

Pawsitism Inc. Service Dog Training Program Handbook

Purpose of the Program

This program has been designed to provide qualified teams with a reliable means of obtaining certification through a credible service dog training program. Teams accepted into our network are those who have demonstrated an ability to meet the standards for public access that are accepted within the broader service dog community. *Note that the emphasis is placed on the team, as it is the team that is being certified, not just the dog.* Though not required by law, team certification is beneficial in many cases.

Timeline of Training

The timeline of a dog training with Pawsitism is 18 months. We receive the puppies between 8-9 weeks old and start their training right away. Phase One is all about potty training, crate training, socialization, desensitization and helping build a routine. Their puppy raisers help with all of these things while the trainers start working on all their basic commands. Once these initial items are achieved, we move into Phase Two at about 6 months of age, where we work on service dogs tasks and public access requirements. Once they have their obedience commands proofed in many environments and situations, we know that they are ready for their certifications.

During Phase One and Two, they are also immersed with children of all ages and build a comfort being around them. They learn to take cues from them and our hope is that by the end of Phase Two, they are paired with their future potential family. Once we get into Phase Three we make sure they have their Canine Good Citizen Certifications, their Pet Therapy Certification and work toward their Service Dog Certification through Pawsitism Inc.

We work with their potential families and graduate into Team Training where we work with the children. The end goal is to have co adhesive families, happy children and troubleshooting parents with a variety of training scenarios to help achieve success.

Our tasks are Deep Pressure Therapy for children that need pressure, Deep Gaze Therapy for children that need visual stimulation, Tethering and Anchoring for children that run and Search and Rescue if needed. Eighteen months of amazing training through RUFF Academy Real Life Dog Training with Owner Rebekah Hintzman is what they need while being supported through puppy raisers, puppy sitters, volunteers and the community.



Breeds Used in Our Training Program

- English Creme Golden Retrievers
- Goldendoodles
- German Shepherds

Pathway To Success

Certification is a process, and the steps to becoming a Certified Team with Pawsitism Inc. are as follows:

1. Submit the family application packet along with non-refundable \$50 application fee
2. Successfully complete the Team Training Agreement & Training Program
3. Complete/Submit individual journals of training
4. Successfully pass the Obedience Skills Test & ADA Test
5. Submit your proof of passing forms, signed by your Pawsitism Inc Evaluator
6. Receive your ID badge, completion certificate, Pawsitism Inc. Binder and program certification vest

Behavioral Expectations

It is our expectation that all communications will be accomplished in a positive manner, demonstrating respect for all other parties. Your behavior reflects not only upon your team, but for all Pawsitism Inc. certified teams and for Pawsitism Inc. as an organization. It is our expectation that all teams will serve as ambassadors of goodwill for the service dog community.

Pawsitism Inc. maintains ZERO TOLERANCE for all of the following:

- Illicit substance abuse
- Discrimination based on gender, ethnicity, religion, sexual preference or disability
- Bullying behavior

Violation of our zero tolerance policy is grounds for immediate dismissal from the program. If you are dismissed from the program for violation of zero tolerance, any monies paid to date will be non-refundable.



Receiving Your Service Dog, Pawsitism Inc Binder, ID Badge and Official Vest

Upon successful completion of the Obedience Skills Test and ADA Test, you will be given a Proof of Passing Form by the Evaluator. It must be signed by your evaluator. Please fill out the form, and then submit the signed form and a check for \$5000 (U.S. funds) to cover the cost of the donation amount discussed. You will receive a Pawsitism Inc Binder with all certification documents, vaccination information and forms from training. Pawsitism Inc. certified teams are required to wear their program issued vest at all times when working in public. Your certification will be valid for 1 year from the date of issue. You will be required to retake the test every year to renew your certification. If, at any time Pawsitism Inc. is made aware of any incidents where a certified SD team has presented a threat to the community, or has engaged in any other inappropriate behaviors, Pawsitism Inc. will investigate the matter. If, after investigation, it is determined that the SD team has failed to conform to the published Code of Conduct, then the certification will be revoked and the handler will be required to return the vest and service dog to Pawsitism Inc. Any fees paid will be non-refundable.

Liability Disclaimer

Upon handing in all documents, completing all requirements, passing the Obedience Test and ADA Test, the evaluator, on behalf of Pawsitism Inc., has certified that at the time of the test the SD team met all standards for certification. In no way does this constitute a guarantee that the team will function flawlessly at all times in the future. The Evaluator and Pawsitism Inc. are not responsible for any problems that occur while the team is working in public. The handler is solely responsible at all times for any damages caused by the SD to persons, property, premises and/or facilities. They are also responsible for advocating for their team in a manner that is appropriate and demonstrating respect for others in the community at all times. Team certification must be renewed every year. Pawsitism Inc. reserves the right to revoke certification if at any time a SD team is found to have posed a threat to the public or if the SD team fails to conform to the published Code of Conduct. Pawsitism Inc. will investigate all complaints prior to making a final determination. All decisions will be final.

