



Next Step Service Dogs

Client Policies and Guidelines

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History and Mission

This section provides a general description of Next Step Service Dogs (NSSD) including:

- Our History and Mission
- Important Terms
- Structure and Organization
- Programs
- NSSD Team
- Service Dog Categories

Our History: A 501(c)3 nonprofit organization founded in 2012, Next Step Service Dogs has a mission to greatly improve the independence and quality of life of active military, veterans, and first responders with PTSD and/or TBI (Traumatic Brain Injury) by providing expertly trained service dogs, Trainers, and support.

Our Mission: To enhance and renew the lives of Veterans and First Responders suffering with visible and invisible injuries including PTSD and Traumatic Brain Injuries through the placement of highly trained service dogs.

Our Goal/Vision:

- To provide paying jobs and career opportunities to unemployed or underemployed veterans by teaching them to train service dogs for other veterans with invisible disabilities such as PTSD, TBI, MST, and/or Mobility limitations.
- To help mitigate the surging demand for well-trained and effective service dogs by assisting Clients in training their own dogs for service or pair them with suitable rescue or donated dog to train. Next Step Service Dogs help Clients take the next step forward in their lives.

Training Philosophy: NSSD uses positive, reward-based training to optimize the dog and veteran’s potential. We consider breed, sex, age and personality of the dogs to determine their motivation and way of learning. NSSD service dog teams meet/exceed ADI and ADA standards. Assistance Dog International (ADI) sets the international standards for certification for Trainers, Clients, and dogs. The result—a well-trained service dog doing a needed job for a Client with a disability. We help people the best way we know how—one at a time.

Important Terms

- **Trainer** – a person who trains NSSD dogs-in-training and Client/Dog teams.
- **Certified Trainer**– a Trainer who has met the NSSD requirements to be certified.
- **Client** – a veteran/active duty or first responder with a disability who either owns a suitable dog to train as a service dog or a will be placed with a dog trained by NSSD.

- **Certified Client** – a Client that meets the NSSD requirements for certification.

Structure and Organization

Next Step Service Dogs is a Client-driven organization. The Client is the foundation of NSSD. The Board of Directors hold the ultimate authority over NSSD's functions and promotes our mission. The working line of authority goes from Client to Trainer, Trainer to Program Director, Program Director to Board of Directors. See Organizational Chart (Appendix A).

The Trainer provides the primary instruction and guidance for the new Client. Trainers develop a Training Plan with their Client and assist them throughout the training program by answering questions, problem solving, ensuring that Clients meet NSSD requirements and are prepared for evaluations. This type of mentoring by our Trainers is the cornerstone of NSSD.

NSSD is committed to educating the public on the benefits of a service dog to a person with a disability using canine assistance. When appropriate Trainers and Clients should converse with the public to explain the role of the service dog.

The NSSD website publishes ADI Standards and Ethics (Appendix D), NSSD written policy and practices, program information, written articles, annual reports and newsletters. The NSSD corporation and the Trainers will increase awareness of the service dog's value in the military community and civilian community through speaking engagements and presentations.

Programs

Next Step Service Dogs offers the following innovative benefits:

- Focus on training qualified adult dogs (veteran owned dogs, donated dogs, and rescue dogs) to expedite training time and cost. This reduces the cost of acquiring, raising, and training service dogs from puppyhood.
- Focus on creating Next Step Service Dogs training jobs for veterans who love training dogs and want to help other veterans. These Trainers will assist Next Step Service Dogs in the opening of new locations near military bases or military hospitals as opportunity arises.
- The training will be local to the Client for up to 6 months, if needed, with followup extending throughout the lifetime of the Dog and Client.

NSSD Team

The NSSD Team joins three individuals into a Training Team—the Trainer, the Client and the Dog.

The Trainer begins by temperament testing each dog's suitability for service whether it be donated or veteran owned. If the veteran does not have a suitable personal dog to train, then NSSD will find a dog suitable for the Client.

One-on-one training plan includes:

- NSSD Interactive curriculum
- Hands-on training
 - Training technique

- o Advanced behaviors and tasks directly related to the Client’s disability. Each dog is trained to perform a minimum of 3 tasks to mitigate a Client’s disability.
- o General Health and Wellness practices
- o Public interaction

The goal is for the Client to be as self-sufficient as possible and for the Dog to be well mannered and proficient at essential behaviors by the end of the program. Certification after the Client and Dog pass their Public Access Test.

Service Dog Categories

NSSD trains two categories of Service Dogs:

- **PTSD/TBI Service Dogs:** These dogs are psychiatric service dogs.
 - o **Dog Tasks:** The following are some tasks that a psychiatric service dog can perform: waking from night terrors, calming/redirecting the owner, providing a buffer area between owner and a crowd, turning on a light in a dark room, providing comfort for the owner in public situations, and medication reminder.
- **Specialty Service Dogs:** These dogs are trained to assist a person with varied disabilities such as PTSD and limited mobility or PTSD, seizures and loss of balance.

Dog Tasks: In addition to PTSD/TBI-related tasks, the service dog may be specially trained to help with one or more of the following conditions:

Seizure—Seizure Response Dogs aid a person who has seizures, both during and after an episode. They may stand over that person to protect the person while they are unconscious, bring a telephone, go for help, press an alarm button, bring a medical pack, assist the person to rise after the seizure and several other related behaviors. Most cues cannot be given in the usual manner. Instead the cues are triggered by such events as the person collapsing, becoming unresponsive or other unintentional physiological cues. These behaviors require a dog to exercise “intelligent disobedience”— the act of disobeying a given cue or common standard of behavior in order to perform a more important behavior. This concept is a challenge to teach dogs and requires a special temperament on the dog’s part.

Seizure dogs are often subdivided into Seizure Response and Seizure Alert. Seizure Alert Dogs alert a person of an on-coming seizure. This is a rare behavior that usually occurs in dogs that are closely bonded to the person who has seizures. It is not typically a trainable activity and NSSD does not claim to provide Seizure Alert Dogs.

Mobility—Mobility Dogs’ most common behaviors are retrievals, which range from picking up dropped objects to bringing back named objects. They also provide assistance in rising, removing clothing and turning lights on and off.

Signal—Signal Dogs work for people who have a hearing impairment. They may carry out common cued behaviors such as finding a family member or delivering messages, but most importantly they alert the Client to indoor and outdoor signals that the Client may be unaware of. Such signals

include a ringing telephone, smoke detectors, fire engines, the Client's name being called and a crying baby. Similar to Seizure Dogs, these dogs must learn intelligent disobedience.

