



# Partners Forum

Volume 24 Number 1 • Spring 2019

Thank You  
**Nutramax Laboratories**  
for sponsoring this  
newsletter!

## The Joy of New Beginnings and the Quiet Change of Partnerships Past

**T**hat special moment of undeniable connection between a human and their canine partner brings an abundance of love, recognition of “this is the one”, and a desire to work together.

Change no matter the array of twists and turns, is among life’s most surprising and, often the most beautiful experiences. Change usually comes without warning. Change is the acknowledged constant.

We have included three accounts of new journeys of change...Each journey is unique.

Life’s journeys tend to be nonlinear. Which is to say, far from perfect, there can be successes and mistakes, injuries

and illnesses, moods and personalities, good days and not-so-good days, strengths and areas needing attention. As we age and seek remedies for our challenges, our needs can change – sometimes improving, sometimes worsening, sometimes altogether different. Our canine partners may change too, transitioning from introvert to extrovert, high energy to low energy, patient to impatient or vice versa.

As with roommates and human partners, so too in an assistance dog team partnership – life takes us through a course and we can honor the commitment in a variety of ways, preserving the best and leaving the rest.

As you read the stories, the accounting of each IAADP member’s experience of choosing, training, and adjusting to the change in partners; remember that the stories shared are about each individual journey. Everyone has a unique story to tell. The details of every detail of our stories is specific to our experience. The gift of our journey is often wrapped in the same box, however the contents of this present is just for us to unwrap. As we navigate the contents, we discover what is important to us, what we can let go of and what we choose to hold on to. Together these choices shape the experiences of our lives.

We welcome you to share your journeys with our community at large through photos, art, writings, etc. Please submit to: [editor@iaadp.org](mailto:editor@iaadp.org).

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Editor: Laura Rose  
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### Campaign For Change focuses on United Kingdom’s Equality Act of 2010 with updated Publications

See article on page 18



In our last issue of *Partners Forum*, a mini-glossary of terms was included based in part on language within the ADA (Americans with Disabilities Act) and related documents. One of our readers submitted a letter addressing terminology in the mini-glossary, recommending a distinct category for **Comfort Dogs** sharing her insights into their training, evaluation, and field experience.

## Letter to the Editor

by Laurel Rabschutz, PhD, *Tails of Joy*, 2019 Jan. 13

### Excerpt(s):

I would suggest...to separate 'companion dogs' and 'comfort dogs'. In Connecticut, as well as many other places, we have an Animal Assisted Crisis Response Team. These dogs are not first responders, they are not service animals, they do not qualify for public access under the ADA. They are however frequently referred to as 'comfort dogs'. They have been trained and evaluated at a level beyond what is required of pet therapy dogs and the handlers have completed several FEMA courses, a Red Cross Psychological First Aid course, and have attended a ten-week Community Emergency Response Team course. The teams respond to callouts for a variety of tragic events. We mostly respond to deaths by accident or suicide of college and high school students, but have also worked in shelters after a natural disaster or with survivors from a shooting incident.

### Editor Response

Thank you for taking the time to share your thoughts and reflections. Reviewing FEMA's article, "Beginner's Guide to Comfort Dogs" (Link: <https://www.fema.gov/blog/2016-03-22/beginners-guide-comfort-dogs#>), Disaster Stress Relief Dogs is one descriptor per Therapy Dogs International and the term 'comfort animal' appears across a number of documents. However, the term 'comfort animal' has also been loosely applied to pets and ESAs (Emotional Support Animals), as in the article by Bart Jansen appearing in *USA Today* "Delta tightens leash on comfort animals on flights, with rules for lack of federal regulation" (Link: <https://www.usatoday.com/story/news/2018/01/19/delta-tightens-leash-comfort-animals-flights-rules-lack-federal-regulation/1046380001/>). The mini-glossary had an entry for **Therapy Dogs** which included working dogs which provide comfort. Is society ready to accept an implied training standard for the term 'comfort dog' just because trainings and evaluations exist? IAADP board members agreed that the categorical term 'comfort dog' has been used inter-

changeably with ESAs and pets across the landscape to the point that it remains easily confused. For now, the term **therapy dogs** works categorically. If there is sufficient cause to identify and/or elevate recognition of this subtype of therapy dog, hopefully someone will identify and/or develop a more specific and descriptive term or phrase with less ambiguity than 'comfort dogs,' such as 'Disaster Stress Relief Dogs.' The incredible difference these dogs make in people's lives is undeniable and worth special recognition for their heroic and steadfast support.

*Laura Rose*

*Thank you  
to all of our awesome  
members, volunteers,  
supporters and allies  
in the 25-year history  
of IAADP in the  
assistance dog movement!*

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# *IAADP is pleased to announce...*

## **Election Results for the 2018 IAADP Partner Member Ballot Items**

*100 votes received (7.5%) out of 1,340 eligible electors*

### **ITEM 1**

#### **BOARD OF DIRECTORS ELECTION**

The Nominating Committee brought forward the following candidates for the Board of Directors:

Toni Eames	Megan Kennedy
Jill Exposito	Cindi Fleishans
Devon Wilkins	Laura Rose
Edward Crane	

Do You Approve These Candidates to Serve a Four (4) Year Term? YES or NO

*Item 1 Election Results:*

**Of 100 Votes – 97% Voted YES, 3% Voted NO, 0% Abstained**

### **ITEM 2**

#### **MEMBER VOTE ON PROPOSED ACTION**

*Proposed Action:*

Modify IAADP's Articles of Incorporation and Bylaws to change from a membership to a directorship organization structure.

*Rationale:*

Historically response rates have been low while expenses have been high for notices, annual meetings, travel, etc. (thousands of US dollars).

The monies and resources required by membership structure could be used for other pressing mission-related activities.

The cost savings could help avoid or delay an increase in membership dues at this time.

IAADP's Board consulted legal counsel on this matter as a recommended option to pursue at this time.

*Effect:*

IAADP's Articles of Incorporation and Bylaws would reflect the change from a membership to a directorship organization structure.

IAADP's Board of Directors would be the responsible party for decisions regarding the Articles of Incorporation and Bylaws going forward.

IAADP's Partner Members would no longer vote. However, members would continue to have a voice sharing concerns, comments, and questions with the Board of Directors. The greatest contribution to the assistance dog community continues to be the work of IAADP member involvement.

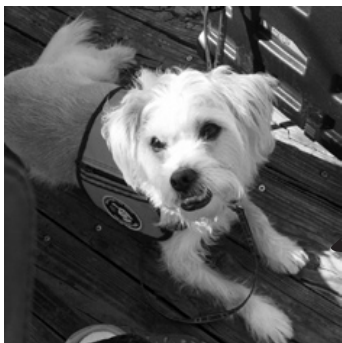
Do you approve modifying IAADP's Articles of Incorporation and Bylaws to change the organization structure from membership to directorship? YES or NO

*Item 2 Election Results:*

**Of 100 Votes – 84% Voted YES, 16% Voted NO, 0% Abstained**

Thank you to all who participated in the election! Quorum was reached – the minimum number of votes required.

IAADP's Board of Directors will be working with legal counsel to update the Articles of Incorporation and Bylaws to reflect the change in organization structure.



## **Morris at the Beach**

*by Stephanie Hunt, IAADP Partner Member*

**M**orris and I recently visited the beach and enjoyed walking on the boardwalk in the camaraderie of other dogs and their owners. We then made our way to the sandy beach where Morris helped me find some lovely seashells! He is very curious and likes to sniff and look at everything he sees on the ground -or- in this case, the sand. It was so cute to see the sand on his nose! We both enjoyed walking on the wet sand near the water's edge of the water. It was a dream day! I love you, Morris!

*IAADP welcomes stories, photos and updates from members around the globe.  
If you have a story or photo to share, please email: [editor@iaadp.org](mailto:editor@iaadp.org)*



# Introducing My Successor Dog...

## Zern

by Edward Crane

I am pleased to introduce my successor dog, named: “Zern” – my new canine partner. Zern, is a yellow Labrador Retriever, raised and trained to assist me with my epilepsy (seizures) by Canine Partners for Life (CPL) (<http://www.k94life.org>) located in Cochranville, Pennsylvania. We met for the first time in November 2018 and then trained together as a “team” via the “CPL” team training program over a period of several weeks. In our partnership, we have already flown together several times, visiting locations across the United States, delivering presentations and TV interviews. My independence has been reconfirmed with my new canine partner. Thanks, CPL!



## Sir

by Megan Kennedy

I would like to introduce Canine Companions for Independence (CCI) Successor Hearing Dog “Sir.” He is a yellow Labrador Retriever who just turned 2 on December 16. I met him on December 18 and we graduated December 21. This sweet boy has a special story. As many of you probably know, CCI breeds their own stock. Sir was identified as a potential breeder and passed all the health evaluations with flying colors until they tested his sperm. Poor guy was found to be completely sterile. Luckily for him, he has a great aptitude to be a hearing dog!

When I first met him, he was under pretty significant kennel stress – he had a difficult time settling down and was very jumpy, though he behaved acceptably in public.

Since being home and away from the kennels, his personality has completely bloomed and it has brought me so much joy to see how well he has responded and settled in. He will get to go to his very first administrative hearing with me as a lawyer in a couple weeks! (Megan is taking the Bar on February 26, 2019) He is a SERIOUS snuggler, which I love. He is doing really well on developing his alerts and learning what I need him to do. He is very smart and my focus right now is making sure he enjoys his job, both at home and in public. It has been tremendous fun to learn and work with a brand new dog and develop the new relationship from scratch. It is also bittersweet realizing just how much energy and work I put into my sweet Ras.

### *More about the process...*

The process for applying for a dog from CCI varies. For new recipients (i.e. individuals who have never had an assistance dog from CCI before), the process can take up to two (2) years from the date of the original application to the actual invitation for the two-week placement class called Team Training. CCI requires completion of a paper application and an initial phone interview. The initial phone interview is a way for people to learn more about CCI, to ask questions, and for the trainers to get a sense of you. This part of the process helps trainers get a sense of our lifestyles and who we are in order to increase the chances of the match being a good fit. After the phone interview, if they determine you're a good fit, the next step is the in-person interview. You are invited to your nearest regional training center to tour the facility, meet trainers and dogs, and have an in-depth conversation with staff and trainers. For successors (i.e. those of us who have previously had assistance dogs from CCI), the timeline often looks a

*continued on page 5...*



little bit different. Successors are given priority on the wait list, so the wait time can sometimes be a year or less (depending on needs, the number and readiness of dogs in the program).

