



paws4people, Inc. is a 501(c)(3) public charity that raises, trains, and places certified and insured Assistance (Service) Dogs with individuals with physical, neurological, and/or psychological disabilities, including civilians (children, adolescents, and adults) through the paws4people Assistance (Service) Dog Placement Program and Veterans, Service Members, and dependents of both through the paws4vets Assistance (Service) Dog Placement Program. paws4people raises, trains, and places certified and insured Facility Dogs with professionals and volunteers (Primary Handlers) through the paws4people Facility Dog Placement Program. paws4people also raises, trains, and places Emotional Support Dogs to provide comfort to individuals (Handlers) within their homes and in other pet-friendly environments.

paws4people was founded in 1999. Since then, the organization has grown to serve the entire Southeast and mid-Atlantic regions, with nationwide placement consideration.

**paws4people has established for itself the following Standards of Conduct and Performance.**

**paws4people SHALL:**

- Adhere to and exceed all Assistance Dogs International (ADI) minimum standards and ethics<sup>1</sup>.
- Adhere to and exceed all Animal Assisted Intervention International (AAIL) standards of practice applicable to Animal Support (AS) organizations<sup>2</sup>.
- Produce a minimum of 25 effectively working Assistance (Service) Dog Teams and/or Facility Dog Teams per calendar year.
- Maintain contact with each Client and Primary Handler, at a minimum, on a monthly basis after the placement of the Assistance (Service) Dog or Facility Dog until his/her retirement. This contact may be in the form of face-to-face meetings, telephone, emails, blogs, social-media websites/pages, etc. Each Assistance (Service) Dog Team will recertify in-person annually through retirement [Appendix E]. Each Facility Dog Team will recertify in-person annually through retirement [Appendix F].
- NOT charge any specific or required fee for its Assistance (Service) Dogs with Clients, Facility Dogs with Primary Handlers, and Emotional Support Dogs with Handlers. Direct Clients<sup>3</sup> and Direct Primary Handlers<sup>4</sup> must participate in some way in a Pay-It-Forward Campaign [Appendix A].
- Have a written/published “contract” governing the Terms and Conditions of the placement and continuing custody/ownership of the Assistance (Service) Dog, Facility Dog, or Emotional Support Dog. Clients, Primary Handlers, and Handlers shall have the opportunity to review the contract as part of the application process.
- Ensure that all employees and volunteers working with Clients, Primary Handlers, Handlers, and/or Dogs have an affinity for people, excellent communication skills, and K9 knowledge and training experience (as applicable).
- Maintain updated policies and procedures to ensure that the organization maintains and exceeds all minimum standards of conduct and ethics as set forth by ADI and applicable standards of practice set forth by AAIL, respectively.

<sup>1</sup> <http://www.assistedoginternational.org/standards/training-programs/standards-for-programs/>

<sup>2</sup> <https://aai-int.org/aai/standards-of-practice/>

<sup>3</sup> A Direct Client is a person with whom a certified paws4people/paws4vets Assistance (Service) Dog is placed in his/her conditional custody.

<sup>4</sup> A Direct Primary Handler is a person with whom a certified paws4people Facility Dog is placed in his/her conditional custody.

- Provide all Trustees with orientation materials, history of Assistance (Service) Dogs, Facility Dogs, paws4people, ADI's established standards and ethics, AAIL's established standards of practice, Trustee responsibilities and expectations, and long-range planning.
- Recognize the community's right to receive information concerning Assistance (Service) Dogs and Facility Dogs, their role in the community, their right and access, and reasonable expectations as set forth by ADI's minimum standards and ethics and AAIL's established standards of practice, respectively.
- Adhere to ADI's Minimum Standards for Certification of Owner/Private Trainer Trained Assistance (Service) Dog Teams<sup>5</sup> [Appendix G].

### **paws4people K9 Training Staff**

paws4people K9 Training Staff shall meet and exceed all ADI minimum standards and ethics<sup>6</sup> [Appendix B].

Staff Trainers (paid or unpaid) have completed all learning and experiential requirements to train independently, supervise student trainers or apprentice trainers, and to have a leadership role in **Intervention Transfer Training**<sub>SM</sub> (ITT) and Public Access Training (Facility Dogs). In order to be considered a Staff Trainer (paid or unpaid), a trainer must have successfully attended and completed 1 of the following entry tracks:

- UNCW/paws4people Service Dog Training Program
  - Completed the UNCW/paws4people Service Dog Training Program curriculum in full
    - Completed a minimum of 6 months of apprentice training under the supervision of a staff trainer
    - Attended a minimum of 1 ITT Seminar and 3 ITT Sessions/Public Access Training Sessions during apprenticeship
    - Receive final approval by the Executive Committee.
- paws4prisons Assistance (Service) Dog Training Program
  - Completed the paws4prisons Assistance (Service) Dog Training Program curriculum in full
  - Completed a minimum of 6 months of apprentice training under the supervision of a staff trainer
  - Attended a minimum of 1 ITT Seminar and 3 ITT Sessions/Public Access Training Sessions during apprenticeship
  - Receive final approval by the Executive Committee.
- Outside hiring
  - Hired (paid or unpaid) on a 6 month probationary term as an apprentice trainer. Selection based upon prior experience that is satisfactory to the Executive Committee
  - Completed the paws4people staff academic training requirements
  - Attended a minimum of ITT Seminar and 3 ITT Sessions/Public Access Training Sessions during apprenticeship
  - Receive final approval by the Executive Committee and probationary period is ended.

Successfully attending and completing any of the aforementioned entry tracks does not signify that the individual is a service/assistance dog trainer or qualified to train and/or place service/assistance dogs.

Through one of the aforementioned entry track to become a paws4people staff trainer, all trainers in an independent, supervisory role meet all of the ADI minimum standards for trainers. All trainers who are in programs to learn and develop the skills to meet the minimum standards are doing so under the direct supervision of staff trainers.

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<sup>5</sup> <http://www.assistancedogsinternational.org/standards/training-programs/standards-for-programs/>

<sup>6</sup> <http://www.assistancedogsinternational.org/standards/training-programs/standards-for-trainers/>

Trainers may have any combination of the following designations based upon their prior experience, training track, and apprenticeship placement:

- Assistance (Service) Dog Trainer – Puppy Development
- Assistance (Service) Dog Trainer – Obedience
- Assistance (Service) Dog Trainer – Public Access
- Assistance (Service) Dog Trainer – Fully Credentialed\*

\*ADI has specific standards that an individual must meet in order to be a fully-credentialed certified Assistance (Service) Dog trainer.

### **paws4people Assistance (Service) Dog and Facility Dog – Training Requirements**

paws4people has set forth policies and procedures for the ethical training, treatment, care, and screening of all Assistance (Service) Dogs and Facility Dogs<sup>7, 8</sup> [Appendix C].

paws4people Assistance (Service) Dogs shall be trained to exceed all ADI minimum training standards<sup>9</sup> [Appendix D].

paws4people Facility Dogs shall be trained to exceed all ADI minimum training standards<sup>10</sup> and AAll standards of practice applicable to Animal Support (AS) organizations<sup>11</sup> [Appendix D].

### **paws4people Client, Primary Handler, and Handler – Selection & Training Requirements**

The selection, training, and aftercare of all Clients, Primary Handlers, and Handlers exceed ADI minimum standards and ethics<sup>12</sup>. The selection of Clients, Primary Handlers, and Handlers, particularly Clients with physical, psychiatric, and/or psychological diagnoses, is CRITICAL to the successful formation of an effective working Assistance (Service) Dog Team. As such, the more thorough an application process an organization has, the more likely they are to have successful placements.

paws4people shall have an application process which provides the applicant with ALL selection, training, contractual, policies and procedures information/requirements he/she will encounter during the application process, the Dog selection process, the ITT process or Facility Dog Handler Training process, the final placement process and the after-placement process of his/her Assistance (Service) Dog or Facility Dog.

The paws4people application process includes the Client obtaining and providing the organization with at least one Letter of Medical Necessity. The Client's Letter(s) of Medical Necessity MUST be a factor in the consideration of the Client's suitability for the placement of an Assistance (Service) Dog.

All Clients seeking an Assistance (Service) Dog for mitigation of physical, psychiatric, psychological, and/or emotional diagnoses shall, as part of the initial application process, complete a Medical Release form to enable the organization's medical advisory staff to interface with their medical and mental health treatment teams.

The training of Clients and Handlers is also CRITICAL to the successful formation of each effective working Dog Team.

For Clients who are receiving an Assistance (Service) Dog to mitigate a physical or non-psychiatric medical diagnosis: The organization shall provide the Client with ITT, which will enable the Client and his/her Dog to perform as an effective working

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<sup>7</sup> <http://www.assistancedogsinternational.org/standards/assistance-dogs/ethics-for-dogs/>

<sup>8</sup> <https://aai-int.org/aai/standards-of-practice/>

<sup>9</sup> <http://www.assistancedogsinternational.org/standards/assistance-dogs/standards-for-dogs/training-standards-for-service-dogs/>

<sup>10</sup> <http://www.assistancedogsinternational.org/standards/assistance-dogs/standards-for-dogs/training-standards-for-facility-dogs/>

<sup>11</sup> <https://aai-int.org/aai/standards-of-practice/>

<sup>12</sup> <http://www.assistancedogsinternational.org/standards/clients/ethics-for-clients/>

Assistance (Service) Dog Team. ITT shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, how to command and work the Dog in public, the laws concerning Assistance (Service) Dogs and the Team's rights and limitations as such, and umbilical training. ITT shall be conducted over no less than a 10-calendar day period of time. [Note: These "10" days of Facility Dog Training may be accomplished over an extended period of time, in order to provide the Client with the best opportunity for success.] [Appendix E]

For Clients who are receiving an Assistance (Service) Dog for mitigation of psychiatric diagnosis: The organization shall provide the Client with ITT, which will enable the Client and his/her Dog to perform as an effective working Assistance (Service) Dog Team. ITT shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, how to command and work the Dog in public, the laws concerning Assistance (Service) Dogs and the Team's rights and limitations as such, and umbilical training. ITT shall be conducted over no less than a 15-calendar day period of time. [Note: These "15" days of ITT may be accomplished over an extended period of time, in order to provide the Client with the best opportunity for success and recovery from their psychological/emotional diagnoses.] [Appendix E]

For Primary Handlers who are receiving a Facility Dog: The organization shall provide the Primary Handler with Facility Dog Handler Training, which will enable the Handler and his/her Dog to perform as an effective working Facility Dog Team. Facility Dog Handler Training shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, the laws concerning Facility Dogs and the Team's rights and limitations as such, and umbilical training. Facility Dog Handler Training shall be conducted over no less than 50 hours. [Note: These "50" hours of Facility Dog Training may be accomplished over an extended period of time, in order to provide the Primary Handler with the best opportunity for success.] [Appendix F]

#### **paws4people Medical Evaluation Team (pMET)**

As an organization that accepts Clients with medical, psychiatric, and/or psychological diagnoses, and places Assistance (Service) Dogs, staff leaders work with the paws4people Medical Evaluation Team (pMET), which is a volunteer group of consulting medical and mental health professionals. pMET facilitates communication with the Client's medical treatment team, mental healthcare providers, and ancillary health care providers (e.g., occupational therapist, physical therapist, speech therapist, audiologist, pain management, prosthetics and orthotics provider) then works with the ITT staff to create training plans. This communication system creates continuity and likeness of goals with the Client's medical treatment team and mental healthcare providers, ensuring the highest level of safety for all Clients, while also pushing past existing boundaries to realize real success to **control, regulate, and mitigate**® symptoms.

paws4people shall have at least one employee or volunteer who carries a degree(s), certification(s), and/or licensure in the medical or mental health field (Registered Nurse, Nurse Practitioner, Physician Assistant, Medical Doctor, Psychologist, Psychiatrist, Licensed Clinical Social Worker). Furthermore, that employee or volunteer must have previous experience with the use of Assistance (Service) Dogs as adjunct assistive medical/behavioral devices/tools in the mitigation of life-altering disabilities and trauma, so as to understand the goals, methodologies, and capabilities of the organization in regards to these unique Clients. That employee's or volunteer's role in paws4people is to serve as the point of contact between the Client's medical and/or mental health care team and paws4people's training teams to ensure that the selection process, ITT process, and utilization of the Assistance (Service) Dog serves to promote – (is NOT a detriment to) **K9-centric Post Traumatic Growth**® in Clients.