Client Policies and Guidelines

Clients must fulfill many requirements in order to be certified by NSSD. From application to instruction to evaluation, NSSD sets a high standard of achievement for our Clients. Such achievement calls for dedication from everyone as we strive to exceed current industry standards to train top level Service Dogs. We believe in fully educating our Clients so that they are not only competent in working with their dogs at its current level, but also have the skills to continue their dogs training throughout the dog's lifetime. With these goals in mind, NSSD has established these guidelines for our Clients.

Application Process

All applications and subsequent personal documentation are confidential.

NSSD does not condone discrimination with regard to race, color, national origin, religion, sex, age, disability or veteran status in applicants, paid staff or volunteers. All applications will be considered equally. We seek to match the applicant's personality and needs with the dog's personality and skills.

The Program Director will determine who enters the NSSD program based on the application and availability of dogs.

Anyone interested in receiving a dog from NSSD must complete the process below. NSSD carefully researches any dogs that are candidates for the NSSD program; this includes reviewing veterinary records, temperament testing and any relevant licensing.

Applicants must complete and provide the following:

- Online Application and all attachments
- Interview
- Background check
- Credit check
- Proof of Driver's license and Insurance coverages *
- Non-refundable \$150 application fee
- NSSD Orientation
- Home Visit
- Hands on Training

For a Client's dog that passes the NSSD temperament test and is accepted into the service dog training program, in addition to the above process, the Client must provide:

- Dog's DOB, vaccination records, and certification of spay or neuter

- Microchip verification and number
- Animal License number
- Client and Dog must complete 6 months of training before certification as per the ADI Standards.

** NSSD strongly recommends that privately-owned dogs have already passed a basic obedience course and have their Canine Good Citizen Certificate before entering our program.*

Applicants are notified of their application status at each stage, by phone, by email, or in-person within (30) thirty days of receiving a complete Client application package. Applicant is then scheduled for the interview. If accepted as a Client, the Client is contacted in a timely manner for the subsequent stages of training.

NSSD Requirements

Requirements for Clients are set by the Program Director and staff. They include but are not limited to:

- ADI requirements for Clients and Service Dogs (See Appendix D)
- Orientation classes
- Sessions with Trainer in private and in public settings minimum of twice a week
- Access Test
- Certification Test
- Post Certification follow-up on an annual basis and Post Certification monthly reports are required for the first 6 months.

In addition, Clients are encouraged to educate the public on basic information on the benefits of a service dog for a disabled person. When appropriate, they should converse with the public to clarify and provide education.

Trainers are the primary resource for problem-solving for Clients and must, therefore, keep up-to-date on the Client's development via regular communication.

The length of time that any Client must train in the program varies greatly depending on the Service Dog category, their schedules and any unusual impediments or talents that might arise during the course of the training. In general, Clients being placed with a NSSD trained service dog should expect the training program to be anywhere from 4-6 months. If a Veteran owned dog the training program will be a minimum of 6 months.

Any Client that has not completed the NSSD training program within 12 months will need to obtain permission from the Program Director for each additional month of training by writing a new completion plan.

The Program Director may dismiss the Client from NSSD's program if: (1) certification does not take place within the time frame planned and approved, and/or (2) Client does not meet training program requirements. If NSSD owns the dog, NSSD will regain possession of the dog. The Program Director will then determine the dog's future. Dogs that are owned by the Client will, of course, remain with the Client should they leave the program and NSSD patch will be removed from the dogs' vest.

Reports

Monthly training reports are vital to the support and guidance that NSSD offers for all of our Trainers and Clients.

Additional reports are required for bookkeeping, insurance purposes, substance abuse policy reports as needed, and to enable NSSD to ensure that ADI standards are being met.

Additional Support

*In the case of any legal assistance needed or questions regarding the laws surrounding service dogs whether it be state or federal, please refer to California and Idaho Law section of the ADA section of this manual.

*With regards to travel with your service dog, please refer to the airline, hotel, or transportation websites for up to date information.

*Next Step Service Dogs is available for support for you and your service dog for the life of the dog. This includes but is not limited to: emergencies, training, ADA questions, ADI questions, veterinarian, public situations, and any guidance you and your team may need. Our Training Department number 760-438-9190 is available 24 hours a day, 7 days a week.

The following agreement is between the NSSD Client and Next Step Service Dogs (NSSD).

The NSSD Client agrees to the following policy and guidelines with NSSD. If at any time the NSSD Program Director would like to contact Client's sponsor or counselor, Client gives permission to do so. This recovery support team completes and signs the second page of this form.

Substance abuse is detrimental to the training of our Dogs, the recovery of our Clients, and presents challenges for our trainers. NSSD understands that many of our Clients have a dual diagnosis of PTSD and substance abuse.

This policy is not intended to be punitive; the health and welfare of our Dogs and Clients is of great importance, and we seek to meet a balance between the needs of all our Clients with limited resources and a high demand for our Dogs. Client signature and Sponsor's signature is required as follows.

18 MONTHS SOBRIETY REQUIREMENT:

18 Months of sobriety is **required** before **interviewing** with NSSD.

COMMUNICATION REQUIREMENT:

I give permission to NSSD to communicate with my sponsor or counselor at any time to confirm my sobriety throughout the Service Dog training program. I will also update NSSD with any changes in this information.

ADDITIONAL REQUIREMENTS:

- NSSD Client will attend AA meetings or equivalent support groups on a regular basis and provide proof of attendance.
- NSSD will contact sponsor or counselor on a regular basis for one year following this agreement.
- If contact sponsor or counselor provided in this agreement changes, NSSD is to be immediately notified both by phone and in writing.
- NSSD Client will submit a monthly post certification report on or about the 30th of each month for 6 months.
- NSSD Client will meet with a NSSD trainer no less than three times a week while training for certification.
- NSSD Client will meet with a NSSD trainer after certification no less than once a month for six months following certification at the location and date chosen by the NSSD trainer.
- Relapses in recovery at any time during this contract will NOT be tolerated and will result in immediate removal of the NSSD-owned Service Dog.

- Relapses in recovery at any time during this contract will also result in termination of the Client from the NSSD training program with no re-application.