In my circumstance, I applied for a successor about a month after I lost Ras, assuming the process would take about a year after all the paperwork and interviews were completed. I finished everything in July 2018 and after completing the medical forms and phone interview in September 2018, was invited for my personal interview in November 2018. At that time, I inquired about the possibility of a side placement. I had just started a brand-new job not even two months prior. The hearing dog trainer granted that request and I was accepted onto the wait list. For a side placement, the timeline is even less than a year – it’s really only dependent on the right dog and the trainer’s availability.

Our initial bonding and training exercises started on the first day. Because we only had three full days to train, I started to work with him on alerting me to sounds within 30 minutes of meeting him. While this seems fast, it was important to use every minute of our time. We would work on sounds for about 10 minutes and then take a break for a couple hours. During our break times, I would take him to play outside, walk around the campus, and spend time together in our private room. I learned that he was a big snuggler during our lunch breaks! We also took multiple field trips to boost both our confidence in public together.

Megan Kennedy  
Juris Doctor, 2018



ber 10th! We need to call Chantal about a little girl puppy!” These words came out of my mouth shocking and stunning me. But, if you have ever thought of someone and then they called you out of the blue unexpectedly OR if you have ever changed direction only to find something you have been searching for, for decades...well, then this will curl your toes. When I called Chantal, she revealed that Zoe had become impregnated, yep, about the time Breezy and I had our conversation. How’s that for timing?!

I knew Misty’s name in August, long before she was born. I sensed her spirit. Of all my assistance dogs, she is the only one I knew at conception. I’ve never been in this position before, awaiting a litter to be born. But as Chantal tells me, there was a misty rain falling the evening Misty and her siblings were born, October 13th, 2018. Eight weeks later I made a most laborious and painfully long trip to pick up Misty. After having a wonderful dinner, catching up with Chantal, we drove to meet Misty. There were two females remaining from the litter. Chantal and I sat with them and they played around us. The one female that Chantal thought was to fit my needs, came right over to me. While the other female sat directly in my line of sight, staring at me and then playing peek-a-boo from beneath a playpen. I have to admit, I was too exhausted to fully engage with the pups. But in my hotel room that evening, the last thing I remembered was the face of my little girl – Misty.

After a great night’s sleep, Chantal and I met early, to transfer Misty to me. As we sat talking in her vehicle with the pup in its crate, I apologize for interrupting Chantal in mid-sentence saying “You are going to think I am crazy... but this puppy is saying it’s not the right puppy.” Chantal immediately said she almost brought both pups. That is when I said, “If you had, I would not have had such a clear message.” That is when Chantal drove us back to her house to exchange the pups. Sure enough, once my Misty was in the vehicle and the other pup in the house, there was a solid certainty that my Misty was now with me. Chantal drove

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## Misty

by Helene DeMartinez

**J**uly of 2018 was a month that I will not soon forget. Fires, smoke and the uncertainty of safety, kicked our region hard. Little did we know that this would last for months. It was during this time that my back went out. Pain was a constant with no relief for over a month. Breezy, Ember, and I were shut-ins from the smoke and the ash that rained from the sky daily. Life was at a standstill. August brought about special gifts. Fortunately, I found and was cared for by a chiropractic angel, Dr. Kathleen. Once my body began in the healing process and I was finally having restorative sleep, I began assessing my options.

Changes were coming. I could feel it to my core. August 14th, I remember that exact moment that I turned to Breezy and said, “Oh my goodness, you’re going to be 3 on Octo-





## Introducing My Successor Dog

*Continued from page 5*

us back to the hotel to await the shuttle to the airport. After Chantal departed, I took my little Misty out of the carrier. That is when I realized her face was the face I saw before I had fallen asleep the night before. The one who had played peek-a-boo with me. Misty and I bonded while awaiting the airport shuttle and boarding our first airplane.

Once on board our first flight, Misty continued to be at ease, quietly embracing serenity. We were fortunate to be sitting next to a gentleman who was patient and kind as I finally revealed Misty to him during the last 35 minutes of our flight. He said he was quite impressed on how good she had been during our very long flight westward bound. Once at the SEATAC airport, we had a 3 hour layover or delay until our next plane departed. This is when Misty and I *really* bonded. She slept while laying on my chest, snuggling her head against my neck the whole time. Thankfully, I was well prepared with piddle pads but we only needed one. Our last plane finally touched down by 1:00am and we got home before 1:45am.

I left Misty in her carrier in my vehicle as I entered my home to greet Breezy and Ember. Both had been taken care of by their Auntie Valerie and visited by their Uncle. I returned to my vehicle to retrieve Misty, taking her and Breezy to the backyard patio. I placed the carrier on the patio, unzipped and lifted Misty out, placing her on the patio surface. Breezy's expression was priceless. She looked at me and then at Misty as if to say, "Ooooh, what

is this?" while Misty experienced her first relief on pea gravel, Breezy seemed to watch in awe. Misty looked at Breezy with wide eyes blinking as if she was awaking from a dream. That is when Ember joined us on the patio. He took a look at a Misty and then came over to me as if to say, [in a voice cross between Morgan Freeman and Idris Elba] "Another little sister. Welcome little one." Misty transitioned well into the family. She followed Breezy taking her cues where to eliminate and what were acceptable behaviors. Training was being done by Breezy, their relationship bonding with cuddles and plays. Breezy is amazingly gentle and patient as Misty discovers new ways to use her body in play scenarios always testing her new found abilities in leaping, stalking and attack modes.

It was a week before Christmas when a local news channel reported how shelters were having older dogs being surrendered by people saying they were making room for a new Christmas puppy. This astounded me. Here was Breezy taking on Misty whom is actually her niece training her in every way. People don't realize the benefits a puppy has learning from an older pack member. But especially, and assistance dog member. A few months have passed. Vaccinations have been completed. Both Breezy and Misty are incredibly close. I have experienced such amazingly wonderful joy watching these two girls in sleep and in play. I am also enjoying how Ember watches over 'his girls' especially when he is looking for a cuddle spot. Misty is almost 19 weeks old. She is already learning assistance dog skills and she is looking forward to helping her Auntie take care of Mama with more adventures to come.

# Member Shares Email and Response

IAADP Member responded to the Call to Action in the last issue of *Partners Forum* to Mary Burch, PhD., Director of the AKC Canine Good Citizen Test.



Dear Dr. Burch:

December 17, 2018

I have recently returned from CO and been given a PUBLIC ACCESS TEST after a years time with my SERVICE DOG. When I was told the AKC has muddied the waters and claims of pet owner's being given a "public access test," as a canine good citizen program I screamed, NOT FAIR!

After the training and the time that has been put into this dog I have, the efforts of literally hundreds of people, who helped train, cleared my need for, the Veterans Administration, the caring of the Veterinarian who looks after her, everyone! Now because you think it goes across the board to allow pets to take a PUBLIC ACCESS test and presto, they send for a patch, buy a cape and the AKC stands by and encourages this lie, so that comfort dogs, emotional support animals, or just pets who are taught the basics can

access the public places? IT'S WRONG Dr. Burch. And your advocacy to muddy the waters in an already difficult and burdened agency such as the ADI, and all the organizations that train these animals for service dog work, by cross referencing and utilizing the same phraseology is wrong on so many levels.

The International Association of Assistance Dog Partners (IAADP), a cross-disability advocacy organization, is strongly opposed to AKC's change in title for the Canine Good Citizen test.

Assistance Dogs International (ADI) has developed a Public Access Test which checks a trained dog's readiness to serve a handler with a disability. That is the one I worked over a period of a year, and worked hard to complete. I passed it but it is no easy feat.

AKC's change in title for the CGC to a public access test

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will do great harm to the disability community and create extreme confusion for pet owners. The AKC test is not meant to bring public access to dogs who have not had the months of training to be comfortable in public places. The name change will be misused by people wanting to bring their pets with them everywhere they go. Airline and store personnel will be further confused by those having ADI or AKC tests.

On behalf of my graduating class from FREEDOM SERVICE DOGS and the IAADP we urge the AKC to reconsider the fallout of changing the name of the CGC to a public access test.

Thank you in advance.

V. C. Drake and Spice the Service Dog

• • •

Dec 21, 2018

Hello Virginia,

We received your email. Thank you for contacting us. AKC is in discussions with a number of agencies (including service dog organizations) to make public access testing readily available to those who need it. We are passionate about service dogs and non-service dogs being properly trained.

I want to clarify that the original Canine Good Citizen test is not being used as a public access test.

The Urban CGC Public Access Test is not designed to be a service dog test. It is not marketed as such, nor will it be. As we have continued to state, with all of the CGC tests, these tests do not certify or in anyway indicate that passing makes your dog a service dog. Our disclaimer clearly states that. Coupled with that is a strong position that pet dogs should not be misrepresented as service dogs.

AKC understands your concern; please be assured we are closely monitoring Urban CGC to ensure that it is being used properly. If there is any indication that the test is being misused, we will take the appropriate action.

Thank you for advocating for service dog users and their service dogs.

Sincerely,

Mary R. Burch, Ph.D., Director, Canine Good Citizen  
850-877-2901  
mrb@akc.org

## Reminder!

IAADP does **not** train **or** certify assistance dogs! Partner Members **must** attest their assistance dog meets or exceeds IAADP's Minimum Training Standards

Also, IAADP does **not** endorse or guarantee any products or services.

See disclaimers throughout this newsletter for more information.

# Global News & Events

## ESTONIA –

*Conference* – March 27-31, 2019 European Guide Dog Federation Conference, Tallink Spa and Conference Hotel in Tallinn, Estonia

Link to Conference Details:

<http://www.euroblind.org/events/european-guide-dog-federation-agm-and-conference>

Link to Conference Registration:

[https://www.visionuk.org.uk/download/Conference\\_Registration\\_form.pdf](https://www.visionuk.org.uk/download/Conference_Registration_form.pdf)

Alternative contact information:

European Guide Dogs for the Blind

Edmonscode Manor, Warwick New Road, Leamington Spa, CV32 6AH

Email: [info@egdfed.org](mailto:info@egdfed.org)

Phone: +44 (0)1327 720027

Presentations from members are welcome. (Deadline 2019 Feb 01 passed; consider inquiring for 2020). Send by email your name, organization, country, presentation type and summary.

## UNITED KINGDOM –

### *News*

According to an article in posted on the BBC website in February 2019, a taxi driver in Nottingham lost his taxi license due to refusal to take a guide dog in December 2018. Link: <https://www.bbc.com/news/uk-england-nottingham-shire-47163883> last viewed online 2019 Feb 22.

Another article posted on the BBC website in February 2019 features a video narrated a man with visual impairment. According to the reporter, Damon Rose “A survey of more than 1,000 assistance dog owners, conducted by Guide Dogs in spring 2015, found that 75% had been refused access to a restaurant, shop or taxi because they had an assistance dog with them.” Link: <https://www.bbc.co.uk/news/disability-47136278> last viewed online 2019 Feb 22.

