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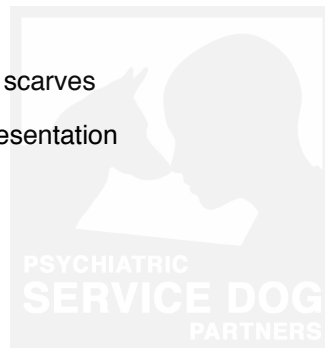
PSDP Board of Directors Minutes
7/26/19, 12:00 p.m. PT/3:00 p.m. ET

Attendees

Veronica, Brad, Elaine, and Linden

Agenda

- Next regular meeting
- Leadership
- Fundraising
 - Convention sponsorship, etc.
- Website/social media
 - SD POC, etc.
 - Ask an expert
 - Pictures & videos
- Advocacy/outreach
 - GDUI presentation and solidarity scarves
 - Airline trade group collaboration
 - FAA/airport operator survey & presentation
 - Reaching out across the pond
 - Media backdrop
 - Flowcharts for airline employees
 - AKC PAT
 - Manhattan court case
 - IAADP coverage, etc.
 - Presentation for businesses
- Revision of emergency card
- 2015 FAQ flyer translation
- Treasury report



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

- Next regular meeting
 - Friday, August 30th at noon PT/3:00 ET.
- Leadership
 - We may add a community member to our Grant Committee. This has not worked out to date.
- Fundraising
 - Convention sponsorship, etc.
 - We are developing plans to reach out to local businesses to sponsor our convention. We are also exploring specific items to obtain for our goodie bags.
- Website/social media
 - We have a tentative plan to update our site's organization. Given that we want any major update to work well for a long time, we are not in a hurry and are still waiting on design feedback from a community member.

Brad fixed an out-of-date outside link Veronica found on our site. We want to highly encourage community members to report any issues like that on our site so we're aware of them and can keep up our site.

-SD POC, etc. *(no update)*

We're interested in reaching out to people in groups that are underrepresented in our community, so that we can remove barriers and better serve any unique needs. Such groups might include people of color (POC) and racial/ethnic minorities, men, and veterans and first responders.

In order to connect in authentic ways, we are developing plans to engage volunteers from such groups in creating programs or processes to reach out to their underrepresented peers—respecting the "Nothing about us without us" principle. We will initiate this as we're able.

-Ask an expert

After our dog trainer interview, we have two more "Ask an expert" entries in the works. After finding a willing expert, we solicit questions from the list to then curate and pass along to the expert.

This was on hold with our selected expert since she's very busy until the end of July. We will get back to this soon.

-Pictures & videos

On PSDP's 7th anniversary (July 18th), we released the 2019 convention photos.

<https://www.psychdogpartners.org/resources/convention/2019-convention/pictures>

We will be working on videos based on 2019 convention footage, with a testing compilation video already distributed to the testees.

We may have an audio recording to work with from Brad and Veronica's recent FAA conference presentation. We will think about how to use pictures from the GDUI convention (already posted on personal blog) and the FAA conference (not yet curated, edited, or posted).

•Advocacy/outreach

-GDUI presentation and solidarity scarves

Our trip to Rochester, New York for the Guide Dog Users, Inc. (GDUI) convention went very well! We met many new leaders in the guide dog community and had great conversations. We hope to strengthen the collaboration and coalition efforts between GDUI and PSDP into the future, perhaps combining forces for a program to encourage local meetups among a diversity of service dog users.

We were able to actively create community solidarity (including by selectively distributing solidarity scarves) and we reinforced the social bonds necessary to get things done with grassroots support. The audience was very engaged with our presentation, not shying away from tough questions and sharing personal stories that connected us as members of an overall service dog community.

Our recent presentations are listed on our site:

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

-Airline trade group collaboration

An airline trade group representative approached us to get sign-on support for the skeleton of a statement about a policy update they're expecting from DOT. While we welcome coalition efforts from all parties, we are not able to pledge support for such a statement until the blanks are filled in.

-FAA/airport operator survey & presentation

We presented in the DC area in July on a service dog panel for an FAA conference for the civil rights officers of airport operators. Feedback indicates the presentation went very well. We made several new contacts among airport operators and some in the airline industry, as well as reaffirming old contacts—professionally and personally—among the airlines.

To create a useful resource for our audience, through our USAUSA coalition we created a survey for assistance animal users. This survey ran through July 10th and covered service animal relief areas (SARAs), wayfinding, and general access. The report is available through our USAUSA page:

<https://www.psychdogpartners.org/usausa>

-Reaching out across the pond

We recently heard about owner-trainer advocates in the UK and plan to reach out to them to extend coalition support. It looks like we might have to do this through Facebook.

-Media backdrop *(no update)*

We are looking into getting a step-and-repeat banner for media interviews, our convention photos, outreach events, and prospective tele-conference presentations. Funding is an issue at the present.

We are considering design options in case we have the funding in the future.

-Flowcharts for airline employees *(no update)*

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

This project had to be put on hold right away due to all the work required for DOT-related items and then other priorities.

A possibly helpful update on this front is that the Morrises serendipitously met a flight crew trainer for American Airlines recently. This may be another point of contact that is useful for that airline and our community.

-AKC PAT

We sent out an update alerting our almost 1,900 petition signers about our SDIT Manners Evaluation, airport survey, recent history of service animal recommendations document, and about AKC's push to create a new service dog standards test and to get airlines to use it.

<https://www.change.org/p/mary-r-burch-ph-d-stop-akc-before-they-harm-service-dog-handlers>

-Manhattan court case *(no update)*

Two board members aided in a federal court case related to a service dog access denial at a hospital (one served as an expert witness and another assisted). This was a good opportunity to put clear information out in the world, but since the plaintiff was not successful, it is unlikely this will help in future access cases. However, we are hoping to publish a paper based on points made in the expert witness report.

We have clearance to publish from our report without redaction.

-IAADP coverage, etc.

Our Media coverage page highlights PSDP's presence in periodicals such as IAADP's "Partners Forum", which recently featured two of our endeavors:

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

-Presentation for businesses *(no update)*

Linden and Veronica are beginning to work on a presentation template for businesses.

•Revision of emergency card *(no update)*

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

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

•2015 FAQ flyer translation *(no update)*

We are almost done creating a French version of our flyer. We have a Spanish version. We double-checked the translation and are now entering it into the flyer for a final version.

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

•Treasury report

The treasury report includes changes to and progress in the categories of: income, expenses, current funds, the budget, earmarked funds, and fundraising. Recent expenses include two July advocacy/outreach trips, the 2020 convention location, a two-year renewal of our site domains, and beginning to restock our solidarity scarf supply.