

**Mehgan Search and
Rescue
Standard in Support
of**

Accessibility

**Persons with a
Disability Teamed
with Service Dogs**

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Foreword

This standard was prepared by a Working Group taking into account comments resulting from a Public Review of a previous 5-part draft standard. It is approved by the Board of Directors of Meghan Search and Rescue Association (MSAR, Winnipeg).

The objectives of this standard are:

- indicate the pre-requisites to be recognized as a team (that the person has a disability, and the service dog has special abilities [achieved through training] to help the person mitigate their challenges);
- ensure the team is safe in public, and safe to the public;
- ensure the ability of the team to function under normal conditions as well as unusual circumstances;
- provide guidance to regulators on the factors to be considered and regulated;
- promote the well-being of the service dog as well as the human-animal bond;
- give background (rationale) for the requirements provided;
- be useful to trainers as a baseline to be achieved when training dogs as well as persons with a disability;
- be useful as the basis for certification (of the team).

It is drafted in accordance with the rules of the International Organization for Standardization and the International Electrotechnical Commission, ISO/IEC Directives, Part 2, Rules for the structure and drafting of International Standards. It is written to present performance requirements to the greatest extent possible.

This standard was prepared in the expectation it will be used for certification according to the principles in ISO/IEC 17024, Conformity assessment - General requirements for bodies operating certification of persons (For more information on the suite of international standards providing best practices, see http://www.iso.org/iso/conformity_assessment). Notes providing guidance for certification are included as informative text.

Note: Certification Bodies (CBs) are not limited to the contents of a standard; they can base their certifications on modified requirements, depending on the situation, and their professional judgment; any differences to the standard will normally be reported. In the end, it is the reputation of the CB (and its acceptance by concerned parties) that is at stake. The CB's certification should simply indicate that the objectives (as outlined above) are met by the team and the CB expects they will continue to be met for the duration of the certification. It

is envisaged the CB will make a full assessment initially and at 3-year intervals, with appropriate monitoring in-between.

The standard has also been prepared in the expectation that it will be referred to in Regulation as an alternative to repeating technical details in the Regulation and as a means to ensure current best practices are promoted.

This standard is composed of five sections covering various aspects of Persons with a Disability Teamed with a Service Dog; the five sections cover:

Section 1 - General Requirements

Section 2 - Performance in Public

Section 3 - Performance (Enhanced)

Section 4 - Requirements for Response to and Detection of Disability
Related Incidents

Section 5 - Requirements for the Care of the Service Dog

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Introduction

This standard covers various elements that together ensure that a team is both safe in public and safe to the public, and that the team members effectively work together to compensate for the disability of the person.

Section 1 covers general aspects that need to be considered (legal and administrative).

Section 2 is specific to the performance of the team in public.

Section 3 addresses the extent of the bond between the service dog and the person with a mental health disability, with the team in off-leash condition.

Section 4 determines the service dog's ability to detect a disability related incident and provide suitable support.

Section 5 deals with the responsibilities of the person with a disability (including any assistants) for the care and sustenance of his/her team partner, the service dog.

The Canadian Canine Good Citizen (or equivalent) test is considered good preparation prior to undertaking training to achieve the performance level of Section 2, and then Section 3.

Requirements are given in upright text while material of an informative or explanatory nature is given in italics.

Section 1 - General Requirements

1.1. Scope

This Section 1 provides general, legal and administrative requirements for a team consisting of a person with a disability partnered with a service dog.

1.2. Normative References

This clause intentionally left blank.

1.3. Terms and Definitions

1.3.1 Medical Professional - a qualified person recognized by the authority having jurisdiction who provides medical care to the person with a disability

1.3.2 Veterinarian - a qualified person recognized by the authority having jurisdiction who provides veterinary care to the service dog

1.3.3 Person with a Disability - a human that has a physical, sensory, learning, cognitive, mental disability or combination thereof

1.3.4 Service Dog - a dog that has an acquired ability to assist a person with a disability to compensate for their disability and function in both a private and public environment

1.3.5 Team - a specific person with a disability paired with a specific service dog

1.3.6 On-leash - the condition in which the service animal is tethered to the person with a disability. This includes:

- a loose leash where the person with a disability is able to walk freely and the service dog walks normally in the heel position
- a pulling leash where the person with a disability needs a pull to walk or to maneuver a wheelchair
- a harness where the person with a disability needs directional guidance and possibly physical support
- a sling or basket for tiny service dogs
- a basket, lap, or suitable surface when the person with a disability uses a wheelchair or scooter

1.3.7 Off leash - describes the situation in which the service dog is not tethered to the person with a disability and is free from physical control or immediate proximity to the person with a disability or both

1.3.8 Strange pair - a pair consisting of a person and a dog where the service dog knows neither the person nor dog.

1.3.9 Stranger - a person not known to the service dog or person with a disability.

1.3.10 Strange animal - an animal not known to the service dog or person with a disability.

1.3.11 Response - is the service dog's reaction to the situation at hand when a person exhibits a symptom of his or her disability

1.3.12 Detection - is the ability of a service dog to detect on oncoming episode of a specific symptom of the team's partner.