Evaluations

NSSD uses a series of evaluations to ensure that each Client and Dog has mastered all necessary subject matter and is prepared for the next step of training. Trainers prepare their Clients for evaluations but do not give, proctor, or assist their own Clients in the actual taking of any evaluation.

The Trainer and the Program Director will determine when a Client has completed their advanced training and set a time window for the Certification Evaluation. The list of specialized behaviors/cues will be added to NSSD's Certification Evaluation. This list is approved by the Trainer and Program Director prior the scheduled date of the Certification Evaluation.

The Program Director will review all evaluations and decide whether the Client passes or requires further training. This decision is based on the Client's knowledge and experience and the Evaluator's recommendation.

Maintaining Client Status

Clients & Certified Clients

Anyone with a NSSD-owned Dog or personal Dog, whether in training or certified, must annually provide NSSD with copies of:

- Dog's vaccination records, including current Rabies Certificate;
- Dog's health certificate or a letter from the dog's veterinarian stating that the dog is still sound for work, if required;
- Change of contact information;
- NSSD Annual Client Report;
- Annual Evaluation.

If these items are not provided, current IDs will not be issued and any NSSD vests must be returned.

Certified Clients and Follow-up Support

Certified Clients are responsible for Monthly Reports for the first 6 months after certification and completion of the Annual Client Report. They must also be available for a NSSD home/public retest 3, 6, 9, and 12 months post certification in order to receive updated ID cards and to continue to use a NSSD vest the first year. The Program Director is required to read and respond to regular reports if response is warranted.

After certification, it is highly recommended that Clients keep up their dog's training by consistent work. Attending a periodic session with a NSSD Trainer will keep the working dog sharp. Regular enrollment in

training classes such as advanced obedience, fly ball, agility, or many other challenging and exciting programs that are widely available is also an option for those that want a new challenge for themselves and their dogs.

Any dog behavior or dog medical problem that would limit the use of or discontinue the use of a Service Dog must be **immediately** reported to NSSD. Any dog aggression to people or other dogs by your Service Dog must also be **immediately** reported to NSSD.

If a serious or urgent problem arises or the Client needs remedial or new cue training, they are encouraged to contact the Program Director to discuss an immediate solution. Support is offered for the lifetime of each certified dog. Applicants approved for a successor dog have priority over first-time applicants.

Assistance Dogs International (ADI) sets the international standards for certification for Trainers, Clients, and Dogs. NSSD Client/Dog teams meet/exceed these standards.

Dog Policies and Maintenance Guidelines

- Prior to and after certification, dogs must demonstrate no aggression, inappropriate vocalizations (such as barking, growling, or whining), obnoxious public behavior (such as inappropriate toileting and jumping on strangers), or sustained refusal to comply with cues.
- Prior to training a personal dog or a NSSD-owned dog, the dog shall be examined for the following (major health issues will disqualify the dog for service dog training):
 - Hip soundness (highly recommend x-rays and/or other joint evaluations if needed. Potential hip dysplasia and orthopedic issues in Labrador Retrievers and Golden Retrievers and other designated breeds, will be screened by x-rays and diagnostics as recommended by ADI and currently known best practices.
 - Eye exams
 - Deworming history and potential need
 - Evaluation of any illness or injury
 - Dental, ear, and skin/coat exams
 - Any allergies of concern and their symptoms and care
 - Any neurological concern
 - Up-to-date vaccinations
- Dogs will not be trained for aggression in guard, protection duty, or enemy search.
- Dogs will be placed only with Clients interested in improving the quality of their lives.
- All NSSD dogs-in-training will be allowed to develop at their own pace and will not be certified for service before they are physically, emotionally, and educationally prepared.
- NSSD dogs-in-training will not be forced to work in areas for which they are not suited or prepared.
- NSSD dogs-in-training will not be trained or placed with Clients who cannot provide for their emotional and physical needs.
- Each dog-in-training will be micro-chipped.
- All dogs-in-training will be spayed/neutered immediately upon acceptance in the program.
- All NSSD-owned dog-related costs will be covered by NSSD prior to Access Test. All costs for personally owned dogs-in-training to become service dogs will be covered by the owner.
- NSSD will take responsibility for the dog that it certifies in the event of the Client's death or incapacity to provide proper care.

- If at any point during training the dog's condition becomes unsound, NSSD Program Director and staff may review the dog's current state and history and remove the dog from the training program, may assign the dog as a pet dog to its veteran or first responder, or may rehome the dog to a new owner.

If the dog has become unsound after certification or is not being well-treated, the Program Director may choose not to renew the dog's certification or to remove the certification, at which point the Client's ID and the dog's vest must be returned to the NSSD.

- A dog that must be retired or no longer meets the requirements of a service dog will have their service dog certification removed; these dogs will be reassigned as a pet dog for current owner or will be re-homed with a new owner.
- Individual canine training records will be filed electronically by the NSSD Administrator.
- All Trainers will have a human/dog first aid kit available in their car.

Release of a Dog In-Training

* A decision to release a dog from the training program must first be discussed with all trainers involved with the dog in question and documented.

* Final decision of releasing will be that of the Program Director.

* If there is no advance agreement in writing of the dog in-training adoption, the procedure will be as follows:

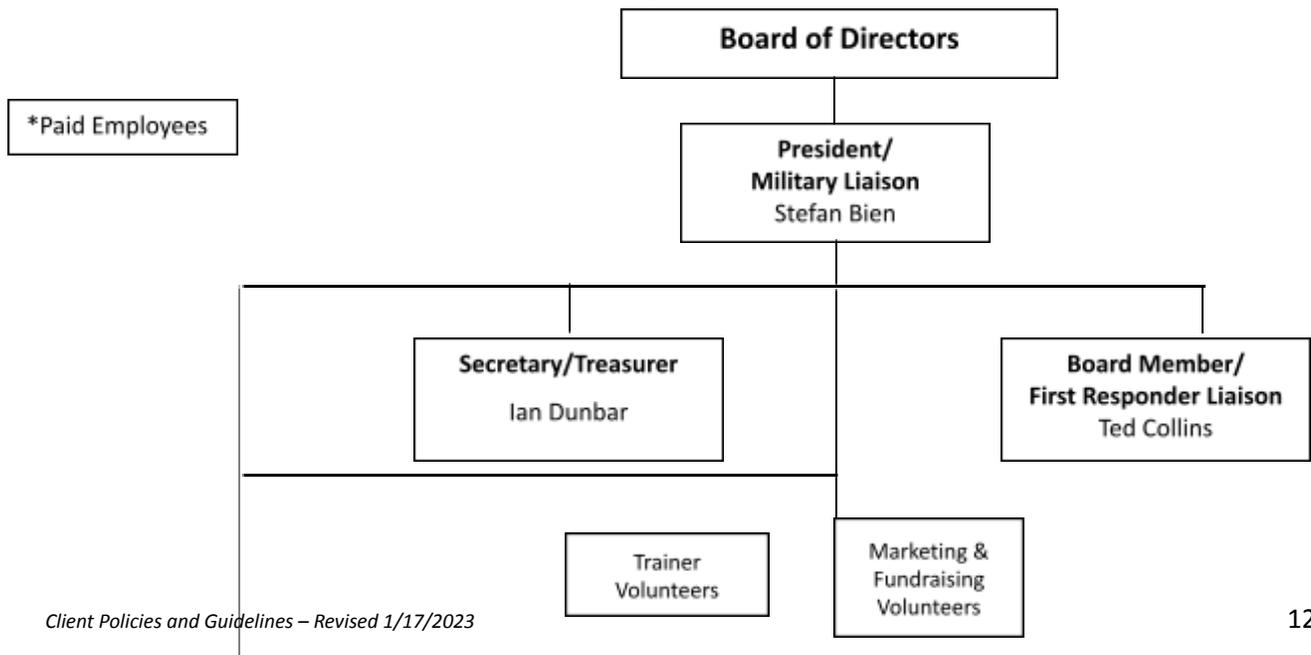
1. The training team will evaluate and consider the best home environment for the dog based on the temperament, personality and health of the dog.
2. A Transfer of Owner agreement will be signed by an individual accepting all responsibility for the adopted dog.

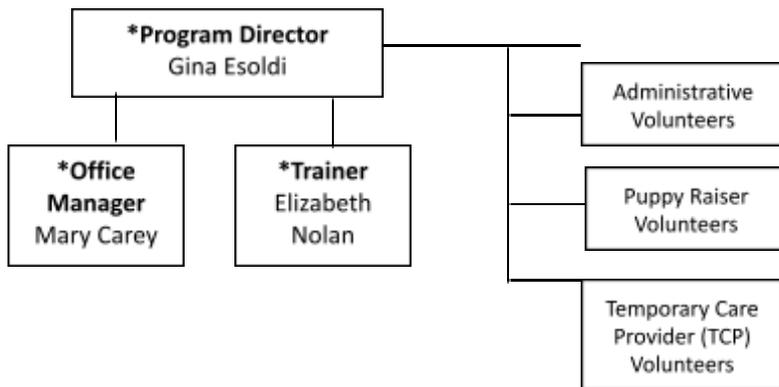
Appendix A: NSSD Organization

The following list outlines the Next Step Service Dogs organization:

- Board of Directors
- President
- Accounting/Treasurer
- Program Director
- Marketing & Fundraising
- Training Administrator
- Volunteers

Next Step Service Dogs Organizational Chart





Appendix B: Dog Certification Requirements

When a Dog is certified as a Service Dog with a Client, the Client must sign and agree to the requirements outlined in this manual and in the below Service Dog Agreement. The same responsibilities also apply to Veteran-owned Dogs trained and certified as Service Dogs.

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NEXT STEP SERVICE DOGS RESOLUTION TO ENTER INTO AGREEMENT & POLICIES & GUIDELINES FOR YOUR CERTIFIED SERVICE DOG

Preamble

WHEREAS, Next Step Service Dogs, Inc., hereinafter referred to throughout as “NSSD,” is a California corporation whose principal place of business is located in the County of San Diego, State of California; and

WHEREAS, NSSD is an approved charitable, not-for-profit organization pursuant to §501(c)(3) *et seq.* of the Internal Revenue Code; and

WHEREAS, the charitable purpose and beneficial aim of NSSD is to both train and thereafter place, qualifying service dogs; and

WHEREAS, NSSD has determined by Declaration of its governing Board of Directors that **<Enter Dog Name>**, “Dog,” has satisfied all conditions pertinent to its training as a service dog; and

WHEREAS, **<Enter Client Name>**, “Client,” has proven themselves to the satisfaction of the governing Board of Directors of Next Step Service Dogs, Inc., as having met the terms and conditions promulgated by NSSD for purposes of qualifying them for the immediate and effectual certification of Dog; therefore

BE IT RESOLVED THAT, upon acknowledgment of the within *Policies & Guidelines for NSSD*, that all responsibilities, rights and privileges of the certified Dog shall be conveyed to Client.

I. POLICIES AND GUIDELINES

A. FOR NSSD CERTIFIED SERVICE DOGS

The following are general NSSD policies regarding the treatment, care, certification, and documentation of service dogs trained and certified by NSSD. Client understands that a failure to meet any of the following requirements may result in Client's revocation of certification.

1. *Dog's* temperament will be an emotionally sound dog, is not aggressive around children, strangers and other dogs, timid and/or fearful.
2. Client will provide the following documentation yearly, regarding *Dog*:
 - a. Current Rabies Certificate;
 - b. Current Veterinary Health Certificate;
 - c. Change of contact information;
 - d. Notice of dog no longer in service;
 - e. Annual Client Report; and
 - f. Annual Evaluation.
3. The Program Director may require further evaluations. Client's failure to submit *Dog* to any evaluation, or *Dog's* failure of such an evaluation, will be sufficient reason to revoke *Dog*, or Client certification.
4. *Dog* will wear equipment such as a vest, collar, leash, dog tag, and government Service Dog tag, and will not be subjected to training equipment for which Client has not been trained.
5. *Dog* must demonstrate no aggression, inappropriate vocalizations (such as barking, growling, or whining), obnoxious public behavior (such as inappropriate toileting and jumping on strangers), or sustained refusal to comply with cues.
6. Client and *Dog* shall be re-evaluated within 3, 6, 9 and 12 months from the date indicated below and annually thereafter. Retests and annual face to face update is required after certification.
7. *Dog's* training will be constant at home and encouraged to enroll in training classes provided by NSSD or NSSD-approved agency.
8. *Dog* will not be forced to work in areas for which it is neither suited nor prepared.
9. *Dog* will not be placed with anyone who cannot provide for *Dog's* emotional and physical well-being.
10. *Dog* will not be trained for aggression, such as a guard dog, but trained non-aggressive barking is acceptable in specific situations.

