog working on a computer or "driving" a car.

We will ask submitters to include a text description of the photo. This way, it will be easier for us to make our online pictures accessible to people who are blind (or low-vision) and use screenreaders to know what's going on.

We are now working on refining our initially brainstormed list of ideas.

•Fundraising

-Grant Committee

The grant committee is continuing to seek funding for PSDP.

- Expert witnessing

Veronica and Brad may be traveling soon to aid in a court case.

- Advocacy

- Delta breed ban

Delta is again leading the way in policies that discriminate against certain service animal users. We alerted DOT to Delta's proposed ban on "pit bull type" service dogs and DOT responded with a clear statement that this is not okay. Our page on this explains more and offers helps for those seeking to fly on Delta with a service dog that an employee may consider to be a "pit bull type" dog. We are still waiting for a response to our email to our Delta contacts about this.

<https://www.psychdogpartners.org/board-of-directors/board-activities/advocacy/delta-pit-bull-service-animal-ban>

- ANPRM

DOT issued an Advance Notice of Proposed Rulemaking (ANPRM) with a comment due date of July 9, 2018. DOT is seeking feedback on issues raised in the ANPRM in order to update the service animal flight regulations. We submitted our extensive comment and have been encouraging others to join in. The ANPRM is linked below:

<https://www.regulations.gov/document?D=DOT-OST-2018-0068-1157>

Our comment, more information, and a starter comment to help others are available on our Advocacy page:

<https://www.psychdogpartners.org/board-of-directors/board-activities/advocacy>

- Flowcharts for airline employees

As a USAUSA project, we are looking into creating flowcharts for airline employees regarding animal behavior and what to do in different situations. We have been asked by Southwest to assist with a similar project that is specific to their policies, but ours would be a template to be used by any airline.

This project had to be put on hold right away due to all the work required for the above DOT items.

- Burr bill

The text of Senate bill 2738 was made public on May 4th. We are studying the bill and considering our response, but we are especially not keen to see section (3) become law. Its provisions appear to be an even worse incarnation of the standards development process that just failed in Canada due to Herculean consumer pushback.

<https://www.congress.gov/bill/115th-congress/senate-bill/2738/text>

We had to push back this project to handle DOT's recent releases above.

- AKC PAT

AKC is misleadingly re-marketing its CGC Urban test as a "Public Access Test". We believe that no matter what disclaimer AKC uses, people will be confused about whether passing this test grants teams public access in the same manner as service dogs.

We have alerted AKC to this unnecessary and serious problem, suggesting an alternative of "Public Settings Test" if they need to rebrand. However, AKC has so far given us only an evasive response that is unsatisfactory.

- Housing clarification

The interplay of laws affecting housing situations is complicated. We updated our single FAQ answer on the topic to reveal more of this situation, and we are working toward putting out an article to help housing providers and seekers better understand the rules in play.

When we are able to attend to it, work on the Caring Connections conference presentation should help move this longstanding project forward.

- Revision of emergency card

We are revising our emergency card to be additionally available as a fillable pdf. A draft is in progress based on board input and is being revised.

We are also drafting a first-responder refrigerator notice, and will be doing so based on the 2016 convention's first responder discussion.

- 2015 FAQ flyer translation

We are trying to create a French version of our flyer. We have a Spanish version. We have made significant progress recently on the French translation.

<http://www.psychdogpartners.org/wp-content/uploads/2016/03/2015-PSDP-FAQ-flyer-Español.pdf>

- Community Spotlight addition

We are working on another entry in our fairly new Community Spotlight section. We have an email-based interview still in the works.

- Treasury report

The treasury report includes changes to and progress in the categories of: income, expenses, current funds, the budget, earmarked funds, and fundraising.

Last time, we approved and posted our FY 2018–19 budget. It can be found with our other financial documents on the "Investing in PSDP" page:

<https://www.psychdogpartners.org/donate/investing-in-psdp>

Our next tasks are to file our federal tax paperwork, submit our state registration exemption form, and compile our FY 2017–18 financial statement.