Pawsitism Inc. Code of Conduct

Pawsitism Inc. has established minimum standards for all individuals who elect to participate in any phase of Pawsitism programming. Individuals are expected to abide by Pawsitism Inc. standards at all times, for the duration of the time that they are affiliated in any way with Pawsitism Inc.. These standards and rules are intended to provide a framework for individuals in order to ensure order and maintain the integrity of all of our programs and services. This includes but is not limited to students, volunteers, staff, and Board members. The standards are not intended to be a substitute for common sense and adherence to expected societal norms for morals and ethics. They represent a framework for rules and regulations. We remind everyone that we can teach rules and regulations, and moral values are something that every individual needs to bring to the table. These standards are listed below.



GENERAL ORGANIZATIONAL STANDARDS

Honesty, Integrity And Public Presentation

Individuals affiliated with Pawsitism Inc. shall at all times:

1. Be courteous and respectful of the feelings and needs of those around them
2. Be supportive of those with special needs and offer assistance as needed
3. Be honest
4. Treat others as they would wish to be treated
5. Use appropriate language
6. Report any observed or suspected violations of the Code of Conduct to a supervisor immediately

Moral and Ethical Standards

Pawsitism Inc. has a zero tolerance policy for untoward behaviors and individuals who are affiliated with Pawsitism Inc. shall at all times:

1. Refrain from bullying behavior and report any perceived incidences to a supervisor immediately
2. Refrain from use of illicit drugs
3. Arrive sober to all events and avoid use of alcoholic beverages when working at FSDS sponsored events
4. Treat others as they would wish to be treated

TRAINING AND TEAM STANDARDS

Health, Wellness and Safety

Pawsitism Inc. Service Dog Training Program shall provide: (while in training program)

1. Monthly heartworm treatments
2. Monthly flea and tick treatments if recommended by a Veterinarian
3. All required core vaccinations
4. Baths, brushing and grooming to keep dog clean and free of any offensive odors
5. Proper oral care
6. Regular nail trimming
7. Current County license tags that are prominently displayed on the collar
8. A name tag with a current phone number displayed on the collar
9. A clean program vest in good repair with ID badge while in public
10. Thermal working booties worn at times to protect against injury from excessive temperatures or sharp objects
11. Working equipment that is properly fitted and in good repair, including a collar, a leash that is no longer than 6 feet in length (retractable leashes are not permitted) and a harness (if applicable)
12. Adequate food and hydration; must carry a portable water bowl when working



Training

The dog shall be trained to:

1. Perform at least three discernible service related tasks to mitigate the disability of the child
2. Obey commands on first attempt at least 90% of the time, except in cases of intelligent disobedience
3. Maintain a good heel on leash, harness, or Prong
4. Lie quietly besides the handler or under a seat without creating an obstacle to others
5. Urinate or defecate only in appropriate designated places

The trainer/family member/caretaker shall:

1. Ensure that the selected service tasks are appropriate for the dog
2. Use only positive reinforcement techniques for service dog training
3. Be consistent in enforcing commands
4. Ensure that the dog is within two feet of them at all times except when a task requires a greater distance
5. Ensure that the dog has adequate space in order to avoid injury to the dog or others in public
6. Provide regularly scheduled rest breaks for the dog

Public behavior

The dog shall:

1. Not solicit attention from strangers
2. Be able to work quietly in public without barking, whining or otherwise creating a distraction
3. Not growl, snarl or demonstrate any aggression towards people or other dogs
4. Not solicit or steal food items from the general public
5. Urinate or defecate only in appropriate designated places

The handler/family member/caretaker shall:

1. Set and enforce consistent boundaries
2. Respond politely and appropriately to public inquiries and challenges at all times
3. Maintain full control over their dog at all times
4. Remain alert for signs of danger and shall remove the dog from dangerous situations when necessary
5. Provide the dog with adequate food and hydration, but shall not feed the dog in designated public dining areas.
6. Provide regularly scheduled rest breaks for the dog



Certified Service Dog (CSD) Team Candidate Acknowledgement and Acceptance of Guidelines

This form must be signed and returned with any applications that are applied for by regular mail or in person.