#### **ADI DISCLAIMER**

Assistance Dogs International (ADI) has not reviewed this material and does not endorse or recommend these materials. ADI accepts no liability for the content of these materials or for the consequences of any actions taken on the basis of the information provided. Any views or opinions presented in these materials are solely those of the author and do not represent those of ADI. These materials and/or class do not qualify for ADI Assistance Dog Trainer Certification.



## History

In the early days of the paws4people Assistance Dog Placement Program (2007-2010), Clients participated in the Assistance Dog Fundraising Campaign (ADFC). The ADFC was the means by which Clients raised money to help fund the next generation of Assistance (Service) Dogs for placement with Clients. The ADFC worked quite well. Clients raised significant funds, which enabled paws4people to grow and to place more and more Assistance (Service) Dogs with Clients.

During the next few years (2011-2013), paws4people focused on internet-based education and awareness-building. While successful, we realized that the internet removes the critically important human and personal elements from our fundraising, and in the process, unwittingly de-emphasized the value of our Clients' and Handlers' talents, time, energy, and creativity.

So, in October 2013, we reinstated Client-based and Handler-based paws4people Pay-It-Forward (PIF) Program.

## The PIF Program

The Pay-It-Forward (PIF) is program whereby each Direct Client<sup>1</sup> and Direct Handler<sup>2</sup> voluntarily engages in education, awareness raising, fundraising, and/or other efforts on behalf of paws4people, which help paws4people to continue to raise, train, and place more Assistance (Service) Dogs and Facility Dogs with more people.

Direct Clients and Direct Handlers are asked as part of the application process to acknowledge their willingness to conduct the PIF. Each Direct Client and Direct Handler voluntarily undertakes the PIF, without any expectation of compensation, payment, and/or reimbursement by paws4people and/or its sponsors, donors, and vendors.

We find that Direct Clients and Direct Handlers who participate in the PIF are much more invested in training, utilizing, and caring for their Assistance (Service) Dogs and Facility Dogs. The PIF provides a mechanism whereby each Direct Client and Direct Handler engages in activities outside his/her comfort zone, thus allowing him/her to get involved in a process that is "bigger-than-him/herself."

Through participation in the PIF, each Direct Client and Direct Handler becomes a member of the paws4people family, and in turn, helps the next members of the paws4people family, just as the previous members helped them. This ripple effect among Direct Clients and Direct Handlers is the very essence of the PIF.

While participation in the PIF is a required part of our placement process, public fundraising is not required.

The PIF gives each Direct Client and Direct Handler an opportunity to tell his/her story, and to talk about the ways in which his/her Assistance (Service) Dog or Facility Dog is transforming his/her life and the lives of others.

For each Direct Client, the PIF is an important part of his/her process to build a fuller, more independent life. Each Direct Client is applying and honing skills acquired during ITT, and using his/her Dog to **control, regulate, and mitigate**® his/her symptom set in new environments and while interacting with new people. Each Direct Client is building bonds and deepening connections, decreasing isolation, becoming more social, and increasing self-esteem, confidence, and feelings of self-worth and making a real difference. Each Direct Client inspires and motivates others to find a way forward and to deal with life-altering disabilities.

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<sup>1</sup> A Direct Client is defined as a person with whom a certified paws4people/paws4vets Assistance (Service) Dog or Facility Dog is placed in his/her conditional custody.

<sup>2</sup> A Direct Handler is defined as a person with whom a certified paws4people Facility Dog is placed in his/her conditional custody. In this Policy, the Direct Handler is the Primary Handler. There is only 1 PIF per Facility Dog.

For each Direct Handler, the PIF raises awareness and educates communities about the ways in which each is using his/her Facility Dog in his/her professional services and/or volunteer activities, and providing animal assisted intervention to individuals with physical, neurological, and/or psychological disability(ies). Each Direct Handler is an innovator and leader in his/her profession or as a volunteer.

Indirect Clients<sup>3</sup> are not required to participate in PIFs. They are instead subject to the tuition fee structure of the Indirect Client Certification Program. They are subject to all other policies and procedures of paws4people.

## **PIF 1 and PIF 2 - Definitions**

PIF 1 and PIF 2 are defined as follows:

- PIF 1 measures funds and "non-cash" credit from a Direct Client's or Direct Handler's direct efforts up to the \$10,000 PIF 1 Goal.
- PIF 2 measures funds and "non-cash" credit from a Direct Client or Direct Handler, which does not result from a Direct Client's or Direct Handler's direct efforts. Once a Direct Client or Direct Handler reaches the \$10,000 PIF 1 Goal, then ALL funds and "non-cash" credit are applied in PIF 2.

## **PIF 1 Goal - Details**

Many Direct Clients and Direct Handler have told paws4people that they find it to be inspirational and motivational to have a realistic and reasonable goal for his/her PIF. Based on the thoughts and feedback shared by Direct Clients and Direct Handlers, paws4people set the PIF 1 Goal of \$10,000 in funds and "non-cash" credit from a Direct Client's or Direct Handler's direct efforts.

The PIF is not about reaching the PIF Goal 1; rather, the PIF is the Direct Client's or Direct Handler's involvement, passion, and dedication as part of the paws4people family! **PARTICIPATION & EFFORT** are what matters!

Direct efforts include:

- Direct Client or Direct Handler and Third Party Events in support of paws4people

Many Direct Clients and Direct Handlers and their families, friends, employers, co-workers, and/or colleagues organize and conduct educational, awareness-building, and fundraising events as part of his/her PIF Goal 1.

All proposed educational, awareness-building, and fundraising events are required to follow the Direct Client or Direct Handler and Third Party Event Guidelines and Direct Client or Direct Handler and Third Party Event Agreement.

All proposed events are required to be registered through the Direct Client or Direct Handler and Third Party Event Registration Portal at: <http://paws4people.org/fundraiser-application/>. That ensures that all events are pre-screened, pre-approved, and consistent with the mission, policies, and procedures of our organization.

- Direct Client or Direct Handler "sweat equity" in support of paws4people

Many Direct Clients and Direct Handlers enjoy performing "sweat equity" in collaboration with the organization and add very important "non-cash" value to the organization as part of his/her PIF Goal 1.

When a Direct Client or a Direct Handler travels to represent the organization at events, gives an interview to the media on behalf of the organization, fills a volunteer position within the organization, etc., he/she is participating in his/her PIF Goal 1.

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<sup>3</sup> An Indirect Client is defined as a person with an "Assistance (Service) Dog" trained by another ADI or non-ADI organization, a private trainer, or self-trained who wishes to earn certification with paws4people/paws4vets.

- Direct Client or Direct Handler charitable gifts in support of paws4people

Some Direct Clients and Direct Handlers choose to make charitable gifts to paws4people as part of his/her PIF Goal 1.

Some families, friends, and communities make charitable gifts to paws4people on behalf of a Direct Client or Direct Handler on his/her behalf as part of his/her PIF Goal 1.

Client Advocates, Direct Clients, and Direct Handlers are some of the best and creative resources with whom to consult for examples of "direct efforts" for the PIF Goal 1.

## **The PIF 2**

Many Direct Clients and Direct Handlers complete their PIF Goal 1 and continue in the PIF mindset and attitude during the entire career of their Assistance (Service) Dogs and Facility Dogs, thereby making that much larger of an impact on the organization's ability to raise, train, and place more Dogs. Those Clients and Handlers recognize each and every day the transformational benefits of the Dogs placed with them, and seek for others to experience those benefits, Dog for Dog, by the next and all future Direct Clients and Direct Handlers.

Given the frequency with which Direct Clients and Direct Handler complete their PIF Goal 1, paws4people created the PIF 2.

When a Direct Client or Direct Handler reaches his/her \$10,000 PIF 1 Goal, then ALL funds and "non-cash" credit are applied to his/her PIF 2.

An example of a PIF 2 is a paws4people sponsor's selection of a Direct Client or Direct Handler to wear that sponsor's logo as part of the recognition of that sponsor's charitable gift to paws4people. The sponsorship is secured by paws4people, not by the Direct Client or Direct Handler.

## **PIF Restrictions**

From time to time, a Direct Client or Direct Handler may be invited to attend events hosted by sponsors, donors, and/or vendors of paws4people.

Charitable gifts to paws4people from sponsors, donors, and/or vendors, and their respective employees are not attributable to Direct Clients and Direct Handlers in any way, shape, or form. Those charitable gifts are a component of paws4people's relationship with each sponsor, donor, and/or vendor, which, in many cases, has been developed and nurtured over many years due to the efforts of our organization.

When a Direct Client or Direct Handler attends an event, he/she shall:

- A. wear clothing suitable for a professional environment and which is not provocative or otherwise potentially offensive;
- B. not engage in unacceptable behaviors; and
- C. be respectful to all persons in attendance.

At no time shall Direct Clients and Direct Handlers:

- A. solicit funds or financial assistance without the informed consent of his/her Advocate;
- B. solicit employment, a contractual relationship, or any other relationship with a paws4people sponsor, donor, or vendor;

- C. have any oral communication (direct or indirect) with a paws4people sponsor, donor, vendor, student, or volunteer without the presence of a paws4people staff member;
- D. have any written communication (direct or indirect) with a paws4people sponsor, donor, vendor, student, or volunteer without copying a paws4people staff member on each and every communication;
- E. publicly solicit personal funds to offset expenses that he/she incurs for Bump, training, and/or travel; and
- F. use the name, logo, photos, or any other likeness of the organization in any way, in any venue, and in any form without the express written approval of an authorized representative of our organization.

These requirements are necessary to maintain the reputation and integrity of our organization.