Client acknowledges that *Client* has read these *Policies & Guidelines* and agrees to abide by them for so long as *Client* is training and/or working with a NSSD Dog. *Client* also understands and agrees that failure to follow the *Policies & Guidelines* may result in their and/or the Dog's revocation of NSSD certification.

II. POLICIES AND GUIDELINES

B. FOR NSSD CLIENTS

The following are general NSSD policies regarding the certification of NSSD Clients. Failure of Client to meet any of these requirements will be sufficient reason to revoke Client's certification.

- a. *Client* will provide the following documentation yearly:
 - a. Current Rabies Certificate;
 - b. Current Veterinary Health Certificate;
 - c. Change of contact information;
 - d. Notice of dog no longer in service;
 - e. Annual Client Report; and
 - f. Annual Evaluation.
- b. Additional training will be completed based upon the recommendations.
11. *Client* will not allow Dog to display aggression, inappropriately bark, growl or whine, bite, snap, jump on people, beg, or sniff at people. *Client* will seek immediate help from NSSD staff should Dog demonstrate any of these behaviors and will cease taking Dog in public places until help can be obtained.
12. *Client* will maintain the proficiency levels of Dog in all basic obedience skills, social behaviors, and at least three (3) advanced skills throughout Dog's working life.
13. Once *Client* is issued a NSSD Identification Card and vest for Dog, *Client* will make certain, when in a public place with Dog that Dog is wearing the NSSD vest and that *Client* is carrying a NSSD Identification Card. Hearing impaired Clients will have "Hearing Dog" stitched onto their Signal Dog's vest. Facilitator's dogs will wear a Facility Dog patch.
14. *Client* will be sure that Dog is wearing a Service Dog ID or facility tag at all times when working in public.
15. *Client* will be sure that Dog is safe at all times and will get prompt medical attention in case of accident, illness or emergency. *Client* will notify NSSD of any major accidents, illness, or death of Dog.
16. *Client* will regularly groom Dog, including nail trimming and bathing.
17. *Client* will provide daily play and rest periods for Dog.
18. *Client* will provide a good home for Dog, including indoor sleeping arrangements, an enclosed and safe play area, a regular routine, water, and food.
19. *Client* will not train Dog to stimulate its prey instinct for guard or protection purposes.
20. *Client* will be sure that friends and family that regularly interact with Dog are aware of the appropriate behaviors of Service Dogs and of the people who interact with them.
21. *Client* will be responsible for removing Dog's waste at all times and in all places.
22. *Client* will follow all state and local leash and licensing laws.
23. *Client* will be sure that Dog has annual veterinary check-ups and will keep Dog current with all required vaccinations.
24. *Client* will treat Dog with appreciation and respect.
25. *Client* will behave courteously to their Trainer and to NSSD staff at all times.

Client acknowledges that *Client* has read these *Policies & Guidelines* and agrees to abide by them for so long as *Client* is training and/or working with a NSSD Dog. *Client* also understands and agrees that failure to follow the *Policies & Guidelines* may result in their and/or the Dog's revocation of NSSD certification.

III. COVENANTS, CONDITIONS AND RESTRICTIONS GOVERNING Service Dog Certification

Client further agrees to the following terms and conditions prior to certification of Service Dog:

1. *Dog* shall be used for service purposes only and shall not, under any circumstance, be reduced to “pet” status.
2. *Client* shall immediately tell NSSD, if applicable, that *Client* is no longer able to use *Dog* for *Dog’s* intended purpose.
3. *Client* and *Dog* shall be re-evaluated within 3, 6, 9 and 12 months from the Certification date indicated below and annually thereafter. Retests and annual face to face update is required after certification.
4. *Client* shall maintain *Dog’s* overall health.
5. Prior to receiving each year’s annual renewal of *Client’s* NSSD Identification Card, *Client* provide the following documentation:
 - a. Current Rabies Certificate;
 - b. Current Veterinary Health Certificate;
 - c. Change of contact information;
 - d. Notice of dog no longer in service;
 - e. Annual Client Report; and
 - f. Annual Evaluation.
6. *Client* agrees to permit NSSD access to *Dog* at any time, especially when NSSD receives a complaint, if any, regarding *Dog* and/or *Client’s* handling of *Dog*.

Client acknowledges receipt and understanding of the foregoing Covenants, Conditions and Restrictions Governing Service Dog Certification, and agrees to be bound by its terms and conditions.

Client agrees that any violation of any of the provisions set forth in this document, regardless of how significant or trivial it may be, will be viewed as a breach of this Agreement and may result in the immediate revocation of NSSD certification. Should legal action be required to enforce this Agreement, *Client* agrees to be responsible for the entirety of NSSD’s attorneys’ fees and costs in connection with such action.

IV. RESOLUTION

BE IT HEREBY RESOLVED THAT, pursuant to the powers vested in Next Step Service Dogs for the effective and legal certification of your qualified dog to be a service dog, that Dog, <Enter Dog Name> is a fully certified service dog on this date <Enter Certification Date>.

Gina Esoldi
Program Director
Next Step Service Dogs

Appendix C: Resolving Problems within NSSD

Dog-Related Problems

Any dog-related problem should follow the below sequence:

- First it should be addressed between the NSSD Program Director and NSSD Client, Staff or Volunteer.
- Problems that develop into serious issues may need resolution from the Program Director.
- The Program Director will file a report if problem has proved to be intractable. The Program Director has the discretion to dismiss or re-home a problem dog should the issue be irresolvable.

People-related problems follow the same basic pathway towards resolution.

- Any NSSD Client, Staff or Volunteer who has difficulty with another NSSD Client, Staff or Volunteer must first address the individual directly, presenting in a clear and non-confrontational manner the perceived difficulty and making a concrete suggestion for its solution. Most often this will result in a satisfactory end to the problem. While misunderstandings or irritations are bound to occur in any group that works as closely with one another as we do, most are due to nothing more than miscommunication. Open dialog is the best approach.
- If this does not succeed, however, the next step is to discuss the problem with the Program Director. Irresolvable matters will be taken to the Board of Directors for a decision, up to and including dismissal of involved parties from the program. If your problem is with the Program Director, you may go to the NSSD President.

Do not take interpersonal problems to other members of the organization. Such discussion is inappropriate and harmful to both the other individual and NSSD as a whole. NSSD cannot continue to function smoothly and cooperatively if members gossip and criticize.