### *Opportunity to Get Involved & Exercise Your Voice*

Aviation 2050 — the Future of UK Aviation

Published 17 December 2018

Last updated 1 March 2019

From: Department for Transport

Link: <https://www.gov.uk/government/organisations/departments-for-transport>

Seeks views on government's long term vision for aviation to 2050.

This consultation closes on June 20th, 2019 at 11:45pm.

We are extending the Aviation 2050 green paper consultation period to June 20th, 2019 to provide further time for

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## Global News & Events

*Continued from page 7*

stakeholders to consider its proposals and submit their consultation responses.

The extension will not apply to specific questions on legislative airspace change proposals, which have been consulted on alongside the green paper. The closing date for responses to the airspace change legislation questions remains April 11th, 2019.

Link: <https://www.gov.uk/government/consultations/aviation-2050-the-future-of-uk-aviation>

Email to: [AviationStrategy@dft.gov.uk](mailto:AviationStrategy@dft.gov.uk)

Write to:

Aviation Strategy, Department for Transport  
33 Horseferry Road, London, SW1P 4DR

## GERMANY –

### *Correspondence*

Updates from Jana Bosch, Assistance Dog Trainer  
German Assistance Dogs Center “DAZ TARSQ®”  
Deutsches Assistenzhunde-Zentrum

Link: <http://www.assistenzhunde-zentrum.de>

We are happy to be a member of IAADP. Our organization is a pioneer in the assistance dog field in Germany since we started in 2007. We trained the first diabetes alert dog in Germany (2007), in Austria and Switzerland (2008) and the first PTSD service dogs in Europe (2008). We have trained assistance dog trainers all over Germany to serve people with disabilities. When we started, there were only a handful of organizations training assistance dogs, but no options for owner-training or those who already owned a dog, so we created the option in Germany for professional owner-training, which has since become a standard for the immensely growing assistance dog field. We visit the assistance dog trainer weekly for an hour like in regular dog school.

Our organization has very high standards. The letters in our name, T.A.R.S.Q. stand for: Training, Selection (Auswahl in German), Respect, Standards and Quality. Each dog we train is temperament tested. We have respect for both our clients and the dogs. We embrace standards in public access and training such as IAADP's and ADI's. Only experienced and specifically-trained service dog trainers train dogs; it takes at least 24 months to learn, plus the trainers must pass an exam to get a license from the government to be allowed to train assistance dogs. This year we opened a branch in Austria, next year we will open a branch in Denmark and other countries in Europe such as Switzerland, Netherlands, Portugal, Spain and France. We may train trainers to open additional branches in the future. We are providing training for an owner-trained assistance dog partnered with a lady who travels to Germany from

Hong Kong every few months and stays in a trailer for several weeks at a time because there is not an option in Hong Kong to receive training for her particular needs.

In 2019, we are planning a media campaign about standards for assistance dogs. In previous years we never had any issues with public access rights in groceries, airlines etc. However, the assistance dog industry is growing massively here and most people lack an understanding of assistance dog standards. Now, more and more, store owners are raising concerns due to fake assistance dogs, or those improperly trained without standards. More and more countries like Luxemburg (neighbor country of Germany), UK, Singapore and Japan may only recognize ADI trained service dogs, which is very hard on those with owner-trained assistance dogs, even if their dogs have the highest standards. We would like to educate the public about assistance dog standards so that those partnered with owner-trained assistance dogs in Germany will know what standards their dogs need to have for public access. IAADP has done a wonderful job on standards for assistance dogs. We are open to new ideas in order to educate the German public about assistance dog standards.

Austria implemented rules for assistance dogs in their laws a few years ago including a governmental assistance dog test and right now finally in Germany, the German government is considering a law about assistance dogs. Hopefully Germany will create the new law and a governmental testing of each assistance dog in the upcoming years. It is our mission to educate the public in Germany and European countries about assistance dogs.

## CANADA –

### *News*

National Standard for Service Dogs Has Been Withdrawn

Link: <https://canadianguidedog.wordpress.com/2018/04/21/victory-national-standard-for-service-dogs-has-been-withdrawn/>

The Blind Side Podcast 83 regarding the Canadian standards: “Federal hands are off Canadian harnesses...”

Link: <https://overcast.fm/+E0zAbydEM>

## USA –

### *News*

The National Restaurant Association posted an article online titled “Include Service Animal Protocol in Restaurant Employee Training.” It says, “Train staff to understand the customers’ needs and the laws that apply to those who arrive with a service animal.” A list of frequently asked questions and responses follow, along with a disclaimer at the bottom. Published on 2018 Jan 09 last viewed online at: <https://www.restaurant.org/Articles/Operations/Include-service-animal-protocol-in-restaurant-empl>

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Disability Scoop posted an article online titled “Air Travelers With Disabilities To Get ‘Bill Of Rights’” by Courtney Perkes. “...airline employees and contractors must undergo training on the bill of rights. ...In addition the law directs the Department of Transportation to set a final rule for service animals on planes in the next 18 months, including a service animal definition and minimum standards.” Published on 2018 Oct 09 last viewed online at: <https://www.disabilityscoop.com/2018/10/09/air-travelers-bill-rights/25598/>

#### *Proposed Federal Legislation (Select List)*

**Air Carrier Access Amendments Act of 2019** (note prior bill ACAA 2018 HR5004)

Introduced by US Senator Tammy Baldwin (D-WI), US Representatives Jim Langevin (D-RI), Steve Cohen (D-TN), and Dina Titus (D-NV)

#### Links:

<https://www.baldwin.senate.gov/imo/media/doc/Air%20Carrier%20Access%20Amendments%20Act%20116th-%20One%20Pager.pdf>

<https://langevin.house.gov/press-release/langevin-baldwin-introduce-legislation-protect-rights-disabled-airplane-passengers>

<https://cohen.house.gov/media-center/press-releases/langevin-cohen-and-titus-introduce-air-carrier-access-amendments-act>

#### *Excerpt(s):*

“As a quadriplegic, I am all too familiar with the obstacles people with disabilities encounter when flying,” said Congressman Langevin. “All Americans deserve equal access to the skies, and I am proud to introduce this legislation in the House to fight discrimination and ensure passengers with disabilities are able to fly with dignity.”

“This measure protects the rights of the disabled flying public and will improve safety for those passengers and everyone else flying,” said Congressman Cohen. “As a senior member of the House Subcommittee on Aviation, I am proud to support legislation that seeks to make travel more accessible for those living with disabilities.”

“People with disabilities shouldn’t have to face extra obstacles when they travel,” said Congresswoman Titus. “This legislation will help make our airports and airplanes more accessible and accommodating for all.”

“We need to break down the barriers that individuals with disabilities and our veterans face when they travel,” said Senator Baldwin. “Equal access to air travel for individuals with disabilities is about fairness and freedom. This legislation will enhance the rights and safety of airline passengers with disabilities, including our veterans.”

...The Air Carrier Access Amendments Act will:

- Strengthen ACAA enforcement by requiring referral of

certain passenger-filed complaints to the Department of Justice and establishing a private right of action;

- Ensure new airplanes are designed to accommodate the needs of people with disabilities by requiring airlines to meet defined accessibility standards. These standards will address safe and effective boarding and deplaning, visually accessible announcements, seating accommodations, lavatories, and better stowage options for assistive devices;
- Require removal of access barriers on existing airplanes to the extent that it is readily achievable, easily accomplishable, and may be done without much difficulty or expense; and
- Improve the overall safety of air travel for passengers with disabilities.

You can find out more about HR5004 at this link:

<https://www.govtrack.us/congress/bills/115/hr5004/summary>

#### **H.R. 555 and S.117**

Disability Integration Act (DIA) of 2019. Prohibit discrimination against persons with disabilities needing long term services and supports when providing home and community-based services (HCBS), including informing them of their right to receive services in the community before institutional placement. It would also require states to take steps to ensure affordable, accessible, integrated housing, and adequate payment structures to maintain a sufficient workforce for HCBS and reasonable modifications to policies, practices and procedures to comply.

You can find out more at this link:

<https://www.govtrack.us/congress/bills/116/s117>

#### **S.211**

S.U.R.V.I.V.E. Act of 2019. In the United States Congress, there is a Senate bill (S.211) named the SURVIVE ACT which would amend the Victims of Crime Act of 1984 (34 U.S.C. 20101 et seq.) – “Securing Urgent Resources Vital to Indian Victim Empowerment Act” – inserting 1404G which specifies grant funding for the training and certification of service animals and therapy animals. Sponsored by John Hoeven, Senior Senator (Republican) for North Dakota.

You can find out more about S.211 at these links:

<https://trackbill.com/bill/us-congress-senate-bill-211-survive-act/1653044/>

<https://www.govtrack.us/congress/bills/116/s211/text>

#### *Proposed State Legislation (Select List)*

HAWAII –

#### **SB334 & HB1074, SB1152, SB673 & HB322.**

In the state legislature of Hawaii, there is proposed legislation including House Bill 322 and Senate Bill 673 which would amend the state’s definition of “service dog” to include “emotional support animals.” This is a troubling action that could set precedence and build up speed in the United States.

Article Link to “Proposed Measures Could Weaken Ser-  
*continued on page 10...*

## Global News & Events

*Continued from page 9*

vice Animal Law” by Michael Brestovansky published in Hawaii Tribune Herald on 2019 Feb 08 at: <https://www.hawaiitribune-herald.com/2019/02/08/hawaii-news/proposed-measures-could-weaken-service-animal-law/>

You can find out more about SB334 and HB1074 (Assistance Animal Definition) at Link:

[https://www.capitol.hawaii.gov/measure\\_indiv.aspx?billtype=SB&billnumber=334&year=2019](https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=SB&billnumber=334&year=2019)

You can find out more about SB1152 (Dogs in Restaurants) at Link: [https://www.capitol.hawaii.gov/measure\\_indiv.aspx?billtype=SB&billnumber=1152&year=2019](https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=SB&billnumber=1152&year=2019)

You can find out more about SB673 and HB322 (Emotional Support Animals) at Link: [https://www.capitol.hawaii.gov/measure\\_indiv.aspx?billtype=HB&billnumber=322&year=2019](https://www.capitol.hawaii.gov/measure_indiv.aspx?billtype=HB&billnumber=322&year=2019)

### CALIFORNIA –

#### **AB169 Guide, Signal and Service Dogs: Injury or Death**

In the state legislature of California there is an Assembly Bill, AB169 which would close the gap in current law where there are consequences to the responsible party, extending it to cover situations where a guide dog or guide-dog-in-training may be off-duty at the time of injury or death.

This bill would delete, from both crimes, the requirement that the guide, signal, or service dog be in discharge of its duties when the injury or death occurs and would make these crimes applicable to the injury or death of dogs that are enrolled in a training school program for guide, signal, or service dogs, as specified.