Each Direct Client and Direct Handler shall:

- A. make his/her PIF Advocate and paws4people's Deputy Executive Director, Training Programs & Client Services each an administrator of each and every paws4people Assistance (Service) Dog and/or Facility Dog Facebook page and each and every Facebook page directly related to paws4people and/or paws4vets;
- B. provide his/her PIF Advocate with username and password for each and every paws4people Assistance (Service) Dog and/or Facility Dog Instagram, Twitter, GoFundMe, blog, or other social media account;
- C. provide his/her PIF Advocate with username and password for each and every Instagram, Twitter, GoFundMe, blog, or other social media account directly related to paws4people and/or paws4vets. When username and/or password is changed, the PIF Advocate must be provided with the new username and/or password; and
- D. make his/her PIF Advocate aware of any and all online fundraiser or charitable gift platform whether set up by Direct Client or Direct Handler or on behalf of Direct Client or Direct Handler. This requirement is necessary for paws4people to ensure that all PIF funds are transferred directly to paws4people and credited to the Direct Client's or Direct Handler's PIF.

The PIF Advocate will not post anything to a Facebook page, Instagram, Twitter, GoFundMe, blog, other social media, or online fundraiser or charitable gift platform on behalf of a Direct Client or Direct Handler unless Direct Client or Direct Handler requests in writing to the PIF Advocate that a post be made by the PIF Advocate.

paws4people reserves the right to change or delete the content of a paws4people Assistance (Service) Dog and/or Facility Dog Facebook page, Instagram, Twitter, GoFundMe, blog, other social media account, or online fundraiser or charitable gift platform if the content is incorrect, inaccurate, or violates the PIF Policies and/or Internet/Social Media Policy.

These requirements are necessary to maintain the reputation and integrity of our organization.

#### **PIF Funds - Use of Funds; No Refunds; No Reimbursement**

All PIF funds are charitable gifts to paws4people, and are used in support of the mission of paws4people, specifically, the raising, training, and placement of Assistance (Service) Dogs and Facility Dogs with Direct Clients and Direct Handlers. Those funds are not directly related to expenses of any specific Team, and are not attributable to a specific Direct Client or Direct Handler in any way, shape, or form.

Should a Direct Client's or Direct Handler's status change (e.g., termination of Direct Client or Direct Handler, removal of an Assistance (Service) Dog from a Direct Client's custody, removal of a Facility Dog from a Direct Handler's custody, etc.) at any time for any reason, all PIF funds raised remain in the custody of our organization and continue to be used by our organization in furtherance of its mission.



There is no refund or reimbursement of any kind, to any Direct Client, Direct Handler, Direct Client or Direct Handler family or friend, former Direct Client, Direct Handler, former Direct Client or Direct Handler family or friend, sponsor, donor, or vendor at any time and for any reason.

**PIF Policies - Changes**

paws4people reserves the right to change the terms of the PIF Policies by adding new terms and conditions or deleting existing ones. paws4people will notify the Direct Client and the Direct Handler of such change(s) and the effective date. If within five (5) calendar days, Direct Client or Direct Handler notifies paws4people in writing that Direct Client or Direct Handler does not accept such change(s), paws4people may delay or suspend placement at the sole discretion of paws4people. paws4people requires uniformity and cannot provide conditional placement to Direct Clients and Direct Handlers on different terms or allow Direct Clients and Direct Handlers to conduct their PIFs on different terms and conditions.

If after receiving notice of change(s), a Direct Client or a Direct Handler does not notify paws4people of non-acceptance of such change(s), the changes are accepted by the Direct Client or Direct Handler. Each change of terms forms part of the PIF Policies.

To the extent that any of the terms and conditions changed contradict or conflict with any of the terms and conditions of the PIF Policies contained herein, it is expressly understood and agreed that the change(s) shall take precedent and control.

**Acknowledgement and Signature**

By my signature, I hereby acknowledge that I am at least 18 years old, have legal capacity, have read, understand, and agree to the PIF Policies. I will complete my Pay-It-Forward in such a way as to meet or exceed those PIF Policies.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

***\*I AM THE PARENT OR LEGAL GUARDIAN AND HAVE THE LEGAL RIGHT AND AUTHORITY TO SIGN THIS FORM ON BEHALF OF THE PERSON NAMED BELOW.***

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Parent/Legal Guardian Printed Name

\_\_\_\_\_  
Parent/Legal Guardian Signature

\_\_\_\_\_  
Date



Assistance Dogs International (ADI) has specific standards that an individual must meet in order to be a fully-credentialed certified assistance dog trainer. Successfully attending and completing any of training tracks does not signify that the individual is a service/assistance dog trainer or qualified to train and/or place service/assistance dogs.

The stage at which each paws4people training track accomplishes each ADI standard for trainers is detailed below.

Standards for Trainers (paid or unpaid)

These are intended to be minimum standards for all assistance dog programs that want to be affiliated with ADI. All Trainers are encouraged to work at levels above the minimum.

**1. Trainers must understand and adhere to all ADI Minimum Standards and Ethics.**

Each staff trainer's adherence to ADI Minimum Standards and Ethics is constantly evaluated by the Executive Committee.

**2. Trainers must be able to produce effective working teams that meet ADI Standards (i.e., Public Access Test, Facility Dog Observation Test, demonstration of tasks) as reviewed at the 1 year anniversary of the Team.**

Each trainer's efficacy is constantly evaluated by the Executive Committee.

**3. Trainers must have up to date knowledge of best practices in many areas including:**

- learning theory

Learning theory is taught during: UNCW class 2, paws4prisons curriculum, and paws4people staff academic training curriculum.

- K9 behavior

K9 behavior and body language is taught during: UNCW class 2, paws4prisons curriculum, and paws4people staff academic training curriculum.

- K9 care and safety

K9 care and safety is taught during: UNCW classes 3 and 4, paws4prisons curriculum, paws4people staff academic training curriculum, and ongoing throughout apprenticeship.

- a variety of training techniques, equipment and methods

K9 care and safety is taught during: UNCW classes 3 and 4, paws4prisons curriculum, paws4people staff academic training curriculum, and ongoing throughout apprenticeship.

**Trainers must demonstrate effective:**

- communication skills

Communication skills are developed and assessed through presentation and student teaching assignments during: UNCW classes 1-4, paws4prisons curriculum, and throughout apprenticeship. Staff trainers' communication skills are evaluated on an ongoing basis by the Deputy Executive Director Training Programs & Client Services.

- instruction of groups and individuals

Instruction skills are developed and assessed through student teaching assignments during: UNCW classes 3 & 4, paws4prisons curriculum, and throughout apprenticeship. Staff trainers' instruction skills are evaluated on an ongoing basis by the Deputy Executive Director Training Programs & Client Services.

- assessment and problem solving skills

Assessment and problem solving skills are developed and assessed through student teaching assignments during: UNCW classes 3 and 4, paws4prisons curriculum, and throughout apprenticeship. Staff trainers' assessment and problem solving skills are evaluated on an ongoing basis by the Deputy Executive Director Training Programs & Client Services.

- self assessment and improvement of performance

Self assessment and improvement of performance are evaluated and discussed on an ongoing basis by instructors and supervisors, and ultimately by the Deputy Executive Director Training Programs & Client Services.

#### **Trainers must demonstrate:**

- an understanding of the matching process of Client with an Assistance (Service) Dog In-Training and a Primary Handler with a Facility Dog In-Training

An understanding of the matching process employed by paws4people most commonly takes place during apprenticeship.

- knowledge of the environment a team will encounter, specifically concerning family, community, school and workplace and the impact these may have on each Client-Assistance (Service) Dog Team and Primary Handler-Facility Dog Team.

Knowledge of the environments the team will encounter is experienced during the UNCW classes 3 and 4 and/or throughout apprenticeship.

- knowledge of and ability to determine when a training process, placement, or certification needs to be discontinued.

Knowledge and ability to determine when training milestones are completed or must be discontinued take place during apprenticeship but may only be executed by staff trainers. Discontinuation of training or revocation of certification may only be executed with the informed consent of the Deputy Executive Director Training Programs & Client Services.

#### **Trainers have a responsibility to the public, therefore they must:**

- have knowledge of pertinent K9 laws (i.e., leash laws and public access laws)

Assistance Dogs rights and legislation are taught during: UNCW class 1, paws4prisons curriculum, or staff training curriculum.

- build rapport and establish effective working relationships with co-workers, Clients, Primary Handlers, volunteers, and the community

Rapport building is expected at all levels of the training progression, and is evaluated and discussed regularly by instructors, supervisors, and the Executive Committee.

- use appropriate behavior in public when working with each Assistance (Service) Dog In-Training and Client, and each Facility Dog In-Training and Primary Handler (i.e., train one Dog at a time, be polite, show respect and consideration to people and property, and maintain good personal and K9 hygiene), be willing to educate the public about Assistance Dogs and their access rights and Facility Dogs and the work they do

Appropriate and exceptional behavior is expected at all levels of the training progression, and is evaluated and discussed regularly by instructors, supervisors, and the Executive Committee.

#### **ADI DISCLAIMER**

Assistance Dogs International (ADI) has not reviewed this material and does not endorse or recommend these materials. ADI accepts no liability for the content of these materials or for the consequences of any actions taken on the basis of the information provided. Any views or opinions presented in these materials are solely those of the author and do not represent those of ADI. These materials and/or class do not qualify for ADI Assistance Dog Trainer Certification.



## Behavioral Evaluations

Behavioral evaluations of all Assistance (Service) Dogs In-Training and Facility Dogs In-Training are conducted on an ongoing basis via observations and assessments by paws4people training staff. If at any time a Dog is viewed to have a training or behavioral problem, necessary remedial measures are taken by the training staff to rehabilitate this problem. If, at any time, the training staff is unsure of the Dog's ability to be an effective Assistance (Service) Dog or Facility Dog, the Dog is removed from the applicable program, placed as an Emotional Support Dog, or placed into a positive pet home environment given full disclosure of any behavioral or temperament concerns. Transfer of ownership to the adopting family occurs only at paws4people's sole discretion.

Dogs will not be considered for placement, certified, or insured without passing the following evaluations:

### Assistance (Service) Dog

Physical/Neurological Disability (PND)  
Mobility Assistance (MAD)  
Sensory Development/Tactile Pressure (STP)

Medical Alert (MED)  
Psychiatric (PSY)  
Allergen Detection (ALG)  
Incident Response (IRD)  
Diabetes Alert (DAD)  
Hearing Alert (HRG)  
Ambassador (AMB)

[Temperament Test, Advanced Obedience Test, Public Access Test](#)

### Facility Dog

Rehabilitative Facility Dog (RFD)  
Psychiatric Facility Dog (PFD)  
Crisis Response Dog (CRD)  
Scent Detection (SCT)  
Canine-Assisted Education (CAE)

[Temperament Test, Advanced Obedience Test, Facility Observation Test](#)

*Note: Public Access Test will be administered to Conditional Primary Handlers who receive Public Access Training.*

## Health Evaluations – paws4people owned/trained Dogs

### Pre-Placement Health

All Assistance (Service) Dogs In-Training and Facility Dogs In-Training will be examined for health and soundness by a paws4people official veterinarian prior to placement. The veterinarian will provide their assessment as to each Dog's health, fitness, and soundness. No Dog shall be placed as an Assistance (Service) Dog or Facility Dog without being cleared for their respective work and placement by a veterinarian. Should any ongoing health issues be discovered that will affect the Dog's health, well-being, soundness, or level of maintenance, this will be taken into account with the placement decision. Dogs with any ongoing health needs will only be placed with individuals who can facilitate care for the need with full disclosure of the Dog's diagnosis and prognosis; and the Dog will only be certified for a job which is can safely and comfortably complete and fully enjoy. All Dogs are placed current on vaccinations, preventative medications, dental care and de-worming.