1.4. Legal Requirements

Note: *The authority having jurisdiction may choose to verify the applicable legal requirements themselves in the situation where they issue permits/certificates to identify qualifying persons with a disability accompanied by a service dog. Or, the authority having jurisdiction may consider that compliance with this standard includes these legal requirements.*

1.4.1 The person with a disability shall have a valid certificate or letter issued by their medical professional involved indicating that, under the jurisdiction's Statutes for persons with a disability, the person has a disability and has a need for assistance from a service dog.

1.4.2 The service dog shall have a valid certificate issued by the veterinarian involved attesting to the service dog's health, both current and projected.

1.5. Administrative Requirements

Note: *Part of the equipment should identify the service dog as such, and should indicate the identity of the organization claiming conformance to this standard.*

1.5.1 Equipment appropriate to the disability of the person and the species of the service dog shall be used when the team is on-leash. Examples of appropriate equipment include:

- collar, normally flat (choke-chain type is not appropriate – see note);
- leash for a person with a disability other than physical and a service dog that normally follows

- leash for a person with a physical disability and a service dog that will provide forward pull
- harness for a person with a physical disability and a service dog that provides directional guidance or support or both
- basket or sling for a tiny service dog that is normally carried by the person with a disability
- vest, only for a small service dog that normally sits on the lap of a person with a disability that uses a wheelchair or scooter, or sits on the wheeled vehicle or in an attached basket

Note: *When check chain collars are used incorrectly they become choke-chain collars, special precautions are required for their use.*

Section 2 - Performance in Public

2.1. Scope

This Section 2 provides requirements for the performance in public of a person with a disability partnered with a service dog.

2.2. General Requirements

2.2.1 The service dog shall not demonstrate boisterous behaviour, hackles-up, growling, showing teeth, lunging, biting, or inappropriate elimination at any time. Hackles-up may occur briefly as a startle response.

2.2.2 Except for training purposes, the person with a disability shall not use treat or treat lure systems including clickers or other audible training devices in his or her interactions with the service dog. The person with a disability may praise appropriate behaviour through encouragement such as patting and touching the service dog while working.

2.2.3 The person with a disability, when issuing commands to the service dog, may use verbal commands, hand signals or both.

2.2.4 The service dog shall appear comfortable and confident while in service, whether on-leash or off-leash.

2.3. Requirements for Specific Situations

2.3.1 Private Vehicle Travel

2.3.1.1 Loading

The person with a disability shall place the service dog in an appropriate spot adjacent to the vehicle and issue a wait command. The service dog shall remain calmly in the wait position and not be distracted. The person with a disability shall issue an entry (load) command and designate a spot in the vehicle for the service dog. The service dog shall then enter the vehicle and settle in the spot designated by the person with a disability.

Note: There are circumstances where the service dog may be off-leash during portions of this procedure for safety reasons or for practicality purposes.

2.3.1.2 Behaviour in vehicle

The person with a disability shall retain control of the service dog while in the vehicle. The service dog shall not whine or bark or negatively react to external events. The service dog shall remain in the designated spot.

2.3.1.3 Behaviour en route

The service dog shall remain calm and shall not leave the designated spot while the vehicle is underway, including pauses for traffic signs and signals.

2.3.1.4 Unloading

The person with a disability shall exit the vehicle and then issue an exit (unload) command. The service dog shall remain calmly in the designated spot within the vehicle until the person with a disability issues an exit command. The service dog shall exit the vehicle promptly after the command is given and assume a wait position within 1.2 metres of the exit point, and remain there until the person with a disability issues the next command.

Note: There are circumstances where the service dog may be off-leash during portions of this procedure for safety reasons or for practicality purposes.

2.3.2 Public transit

Note: Public transit includes, but is not limited to: subway, bus, trolley, tramcar, para-transit vehicle, taxicab, train, passenger ferry, airport courtesy vehicles, and airplanes.