For more information on AB169 visit this link: [http://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill\\_id=201920200AB169](http://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB169)

(See articles/info on AB169 on page 13)

#### *Proposed Rulemaking*

Update: 4,567 comments have been submitted regarding the US Dept. of Transportation 2018 Traveling by Air with Service Animals Advance Notice of Proposed Rulemaking (ANPRM) as of Feb. 2019. Link: <https://www.regulations.gov/docketBrowser?rpp=25&so=DESC&sb=postedDate&po=0&D=DOT-OST-2018-0068>

#### *Excerpt(s):*

This rulemaking would address the appropriate definition of a service animal and include safeguards to ensure safety and reduce the likelihood that passengers wishing to travel with their pets on aircraft will be able to falsely claim that their pets are service animals. This NPRM follows up on air travel accessibility issues discussed in the preamble of the 2008 Air Carrier Access Act (ACAA) final rule. This rulemaking covers one of the topics initially proposed under

RIN 2105-AE12.

#### *Conference (Select List)*

#### VIRGINIA –

July 22-25, 2019 National Service Dog Conference  
Hosted by The Association of Service Dog Providers for Military Veterans (ASDPMV)  
DoubleTree Tysons Corner in McLean, Virginia, USA

This conference will provide an opportunity for professional development, dialogue with VA leadership and VSOs, best practices sharing, and development. Association members invite all non-members, collaborative organizations, professional dog trainers, and veteran service professionals looking for a better understanding of the veteran service dog industry. ASDPMV's National Service Dog Standards which were established in November 2016 and are available for download at <http://www.servicedogs4vets.org>. Many networking opportunities available.

Link: <http://servicedogs4vets.org/conference/>

Become a Speaker/Presenter (Proposals due 2019 May 15)  
<http://servicedogs4vets.org/become-a-speaker/>

For more information on submitting an application for consideration as a conference presenter, email: [amanda@servicedogs4vets.org](mailto:amanda@servicedogs4vets.org).

#### *Air Travel Policy (Select List)*

#### **Delta Airlines.**

Service and Support Animal Policy - UPDATED

Link: <https://www.delta.com/us/en/accessible-travel-services/service-animals>

*Excerpt(s)* last viewed online 2019 Feb 22:

- Effective July 10, 2018: Each customer is limited to one emotional support animal. We are no longer accepting pit bull type dogs as service or support animals.
- Effective December 18, 2018: Service and support animals under four months of age are not allowed on any flight due to rabies vaccination requirements. Additionally, emotional support animals are no longer allowed to be booked on flights longer than eight hours. If you purchased your ticket prior to December 18th and have requested to travel with an emotional support animal, it will be ok to travel as originally ticketed.
- Effective February 1, 2019: For customers originating travel on or after February 1, 2019, Emotional support animals will not be accepted on flights longer than eight hours after regardless of booking date.

#### **United Airlines.**

Josephs, Leslie. (2019 Jan 03). United Airlines Joins Delta in Banning Emotional-support Puppies and Kittens. Englewood Cliffs, NJ: CNBC. Last viewed online at: <https://www.cnbc.com/2019/01/03/united-airlines-bans-emotional-support-puppies-and-kittens.html>

# Assistance Dog Discrimination Issues Need to Be Properly Addressed

by Edward Crane

**B**ack on January 12th, 2019, I was looking forward to seeing a famous comedian and television star take the stage for one night at the Saroyan Theatre located in Fresno, California. I am a disabled and work with a service dog named Zern. I was going to this special show with my niece to enjoy an evening out.

Upon arrival at the Saroyan Theatre, there was a large crowd in line waiting to go thru the security checkpoint. All guests entering this venue for any event are subject to a search of their person and their property, this includes a visual inspection and a bag inspection conducted by the Fresno Convention & Entertainment Center security personnel.

When, I reached the security checkpoint I was advised by a security person *no dogs were allowed* and I was refused entry. I myself, being familiar with the law and my rights, advised the security personnel that I wanted to speak to a supervisor.

We were asked to move aside, so that people could pass thru the security checkpoint and enter the theatre. It was definitely frustrating and not the correct way to start what was meant to be an enjoyable evening.

Finally, after a while a management person from security who was familiar with the ADA came over and allowed us to go through the security checkpoint and eventually enter the theatre, so we could enjoy our evening. Although we took in the show, I still felt frustrated from this event.

The next morning, I wrote a letter of complaint to the General Manager of the theatre. I explained exactly what happened and how it was a violation of my federally protected rights. In addition, I advised him that I had also filled an ADA complaint with the Department of Justice online about this situation.

In just a few days, I received a telephone call from the General Manager, who apologized for the incident and advised me that it was serious and unacceptable. He further advised that he wanted to take this unfortunate situation, and have it become a catalyst for improved understanding of compliance with the law for his employees. He invited Toni Ann Eames, IAADP Co-Founder & President and me in addition to Shannon Mulhall, the Fresno City ADA Coordinator, to participate in a training class for his management and staff.

On February 19th, 2019, a training class was held by: Shannon Mulhall and the two of us for both management and staff at the Saroyan Theatre. During the presentation, we shared and reviewed information, including the following three documents with the audience:

## U.S. Department of Justice

ADA Requirements - Service Animals

[https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm)

## ADA Business BRIEF - Service Animals

<http://www.courts.ca.gov/partners/documents/8.1-animalsbrief.pdf>

## How can I tell if an animal is really a service animal and not just a pet ?

<https://adata.org/faq/how-can-i-tell-if-animal-really-service-animal-and-not-just-pet>



Both management and staff were actively involved in the class discussions and their many questions to Toni, Shannon and me, leading to a better understanding of both the “ADA”, and especially the rules regarding assistance dogs. A commitment was made to keep the staff up-to-date on these matters, moving forward.

In conclusion, what started as a situation where: “a business was not complying with the law regarding service dogs”, actually got properly addressed and resolved by first filing a complaint with the business. Contacting the business in situations such as this, to address the issues is a necessary step before filing jurisdictional complaints. It is then important that the business takes the necessary steps to properly educate its staff, so that such situations do not happen again.

*Issues such as this should always be addressed and never be ignored.*

Note: The ADA Business BRIEF: Service Animals (Link: <http://www.courts.ca.gov/partners/documents/8.1-animals-brief.pdf>) was a great document that could simply be put in the hand of businesses, or sent by email, to educate them about the ADA and assistance dog law. Unfortunately, this document is outdated and should no longer be used.

***I recommend people contact the “U.S. Department of Justice” and request that an updated version of this document be produced and placed online. We may need to apply pressure to our Representatives to accomplish this effort.***

*continued on page 12...*



## Discrimination Issues Addressed

*Continued from page 11*

Please speak up, call or write today!

U.S. Department of Justice  
950 Pennsylvania Avenue NW  
Civil Rights Division, Disability Rights Section NYA  
Washington, D.C. 20530-0001  
Ph: 1-202-307-0663 or 1-202-353-1555 for Comment Line or  
1-800-877-8339 TTY/ASCII/TDD

You can file an ADA complaint online or send a letter to the address above.

It may take two (2) weeks to receive a response.

Link: [https://www.ada.gov/filing\\_complaint.htm](https://www.ada.gov/filing_complaint.htm)

Provide the following information:

1. Your full name, address, the telephone numbers where we can reach you during the day and evening, and the name of the party discriminated against (if known);
2. The name and address of the business, organization, institution, or person that you believe has committed the discrimination;
3. A brief description of the acts of discrimination, the dates they occurred, and the names of individuals involved;
4. Other information you believe necessary to support your complaint, including copies (not originals) of relevant documents; and
5. Information about how to communicate with you effectively. Please let us know if you want written communications in a specific format (e.g., large print, Braille, electronic documents) or require communications by video phone or TTY.

If you are unable to write and need to schedule an appointment, or if you have other questions, you can call the U.S. Department of Justice ADA Information Line at 1-800-514-0301 (voice) or 1-800-514-0383 (TTY).

To find your federal and state representatives in the USA, you can enter your address information online at: <https://www.usa.gov/elected-officials> or call 1-844-USA-GOV1 (1-844-872-4681).

### U.S. DEPARTMENT OF JUSTICE Access Problem?

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

Email: [complaint@usdoj.gov](mailto:complaint@usdoj.gov)

## Clearing a path for people with special needs clears the path for everyone!

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Bibliographic source: Giangreco, M. F. (2007). Absurdities and realities of special education: The complete digital set [searchable CD]. Thousand Oaks, CA: Corwin. Copyright 2002.

Inspired by a public school student with disabilities, this cartoon illustration makes a great point about accessibility.



**CLEARING A PATH  
FOR PEOPLE WITH SPECIAL NEEDS  
CLEARS THE PATH FOR EVERYONE!**

## Nominate IAADP to Receive Funding

There are several online fundraising resources such as like **Charitocracy**, **AmazonSmile**, and **GivingAssistant** which help not-for-profit organizations like IAADP receive monies to sustain the ongoing mission work of our kind volunteers. You can nominate, vote for and/or designate IAADP as your "Charity of Choice" to receive funding. If you nominate IAADP for funding or awards, please let our Social Media Team leader ([jill@iaadp.org](mailto:jill@iaadp.org)) know so we can get the word out!

# Update on California Bill AB169

from GSGDHI (Golden State Guide Dog Handlers, Inc.) Advocacy Co-Chairs

**W**e need guide dog handlers and other interested persons to attend this public hearing. GSGDHI can assist with travel expenses for GSGDHI members, dependent upon the requested amount. If interested in traveling to the public hearing, or if you have any questions please contact Gil Johnson by email at [gil.johnson37@gmail.com](mailto:gil.johnson37@gmail.com) or Diane Deutsch by email at [dianedeutsch07@gmail.com](mailto:dianedeutsch07@gmail.com), GSGDHI Advocacy Co-Chairs.

We will forward the meeting room address as soon as we know it.

You can also send a written affidavit/public testimony for AB169.

Send email to Hallie Balch at [hallie.balch@asm.ca.gov](mailto:hallie.balch@asm.ca.gov) (916) 319-2036

Send mail to Attention: Assemblyman Tom Lackey,  
1303 10th St. Sacramento, CA 95814

*Please address the letters to Assemblyman Tom Lackey for use throughout the entire process.*

*If you have connections with puppy raising clubs, or individual puppy raisers, **please share this time-sensitive info** as guides in training would be covered under this proposed bill.*

## Background and Current Law

Currently in California, it is a crime for any person to cause injury or death to any guide, signal, or service dog, while the guide, signal, or service dog is in active service. California showed its support for the disabled community when the Legislature adopted this law, however, this does not protect service animals in every respect.