All Assistance (Service) Dogs In-Training and Facility Dogs In-Training will receive hip radiographs at the time of his/her spay/neuter procedure. This is typically done at 5-9 months, prior to Bumping with Conditional Clients and pairing with Conditional Primary Handlers. Any Dog whose preliminary hip radiograph raises concern will be scheduled for a follow-up radiograph after 12 months of age, and will not be Bumped with a Conditional Client or paired with a Conditional Primary Handler until this second radiograph is completed and assessed. If the radiographs indicate that the Dog not be placed into service or facility work which may compromise his/her health and performance, the Bumping/pairing/placement/certification decision will be made accordingly and may include removing the Dog from service or facility work consideration.

*Note: All Dogs are placed into service free of any known injury or illness.*

#### Post-Placement Health

If at any time post-placement a medical condition is discovered, paws4people shall have full discretion as to what is best for the Team (per the Placement Agreement). The Dog may be career-changed or retired; the Dog may be taken back into paws4people custody or left with the Certified Client or Certified Primary Handler; all dependent upon the situation. paws4people will assist financially with any extensive medical needs to the best of the organization's ability. As stated in the contract, all medical and certification decisions are at the sole discretion of the Executive Committee. Any Dog who does need to be removed from service will be cared for based upon an agreement between paws4people and the Certified Client or Certified Primary Handler, and the Certified Client or Certified Primary Handler will have the opportunity to seek another Dog based upon the Successor Dog Policy.

#### **Health Evaluations – privately owned/trained dogs**

##### Pre-Certification Health

All privately owned dogs training for Assistance (Service) Dog certification with paws4people must provide veterinary records prior to final certification testing. These records must demonstrate that the dog is current on all health screenings and vaccinations. They must also demonstrate that the dog is free of any known injury or illness, and that the dog is of sound physical health to perform is prospective working role. paws4people will utilize this professional opinion to determine the dog is healthy and able to be certified. paws4people will not certify any dog that paws4people believes is not physically fit to perform said working role.

##### Post-Certification Health

All privately owned dogs training for Assistance (Service) Dog certification with paws4people must provide veterinary records prior to annual or bi-annual re-certification testing. These records must demonstrate that the dog is current on all health screenings and vaccinations. They must also demonstrate that the dog is free of any known injury or illness, and that the dog is of sound physical health to perform is prospective working role. paws4people will utilize this professional opinion to determine the dog is healthy and able to be certified. paws4people will not certify any dog that paws4people believes is not physically fit to perform said working role.

#### **Breeding Program Evaluations**

All paws4people Breeding Program Dogs are subject to the above criteria for behavior and health. In addition, all Dogs are pre-screened for joint, cardiac, ophthalmological, and genetic disorders, and are only bred at the recommendation of the official paws4people headquarters Veterinarian, and at the discretion of paws4people Executive Committee. Routine health evaluations include the following, based upon risk assessment as well as lineage for each individual Dog:

- Radiographs, Hips, and Elbows;
- OFA certification of radiographs;
- Ophthalmology clearance, PRA testing, Optigen testing;
- Cardiac clearance;
- EIC testing;
- Ichthyosis screening; and
- Oncogene testing.



paws4people trains 3 types of Dogs: Assistance Dogs, Facility Dogs, and Emotional Support Dogs:

## TYPES OF DOGS TRAINED

### **Assistance (Service) Dogs:**

Dogs who are trained to perform a minimum of three (3) tasks to mitigate the effects of an individual's physical, neurological, psychological, or other medical related disability or disabilities. The Assistance (Service) Dog provides help in conducting everyday life skills, thus enabling the Client to perform more independently than he/she otherwise would without his/her Assistance Dog.

### **Facility Dogs:**

Dogs who are trained, certified, and placed with a specific individual (Handler) who will use the Facility Dog within his/her profession and/or volunteer activities to provide educational instruction or therapeutic interventions, medical or environmental aid, methodologies to students with "special needs," to support to an individual with a physical, neurological, psychological, or other medical related disability or disabilities, or other service provided in the scope and course of a Handler's profession.

### **Emotional Support Dogs:**

Dogs who are specially trained to provide comfort to their Handlers within the Handler's homes and in other pet-friendly environments.

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## ASSISTANCE (SERVICE) DOGS

### **Training Requirements for Assistance (Service) Dogs:**

A paws4people Assistance (Service) Dog receives:

- a MINIMUM of 600 hours of training against the paws4people Service Dog Command Set Matrix over a period of at least 6 months;
- a MINIMUM of 300 hours of General Obedience Training over a period of at least 6 months;
- a MINIMUM of 150 hours of "socialization" Training over a period of at least 6 months; and
- a MINIMUM of 60 hours of "Client Specific Custom" Command Set Training during his/her final 3 months of training.

At the completion of these training requirements all paws4people Assistance (Service) Dogs must pass all courses, tests, and requirements, to include the paws4people Public Access Test. Once the Assistance (Service) Dog successfully completes these requirements, he/she is designated as a "Certified" Assistance (Service) Dog with a Primary Certification and Classification (listed below).

**A certified paws4people Assistance (Service) Dog has full "Public Access" as defined by the ADA. Assistance (Service) Dogs In-Training are entitled to Public Access during training exercises, while under the supervision of a certified paws4people trainer, based upon governing state law.**

paws4people Assistance (Service) Dogs are acquired from:

- the paws4people Assistance (Service) Dog Breeding Program. A custom blood-line breeding program specifically developed to produce dogs with the personality, temperament, and disposition suitable for Assistance (Service) Dog work;
- a specially chosen breeder (via donation or purchase) whose blood-lines and pedigrees have been carefully researched to produce dogs with the required personality, temperament, disposition, and confirmation suitable for Assistance (Service) Dog work;
- a privately owned dog observed and/or tested to have the required personality, temperament, disposition, and confirmation suitable for Assistance (Service) Dog work; or
- the paws4prisons Shelter/Rescue Program observed and/or tested to have the required personality, temperament, disposition, and confirmation suitable for Assistance (Service) Dog work.

Upon successful completion of this testing and evaluation process the paws4people Assistance (Service) Dog shall be eligible to wear the corresponding logo of the respective training program/facility where the Dog completed his/her training.

Each Client-Assistance (Service) Dog Team is required to complete the paws4people Public Access Evaluation Test annually within the 4th quarter of each calendar year to remain certified by paws4people.

### **Types of Assistance (Service) Dogs:**

#### **Physical and/or Neurological Assistance (Service) Dog (PND) [Primary Certification]**

The following are Classifications of Physical and/or Neurological Assistance Dogs (PND):

**Mobility Assistance (MAD)** - A Physical and/or Neurological Assistance (Service) Dog specially trained to enable individuals with equilibrium or vertigo, or mobility limitation related disabilities to lead a more independent life by providing balance, stability, and wheelchair support. In some instances, the Dog is trained for Laser Designated Retrieval work so the Client can point a laser pen at an item and thereby queue the Dog to retrieve that item.

**Sensory Development / Tactile Pressure (STP)** - A Physical and/or Neurological Assistance (Service) Dog specially trained for individuals with developmental disabilities. The Dog is specifically trained to convey pressure, receive pressure, alert/distract from his/her Client's vocal, movement, or motor tics, and alert someone nearby if his/her Client leaves a designated area. [SPECIAL NOTE: paws4people does not tether-train dogs for Autism where a Dog is actually bound to his/her Client, nor do we train personalized tracking and search capabilities.]

#### **Medical Alert Assistance (Service) Dog (MED) [Primary Certification]**

The following are Classifications of Medical Alert Assistance (Service) Dogs (MED):

**Psychiatric (PSY)** - A Medical Alert Assistance (Service) Dog specially trained to enable individuals with psychiatric disabilities to lead more independent lives by performing tasks that the person otherwise could not do, or would have extreme difficulty doing for him/herself. These Dogs are generally placed with Clients under medical care or who have been diagnosed with a psychological condition, with the most common diagnoses being: Post-Traumatic Stress Disorder (PTSD); Complex-Post-Traumatic Stress Disorder (CPTSD); Traumatic Brain Injury (TBI); Military Sexual Trauma (MST); and various personality disorders. The Dog is trained to perform tasks such as search specific rooms before his/her Client enters, interrupt nightmares, alert his/her Client to someone approaching from behind, and detect changes in his/her Client's cortisol levels, and physically interrupt disruptive episodes.



**Allergen Detection (ALG)** - A Medical Alert Assistance (Service) Dog specially trained to sniff out a particular substance based on an individual's allergies. Once the Dog detects the allergy substance, he/she is trained to alert his/her Client, or someone nearby, to notify them of the presence of the scent.

**Incident Response (IRD)** - A Medical Alert Assistance (Service) Dog trained to respond to an emergency situation, and then perform a pre-defined set of commands to provide notification of the individual's condition. They may alert a family member or caregiver, retrieve emergency medications, or press a medical alert button. When assistance arrives the Dog can be trained to open the door and direct the responder to his/her Client. The Dog is trained specifically to mitigate symptoms of numerous disabilities including seizures, brain aneurisms, or heart conditions. [SPECIAL NOTE: These Dogs are not specifically trained to pre-alert or sense an episode before it happens; however, in many instances, the Dog will learn to pre-alert over time although his/her Client should not anticipate that to happen in every case.]

**Diabetes Alert (DAD)** - A Medical Alert Assistance (Service) Dog specially trained to identify changes in scent as a result of hypoglycemia or abnormally low blood sugar and to alert his/her Client or a family member or caregiver. A Diabetes Alert Dog is taught to recognize changes in his/her Client's blood sugar level and alert his/her Client to check the level or take medication.

**Hearing Alert (HRG)** - A Medical Alert Assistance (Service) Dog trained to assist individuals with hearing disabilities by alerting them to everyday sounds – a ringing doorbell or a knock on the door, a telephone, an alarm clock, or a smoke detector. Outside, the Dog may alert his/her Client to a siren sound, a vehicle's back-up beep, or someone calling his/her Client's name. A Hearing Alert Dog is trained to get his/her Client's attention and lead his/her Client to the source of the sound.

**Ambassador Dog (AMB)** [Primary Certification] - These Dogs are primarily used as Demonstration Dogs. Demonstration Dogs are "teachers," who show our Clients, Handlers, trainers, staff, students, and volunteers specific tasks, how each task should look when done correctly, and allow us to break down each task into teachable components. AD-AMBs are assigned to certified paws4people trainers.