Another type of problem that individuals may need assistance in resolving is with members of the public:

- Again, if possible, attempt to handle the situation in the moment by speaking with the person causing the difficulty.
- If that is not possible or does not work, discuss the problem with your Trainer.
- Any serious difficulty should be documented and reported to the Program Director.
- Also, if the situation warrants a letter or other official NSSD contact, the NSSD President may be called on, or a special letter may be requested from and delivered by the Administrator.

Appendix D: ADI Standard Requirements

Assistance Dogs International Standards and Ethics Committee has developed minimum standards and ethics which all member programs must follow. This active committee updates existing standards and develops new ones. These standards are the backbone of the ADI accreditation and guide programs.

The public should understand that these are minimum standards. Please take the time to read each to understand all that goes into a working assistance dog. www.assistedogsinternational.org

- Assistance Dogs in Public: guidelines on the public appropriateness, behavior and training expected of a dog working in the public.
- Clients: guidelines for the rights of Clients partnered with an assistance dog and the rights of the community as understood by ADI.
- Dog: guidelines for the standards and ethics regarding the training and placing of Assistance Dogs.
- Dog Partners: responsibilities of a person partnered with an assistance dog.
- Guide Dogs: guidelines for the minimum training standards for a guide dog.
- Hearing Dogs: guidelines for the minimum training standards for a hearing dog.
- Programs: standards for all member programs.
- Service Dogs: guidelines for the minimum training standards for a service dog.
- Trainers: minimum guidelines for Trainers. Trainers are encouraged to achieve a much higher level. Standards are being developed for Facility Dogs and Therapy Dogs.

ADI Minimum Standards for Assistance Dogs in Public (Test)

These are intended to be minimum standards for all assistance dog programs that are members or provisional members with ADI. All programs are encouraged to work at levels above the minimums.

1. Public appropriateness

- o Dog is clean, well-groomed and does not have an offensive odor.
- o Dog does not urinate or defecate in inappropriate locations.

2. Behavior

- o Dog facilitates friendly public interaction.
- o Dog does not solicit attention, visit or annoy any member of the general public.
- o Dog does not disrupt the normal course of business.
- o Dog does not vocalize unnecessarily, i.e. barking, growling, or whining.
- o Dog shows no aggression towards people or other animals.
- o Dog does not solicit or steal food or other items from the general public.

3. Training

- o Dog is specifically trained to perform (3) three or more tasks to mitigate aspects of the Client's disability.
- o Dog works calmly and quietly on harness, leash or other tether.
- o Dog is able to perform its tasks in public.
- o Dog must be able to lie quietly beside the Client without being in the way in aisles, doorways, etc.
- o Dog is trained to urinate and defecate on command.
- o Dog stays within 24" of its Client at all times unless the nature of a trained task requires it to be working at a greater distance.

In keeping with our purpose of helping people with disabilities achieve greater independence and improve the quality of their lives, the member organizations of ADI believe the following ethical criteria are essential to ensure that this mandate is reasonably and responsibly met.

1. Clients have a right to be considered to receive an Assistance Dog regardless of race, sex, religion, or creed.
2. Clients have the right to be treated with respect and dignity at all times in their dealings with the member organization's personnel and representatives.
3. The Client has a right to receive a sound educational program to learn how to use his or her Assistance Dog most effectively at home and/or in public.
4. The Client has a right to receive appropriate education on his or her role as a user of an Assistance Dog in the community.
5. The Client has the right to receive regularly scheduled team evaluation and follow-up support.
6. The Client has a right to receive information on or ask for assistance in the following matters:
 - o Additional training for the dog that is needed due to a change in the Client's functional level.
 - o A behavioral management problem with the dog.
 - o A major veterinary problem.
 - o Legal problems pertaining to the use and access of the Assistance Dog as allowed by law.
7. The Client has the right to expect that personal files will remain confidential and will not be disclosed unless he or she has given express prior permission.
8. The community has a right to expect an Assistance Dog to be under control at all times and to exhibit no intrusive behavior in public, therefore the Client has the right be partnered with an appropriate dog and taught appropriate handling techniques.
9. The community has a right to receive information concerning ADI Program Standards and Ethics.
10. The community has a right to receive education on the benefits received by a person with a disability through the use of an Assistance Dog.
11. No Client shall be required to participate in fund raising or public relations activities without their expressed and voluntary permission.

***** NSSD Access Test and Certification Test Attached**



ADI also believes that any dog the member organizations trains to become an Assistance Dog has a right to a quality life. Therefore, the ethical use of an Assistance Dog must incorporate the following criteria.

1. An Assistance Dog must be temperamentally screened for emotional soundness and working ability.
2. An Assistance Dog must be physically screened for the highest degree of good health and physical soundness.
3. An Assistance Dog must be technically and analytically trained for maximum control and for the specialized tasks he/she is asked to perform.
4. An Assistance Dog must be trained using humane training methods providing for the physical and emotional safety of the dog.
5. An Assistance Dog must be permitted to learn at his/her own individual pace and not be placed in service before reaching adequate physical and emotional maturity.
6. An Assistance Dog must be matched to best suit the Client's needs, abilities, and lifestyle.
7. An Assistance Dog must be placed with a Client able to interact with him/her.
8. An Assistance Dog must be placed with a Client able to provide for the dog's emotional, physical, and financial needs.
9. An Assistance Dog must be placed with a Client able to provide a stable and secure living environment.
10. An Assistance Dog must be placed with a Client who expresses a desire for increased independence and/or an improvement in the quality of his/her life through the use of an Assistance Dog.

11. An ADI member organization will accept responsibility for its dogs in the event of a graduate's death or incapacity to provide proper care.
12. An ADI member organization will not train, place, or certify dogs with any aggressive behavior. An assistance dog may not be trained in any way for guard or protection duty. Non-aggressive barking as a trained behavior will be acceptable in appropriate situations.

The assistance dog partners will agree to the following partner responsibilities:

1. Treat the dog with appreciation and respect.
2. Practice obedience regularly.
3. Practice the dog's skills regularly.
4. Maintain the dog's proper behavior in public and at home.
5. Carry proper identification and be aware of all applicable laws pertaining to assistance dogs.
6. Keep the dog well groomed and well cared for.
7. Practice preventative health care for the dog.
8. Obtain annual health checks and vaccinations for the dog.
9. Abide by all leash and license laws.
10. Follow the training program's requirements for progress reports and medical evaluations.
11. Arrange for the prompt clean up of dog's waste.