## The Problem

The protections stated do not extend to service dogs in training, nor do they apply to those not actively fulfilling their duties as a service animal. If an off-duty animal is harmed or killed, the owner is often left without the help of their service dog. Without the aid of service animals, the independence of the owners is put on hold. Members of the disabled community are likely to miss work, get injured, or be unable to complete everyday tasks while trying to get through without their service animal.

This legislation will enable victims to receive restitution for any lost wages or medical expenses incurred while they are without the service of their guide, signal, or service dog.

## What will this bill specifically do?

AB169 will delete the requirement that specified crimes, such as causing injury or death, against guide, signal, or service dogs must occur while the dog is in discharge of its duties and would make these crimes applicable to the injury or death of dogs that are enrolled in a training school

or program for guide, signal, or service dogs, or to dogs that are currently off-duty.

This bill will also require restitution to the victim with a disability for medical expenses and loss of wages incurred as a result of injury or death to his or her service dog. It would also change the definition of "replacement costs" for which restitution may be claimed under existing law, to include: the training costs for a new dog, the cost of keeping the now-disabled dog in a kennel while the handler travels to receive a new dog, and the cost of the travel required for the handler to receive a new dog, each of these as needed

### Sponsor:

California Council of the Blind  
Golden State Guide Dog Handlers, Inc.  
Margie Donovan  
[margie.donovan1@outlook.com](mailto:margie.donovan1@outlook.com)  
(916)-293-9505

### Support:

National Federation of the Blind of California  
Canine Companions for Independence  
ASPCA  
Child and Family Center  
Guide Dog Users Inc.  
Independent Living Center of Kern County

The staff contact for this bill?

Hallie Balch  
(916) 319-2036  
[hallie.balch@asm.ca.gov](mailto:hallie.balch@asm.ca.gov)

To: Assemblyman Tom Lackey  
36th District State Capitol, Room 2174  
Sacramento, CA 94249-0055

Subject: Support of AB 169

Dear Assemblyman Lackey,

I am writing in strong support of AB 169. I am co-chair of the Advocacy Committee for Golden State Guide Dog Handlers Inc. For the past 10 years I have traveled widely with my guide dog. On at least two occasions, my guide dog has been harassed by a dog who was not on leash and not under the control of the owner. I was able to subdue the dog and get the owner or another person to help move the dog away from my guide dog. When walking in that area at a later time, my dog was somewhat fearful and I had to reassure him so that we could continue our trip. I have also known of several others whose dogs were attacked causing them to discontinue working as a guide dog. For these persons, their work and personal lives were greatly disrupted. They had to take the time and expense to get another guide dog.

AB 169 will provide legal and financial support if a

*continued on page 14...*

## Update on California Bill AB169

*Continued from page 13*

guide or service dog is working or not, and may also lead to dog owners keeping their dog under control. That is why I am in support of this bill and will encourage others to also write letters of support or attend hearings. If you have any questions, please do not hesitate to contact me.

Gil Johnson  
7333 Corte Brisa Carlsbad CA, 92009  
510-390-9200  
Gil.johnson37@gmail.com

To: The Honorable Tom Lackey  
California State Assembly State Capitol Building,  
Suite # 2174 Sacramento, CA 94249

From: IAADP  
(International Association of Assistance Dog Partners)

Re: Letter in Support of AB169  
Guide, signal, and service dogs: injury or death

Date: February 15th, 2019

Dear Assemblyman Lackey,

My name is Toni Eames and I am a resident of California. I am President and Co-Founder of the International Association of Assistance Dog Partners (IAADP), a 501(c)(3) tax-exempt nonprofit formed in 1994. IAADP is a cross-disability organization which educates and supports people with disabilities partnered with canine assistants to do such things as guide people with visual disabilities, alert people with hearing disabilities to sounds in their environment, and service dogs who facilitate people with all sorts of disabilities. Our mission is to (1) provide assistance dog partners with a voice in the assistance dog field; (2) enable those partnered with guide dogs, signal dogs and service dogs to work together on issues of mutual concern; and (3) to foster the disabled person/assistance dog partnership.

I am a blind woman who has been partnered with guide dogs since 1967. My dogs have kept me safe and enabled me to work until my retirement. I am writing to you to respectfully voice my support for AB169 (Guide, signal, and service dogs: injury or death) to be signed into law.

Assemblyman Lackey, under existing law, it is an infraction or a misdemeanor for a person to permit a dog who is owned, harbored, or controlled by the person to cause injury to, or the death of, a guide, signal, or service dog, as defined, while the guide, signal, or service dog is in discharge of its duties. Existing law makes a person who intentionally causes injury to or the death of an assistance dog while the dog is in discharge of its duties, guilty of a misdemeanor.

IAADP supports AB169 which would delete, from both crimes, the requirement that the guide, signal, or service dog be in discharge of its duties when the injury or death occurs and would make these crimes applicable to the injury or death of dogs enrolled in a training school or program.

Under existing law, if a defendant is convicted of either

of the above crimes, the defendant is required to make restitution to the person with a disability who has custody or ownership of the dog for any veterinary bills and replacement costs of the dog if it is disabled or killed, or other reasonable costs deemed appropriate by the court. Existing law provides for the compensation of victims of certain crimes by the California Victim Compensation Board from the Restitution Fund, a continuously appropriated fund, for specified losses suffered as a result of those crimes. Existing law authorizes the person with a disability in either of the above crimes to apply for compensation by the board for veterinary bills and replacement costs if the dog is disabled or killed, or other reasonable costs, as specified, in an amount not to exceed \$10,000.

IAADP supports that this bill AB169 would require the defendant, convicted of either crime, to also make restitution to the person for medical or medical-related expenses, or for loss of wages or income, as defined, incurred by the person with a disability. The bill would also include in the definition of "replacement costs" for this purpose the training costs for a new dog, if needed, the cost of keeping the now-disabled dog in a kennel while the handler travels to receive the new dog, and, if needed, the cost of the travel required for the handler to receive the new dog.

Assemblyman Lackey, AB169 would end a grave injustice currently existing in the State of California, when such horrific attacks occur resulting in death or injury of guide, signal or service dogs. A working dog has undergone extensive training and, whether the dog is playing in the yard or sitting on the front lawn, the dog is still an assistance dog.

On behalf of IAADP and the guide, signal and service dog community in the State of California, we completely support AB169 being signed into law ASAP and we will assist you any way possible. Please give jurisdiction of this law to the police.

Please contact me if you have any questions about our position or if I can provide further information. I may be reached by phone at (559) 446-1080 or email at [toni@iaadp.org](mailto:toni@iaadp.org). You are also welcome to visit our website at <http://www.iaadp.org> and our social media page on Facebook at <https://www.facebook.com/IAADP>

Thank you for your consideration.

Sincerely,

Toni Ann Eames, M.S., IAADP President and Co-Founder

### UPDATE 02/27/2019 from Ed Crane

The Assembly Public Safety Committee passed **AB169** and has re-referred it to the Committee on Appropriations. The committee vote was unanimous in support of **AB169**. I had the opportunity to speak to the Committee members individually and voiced our support for the Bill. I will follow this Bill through the Legislative process and keep you informed.



# A Tail To Tell

By Toni Ann Eames, M.S.

**A**dora, my Golden Retriever guide dog, was not happy during New Year's Eve with about half an hour of loud booms. She cuddled so hard, she wanted to get inside of me. After an hour, she calmed down and slept through the rest of the night.

I haven't been flying very much lately, but on January 16th, my roommate James and my friend Debbie flew with me to Charleston, South Carolina to attend the Top Dog conference. It's hard enough being stuffed into such close seating in coach, but with Adora at our feet, I felt like I was in a cast. Our flight was late, and we arrived in SC after midnight. The hotel room at the Comfort Suites hotel was more than adequate, and after a night's sleep, we went by taxi to the Palmetto Carriage Works tour of downtown Charleston. The horse pulling this 16-passenger vehicle was an extremely huge Percheron. Our friend Ed Crane, an IAADP board member, joined our crew with his Labrador service dog Zern. The tour guide was informative and, although I couldn't see the houses, I thoroughly enjoyed the ride. Of course, I had to greet the horse afterwards to thank her for her service.

That evening, we had dinner with Veronica and Brad Morris and Jenine Stanley, members of our presenting team on fake service dogs. Our presentation was well-received the next day. You can check out the captioned video recording online. (link: <https://youtu.be/p44LxYEVf80>)

Ed and I enjoyed the other sessions. The best part of the conference was meeting old friends and making new contacts. On Sunday morning, there was a blessing of the 93 dogs, and one of the Christian ministers crocheted a Jew-

ish Star for Adora and me. The conference was too short, and although it was nice to come home to the other animals cared for by Cayla LeBeau, it was sad to say goodbye to the Top Dog participants.

Another high point of the month was a telephone interview with Tracie Hotchner, the Radio Pet Lady (link: <http://www.radiopetlady.com/>). I had the chance to talk about IAADP, and discuss fake service dogs.

I hope you are as committed to IAADP as I am. When you order merchandise from Amazon, please specify IAADP as your charity of choice – that way we can benefit from your online purchases. <https://smile.amazon.com>

Are you taking advantage of eScrip? Even the smallest amounts of money can benefit IAADP. <http://www.escrip.com>

In addition, we need workers. Do you have skills as a writer, editor, fundraiser, speaker or outreach coordinator? IAADP is an organization for all of us, and we need committed members to make us grow! Please call me at (559) 446-1080 Pacific time or email me at [teames559@gmail.com](mailto:teames559@gmail.com) to let me know your skill set. However, I do not text.

I've been working closely with the representative from Medtronic to adjust the neurostimulator. By holding onto a walker guided by a friend, I've been able to walk more than a mile. I wish there were a way to be guided by my dog while stabilizing me with a walker, but one needs both hands to use the device.

## IAADPs Wish List

### Financial Contributions

- Newsletter Sponsor(s) (content, desktop publishing, print & audio publication, S&H, postage)
- Website Renovation
- Conference Scholarships (registration fees, travel, lodging, meals)

### Volunteer Services / IAADP Teams

- Member Engagement
- Fundraising
- Website
- Newsletter
- Social Media
- Information & Advocacy
- Internation Resources

## MEMBERSHIP QUESTIONS? CHANGE OF ADDRESS or DOG?

Contact

Membership Coordinator at  
888-54-IAADP 888-544-2237  
[membership@iaadp.org](mailto:membership@iaadp.org)

## IAADP WEBSITE:

[www.iaadp.org](http://www.iaadp.org)

## SOCIAL MEDIA:

[www.facebook.com/IAADP](https://www.facebook.com/IAADP)

# Tired of Old Divisions, Service Dog Users Band Together

*Photos and Article Reprinted with Permission. Courtesy of Brad Morris, Director of Government Relations, PSDP (Psychiatric Service Dog Partners) and USAUSA (United Service Animal Users, Supporters, and Advocates)*

**T**he community of service dog users has historically suffered from internal segregation and cross-disability suspicion. Advocates working to heal these divisions gathered together at a recent guide dog conference.