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## FACILITY DOGS

### Training Requirements for Facility Dogs:

A paws4people Facility Dog is specially trained to work with a volunteer or professional who is trained to work with the Dog. Facility Dogs are placed with professionals and volunteers who will utilize these Dogs to provide animal assisted intervention.

paws4people Facility Dogs receive:

- a MINIMUM of 120 hours of General Obedience Training;
- a MINIMUM of 80 hours of "socialization" Training;
- a MINIMUM of 30 hours of Custom Command Set Training; and
- mandatory training WITHIN the applicable facility (based upon each specific Primary Certification)

**paws4people Facility Dogs In-Training are entitled to Public Access during training exercises, while under the supervision of a certified paws4people trainer, based upon governing state law.**

paws4people Facility Dogs are acquired from:

- the paws4people Assistance (Service) Dog Breeding Program. A custom blood-line breeding program specifically developed to produce Dogs with the personality, temperament, and disposition suitable for Facility Dog work;
- a specially chosen breeder (either via donation or purchase) whose blood-lines and pedigrees have been carefully researched to produce dogs with the required personality, temperament, disposition, and confirmation;
- a privately owned dog observed and/or tested to have the required personality, temperament, disposition, and confirmation; or
- the paws4prisons Shelter/Rescue Program observed and/or tested to have the required personality, temperament, disposition, and confirmation.

Upon successful completion of the testing and evaluation process, the paws4people Facility Dog shall be eligible to wear the corresponding logo of the respective training program/facility where the Dog completed his/her training.

Each Facility Dog-Handler Team is required to complete a Facility Observation Test administered by a paws4people trainer on a schedule based upon the Team's certification. Facility Dogs are required to recertify annually.

### **Types of Facility Dogs:**

#### **Rehabilitative Facility Dog (RFD) [Primary Certification]**

A paws4people Rehabilitative Facility Dog (RFD) is specially trained to work within the confines of a physical rehabilitative treatment facility (inside or outside a hospital environment) or other health care setting to work with Physical Therapists, Occupational Therapists, Speech Pathologists, etc., providing therapeutic interventions, methodologies, or protocols to patients/clients with physical and/or neurological disabilities. These Dogs are assigned to work with individual patients/clients as part of his/her treatment team, and work under the orders of a medical doctor or other licensed health care provider. These Dogs are specifically trained and highly experienced enabling them to establish and maintain a working relationship with multiple patients/clients while working in very high stress environments.

#### **Psychiatric Facility Dog (PFD) [Primary Certification]**

A paws4people Psychiatric Facility Dog (PFD) is specially trained to work within the confines of a psychiatric treatment facility, to work with psychiatrists, psychologists, counselors, therapists, or social workers assisting in the psychoanalysis and/or psychotherapy for patients/clients who have been diagnosed with a wide spectrum of physiological conditions/illnesses. These Dogs provide therapeutic interventions, methodologies, or protocols to patients with psychological and/or emotional disabilities. These Dogs are assigned to work with individual patients/clients as part of his/her psychological treatment team, and work under the orders of a medical doctor or other licensed mental health care provider. These Dogs are specifically trained and highly experienced enabling them to establish and maintain a working relationship with multiple patients/clients while working in very high stress environments.

#### **Scent Detection (SCT) [Primary Certification]**

A paws4people Scent Detection Facility Dog (SCT) is specifically trained to provide medical and/or environmental aid by being trained to detect specific smells within his/her surrounding area. These Dogs assist their Handlers in detecting a scent that a Handler would otherwise not be able to locate on his/her own (i.e., bed bug detection, arson accelerant detection, etc.).

## **Crisis Response Dog (CRD) [Primary Certification]**

A paws4people Crisis Response Dog (CRD) is trained to work with first responders such as firefighters, police officers, or EMTs. The Dogs are trained to provide comfort in emergency situations both at the scene of the emergency and within the department/hospital. Each is trained to ride in the first responder's vehicle and to ease the distress of all persons affected by the trauma.

## **Canine-Assisted Education (CAE) [Primary Certification]**

A paws4people Canine-Assisted Education Facility Dog is specially trained to perform inside the special and/or regular education classrooms or learning settings. These Dogs assist teachers in performing their duties using a new educational tool – the Dog. [SPECIAL NOTE: The Handler of a CAE Facility Dog must be a teacher or otherwise working within the scope of his/her profession within the school setting.]

There are 3 Classifications for Canine-Assisted Education (CAE) dogs:

**General Education** - These Facility Dog-Handler Teams are trained to work within classrooms that contain a 90% or higher composition of non-IEP (special education) students.

**Special Education** - These Dogs must be able to handle classroom and special education environments, as well as be able to work with students having all types of physical, neurological, psychiatric, emotional disabilities, and/or behavioral problems.

**R.E.A.D.** - This is a secondary classification level and Facility Dog-Handler Team must be certified in either General or Special Education training. Visits are conducted in a classroom or library in which a reading-based literacy program is being conducted. [SPECIAL NOTE: The Facility Dog-Handler Team MUST be R.E.A.D. certified.]

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## **EMOTIONAL SUPPORT DOGS**

Emotional Support Dogs are not trained for public access or any travel protocol. They are Dogs who are specially trained to provide comfort to their Handlers within the Handler's homes and in other pet-friendly environments.

### Training Requirements for Emotional Support Dogs:

paws4people Emotional Support Dogs receive:

- a MINIMUM of 80 hours of General Obedience Training; and
- a MINIMUM of 60 hours of “socialization” Training.

**paws4people Emotional Support Dogs DO NOT have “Public Access” as defined by the ADA. Emotional Support Dogs do not receive any certification level from paws4people. As such, there are no re-certification or continued training requirements following placement.**

paws4people Emotional Support Dogs are acquired from:

- the paws4people Assistance (Service) Dog Breeding Program;
- a breeder (either via donation or purchase);
- a privately owned dog; or
- the paws4prisons Shelter/Rescue Program.



### **Intervention Transfer Training<sup>SM</sup> Seminar – Step One in Our Client Training Process**

In 2013, paws4people added “seminars” as the first step in the **Intervention Transfer Training<sup>SM</sup>** (ITT) process.

ITT Seminar is an intensive introduction to ITT where Conditional Clients spend one (1) day in the classroom learning paws4people academics, handling protocols, and safety protocols required for Conditional Client success. Conditional Clients then spend two (2) to three (3) days training (in retail establishments, indoor and outdoor attractions, restaurants, in professional settings, etc.) for about ten (10) hours per day. This intensive “bootcamp” introduction leaves Conditional Clients feeling very experienced (and tired!) after their first ITT Session with their Assistance (Service) Dogs. We have found that by immersing everyone intensely during their first ITT Session, the rest of ITT progresses much more successfully.

Each Conditional Client must attend a Seminar with paws4people in Wilmington, North Carolina

### **Intervention Transfer Training<sup>SM</sup> Sessions**

ITT Sessions are the second step in the ITT process. ITT Sessions are where each Conditional Client learns to utilize his/her Assistance (Service) Dog to **control, regulate, and mitigate**<sup>®</sup> his/her disability symptom set. ITT is conducted by highly experienced and specially trained staff and trainers, as well as peer mentors. Peer mentors are paws4vets Certified Clients who have successfully completed ITT and are now working full-time with their Assistance (Service) Dogs to improve and enhance their daily living.

ITT is conducted using the mutual aid model, wherein group members are the providers as well as the recipients of the benefits of the services<sup>1</sup>. During ITT, we recognize that the experiences, strengths, and perspectives of each group member should be drawn upon to help other members of the group. We also draw heavily on the helper-theory principle, similar to Alcoholics Anonymous, wherein helping others helps the helper<sup>2</sup>. ITT is a peer-to-peer activity led by Assistance (Service) Dog experts, not a medical treatment by medical providers or a therapeutic intervention led by mental health practitioners. We have found that this offers directness and authenticity that often affords our Conditional Clients progress they have not been able to find within medical settings, traditional therapy, or other mental health intervention.

The ITT process promote resilience and growth in Conditional Clients who are living with life-altering disabilities and who have experienced traumatic events. For each Conditional Client, the ITT process helps him/her to build a fuller, more independent life. Each Conditional Client is learning to **control, regulate, and mitigate**<sup>®</sup> his/her symptom set in new environments and while interacting with new people. Each Conditional Client is building bonds and deepening connections, decreasing isolation, becoming more social, and increasing self-esteem, confidence, and feelings of self-worth. Each Conditional Client inspires and motivates others to find a way forward and to deal with life-altering disabilities.

The ITT process includes family integration programming via the PAWS Family Support Network because it is crucial for the Conditional Client's family members to take care of his/her own health and well-being. Family integration programming helps the Conditional Client and each family member to be better able to contribute to the overall family functioning.

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<sup>1</sup> Gitterman, Alex and Robert Salmon. *Encyclopedia of Social Work with Groups*. New York: Routledge, 2009.

<sup>2</sup> Reissman, Frank. (1965). The "helper" therapy principle. *Social Work*, 10(2), 27-32. ISSN 0037-8046.

Staff leaders work with the paws4people Medical Evaluation Team (pMET), a volunteer group of consulting licensed medical/mental health professionals, to facilitate communication with each Conditional Client's medical treatment team, mental health care providers, and ancillary health care providers (e.g., occupational therapist, physical therapist, speech therapist, audiologist, pain management, prosthetics and orthotics provider), and to create and refine training plans. This communication system creates continuity and likeness of goals with the Conditional Client's medical treatment team and mental health care providers, ensuring the highest level of safety for all Conditional Clients, while also pushing past existing boundaries to realize real success to **control, regulate, and mitigate®** of symptom sets.

**Staff does not act as medical providers or mental health practitioners, rather as experts in the utilization of Assistance (Service) Dogs as assistive medical/behavioral devices/tools to control, regulate, and mitigate® life-altering disabilities, including PTSD, TBI, MST, Moral Injury, and other physical and psychiatric conditions.**

**For Conditional Clients who are receiving an Assistance (Service) Dog to mitigate a physical or non-psychiatric diagnosis:** The organization shall provide the Conditional Client with ITT which will enable the Conditional Client and his/her Dog to perform as an effective working Assistance (Service) Dog Team. ITT shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, how to command and work the Dog in public, the laws concerning Assistance (Service) Dogs and the Team's rights and limitations as such, and umbilical training. ITT shall be conducted over no less than a 10-calendar day period of time. [Note: These "ten (10)" days of ITT may be accomplished over an extended period of time, in order to provide the Conditional Client with the best opportunity for success.]