I understand that Pawsitism, Inc. reserves the right to revoke the CSD Team status for any SD team who fails to comply with the published guidelines. I understand that if a complaint is lodged against my team, Pawsitism Inc. will investigate fully and I will be given the opportunity to respond to the complaint. Pawsitism Inc. may elect to either dismiss the complaint fully, or revoke my CSD Team status, depending on the nature of the complaint. I understand that the decision of Pawsitism Inc. will be final and that the initial application processing fee as well as any other testing and certification fees will be non-refundable. In addition, I understand that if the certification of my team is revoked for any reason, I will be obligated to return the vest to Pawsitism Inc..

I understand and agree that in order to maintain my certification as current, I will be required to re-take the certification test every year. I will be required to complete the Team Training Program once.

I acknowledge that I have read and understand the CSD Team Manual. I understand the material and agree to abide by all the guidelines that are established by Pawsitism Inc..

Printed Name of Applicant

Date

Signature of Applicant



Acknowledgement of Code of Conduct

I, _____, hereby acknowledge that I have received the information on the Code and Conduct of Pawsitism Inc..

I understand and agree to abide by all Pawsitism Inc. guidelines, as well as all rules and regulations of Pawsitism Inc. as explained to me during the time that I am affiliated in any way with Pawsitism Inc. This includes, but is not limited to, enrollment in any of the Pawsitism Inc. programs, volunteer services, staff or Board of Directors. For certified teams, this also includes the working life of your team. With regard to proprietary materials, these rules shall remain in force at all times in the present or future.

I understand and agree that if, at any time, I am found to be in violation of Pawsitism Inc. Code of Conduct, I will be dismissed from Pawsitism Inc. with no chance of reinstatement. I understand and agree that should this action become necessary, I am not entitled to a refund for any or all monies that have been paid up until that time, if applicable.

I understand and agree that should I have any questions regarding the standards and ethics, or rules and regulations as they have been presented, I may contact the Pawsitism Inc. by phone at 920-286-9016 or by email at: pawsitism@gmail.com to have my questions answered. I understand and agree that I will faithfully comply with any rules regarding annual training and policy review updates that may pertain to my role with Pawsitism Inc..

I acknowledge that I have reviewed the information presented to me and have no further questions. I understand the information as presented and agree to abide by the Pawsitism Inc. Code of Conduct .

Signature of Applicant (or parent/guardian if applicant is a minor)

Date

Printed name of applicant (or parent/guardian if applicant is a minor)



General Release of Liability and Acceptance of Responsibility

I understand and agree that upon passing the Certification Test, the Evaluator, on behalf of Pawsitism Inc., has certified that at the time of the test my service dog (SD) and I have met all standards for certification. In no way does this constitute a guarantee that we will function flawlessly at all times in the future. The Evaluator and/or Pawsitism Inc. are not responsible for any problems that occur while my SD and I are working in public. I understand and agree that I am solely responsible at all times for any damages caused by my SD or myself to any persons, property, premises and/or facilities.

I understand and agree that Pawsitism Inc. reserves the right to revoke our certification at any time if we are found to have posed a threat to the public or if we fail to conform to the published Pawsitism Inc. Code of Conduct. I understand and agree that Pawsitism Inc. will investigate all complaints to the fullest extent possible prior to making a final determination, and that all decisions will be final.

I hereby release Pawsitism Inc. and their Evaluators from any liability(ies) or claim(s) that may result from my responsibilities as a SD handler. I acknowledge that I assume the risks and responsibilities in my role as a SD handler and hold Pawsitism Inc. and their Evaluators harmless for any injuries or liabilities to myself or others that are incurred or sustained as a result of my behavior or the behavior of my SD. It is understood and agreed that, by acknowledging and signing this release, I irrevocably, unconditionally and completely release and forever discharge the Pawsitism Inc. and their Evaluators and all of their principals, officers, heirs, representatives, successors, subsidiaries, assigns, affiliates, shareholders, partners, employees, former employees, attorneys, insurers, and/or agents from any and all losses, demands, damages, obligations, liabilities, actions, causes of action, debts, suits, judgments and all claims of any kind or nature whether known or unknown, fixed or contingent, arising directly or indirectly from, as a result of or in connection with, or otherwise relating in any manner to any claims of liability, that were alleged, or could have been alleged, against the Pawsitism Inc. and their Evaluators, and all of its principals, officers, heirs, representatives, successors, subsidiaries, assigns, affiliates, shareholders, partners, employees, former employees, attorneys, insurers, and/or agents, that may in the future develop from or be caused directly or indirectly from any actions causing such liabilities. I acknowledge that I provide this release voluntarily and knowingly.

Signature of Applicant (or parent/guardian if applicant is a minor)

Date

Printed name of applicant (or parent/guardian if applicant is a minor)