2.3.2.1 The person with a disability shall retain control of the service dog at all times and issue commands appropriate to the situation.

2.3.2.2 The service dog shall respond promptly and appropriately to all commands issued by the person with a disability.

2.3.2.3 The service dog shall remain calm throughout the trip and disinterested in all persons encountered, as well as any animals.

2.3.2.4 The person with a disability shall keep the service dog on-leash, except when appropriate to be off-leash.

2.3.2.5 The service dog shall not occupy a seat, except at the command of the person with a disability.

Note: Reasons for occupying a seat include: rendering a disability related service, and when needed for airline safety.

2.3.3 Pedestrian travel

2.3.3.1 On-leash

The person with a disability shall retain control of the service dog at all times and issue appropriate commands.

The service dog shall remain attentive to the person with a disability, not leave its on-leash position, nor should it stop (see note) in order to sniff or otherwise interact with objects, animals, or people. The service dog shall eliminate only on the cue of the person with a disability.

Note: It is recognized that service dogs are dogs foremost, and can achieve high states of concentration, but are not perfect. When unwanted behaviours occur it is expected that the deviation be quickly and gently corrected.

2.3.3.2 Off-leash

Note: There exist unusual circumstances where it is necessary for the service dog to be Off-leash and possibly separated from the Person with a Disability, such as the use of cramped washrooms or medical testing using x-rays.

The person with a disability shall retain control of the service dog at all times and issue appropriate commands.

The service dog shall behave appropriately, including:

- remaining adjacent to the person with a disability
- sitting on command
- remaining in a wait/stay situation for at least five minutes while the person with a disability is out of sight.

The service dog shall not sniff or otherwise interact with objects, animals, or people (see note).

The service dog shall eliminate only on the cue of the person with a disability.

Note: It is recognized that service dogs are dogs foremost, and can achieve high states of concentration, but are not perfect. When unwanted behaviours occur it is expected that the deviation be quickly and gently corrected.

2.3.4 Public buildings - general

2.3.4.1 Entrance

The team shall enter buildings through appropriate doorways in a calm manner, remaining on-leash.

Note: Doorways include: manual, automatic, and handi-accessible.

The service dog shall not deviate from on-leash conditions.

2.3.4.2 Retail Outlet:

The person with a disability shall retain control of the service dog at all times and issue appropriate commands.

The service dog shall not leave its on-leash position, shall be aware of its surroundings and shall remain focused on the person with a disability.

The service dog shall pass through without touching the items on display.

The service dog shall remain calm and not be startled or frightened by shopping carts, baby strollers, or small children.

The service dog shall ignore people and any animals.

2.3.4.3 Grocery Stores

In addition to the requirements of 2.3.4.2:

- The team shall navigate using a shopping cart or adapted arrangement suitable to collect items and present them for payment
- The service dog shall not sniff any items
- The service dog shall be capable of maintaining a stay command in a busy area until the person with a disability returns

2.3.4.4 Restaurants

The team shall be capable of waiting patiently inside the entrance prior to being seated.

While travelling to a table, the service dog shall not lunge at any food or scraps on the floor or sniff food anywhere else.

At the table the person with a disability shall designate a spot and issue a stay command. The service dog shall remain silently in the designated spot until a new command is given at the end of the meal. While in the designated spot in the stay position the service dog shall not peek-out, sniff around or beg for food.

On exiting the restaurant the service dog shall not lunge at any food or scraps on the floor or sniff food anywhere else.

The service dog shall not place any part of its body on or over a table at any time, and shall occupy a seat only if it is in a basket that it normally uses while on-leash.

Note: The preferred stay position is a down-stay under the table. If that is not possible, a down-stay under the person with a disability's chair is permissible. A tiny dog could remain in its normal working position.

2.3.4.5 Restroom Facilities

The team shall be capable of using public restroom facilities, both those expressly designed for persons with a handicap and those not.

Wherever physically practical the service dog shall accompany the person with a disability into the stall. When this is not possible, the person with a disability will designate a spot and issue a stay command.

While in a stall the service dog shall not squirm, attempt escape, whine or peek into adjacent stalls.

While in a stay position outside a stall, the service dog shall remain calm and quiet, and shall not peek under stalls.

When the person with a disability exits the stall, the service dog shall move synchronously and effortlessly with the person with a disability.

In order to wash his or her hands, the person with a disability may designate a spot and issue a stay command. The service dog shall remain in the stay position until the person with a disability issues a new command.