**For Conditional Clients who are receiving an Assistance (Service) Dog for mitigation of psychiatric diagnosis:** The organization shall provide the Conditional Client with ITT which will enable the Conditional Client and his/her Dog to perform as an effective working Assistance (Service) Dog Team. ITT shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, how to command and work the Dog in public, the laws concerning Assistance (Service) Dogs and the Team's rights and limitations as such, and umbilical training. ITT shall be conducted over no less than a 15-calendar day period of time. [Note: These "fifteen (15)" days of ITT may be accomplished over an extended period of time, in order to provide the Conditional Client with the best opportunity to **control, regulate, and mitigate®** their symptom sets.]

paws4people believes that this individualized approach to transferring the Assistance (Service) Dogs to their Conditional Clients leads to much more successful team performance for their working careers than a standardized one (1) or two (2) week team training approach. As always, paws4people continues to focus on quality over quantity in our Teams

Each Assistance (Service) Dog Conditional Client must pass a Public Access Test (PAT) during his/her final ITT Session. This allows him/her to go home with "Black Vest" status (In-Training vest) until his/her final PAT is scheduled (usually at the next paws4people Annual Reunion and Graduation). Once this final PAT is passed, the Assistance (Service) Dog receives his/her custom "Red Vest" and the Team is official!

### **Secondary Handler Training – Assistance (Service) Dog**

A minimum of six (6) months after he/she "Red Vests" with his/her Assistance (Service) Dog, a Certified Client can request to have a Secondary Handler trained. A decision on the request is in the sole discretion of the Executive Committee.

A Secondary Handler of an Assistance (Service) Dog is required to attend a Seminar with paws4people in Wilmington, North Carolina and a required number of ITT Sessions, the schedule to be determined by the Executive Committee.

A Secondary Handler of an Assistance (Service) Dog must pass a PAT during his/her final ITT Session.

### **Contact and Care**

Each Client is welcomed into our growing family and supported as he/she learns and grows with his/her Assistance (Service) Dog.

Advocates will communicate with Clients on the following schedule *at a minimum* and document each contact within their email archives and/or in the Client's digital file:

- acceptance as a Potential Client to Bump: every two (2) weeks
- Bump to Seminar: every two (2) weeks
- Seminar to “Black Vest”: every two (2) weeks
- “Black Vest”: within 48 hours of taking home the Assistance (Service) Dog In-Training
- “Black Vest” to “Red Vest”: weekly
- “Red Vest”: within forty-eight (48) hours
- first six (6) months on “Red Vest”: every two (2) weeks
- after six (6) months - Dog's retirement: monthly

Advocates are available to their Clients each and every day.

We support each other during paws4people events and fundraisers, and most especially at our Annual Reunion. We all come together at least once a year for graduations to celebrate and to get to know each other better, thus forming stronger relationships.

Each Client must provide his/her Advocate with the contact information for his/her veterinarian, and provide proof of a new-patient check up with this vet within thirty (30) days of transfer of a Dog's conditional custody. At the first recertification Public Access Test, veterinarian records must be submitted to prove the Assistance (Service) Dog is being seen regularly by his/her veterinarian.

**Annual Recertification**

paws4people Assistance (Service) Dogs with Public Access are required to be re-certified annually, to include a temperament test, obedience test, Public Access Test, general health check, and any other evaluation deemed necessary by paws4people staff.

Type of Certification	Assessments/Req @ Cert	Assessments @ Re-Cert	ADA Public Access Re-Cert Frequency
Physical or Neurological AD (PND)	Temp/AO, PAT, ITT	Temp/AO, PAT	Annual
Medical Alert AD (MED)	Temp/AO, PAT, ITT	Temp/AO, PAT	Annual

Annual Recertification Logistics

All Public Access Tests must be scheduled and completed during the fourth quarter of each calendar year. Upon successful passing, an ID card will be issued for January 1-December 31 of the subsequent calendar year. Any Tests taken during any other quarter of the year, for any reason, shall result in certification only through December 31 of that calendar year. A new Test must then be taken during the fourth quarter.

It is the Certified Client's and his/her Secondary Handler's responsibility to schedule his/her annual Public Access Test.

Each Certified Client and his/her Secondary Handler must contact his/her Advocate who will coordinate with paws4people Certified Public Access Test Evaluators to schedule an annual Public Access Test for the Client and his/her Secondary Handler. If an Evaluator's time cannot be conveniently scheduled in the geographical area of the Client and his/her Secondary Handler, the Certified Client and/or Secondary Handler will be required to travel to the nearest certified Evaluator.

If the Certified Client or his/her Secondary Handler fails to make this scheduling request within reasonable time and a Public Access Test date is not available during the 4th quarter, the Assistance (Service) Dog shall become de-certified as of January 1 until such time an annual Public Access Test is scheduled, taken, and passed.

#### Expired Certification

If certification is allowed to expire for any reason, de-certification shall be effective immediately. Each Certified Client and his/her Secondary Handler shall be notified both by email and mail of de-certification. Re-certification may be obtained by scheduling the Public Access Test, as detailed above, within sixty (60) calendar days of expiration.

If certification is expired for more than sixty (60) days, in order to obtain re-certification, the Team must complete, at a minimum: attendance of a Seminar, ITT Sessions, temperament test, advanced obedience test, and Public Access Test. If certification is allowed to expire for any reason, de-certification shall be effective immediately.

If certification is expired for more than sixty (60) days, in order to obtain re-certification, the Team must complete, at a minimum: attendance of a Seminar, temperament test, and advanced obedience test

*Additional evaluations, retraining, and/or the number of ITT Sessions is determined by the Executive Committee on a case-by-case basis and in its sole discretion.*

#### Retirement

paws4people controls the decision about when a Dog retires from active service. A Certified Client may then be considered for placement of a Successor Dog per the Successor Dog Policy.

**paws4people reserves the right to deny, revoke, and/or otherwise modify an individual's status with the organization at any time, for any reason, and in its sole discretion when determined to be in the best interest of the organization. An action deemed necessary and in the best interests of the organization will be communicated in writing (via email or letter) from the Executive Committee of paws4people and/or its CGC. In the case of an immediate termination of physical custody and immediate removal of a Dog, written communication may follow removal.**



Each Facility Dog is an innovative program within a designated Facility that results from a collaborative training process among the Conditional Primary Handler, the Facility Dog In-Training, and paws4people.

Together, we:

- help the Conditional Primary Handler to develop and implement a Facility Dog Program within the designated Facility;
- determine the types of animal assisted intervention<sup>1</sup> that the Conditional Primary Handler and Facility Dog will provide to individuals and/or groups within a designated Facility; and
- identify the ways in which to integrate the Facility Dog into the Conditional Primary Handler's professional services or volunteer activities within a designated Facility.

From there, we will determine the logistics, tasks, and training metrics and goals for the Facility Dog Program within the designated Facility.

### **Facility Dog Handler Training**

Facility Dog Handler Training is the process whereby the Conditional Handler learns to integrate a paws4people Facility Dog into his/her professional services or volunteer activities and to utilize the Facility Dog to provide animal assisted intervention to individuals and/or groups within a designated Facility.

#### Training of Conditional Primary Handler

The organization shall provide the Conditional Primary Handler with Facility Dog Handler Training which will enable him/her and the Facility Dog to perform as an effective working Facility Dog Team. Facility Dog Handler Training shall include, but not be limited to, the following: the proper care and maintenance of the Dog, the Dog's Command Set, the laws concerning Facility Dogs and the Team's rights and limitations as such, and umbilical training.

Each Conditional Primary Handler must complete fifty (50) hours of Facility Dog Handler Training consisting of:

1. A Facility Dog Handler Seminar in Wilmington, North Carolina. A Facility Dog Handler Seminar is an intensive introduction to Facility Dog Handler Training during which Conditional Primary Handlers spend ten (10) hours over two (2) days in the classroom learning paws4people academics, handling protocols, and safety protocols required for Primary Handler success;
2. Thirty (30) hours of Facility Dog Handler Training specific to the Facility Dog Program and requirements of the designated Facility; and
3. Ten (10) hours of:
  - A. Facility Dog Handler Training specific to the Facility Dog Program and requirements of the designated Facility; or
  - B. Public Access Training<sup>2</sup> specific to the Conditional Primary Handler's scope of work.

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<sup>1</sup> An animal assisted intervention is a goal-directed intervention designed to promote improvement in physical, social, emotional and/or cognitive functioning of the person(s) involved and in which a Facility Dog is an integral part. An animal assisted intervention may be provided to individuals or groups and implemented for persons of any age.

<sup>2</sup> **Public Access Training does NOT make the Conditional Primary Handler or the Facility Dog eligible for any rights under the Americans with Disabilities Act or state disability laws.**



*NOTE: The Executive Committee will determine whether a Conditional Primary Handler attends ten (10) hours of Facility Dog Training or Public Access Training. That determination is in the sole discretion of the Executive Committee.*

Each Conditional Primary Handler must pass a Facility Observation Test and/or Public Access Test, as applicable, during his/her final Facility Dog Training and/or Public Access Training, as applicable. That allows him/her to go home with "Black Vest" status (In-Training vest) until his/her final Facility Observation Test and/or Public Access Test, as applicable, is/has scheduled (usually at the next paws4people Annual Reunion and Graduation).

When the Conditional Primary Handler passes the final Facility Observation Test and/or Public Access Test, as applicable, he/she will be a Certified Primary Handler and the Dog will wear a "Green Vest."

*NOTE: The duration of training of a Conditional Primary Handler and the decision as to when a Conditional Primary Handler is ready to work independently with the Facility Dog is made at the sole discretion of the training staff.*

#### Training of Temporary Handler(s)

After the Conditional Primary Handler is "Black Vested," he/she may wish to have one (1) individual (employee or volunteer within the designated Facility) trained to be responsible to execute a temporary safety plan and to provide for the health, care, and wellbeing of the Facility Dog when an emergency arises.

A request to train an individual as a Temporary Handler should be initiated via email to the Conditional Primary Handler's Advocate.

Each Temporary Handler must complete a two (2)-hour training with the training staff. The training may take place in-person or via conference call as determined by the Executive Committee.

#### Fees for Training Temporary Handler(s)

An annual two (2)-hour training of one (1) Temporary Handler is provided by the training staff at no fee.

For each additional two (2)-hour training of a Temporary Handler, the Certified Primary Handler or Facility, as applicable, is responsible to pay a fee of one hundred dollars (\$100) per Temporary Handler. Payment is due at the time training is scheduled. The fee is inclusive of paws4people travel expenses.

#### Training of Secondary Handler(s)

After the Primary Handler is Certified and "Green Vests" with the Facility Dog and has been a working team for a minimum of six (6) months, the Certified Primary Handler may wish to have one (1) or more additional individual (employee or volunteer within the designated Facility) trained by paws4people to utilize the Facility Dog within his/her professional services or volunteer activities to provide animal assisted intervention within the designated Facility.

That request should be initiated via email to the Certified Primary Handler's Advocate.

*NOTE: The decision whether to train an additional individual is in the sole discretion of the Executive Committee.*

Each additional individual approved by the Executive Committee is referred to as a Conditional Secondary Handler.

*NOTE: No more than two (2) Conditional Secondary Handlers may be In-Training with any one (1) Facility Dog at the same time.*

Each Conditional Secondary Handler of the Facility Dog is required to have a total of twenty-five (25) training hours to be qualified for certification.

Fifteen (15) of those training hours of each Conditional Secondary Handler will be completed while observing the Certified Primary Handler and the Facility Dog in the designated Facility provide animal assisted intervention. Each observation hours will be recorded by the Certified Primary Handler on the Conditional Secondary Handler Observation Form.