On a gentle winter weekend in Charleston, South Carolina, the tails were calmly wagging and the waving hubbub of conversation ebbed and flowed among fast friends. This was the Top Dog Guide Dog Conference, a regular event that celebrates the partnerships between service dogs and those who are blind or who have low vision.

## Guest “Ambassadors”!

About 150 people squeezed into a small convention space, weaving past one another among round tables and down aisles of chairs. What set this year’s event apart was that two guests had service dogs for disabilities that aren’t related to vision.

These non-guide service dogs included a cream-colored Labrador Retriever – not out of place in a room of Labs, Retrievers, Shepherds, and Standard Poodles – and an eight-pound white and black Japanese Chin. If you didn’t know any better, you’d be forgiven for thinking “purse dog” when seeing the wide-eyed, fringe-eared Japanese Chin.

The cream-colored Lab “Zern” helps Ed Crane, founder of My Assistance Dog Inc., with his seizure disorder, while the tiny “Hestia” is trained to help Dr. Veronica Morris with the symptoms of her mental illness. Veronica Morris is the President of Psychiatric Service Dog Partners (PSDP), and she and Ed Crane both credit their past and present service dogs with allowing them to engage in the world when they otherwise wouldn’t be empowered to.

These guest service dog teams joined Top Dog to help turn around old ways of thinking in segments of the service dog community. Debbie Grubb invited them because she thinks this community is ready for change; she is emphatic that “The service dog movement is big enough to include all of us who have a legitimate right to be included in it.”



## Working Against a History of Segregation

Many guide dog users at Top Dog could relate to the guests’ experiences and concerns. Of course, they all value their partners. Further, most want there to be a lot more education of businesses and the general public about how service dogs work and when a dog’s behavior merits its removal from a business, service dog or not.

Toni Eames, a fixture in the service dog community and President of the International Association of Assistance Dog Partners (IAADP), is a guide dog user who recognizes the need for more communication and education. She surprisingly relates that “Many blind folks are totally unaware of the tasks performed by ‘assistance dogs’ other than guide dogs.”

Part of the problem is the language used within different service dog schools.

Many guide dog users would only be familiar with what the schools tell them, for instance, about owner-trained psychiatric service dogs, because there was no line of communication between the two populations. It’s easy to believe over-hyped stereotypes in the media when you don’t know a real person with a reasonable story of doing their best to deal with challenging circumstances.

## Fighting Legislators For Access



*Panelists (left to right) Toni Eames, Brad Morris, Veronica Morris with Hestia and Ed Crane.*

Actively removing this barrier, Eames joined Veronica Morris, Ed Crane, and Brad Morris on a panel presentation to explain what other service dogs do, how their users’ concerns are very similar, and how outside forces have conspired to divide and conquer people with disabilities when it comes to laws and access.

On this last point, the audience enthusiastically supported PSDP’s Director of Government Relations, Brad Morris when he railed against the US Congress. He uses a power wheelchair, but says a service dog is not a good fit for him at this time.

The fight for disability rights is alive and kicking in the

*continued on page 17...*

present, Brad Morris said, when just last year the House of Representatives actually passed a bill (HR 620) that activists agree would gut the protections under the Americans with Disabilities Act (ADA). The bill has not taken effect so far because the Senate did not consider it, but Brad Morris still believes the disability and service dog communities need to be united to fight off the ongoing attacks on access.

## Coalition Efforts

This Top Dog panel was hosted by Jenine Stanley, who is also a fixture in the service dog world and whose belief in the cause runs deep. She is a guide dog user who served with Brad Morris on the US Department of Transportation's 2016 committee to update some of the disability-related flying regulations. These laws differ significantly from ADA regulations in how they single out service animal users with mental health disabilities with tougher barriers to airline travel.

That 2016 committee crafted a series of compromise positions with airline and advocate input, but these ultimately weren't implemented. Stanley and Brad Morris were so convinced of the need to unite against divisive forces that after the half-year of meetings in Washington, DC, they created a loose coalition called "United Service Animal Users, Supporters, and Advocates" (USAUSA). USAUSA exists to consolidate the voices of relevant groups on big issues to ensure that service animal users' rights aren't eroded by outside interests or even internal divisions.

As a tangible sign of this kind of coalition effort, Stanley was proud to point out the festive, kelly green silk scarves she and Brad Morris wore to Top Dog. These "solidarity scarves" are a symbol, like a bracelet, of solidarity within the service dog user community – a willingness to respect and support the rights and responsibilities of service dog users regardless of disability type, dog breed, training origin, and so on.

## Hope For Progress in Spite of Tension

Will this symbolic scarf take hold, and will it signal any greater impact in the world of service dog advocacy? There is some hope for this kind of unity and movement.

Within the Top Dog audience, guide dog users like Penny Reeder nodded in agreement as they listened. She is President of Guide Dog Users, Inc. (GDUI), a major membership-based organization in the service dog community. Reeder views the solidarity scarves idea as an opportunity to spark conversations that will continue to push the community in a better direction, saying that "Progress comes when we make the decision to listen to each other, recognize our similarities, and fight shoulder-to-shoulder for our common interests."

Not everyone feels the same way in the service dog community. Some individuals were turned off by what they thought would be a froufrou session and opted out. Suturing up old divisions can take time. But if you were listening closely at Top Dog, you could hear other conference-goers



*Brad Morris and Jenine Stanley embrace their mission, modeling kelly green solidarity scarves with guide dog Roger.*

saying things like, "I was skeptical of other [non-guide] service dogs, but now I'm a believer."

Are you interested in getting a solidarity scarf to show support? Any kelly green or other solid green scarf will do, but the ones worn by Jenine Stanley and Brad Morris in the video are currently available from two sellers on Amazon (choose the "Fresh Green" color):

Link: <https://smile.amazon.com/gp/product/B07GD56DMD>

Link: <https://smile.amazon.com/gp/product/B07B92HFZ6>

Note: PSDP is not endorsing Amazon or third-party sellers on Amazon, though PSDP does encourage the use of the charity-supporting AmazonSmile for those who shop on Amazon.

Original Link:

<https://www.psychdogpartners.org/press-releases/service-dog-users-band-together>

Captioned VIDEO recording of the conference panel discussion described in this press release may be accessed online at: <https://youtu.be/p44LxYEVf80>

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Memorial Donations accepted at  
[give.iaadp.org](https://give.iaadp.org)**



# A Sticky Process in the UK Assistance Dog Movement

## Let's Stick to Public Access and Not Get Stuck on Discrimination - via Stickers!

Upholding the rights of public access for assistance dog teams around the globe has been a call to action on many fronts, bringing human rights for social inclusion, integration, equity and the freedom of choice into sharp focus. Raising the banner in celebration for what this unique partnership brings to society worldwide is a long-standing commitment. IAADP has been a major player in promoting the advancement of public access rights for 25+ years. Exercising our voices for meaningful inclusion and participation in policymaking is one way this organization makes its mark. IAADP's Board, Partner Members, friends and allies raise the bar in this campaign eloquently, conscientiously, and collectively with unyielding commitment.

IAADP Partner Member, Alison Skillin from Scotland, and her fellow advocate, Sharon Lawrence from England, reached out to IAADP Board Members to increase awareness surrounding the unlawful restriction of public access rights for assistance dog teams with owner-trained and/or independent program/private-trained assistance dogs whose validity was being challenged and debated.

*[Today, there are an estimated 7,000+ assistance dog teams in the UK. Which includes; England, Scotland, Wales, and Northern Ireland.]*

The major theme of correspondence was the long history encompassing the development and implementation of The Equality Act of 2010 [<https://www.legislation.gov.uk/ukpga/2010/15/contents>] and the turmoil that ensued within the UK assistance dog community. The Equality Act prohibits service providers, including taxis and restaurants, from discriminating against people with disabilities partnered with assistance dogs and requires reasonable adjustments. (Bennett & Desai, p.3)

Under the Equality Act of 2010 **anyone** with a disability may present themselves to any service provider with **any assistance dog** for public access and reasonable adjustment. The law does not require an assistance dog team to present identification or certification of adequate training, nor does it require that an assistance dog be registered and/or trained by a specific organization.

*"It disturbs me when people write like that about disabled people needing to be 'ensured we can manage our dogs', I have found it very offensive as a disabled person. Cyclist and pedestrian accidents are horrific, yet nobody wants to control or mark them for identification and ensure they have been through a robust test and medical*

*clearance, which would cause anarchy. But why do able-bodied persons think people with disabilities partnered with assistance dogs need to be marked with identification, medically cleared and approved capable? Just because we are disabled it doesn't mean we are not capable. We might do things different or struggle with some things, the journey might be different, but we all end up at the same destination."*

—Sharon Lawrence, OTCC Champion,  
Advocate for Change

Together, Alison and Sharon initiated communication with like-minded souls who needed answers on how the new changes in law would be interpreted and impact owner-trained assistance dog teams and teams trained by independent trainers and/or programs unaffiliated with the Assistance Dogs International (ADI) chapter in the UK (ADUK), a prominent organization within the assistance dog community. ADUK is a coalition of eight assistance dog organizations accredited by Assistance Dogs Interna-

*continued on page 19...*

### The Equality Act of 2010

Part 12 (Disabled Persons: Transport), Chapter 1 (Taxis), Section 173 [part only] (Interpretation)[Parliament; Scotland, Wales and London]

Excerpt(s) last viewed online 2019 Feb 28 from:  
<http://www.legislation.gov.uk/ukpga/2010/15/section/173>

(1) In this Chapter –

“accessibility requirements” has the meaning given in section 167(5);

“assistance dog” means –

- (a) a dog which has been trained to guide a blind person;
- (b) a dog which has been trained to assist a deaf person;
- (c) a dog which has been trained by a prescribed charity to assist a disabled person who has a disability that consists of epilepsy or otherwise affects the person's mobility, manual dexterity, physical coordination or ability to lift, carry or otherwise move everyday objects;
- (d) a dog of a prescribed category which has been trained to assist a disabled person who has a disability (other than one falling within paragraph (c)) of a prescribed kind;

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tional (ADI/ADUK) and/or the International Guide Dog Federation (IGDF). Alison and Sharon became ports in the swirl of confusion and uncertainty, attracting others to establish a grassroots movement birthed out of necessity and mutual concern(s).