The following tenets ensure that the member organizations will continue to produce a quality product and to protect applicants, students, and graduates from feeling exploited or demeaned.

1. Any individual staff member or program volunteer working with dogs and/or Clients that requires specialized people/canine skills must have:
 - An affinity for people and excellent communication skills.
 - Canine knowledge and training experience that ensures established training and Client standards can be met by the member organization.
2. Policies and procedures are followed to ensure that the member organization will be able to maintain established standards of service to people with disabilities through their application/student/graduate selection, training and team matching methods.
3. All Board members of ADI member organizations must receive orientation and appropriate educational materials about their respective programs. The materials is to include but not be limited to the following:
 - History of Assistance Dogs and the history of their respective programs
 - ADI's established Standards and Ethics.
 - Board of Director responsibilities such as financial management, resource identification, solicitation and fund-raising
 - Ongoing Programs and Services and long range planning.
4. Member organizations recognize the community has a right to receive information concerning ADI program Standards and Ethics.
5. Member organizations recognize the community has a right to receive education on the benefits received by a person with a disability through the use of an Assistance Dog.

These are intended to be minimum standards for all assistance dog programs that are members or provisional members with ADI. All programs are encouraged to work at levels above the minimums.

1. The service dog must respond to commands (basic obedience and skilled tasks) from the Client 90% of the time on the first ask in all public and home environments.
 2. The service dog should demonstrate basic obedience skills by responding to voice and/or hand signals for sitting, staying in place, lying down, walking in a controlled position near the Client and coming to the Client when called.
 3. The service dog must meet all of the standards as laid out in the minimum standards for Assistance Dogs in Public and should be equally well behaved in the home.
 4. The service dog must be trained to perform at least (3) three tasks to mitigate the Client's disability.
 5. The Client must be provided with enough instruction to be able to meet the ADI Minimum Standards for Assistance Dogs in Public. The Client must be able to demonstrate:
 - That their dog can perform at least (3) three tasks.
 - Knowledge of acceptable training techniques.
 - An understanding of canine care and health.
 - The ability to maintain training, problem solve, and continue to train/add new skills (as required) with their service dog.
 - Knowledge of local access laws and appropriate public behavior
1. The assistance dog program must document monthly follow ups with Clients for the first 6 months following placement. Personal contact will be done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.
 2. Identification of the service dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog must wear a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as assistance dogs.
 3. The program staff must demonstrate knowledge of the Client's disabilities for the services they provide. The program shall make available to staff and volunteers' educational material on different disabilities.
 4. The Client must abide by the ADI Minimum Standards of Assistance Dog Partners.
 5. Prior to placement every service dog must meet the ADI Standards and Ethics Regarding Dogs, be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws. It is the program's responsibility to inform the Client of any special health or maintenance care requirements for each dog.

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.
2. Trainers must be able to produce effective working teams that meet ADI Standards (i.e. Public Access Test, demonstration of tasks) as reviewed at the 1-year anniversary of the team.
3. Trainers must have up to date knowledge of best practices in many areas including:

- learning theory
- canine behavior
- canine care and safety
- a variety of training techniques, equipment, and methods

4. Trainers must demonstrate effective:

- communication skills
- instruction of groups and individuals
- assessment and problem-solving skills
- self-assessment and improvement of performance

5. Trainers must demonstrate:

- an understanding of the matching process of Client with dog
- knowledge of the environment a team will encounter, specifically concerning family, community, school and workplace and the impact these may have on each working team
- knowledge of and ability to determine when a training process, placement, or certification needs to be discontinued

6. Trainers have a responsibility to the public, therefore they must:

- have knowledge of pertinent canine laws (i.e. leash laws and public access laws)
- build rapport and establish effective working relationships with co-workers, Clients, volunteers, and the community
- use appropriate behavior in public when working with each dog and or Client, (i.e. train one dog at a time, be polite, show respect and consideration to people and property, and maintain good personal and canine hygiene)
- be willing to educate the public about assistance dogs and access rights

These are intended to be minimum standards for all assistance dog programs that are members or provisional members with ADI. All programs are encouraged to work at levels above the minimums.

1. The facility dog must respond to commands (basic obedience and skilled tasks) from the facilitator 90% of the time on the first ask in all public and home environments.
2. The facility dog should demonstrate basic obedience skills by responding to voice and/or hand signals for sitting, staying in place, lying down, walking in a controlled position near the facilitator and coming to the facilitator when called.
3. The facility dog must meet all of the standards as laid out in the minimum standards for Assistance Dogs in Public and should be equally well behaved in the home.
4. The facility dog must be partnered with a working professional facilitator and skilled at maintaining a calm manner and good social behavior in a variety of environments. They must also be accustomed to interacting with different types of people including those with physical and/or developmental disabilities.
5. The facilitator must be provided with enough instruction to be able to meet the ADI Minimum Standards for Assistance Dogs in Public. The facilitator must be able to demonstrate:
 - That their dog can remain calm and display good social behavior while interacting with a variety of people in different environments.
 - Knowledge of acceptable training techniques.
 - An understanding of canine care and health.

- The ability to maintain training, problem solve, and continue to train/add new skills (as required) with their facility dog.
 - An understanding of how to use the dog in canine assisted interventions.
 - Knowledge of local access laws and appropriate public behavior.
1. The assistance dog program must document monthly follow-ups with facilitators for the first 6 months following placement. Personal contact will be done by qualified staff or program volunteer within 12 months of graduation and annually thereafter.
 2. Identification of the facility dog will be accomplished with the laminated ID card with a photo(s) and names of the dog and partner. In public the dog must wear a cape, harness, backpack, or other similar piece of equipment or clothing with a logo that is clear and easy to read and identifiable as assistance dogs.
 3. The program staff must demonstrate knowledge of the Clients' needs in the facility in relation to the services they provide. The program shall make available to Staff and Volunteers educational material on the needs of the Clients in the facility.
 4. The facilitator must abide by the ADI Minimum Standards of Assistance Dog Partners.
 5. Prior to placement every facility dog must meet the ADI Standards and Ethics Regarding Dogs, be spayed/neutered and have current vaccination certificates as determined by their veterinarian and applicable laws. It is the program's responsibility to inform the facilitator of any special health or maintenance care requirements for each dog.
 6. Program Staff and trained professional program volunteers can use program dogs in facilities to participate in canine assisted interventions. These dogs may be dogs in advanced training, breeding dogs (when not in estrous) and younger pups.