*NOTE: Truthfulness and accuracy are expected in the reporting of observation hours.*

*NOTE: During the observation hours, no Conditional Secondary Handler may have "hands-on" training or leash handling under the supervision of the Certified Primary Handler.*

Once the Conditional Secondary Handler has completed fifteen (15) or more observation hours and the Certified Primary Handler has recorded each such hour into the Conditional Secondary Handler Observation Form, he/she should notify his/her Advocate that the Conditional Secondary Handler Observation Form is ready and available for review by the Executive Committee. The Executive Committee in its sole discretion may require a Conditional Handler to complete additional observation hours.

Upon approval by the Executive Committee of the Conditional Secondary Handler Observation Form, the Certified Primary Handler may schedule through his/her Advocate on-site training of the Conditional Secondary Handler.

During the on-site trainer visit to the designated Facility, the Conditional Secondary Handler will train for ten (10) hours with a trainer over a two (2)-day period, and receive the required academics, handling and safety protocols, do "hands-on" training, leash handling, and complete requisite documentation.

It is the training staff's responsibility to document the ten (10) hours of on-site training of each Conditional Secondary Handler.

*NOTE: The training staff in its sole discretion may require additional hours of on-site training of a Conditional Handler. The decision when to certify a Conditional Handler is at the sole discretion of the training staff.*

Upon successful completion of the on-site training, the Conditional Secondary Handler will take the Facility Observation Test. Upon successful completion of the Facility Observation Test, he/she will be a Certified Secondary Handler.

#### Fees for Training of Conditional Secondary Handlers within the Designated Facility

If the designated Facility in which the Certified Primary Handler uses the Facility Dog is within a sixty (60) mile one-way driving distance from Wilmington, North Carolina, the Certified Primary Handler or Facility, as applicable, is responsible to pay a fee of five hundred dollars (\$500) per Conditional Secondary Handler [limit of two (2)]. Payment is due at the time on-site training is scheduled.

If the designated Facility in which the Certified Primary Handler uses the Facility Dog is more than a sixty (60) mile one-way driving distance from Wilmington, North Carolina, the Certified Primary Handler or Facility, as applicable, is responsible to pay a fee of one-thousand dollars (\$1,000) per Conditional Secondary Handler [limit of two (2)]. Payment is due at the time on-site training is scheduled.

The fee is inclusive of paws4people travel expenses.

*NOTE: The Executive Committee may determine additional training, fees, and/or other requirements on a case-by-case basis and in its sole discretion.*

#### Certified Primary Handler On-Site At All Times When Facility Dog at the Designated Facility

The Certified Primary Handler must always be on site at the designated Facility when the Dog is in the care, custody, and control of the Certified Secondary Handler. At no time shall the Certified Secondary Handler have the Facility Dog at the designed Facility in the absence of the Primary Handler.

If the Certified Secondary Handler wishes to use the Dog when the Primary Handler is not on site at the designated Facility, he/she is required to request approval to be trained as a Primary Handler.

That request should be initiated via email to the Certified Primary Handler's Advocate.

*NOTE: The decision whether to train a Certified Secondary Handler as a Primary Handler is in the sole discretion of the Executive Committee.*

### **Contact and Care**

Each Conditional Handler is welcomed into our growing family and supported as he/she learns and grows with his/her Facility Dog.

Advocates will communicate with the Primary Handler on the following schedule *at a minimum* and document each contact within their email archives and/or in the Primary Handler's digital file:

- acceptance as a Potential Primary Handler to pairing with Facility Dog In-Training: every two (2) weeks
- pairing with Facility Dog In-Training to Seminar: every two (2) weeks
- Seminar to "Black Vest": every two (2) weeks
- "Black Vest": within 48 hours of taking home the Facility Dog In-Training
- "Black Vest" to Green Vest": weekly
- Green Vest": within forty-eight (48) hours
- first six (6) months on "Green Vest": every two (2) weeks
- after six (6) months - Dog's retirement: monthly

Advocates are available to their Primary Handlers each and every day.

We support each other during paws4people events and fundraisers, and most especially at our Annual Reunion. We all come together at least once a year for graduations to celebrate and to get to know each other better, thus forming stronger relationships.

The Conditional Primary Handler must provide his/her Advocate with the contact information for his/her veterinarian, and provide proof of a new-patient check up with this vet within thirty (30) days of transfer of a Dog's conditional custody. At the first recertification Public Access Test or Facility Observation Test, as applicable, veterinarian records must be submitted to prove the Facility Dog is being seen regularly by his/her veterinarian.

### **Annual Recertification**

Each paws4people Facility Dog is required to be re-certified annually, to include a temperament test, obedience test, Facility Observation Test, Public Access Test (when applicable), general health check, and any other evaluation deemed necessary by paws4people.

Type of Certification	Assessments/Req @ Cert	Assessments @ Re-Cert	Public Access Re-Cert Frequency	Facility Observation Test Re-Cert Frequency
Rehabilitative FD (RFD)	Temp/AO, FD Checklist, 1 Facility Observation Test	Temp/AO PAT and/or FD Checklist w/ 1 Facility Observation Test; CE 10 Hrs	Annual	Annual
Psychiatric FD (PFD)	Temp/AO, FD Checklist, 1 Facility Observation Test	Temp/AO PAT and/or FD Checklist w/ 1 Facility Observation Test; CE 10 Hrs	Annual	Annual
Scent Detection (SCT)	Applicable Third Party Certification	Temp/AO PAT and/or Applicable Third Party Certification	Annual	Annual
Crisis Response (CRD)	Temp/AO, FD Checklist 1 Facility Observation Test	Temp/AO PAT and/or FD Checklist w/ 1 Facility Observation Test; CE 10 Hrs	Annual	Annual
Canine-Assisted Education (CAE)	Temp/AO, FD Checklist, 3 Facility Observation Test	Temp/AO PAT and/or FD Checklist w/ 3 Facility Observation Test; CE 10 Hrs	Annual	Annual

#### Annual Recertification Logistics

All Facility Observation Tests and Public Access Tests, as applicable, must be scheduled and completed during the fourth quarter of each calendar year. Upon successful passing, an ID card will be issued for January 1-December 31 of the subsequent calendar year. Any Tests taken during any other quarter of the year, for any reason, shall result in certification only through December 31 of that calendar year. A new Test must then be taken during the fourth quarter.

It is the Certified Primary Handler's responsibility to schedule his/her annual Facility Observation Test and/or Public Access Test, as applicable, and the Facility Observation Test of each Certified Secondary Handler.

Each Certified Primary Handler must contact his/her Advocate who will coordinate with paws4people Facility Observation Test Evaluators to schedule an annual Facility Observation Test for him/her and for each Certified Secondary Handler. If an Evaluator's time cannot be conveniently scheduled in the geographical area of the Certified Primary Handler, the Certified Primary Handler and each Certified Secondary Handler will be required to travel to the nearest certified Evaluator.

If a Certified Primary Handler fails to make this scheduling request within reasonable time and a Facility Observation Test date is not available during the 4th quarter, the Facility Dog shall become de-certified as of January 1st until such time an annual Facility Observation Test is scheduled, taken, and passed.

When applicable, the Certified Primary Handler must contact his/her Advocate who will coordinate with paws4people Certified Public Access Test Evaluators to schedule an annual Public Access Test for the Certified Primary Handler. If an Evaluator's time cannot be conveniently scheduled in the geographical area of the Certified Primary Handler, the Certified Primary Handler will be required to travel to the nearest certified Evaluator.

If the Certified Primary Handler fails to make this scheduling request within reasonable time and a Public Access Test date is not available during the 4th quarter, the Facility Dog shall become de-certified as of January 1 until such time an annual Public Access Test is scheduled, taken, and passed.

#### Expired Certification

If certification is allowed to expire for any reason, de-certification shall be effective immediately. Each Certified Handler shall be notified both by email and mail of de-certification. Re-certification may be obtained by scheduling the Facility Observation Test and/or Public Access Test, as applicable and as detailed above, within sixty (60) calendar days of expiration.

If certification is expired for more than sixty (60) days, in order to obtain Public Access Test re-certification, the Team must complete, at a minimum: attendance of a Seminar, Public Access Training, temperament test, advanced obedience test, and Public Access Test.

If certification is expired for more than sixty (60) days, in order to obtain Facility Observation Test re-certification, the Team must complete, at a minimum: attendance of a Seminar, Facility Dog Handler Training, temperament test, advanced obedience test, and Facility Observation Test.

*NOTE: The Executive Committee determines on a case-by-case basis and in its sole discretion, additional evaluations, retraining, and/or the hours of training.*

#### Annual Continuing Education

Each Certified Handler is required to attend ten (10) hours of continuing education annually specific to the Facility Dog's placement.

#### Annual Recordkeeping Requirements

The Facility Dog Handler Recordkeeping Responsibilities Policy contains the annual recordkeeping requirements for each and every Conditional/Certified Primary Handler.

## Retirement

paws4people controls the decision about when a Dog retires from active service. A Certified Primary Handler may then be considered for placement of a Successor Dog per the Successor Dog Policy.

*paws4people reserves the right to deny, revoke, and/or otherwise modify an individual's status with the organization at any time, for any reason, and in its sole discretion when determined to be in the best interest of the organization. An action deemed necessary and in the best interests of the organization will be communicated in writing (via email or letter) from the Executive Committee of paws4people and/or its CGC. In the case of an immediate termination of physical custody and immediate removal of a Dog, written communication may follow removal.*



paws4people's primary objective is to place the highest quality Assistance (Service) Dogs with Clients and Facility Dogs with Primary<sup>1</sup> Handlers through a training process that creates the most highly-trained and effective Team for the career of each Dog.

paws4people is a fully accredited member of Assistance Dogs International (ADI), and our Client and Handler Certification Processes exceed all minimum standards set by ADI. As such, paws4people has created and continues to refine the Client and Handler Certification Process to be among the most thorough and rigorous of any placement programs.

AAIL is a non-profit organization supporting Animal Assisted Intervention (AAI) within professional healthcare, social service, education, and other workplace settings. It is built to have a solid foundation in standards of practice and embraces sharing of quality professional level information among organizations that train Facility Dogs. paws4people is a full member of AAIL.

With paws4people Assistance (Service) Dog and Facility Dog certification comes inclusion in the organization's General Liability Insurance policy<sup>2</sup>.

The following defines the requirements for Assistance (Service) Dog and Facility Dog Team certification, effective for all new applicants as of October 15, 2015; and all certification, regardless of date of origination, on or after July 1, 2016.

### Origins of Clients

paws4people Clients seeking Public Access Certification originate from:

#### DIRECT CLIENT

a paws4people selected applicant who will "Bump" with a paws4people-trained Assistance (Service) Dog In-Training; or

a paws4vets selected applicant who will "Bump" with a paws4people-trained Assistance (Service) Dog In-Training.