Around 2011, ADUK initiated a campaign which boosted its presence within the regions of the UK. Alison recalls the rise of ADUK's proclamation of their ability to "guarantee" the caliber of assistance dogs' public behavior once ID cards started being distributed to graduates of ADUK member organizations. Further, an "Identification Booklet" was developed, showcasing ID cards featuring separate photos of the assistance dog and the partner along with their names, a certified ID number, plus the dog's weight and microchip number. The intentions of ADUK may have been guided by the desire to reduce the influx of "fake service dogs" into the public which has been problematic, necessitating a workable solution; also, to address the issue of unscrupulous people charging large sums of money to vulnerable populations, families, and/or funders for assistance dogs yet failing to deliver. However, an outcome of this campaign, which ADUK believes to be inclusive, has been discrimination which has led to a divisive fault line in the solidarity of UK assistance dog community at large.

Language throughout the ADUK Identification Booklet refers to "Registered" assistance dog(s), mentioning member organizations, and on page 9 goes further adding the term "legitimate" i.e. "...legitimate registered assistance dog."

On ADUK's website in the section designated to answering questions for businesses and services providers, it stated:

*This Identification Book identifies the bearer and their dog as a Registered Assistance Dog Partnership. All registered assistance dogs wear jackets showing clear identification, including the Assistance Dogs (UK) logo. In the event of a disabled person requiring access for an assistance dog not trained by an ADUK member organization and therefore not carrying the ADUK logo, it is recommended that evidence of training standards and details of the training organization is made available for inspection.*

In 2013, Equality and Human Rights Commission published "Assistance Dogs: A Guide for All Businesses, How to Enable Assistance Dog Owners to Use Your Service," which had similar language. Notably on page 3, it states:

*Assistance dogs...are instantly recognisable by the harness or identifying coat they wear. Every assistance dog user will carry an ID book giving information about the assistance dog and training organisation together with other useful information.*



The subsequent crusade came when ADUK created and distributed yellow stickers to businesses with instructions to prominently display them on business entrance doors and/or windows. ADUK stated the signage was necessary to: 1. comply with the new requirements in the law governing assistance dogs and, 2. to ensure that the assistance dogs allowed access into their business are 'certified'.

Soon, the assistance dog community started seeing these yellow stickers in pharmacies, restaurants, banks, coaches, ferries, trains, and public transportation such as the Nottingham City Bus. The sticker clearly states: "Registered Assistance Dogs Only." In the aftermath of this 'sticker campaign,' even in places where the ADUK stickers were not displayed, the intent of the proclamation was upheld. The result was widespread discrimination against many persons with disabilities partnered with assistance dogs by providers denying access exerting the claim that only "registered" assistance dogs could enter.



*"This has resulted in our community being unable to access shops, pharmacies, restaurants, banks, schools, colleges and universities, etc. We have even had problems when needing hospitals, doctors and housing. Additionally, trains, buses, coaches, ferries and airlines have been denied to us on a regular basis."*

—Alison Skillin, Co-Founder of OTCC, Advocate for Change

The capacity of ADUK member organizations on the whole is insufficient to meet the demand for trained assistance dogs as demonstrated by the waiting lists which have at times exceeded several years, or even been closed altogether as organizations are also asked to meet the needs for successor dogs for graduates. In addition, there are some disabilities that assistance dogs can be trained to perform mitigating tasks yet are not addressed by the existing ADUK member organizations, leaving a substantial gap.

An official complaint was filed in 2015 by Sharon Lawrence and another by Alison Skillin to address the concerns of assistance dog partners with non-ADUK assistance dogs. In October 2015, Alison Skillin and two colleagues formed the UK Owner Trained Assistance/Service Dogs Campaign for Change (OTCC) which today has a following of over 1,200+ throughout the UK. Sharon Lawrence joined OTCC shortly after. Committed to raising awareness, acceptance and understanding of alternative routes for training assistance dogs, this group has been working hard to reduce discrimination and improve public access.

*"IAADP's stand is that any well-trained dog performing trained tasks for his/her disabled partner should have public access."*

—Toni Eames, IAADP President and Co-founder

*continued on page 20...*

## A Sticky Process in the UK Dog Movement

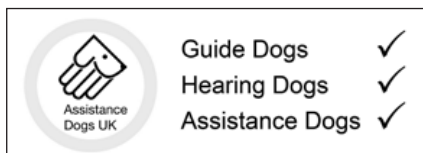
Continued from page 19

The OTCC approached the Equality and Human Rights Commission (EHRC) -- which upholds the Equality Act 2010 -- opening up the lines of communication to advocate for their community to address the impact that the ADUK's Members ID Booklet and sticker distribution has had. They worked together to write an updated publication in line with the Equality Act of 2010 that was finally released in 2017 and included a photograph of Sharon's assistance dog, Ottie. On pages 4-5, the revised text states:

*Most are instantly recognisable by a harness or jacket. However, the law does not require the dog to wear a harness or jacket to identify it as an assistance dog. Some, but not all assistance dog users, will carry an ID book giving information about the assistance dog and the training organisation together with other useful information. Again, this is not a legal requirement and assistance dog users should not be refused a service simply because they do not possess an ID book. Assistance dogs can also be owner trained and the owner selects their own dog to fit their own requirements.*

OTCC participated in Working Groups within the EHRC, investing time to learn the law and how it was intended to be implemented. Through letters, emails, social media and other means of communication they have pursued resolution, awareness building, and support for the UK assistance dog community with the parliament, city and regional government agencies, policymakers, businesses, stakeholder groups, and other interested parties. This is a grassroots campaign in action with the advocacy of these dedicated ladies and those who have joined OTCC to speak up for public access rights.

In the summer of 2017, a working group of stakeholders convened, facilitated by the Department of Work and Pensions (DWP), Office for Disability Issues (ODI), named the Assistance Dogs Public Access Assessment Working Group. Through an FOI (Freedom of Information) petition, Sharon received a letter which was dated March 27, 2018 sent to the Equality Human Rights Commission (EHRC) from some, but not all, of the working group members. Sharon was outraged, asking "How can 10 members of the DWP ODI facilitated working group splinter off and produce such a discriminatory and stigmatising letter about disabled people to bring the Guidance down immediately!? This Guidance is the independent owner trained bible, it is their access right, it shows they are legal, despite so many of the ADUK window stickers marked 'Registered Assistance Dogs Only' with the ADUK logo which have not yet been updated."



Excerpt(s):

"The overall impression from these documents is that anyone with a Disability under the Equality Act can present themselves to any business/service provider, with any dog and that the business/service provider must allow access without question."

"Only providers of Assistance Dogs who are member organisations of the AD (UK) have by virtue of that membership have agreed to work to a set of minimum training standards that the dog must meet before being paired with a person. These standards have been internationally agreed."

"These guidelines lack any clear means for a business to know what such a dog is, how it can be identified or how to ensure that it is safe!"

The letter referenced above came on the heels of the ADUK's Written Evidence (EQD0081) which was submitted to the House of Lords requesting changes to the Equality Act 2010 appearing in the Report of Session 2015-2016, The Equality Act 2010: The Impact on Disabled People published by The House of Lords Select Committee on the Equality Act 2010. [Link: <http://data.parliament.uk/written-evidence/committeeevidence.svc/evidencedocument/equality-act-2010-and-disability-committee/equality-act-2010-and-disability/written/20697.html>]

When the letter was posted to the OTCC social media page and referenced in the OTCC Change.org petition update: "Discriminatory Letter From DWP Supported Working Committee" by Alison Skillin (last viewed online at: <https://www.change.org/p/speak-out-for-uk-assistance-dogs/u/23409128>), a flood of strong emotional responses from the assistance dog community followed. Alison and Sharon wrote to the DWP regarding the content of this letter and called attention to the purpose of the Assistance Dogs Public Access Assessment Working Group to bring about equality for all assistance dog teams.

Fortunately, the EHRC rejected the request to have the guidance brought down. "The EHRC has informed us they have no plans to change the guidances," said Alison Skillin.

Over the years since its founding, OTCC's grassroots organization efforts have provided hope, help, assistance, guidance, and strength to many assistance dog partners. OTCC has aided those who have found themselves in situations perpetuated by ignorance, lack clarity resulting in acts of discrimination. Rights of access have been denied assistance dog partners to housing, education, public and private transportation, and many other areas which are protected under basic human rights. The heroic acts of this Campaign for Change has never wavered. They are using tools and strategies to reach out and connect with those experiencing injustice, educating and holding service providers accountable to provide public access without discrimination in accordance with Equality Act 2010.

Fruits of their labor are being realized. In February there was an announcement that Stagecoach was going to remove the ADUK stickers with "Registered Assistance

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Dogs Only” off their coaches and Megabus as well – a UK-wide change. Another company, Marks & Spencer, contacted OTCC announcing that they would be replacing their signs with inclusive and compliant signs: “Assistance Dogs (Equality Act 2010) Welcome.” In June of 2017, Alison and her assistance dog, Bear, were invited to Westminster, London for an official roundtable meeting on assistance dog rights.

*“We do not have a grudge against ADI, but just want equal rights.”*

–Alison Skillin

The letter written by the Assistance Dogs Public Access Assessment Working Group, per Sharon Lawrence’s Freedom of Information request, along with the letter from OTCC to the DWP in response, regarding the content of that letter, along with additional links on UK law and resources will be available as an addendum on *Partners Forum* online newsletter archive at: <https://www.iaadp.org/newsletter.html>

The OTCC marches on, continuing to do what is necessary to empower **all** assistance dog teams in the UK. Momentum

in their campaign is driven by a desire to ensure voice and representation with an equal place at the table when it comes to policy making, setting new precedence and creating a unified front for the access rights of all assistance dog teams in the UK. The objective remains keeping the rights of all assistance dog partners moving onward and upward.

OTCC has also responded by creating alternative inclusive “stickers.” Photos of their designs are included with information on ordering a sticker, a patch (velcro, sew on, or iron on), or a pin.