Emergency Contacts and Procedures

Review of the emergency procedures and testing of the evacuation plan are covered during NSSD Orientation and performed on a quarterly basis.

Phone the following appropriate resources in an emergency and follow steps listed:

Immediate response - all	911
Animal emergency during weekday hours	Jodi Woods, DVM Cardiff Animal Hospital 2159 San Elijo Avenue, Cardiff, CA 92007 (760) 436-3215
Dog got loose, is lost	If the Trainer or Client cannot find the dog: Call NSSD Program Director 760-438-9190, to get more help to look for the dog on the day of loss, to report incident, and do follow-up.
Medical (people) emergency or accident	Palomar Medical Center 2185 Citracado Parkway, Escondido, CA 92029 (442) 281-5000 Contact the NSSD Program Director at 760-438-9190, to report incident, to follow up, and to apply insurance coverage where applicable.
Building emergency (Escondido)	Program Director: Gina Esoldi 760-438-9190
Cleaning materials problem	See Material Safety Data Information (MSDS) binder

1. When appropriate, use the following materials and/or apply one of the following actions to help in an emergency:
 - Human/animal first aid kit
 - Human/animal CPR
2. Uninjured people must attend to the injured.
3. Uninjured animals must be moved away from injured animal or person to allow space for treatment.
4. **Uninjured people must notify emergency contacts as needed for the injured.** To get the contact information call the Program Director (760-438-9190) who will access the appropriate Emergency Consent form and assist with follow-up and applicable insurance forms.
5. Follow-up and a written incident report will be performed by the Administrator or Program Director.

All Staff, Volunteers, Clients, and Trainers are required to review and acknowledge these emergency procedures and rehearse evacuation on a quarterly basis.

Earthquake Procedures

If you are indoors when shaking starts:

- “DROP, COVER AND HOLD ON.” If you are not near a strong table or desk, drop to the floor against an interior wall and cover your head and neck with your arms.
- Avoid windows, hanging objects, mirrors, tall furniture, large appliances, and cabinets filled with heavy objects.
- Do not try to run out of the structure during strong shaking.
- Stay away from buildings. Glass from tall buildings does not always fall straight down; it can catch a wind current and travel great distances.
- If you are in bed, stay there and cover your head with a pillow.
- Do not use elevators.
- If you use a wheelchair, lock the wheels, and cover your head.

If you are outdoors when shaking starts:

- Move to a clear area if you can safely walk. Avoid power lines, buildings, and trees.
- If you are driving, pull to the side of the road and stop. Avoid stopping under overhead hazards.
- If you are on the beach, move to higher ground. An earthquake can cause a tsunami.

Once the earthquake shaking stops:

- Check the people around you for injuries and provide first aid, if needed. Do not move seriously injured persons unless they are in immediate danger.
- Check around you for dangerous conditions, such as fires, downed power lines and structure damage.
- If you have fire extinguishers and are trained to use them, put out small fires immediately.
- Turn off the gas only if you smell gas.
- Check your phone for emergency information.
- Inspect your home for damage.

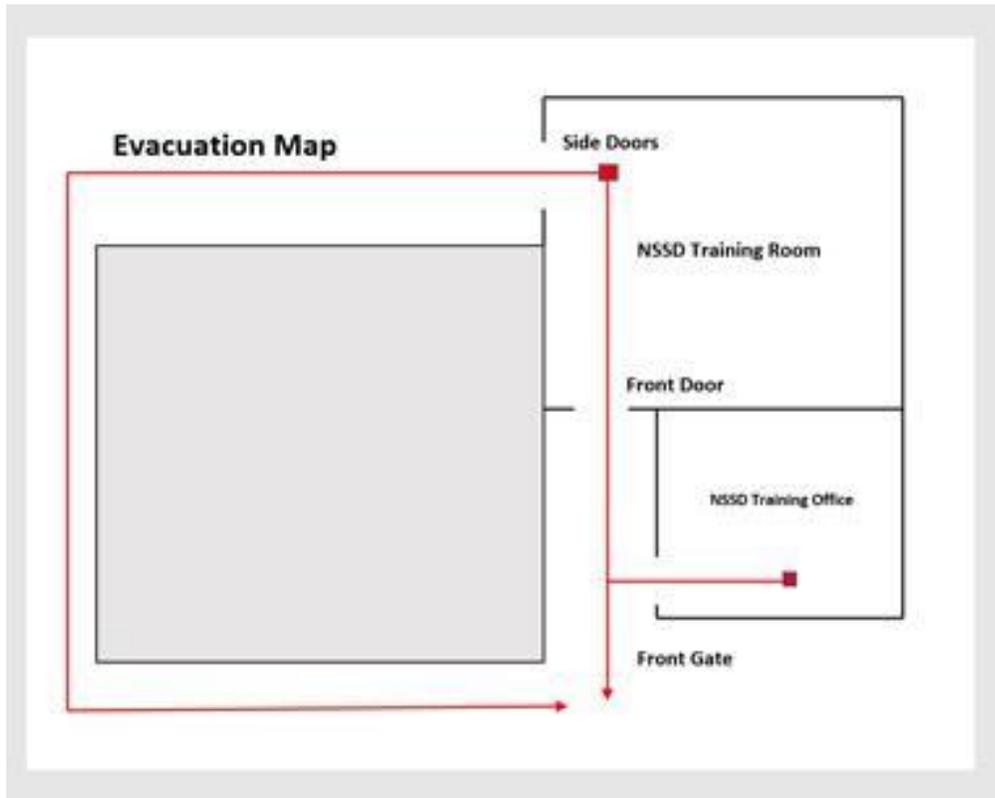
If you are trapped in debris:

- Move as little as possible so that you do not kick up dust. Cover your nose and mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort.

Evacuation Plan

- In the event of fire, to evacuate the Training Center building, turn off the lights and exit out the front door or the side doors, and move to the nearest safe location by the front gate of the Training Facility.
- When feasible, assemble for a headcount by the front gate of the Training Facility.

NSSD Training Facility



P&G's Signature Page

Please initial below and sign.

I agree to abide by all the above.

I further commit to following Policies & Procedures of Next Step Service Dogs and safeguard the mission and processes of Next Step Service Dogs.

Signature: _____

Printed Name: _____

Date: _____