#### INDIRECT CLIENT

a selected applicant, who already possesses an Assistance (Service) Dog of some type obtained from another ADI or non-ADI organization, or trained by a private trainer, or who has been owner-trained, and who has been selected to be a paws4people or paws4vets Potential Client.

\*Note: The process for Indirect Clients was designed to be in accordance with paws4people standards of training and conduct *as well as* Assistance Dogs International's "MINIMUM STANDARDS FOR CERTIFICATION OF OWNER/PRIVATE TRAINER TRAINED ASSISTANCE DOG TEAMS."

### Origins of Primary Handlers

paws4people Primary Handlers seeking Facility Dog Certification originate from:

#### DIRECT PRIMARY HANDLER

a paws4people selected applicant who will be paired with a paws4people-trained Facility Dog In-Training

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<sup>1</sup> Training for Secondary Handlers of Facility Dogs is detailed in the Facility Dog Handler Training, Contact, Care, and Annual Recertification Policy

<sup>2</sup> paws4people's General Liability Insurance policy does not guarantee coverage. The General Liability Insurance policy speaks generally to situations and settings in which the Dog is working with the Client or Handler. Each situation must be investigated, evaluated, and analyzed to determine whether there is coverage and the extent thereof. General Liability Insurance does not speak to situations in which a Handler is with his/her Facility Dog during the Handler's personal time.

## Client and Primary Handler Process

### Step 1 – Potential Client and Primary Handler Status

#### DIRECT POTENTIAL CLIENT

To be considered a Potential Client, a Direct Client must:

Have completed the paws4people Initial Client Application at <https://paws4people.org/apply/>

#### INDIRECT POTENTIAL CLIENT

To be considered a Potential Client, an Indirect Client must:

Have submitted a paws4people Initial Client Application at <https://paws4people.org/apply/> and Long-version of the paws4people Client Application (on file with paws4people) and has gained the initial approval of the paws4people Application Committee;

Have an “Assistance (Service) Dog” trained by another ADI or non-ADI organization, a private trainer, or owner-trained, who has been trained to the level of paws4people’s Advanced Obedience Evaluation<sup>3</sup>; and

the “Assistance (Service) Dog” must be registered with paws4people and have received a paws4people K9 Identification Number. The “Assistance (Service) Dog” must have and maintain current vaccination records (on file with paws4people) and standard veterinary care, as well as be micro-chipped.

#### DIRECT POTENTIAL PRIMARY HANDLER

To be considered a Potential Handler, a Direct Primary Handler must:

Have completed the paws4people Initial Direct Primary Handler Application at:  
<https://paws4people.org/apply/>

### Step 2 – Conditional Client and Conditional Primary Handler Status

#### DIRECT CONDITIONAL CLIENT

To be considered a Conditional Client, a Direct Client must:

Have successfully completed the paws4people application process, including all required and necessary paperwork, forms and submissions, the phone interview, home visit, and pMET<sup>4</sup>;

Have signed acceptance and acknowledgement of the paws4people Agreement for the Private Placement of a paws4people Assistance (Service) Dog;

Have signed acceptance and acknowledgement of all paws4people Policies and Procedures, including the requirement for annual re-certification;

Have signed acceptance of paws4people Pay-It-Forward (PIF) requirements; and

Have been assigned a paws4people-trained Assistance (Service) Dog (In-Training) via the “Bump” process.

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<sup>3</sup> This is accomplished during the application and interview process with the Indirect Potential Client and any trainer he/she used.

<sup>4</sup> Required of ALL Clients who are seeking certification for an Assistance (Service) Dog.



### INDIRECT CONDITIONAL CLIENT

To be considered a Conditional Client, an Indirect Client must:

Have successfully completed the paws4people application process, including all required and necessary paperwork, forms and submissions, the phone interview, and pMET<sup>5</sup>;

Have signed acceptance and acknowledgement of the Agreement for the Certification of a Privately Owned Dog as a paws4people Assistance (Service) Dog;

Have signed acceptance and acknowledgement of all paws4people Policies and Procedures, including the requirement for annual re-certification; and

The Assistance (Service) Dog In-training must be deemed by paws4people training staff<sup>6</sup> to be of appropriate training level to participate in paws4people Public Access Training activities.

### DIRECT CONDITIONAL PRIMARY HANDLER

To be considered a Conditional Handler, a Direct Primary Handler must:

Have successfully completed the paws4people application process, including all required and necessary paperwork, forms and submissions, the phone interview, home visit, designated Facility visit;

Have signed acceptance and acknowledgement of the paws4people Agreement for the Private Placement of a paws4people Facility Dog;

Have signed acceptance and acknowledgement of all paws4people Policies & Procedures, including the requirement for annual re-certification;

Have signed acceptance of paws4people Pay-It-Forward (PIF) requirements; and

Have been assigned a paws4people-trained Facility Dog (In-Training) via the pairing process.

## Step 3 – Certified Assistance (Service) Dog Client Status or Certified Facility Dog Handler Status

### DIRECT CERTIFIED ASSISTANCE (SERVICE) DOG CLIENT

To be considered a Certified Assistance (Service) Dog Client, a Direct Client must:

Successfully complete the process to become a paws4people/paws4vets Direct Conditional Client;

Successfully complete a paws4people Seminar<sup>7</sup>;

Successfully complete a minimum of 3 ITT 3 day-sessions<sup>8</sup>;

Successfully complete the paws4people placement Public Access Test;

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<sup>5</sup> Required of ALL Clients who are seeking certification for an Assistance (Service) Dog.

<sup>6</sup> This is accomplished during the application and interview process with the Indirect Potential Client and any trainer he/she used.

<sup>7</sup> Seminar + *Intervention Transfer Training*<sub>SM</sub> (ITT) Sessions and Seminar + Facility Dog Handler Training, as applicable, together constitute what ADI refers to as “Team Training.” Direct Clients and Direct Primary Handlers are not charged in any way for attending Team Training, but bear the costs associated with their travel, lodging, and other applicable fees.

<sup>8</sup> The final determination of the number of ITT Sessions required by any Client and Facility Dog Handler Training hours required by Handler is at the sole discretion of the Executive Committee of paws4people. No minimum number of ITT Sessions is ever guaranteed to a Direct Client or Facility Dog Handler Training hours is ever guaranteed to a Direct Handler.

Sign a final copy of the Agreement for the Private Placement of a paws4people Assistance (Service) Dog;  
Be assigned an Advocate who becomes the Client's sole point of contact with the organization; and  
Obtain final certification authorization by a member of the paws4people Executive Committee.

At this time, vest and ID card order may be processed. Basic vest and initial Client and K9 ID cards are provided free of charge. Additional or specialty vests, additional or replacement ID cards, and renewal ID cards must be paid for by Clients.

#### INDIRECT CERTIFIED ASSISTANCE (SERVICE) DOG CLIENT

To be considered a Certified Assistance (Service) Dog Client, an Indirect Client must:

Successfully complete the process to become a paws4people/paws4vets Indirect Conditional Client;  
Successfully complete a paws4people Seminar<sup>9-10</sup>;  
Successfully complete a minimum of 3 ITT 3 day-sessions<sup>11</sup>;  
Have had a relationship<sup>12</sup> with paws4people for at a minimum, 6-consecutive calendar months, before he/she is eligible for said Certification;  
Successfully complete the paws4people placement Public Access Test;  
Be assigned an Advocate who becomes the Client's sole point of contact with the organization;  
Sign a final copy of the paws4people Agreement for the Certification of a Privately Owned Dog as a paws4people Assistance (Service) Dog; and  
Obtain final certification authorization by a member of the paws4people Executive Committee.

At this time, vest and ID card order may be processed. Basic vest and initial Client and K9 ID cards are provided free of charge. Additional or specialty vests, additional or replacement ID cards, and renewal ID cards must be paid for by Clients.

#### DIRECT CERTIFIED FACILITY DOG PRIMARY HANDLER

To be considered a Certified Facility Dog Primary Handler, a Direct Primary Handler must:

Successfully complete the process to become a paws4people/paws4vets Conditional Primary Handler;

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<sup>9</sup> Seminar + ITT Sessions together constitute what ADI refers to as "Team Training." An Indirect Client is charged tuition for attending Team Training, the details of which were presented and agreed to during the application process, and the costs associated with his/her travel, lodging, etc.

<sup>10</sup> Prior to Seminar, Indirect Client's Assistance (Service) Dog In-Training will be evaluated by paws4people staff, and must successfully pass the paws4people Temperament and Advanced Obedience Evaluations, and be deemed to be of appropriate training level to participate in paws4people Public Access Training activities.

<sup>11</sup> The final determination of the number of ITT Sessions required by an Indirect Client is at the sole discretion of the Executive Committee of paws4people. No minimum number of ITT Sessions is ever guaranteed to an Indirect Client.

<sup>12</sup> The minimum, 6-consecutive calendar month relationship with paws4people shall begin when the Indirect Conditional Client attends Seminar.

Successfully complete a paws4people Facility Dog Handler Seminar (10 hours over 2 days)<sup>13</sup>;

Successfully complete a minimum of 40 hours of Facility Dog Handler Training in accordance with the Facility Dog Handler Training, Contact, Care, and Annual Recertification Policy<sup>14</sup>;

Successfully complete the paws4people placement Facility Observation Test and/or Public Access Test, as applicable;

Sign a final copy of the Agreement for the Private Placement of a paws4people Facility Dog or Facility Dog Program Agreement, as applicable;

Be assigned an Advocate who becomes the Primary Handler's sole point of contact with the organization; and

Obtain final certification authorization by a member of the paws4people Executive Committee.

At this time, vest and ID card order may be processed. Basic vest and initial Direct Primary Handler and K9 ID cards are provided free of charge. Additional or specialty vests, additional or replacement ID cards, and renewal ID cards must be paid for by Direct Primary Handlers.

#### **Step 4 – Continuing Certification Requirements**

##### **ALL CLIENTS AND PRIMARY HANDLERS**

To remain certified, insured, and in good standing, each Client and Primary Handler must:

Adhere to all organizational policies and procedures; and

Re-certify annually per re-certification policies, and schedule their Public Access Test [Assistance (Service) Dogs] or Facility Observation Test and/or Public Access Test (Facility Dogs), as applicable through his/her Advocate.

*paws4people reserves the right to deny, revoke, and/or otherwise modify Applicant, Client, or Primary Handler status at any time, for any reason, and in its sole discretion when determined to be in the best interest of the organization. An action deemed necessary and in the best interests of the organization will be communicated in writing (via email or letter) from the Executive Committee of paws4people and/or its CGC. In the case of an immediate termination of physical custody and immediate removal of a Dog, written communication may follow removal.*

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<sup>13</sup> Seminar + Facility Dog Handler Training together constitute what ADI refers to as "Team Training." A Direct Primary Handler is not charged in any way for attending Facility Dog Handler Training, but bear the costs of his/her travel, lodging, and other associated fees.

<sup>14</sup> The final determination of the number of Facility Dog Handler Training hours required by a Direct Primary Handler is at the sole discretion of the Executive Committee of paws4people. No minimum number of Facility Handler Training hours is ever guaranteed to a Direct Primary Handler.