Link: [https://www.ebay.co.uk/usr/uk\\_ownertrainedassistance dogs](https://www.ebay.co.uk/usr/uk_ownertrainedassistance dogs)



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Resources used in the development of this article include:

UK Equality Act of 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

Assistance Dogs: Issues Briefing Paper Number CBP 7668 27 July 2016 By Oliver Bennett & Previn Desai, House of Commons Library. You can download this publication (PDF format) at: <http://researchbriefings.files.parliament.uk/documents/CBP-7668/CBP-7668.pdf>

ADUK Booklet for service providers such as restaurants, retail stores, rideshare/taxi drivers, public transportation providers, etc. (PDF Format) <https://www.guidedogs.org.uk/media/4762/aduk-id-book-england.pdf>

The link to the ADUK Booklet came from Guide Dogs website: (The working name for The Guide Dogs for the Blind Association) <http://www.guidedogs.org.uk>

ADUK Submitted Written Evidence (EQD0081) Submitted to the Parliament 4 September 2015 for the Equality Act and Disability Committee. (PDF Format, pages 75-81) <https://www.parliament.uk/documents/lords-committees/equality-act/equality-act-and-disability-committee-evidence.pdf>

Assistance Dogs: A Guide For All Businesses, Revised edition published December 2017 by Equality and Human Rights Commission [Note: Alison Skillet & Sharon Lawrence contributed to the creation of this document.] ISBN 978-1-84206-701-7. You can download this publication (PDF format) at: <https://www.equalityhumanrights.com/sites/default/files/assistance-dogs-a-guide-for-all-businesses.pdf>

Take The Lead: A Guide to Welcoming Customers With Assistance Dogs. Revised edition published August 2018 by Equality and Human Rights Commission ISBN 978-1-84206-752-9. You can download this publication (PDF format) at: [https://equalityhumanrights.com/sites/default/files/take-the-lead-welcoming-customers-with-assistance-dogs\\_0.pdf](https://equalityhumanrights.com/sites/default/files/take-the-lead-welcoming-customers-with-assistance-dogs_0.pdf)

Letter To: Rebecca Hilsenrath, Chief Executive, Equality and Human Rights Commission  
From: The Department of Work and Pensions Facilitated Assistance Dogs Public Access Assessment Working Group  
<https://www.change.org/p/speak-out-for-uk-assistance-dogs/u/23409128>

## OTCC Links

OTCC Petition on Change.org “Speak out for UK Assistance Dogs”: <https://www.change.org/p/speak-out-for-uk-assistance-dogs>

OTCC Facebook Community <https://www.facebook.com/pg/UK.OT.ASSISTANCE.DOGS/posts/>

*continued on page 22...*

## A Sticky Process in the UK Dog Movement

*Continued from page 21*

OTCC Twitter <https://twitter.com/ukdoglaw>

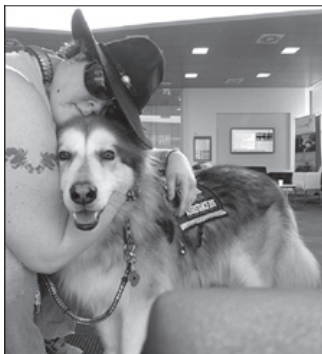
OTCC Assistance Dog Law Website <https://www.assistedoglaw.co.uk>

OTCC Ebay Page for Stickers, Patches, Pins, etc. [https://www.ebay.co.uk/usr/uk\\_ownertrainedassistance dogs](https://www.ebay.co.uk/usr/uk_ownertrainedassistance dogs)

NOTE: Due to costs involved only order a small supply at a time, turnaround may be 20 days or so, not including shipping and handling. Patience appreciated with this new adventure.



The graphic designs of these OTCC items include the flags of the four countries that make up the UK: Left to Right, England, Scotland, Northern Ireland and Wales. We're all proud of who we are and laws can be different depending on which country you are in. The left graphic has a dog silhouette with the UK flag and member country flags around the rim. The right graphic features the member country flags in the pads of a paw print.



### Alison Skillin and Bear

Born in Arizona, Alison Skillin immigrated to the UK (Scotland) in 2002. She has owner trained three (3) assistance dogs in the UK without help from a trainer. In 2015, she co-founded the UK Owner Trained Assistance/Service Dogs Campaign for Change (OTCC) after learn-

ing there could be changes to the Equality Act of 2010. Alison promotes public access rights for persons with disabilities partnered with assistance dogs in the UK, through facilitating communication between those partnered with owner-trained dogs and those partnered with program-trained dogs, seeking public acceptance of access rights for both. She is very active with the Scottish Parliament, bringing voice and attention to issues affecting the assistance dog community.

Bear is "Freedom on 4 legs" according to his owner, Alison, who adopted him from a rescue program named Sibs and Sled Dog Husky Rescue (SASD), <http://sibesandsleddogs.org.uk>. He is identified as a British Timber Dog –Alaskan Malamute/Rough Collie. Today, Bear serves as an owner-trained Guide, Hearing, Mobility, Seizure Response, Medical Alert, and FND Assistance Dog with an impressive list of tasks. Bear's social media page on Facebook was the spark that started OTCC when so many people from our community contacted her through it. Check out Bear's Facebook page: <https://www.facebook.com/Bear.Totem.Assistance.Dog>



### Sharon Lawrence and Ottie

Sharon is an advocate helping people with disabilities partnered with assistance dogs achieve full and meaningful lives with equitable freedom, promoting public access rights regardless whether their assistance dog is program-trained or owner-trained. She speaks regularly to the Department of

Work and Pensions (DWP), the Civil Aviation Association (CAA), and the City of London Heathrow Animal Reception Centre on behalf of OTCC as well as housing associations, department stores, airlines, universities and any others who discriminate against our community. Without her advocacy in the UK, there is concern it could be a country where only ADI/IGDF program-trained assistance dogs would be accepted, leaving the rest of the assistance dog community members in a vulnerable position due to discrimination. She has owner trained two (2) assistance dogs. Ottie is her current assistance dog partner.

Ottie is the most gentle giant you can meet. He is a Italian Spinone that Sharon rescued. Ottie walks by her side with or without a lead and she says his obedience is 96% never having to repeat a command; stop is stop and wait is wait. Ottie's service affords her less isolation, greater confidence and increased participation. Ottie helps her shop, coming to her aid and helping her get into a better position with light work to recover from a fall. He will also wake her from a nightmare, pushing his nose against her until she wakes. This disrupts and relieves the thought patterns. Then he returns to sleep in his own bed which he prefers.

## Online Membership Application

<http://www.iaadp.org/iaadp-membership-application.html>

# Our Community Knows Best: Beta-test A New Evaluation

by USAUSA (United Service Animal Users, Supporters, and Advocates)

Our service dog community knows more about SD (Service Dog) evaluation than AKC (American Kennel Club). That's why PSDP (Psychiatric Service Dog Partners) is inviting people to beta-test a **SDIT (Service Dog In Training) Manners Evaluation** to replace how we used AKC tests in the past.

With your input, we will no longer rely on an organization that dismisses our informed objections. We will not have to hand over our money to support AKC's massive infrastructure. And we will be empowered with the best resources to mold our dogs into stellar service dogs.

If you know something about service dog training, please tell PSDP what you think about their new evaluation that was kickstarted by AKC's misdeeds. Regardless, please spread the word so others can help this become the most useful version it can be. Thank you – and thank you for being one of over 1,800 signatories on our petition!



NOTE: The logo pictured – except/without the red “X” – is trademarked by AKC and appeared on the AKC Urban CGC webpage. It is shown for fair use purpose and this illustration does not imply endorsement by AKC in any way.)

## Manners Evaluation for Service Dogs in Training (SDITs)

For decades, our community has used outside tests designed for pet dogs to help us mark progress along the earlier stages of a service dog training journey. These tests

worked okay as vague milestones, but weren't tailored to service dog training, weren't great for detailing how test-takers could make improvements, and were associated with an unnecessarily costly corporate structure.

We've designed a Service Dog in Training (SDIT) Manners Evaluation to do better. If you're training a dog to be a service dog, our SDIT Manners Evaluation can help you:

- decide whether the dog is ready for public access as an SDIT, as local laws allow
- chart training progress
- create additional records that may be useful in the future if you have to be involved in a court case over an access issue
- avoid unnecessary fees – we recommend having a professional trainer administer this evaluation for any formal records, but it is otherwise free to use (of course, donations are welcome!)

This SDIT Manners Evaluation is not intended to address disability mitigation training (as opposed to public access and obedience behaviors), to provide a PSDP stamp of approval or guarantee, or to be shown to gatekeepers to help one gain access to no-pets places. It is primarily a tool to help in training a dog toward more advanced Public Access Test standards.

We hope you find this useful and are able to give us feedback – whether negative or positive – on the draft/beta version linked just below! The last day for beta testing is April 10th, 2019.

## Sponsor Thank You

IAADP expresses gratitude for NutraMax sponsorship of this spring issue of *Partners Forum* in the beginning of the 25th Year since IAADP was founded. *Partners Forum* provides news updates, highlights, insights and more for Assistance Dog Partnership Teams across the globe!

IAADP also extends deep appreciation to NutraMax for sponsoring the Veterinary Care Partnership and all the additional support provided since it was formed in 1994.

Here are a few notes of appreciation and gratitude from members:

“Thank you. I always enjoy and learn much from the *Partners Forum*.” –Laurel Rabschutz, PhD

“...I asked my vet to order the next six months of Nutramax Welactin and Dasuquin Advanced Soft Chews. ... This benefit, which is provided by Nutramax, to IAADP members, is wonderful. I really appreciate IAADP and the fantastic companies helping assistance dogs teams.

Keep up the great work!” –Doug and Watson

“The BEST “perk” is the Dasuquin and Welactin! I SO appreciate being able to keep my assistance dog on these supplements which otherwise would be out of my budget. Again, thank you!” –Wendy & The GSD Gang



# International Association of Assistance Dog Partners

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# Products & Services

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## NEW DISCOUNT FOR RUFF WEAR WORKING DOG GEAR

Ruff Wear has an online catalog of working dog gear. They announced they plan to offer a 40% discount on most items (except a specific custom harness and ID vest for guide dogs) upon approval and processing of "Pro Plan" applications through their website once the new system is online, anticipated to re-open by the end of March 2019. Eligible IAADP Partner Members can record their IAADP Partner Member ID number on the Ruff Wear Pro Plan application.

NOTE: This discount does not include shipping and handling. Discount, terms and conditions subject to change without notice.

Link: <http://www.ruffwear.com>

Customer Service can be reached Monday through Friday, 8am-4:30pm Pacific Time, USA. Toll-free: 888-783-3932 or Phone: 541-388-1821 or Fax: 541-388-1831.

Address: Ruff Wear Inc., 2843 NW Lolo Drive, Bend, OR 97703 USA

## Who Do I Ask? Where Do I Send It?

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Database, VCP  
Member Benefits

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**To unsubscribe, you can send an email to  
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## Membership Information

**Membership Dues:** Partner Member \$40; Renewal \$40; or join/renew, 3 years for the price of 2 years! \$80; Partners outside United States \$20 per year or \$40 for 3 years; Friend \$40; Provider \$50.

Send check with signed application from website at <http://www.iaadp.org/iaadp-membership-application.html> to IAADP, P.O. Box 638, Sterling Heights, Michigan 48311. You may also obtain a membership application with S.A.S.E. Credit/Debit Cards accepted online! Specify newsletter format - Print, Cassette, Data CD or Email. Renewal notices may or may not reach you. **Please renew 45 to 60 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! At this time we are only accepting **Provider Membership** applications online. Mailed applications will be returned to the applicant. Please go to our website (address listed above) and follow the instructions provided for you there. Thank you for your understanding and compliance with this request.