2.3.4.6 Elevators

The team shall be capable of using passenger elevators. The team shall access, ride and disembark the elevator in a normal manner. During the process the

service dog shall not appear startled nor cower. The service dog shall be at ease, confident and attentive to the person with a disability throughout the process.

Note: The service dog may be capable of operating the elevator buttons in order to respond to a need of the person with a disability.

2.3.4.7 Stairs

Stairs shall be navigated in the on-leash situation (wheeled apparatus excepted). The team shall climb or descend the stairs in a controlled manner. The service dog shall not run up or down nor be fearful of the steps.

Note: Depending on the disability of the person with a disability, the service dog may perform in a synchronous manner or may take a specific number of steps and then wait for the person with a disability.

2.4. Requirements for Situations Specific to the Person with a Disability

This section includes several activities that may be appropriate for a person with a disability, but are not usually undertaken by all persons with a disability.

2.4.1 Health Clubs

The team shall be capable of using the change rooms and the appropriate equipment.

While in the health club the service dog shall not exhibit fear or aggression to distractions of a health club, such as: other patrons, weights dropping, equipment motion, treadmill and bicycle turning.

The person with a disability may designate a spot and issue a stay command for the purpose of using the facilities, such as changing, bathing, or using equipment. The service dog shall remain silently in the designated spot until the person with a disability gives a new command.

2.4.2 Primary School Presentations

The team shall be capable of entering a classroom with students seated, giving a presentation, waiting for the students to leave, and then to navigate their way out through a hall occupied by students.

The person with a disability, prior to starting his or her presentation, shall designate a spot to the service dog and issue a stay command.

During the presentation the service dog shall remain focused on the person with a disability and not exhibit interest in the children or teacher.

The team shall be capable of staying in place following the presentation while the students leave the classroom. The service dog shall retain its stay position and shall not interact with any of the students.

The team shall be capable of exiting the classroom through a hall occupied by students. The service dog shall not exhibit any response to distractions posed by students.

2.4.3 Senior Centre Visits

The team shall be capable of visiting senior centres and interacting with the clients.

The person with a disability shall introduce the service dog to seniors one at a time. The service dog shall greet each senior in a calm manner and permit patting and touching. The service dog shall not jump, bark, exhibit fear or show aggression. The service dog shall not be startled by activities in the senior centre and shall not sniff the area or any persons.

2.4.4 Escalators

Note: Escalators present a hazard to a service dog's paws; and require special attention and careful training.

Note: any person using wheeled assistance equipment should not use Escalators.

Note: Escalators present a hazard to persons with a disability who require physical support; special care and training may be required.

When a team uses an escalator, the team shall embark and disembark using a full and confident stride. The team shall be in an on-leash situation and shall embark only when there is a minimum of 6 empty steps available, and these empty steps should remain empty.

Note: The 6 empty steps ensure the possibility to disembark at full stride. If other passengers clog the 6 empty steps the full stride will not be possible, and the risk of injury to the service dog's paws is high.

2.5. Requirements for Distracting Situations

2.5.1 Strangers in Public Places

When disturbed by a stranger, the service dog shall not react other than to note the stranger's behaviour. The service dog shall not startle, vocalize or break a stay position.

2.5.2 Children in Public Places

When approached by a child wishing to pet the service dog, the service dog shall not startle, vocalize, appear threatened or show any aggression. The service dog shall remain impassive, tolerate the petting from the child, but shall not engage further with the child. The service dog will remain focused on the person with a disability, and will persist in its normal position until cued to do otherwise by the person with a disability.

2.5.3 Tail-tuck

When in a stay position in an exposed public space the service dog shall keep its tail tucked.

If the tail is not tucked, the service dog shall tuck it if touched by a human and shall not startle, vocalize, break the stay position or show any sign of aggression to the human.

2.5.4 Off-lead recall

When the person with a disability issues a recall command the service dog shall respond in a rapid, deliberate and focused manner. The service dog shall not succumb to distraction while en route to the person with a disability.

2.5.5 Surfaces

The team shall be capable of traversing all possible surfaces encountered while walking. The team shall be capable of avoiding large gaps in the walking surface.

2.6. Requirements for Obedience and Calmness

2.6.1 Commands

The service dog shall obey commands issued by the person with a disability, whether the service dog is on-leash or off-leash. These commands include:

2.6.1.1 Regular commands

- sit
- sit and stay for a minimum of 5 minutes
- sit and stay while the person with a disability leaves the room
- sit and stay awaiting food to be placed in eating station
- come when called from a short distance
- come when called from a long distance
- walk backwards

2.6.1.2 Commands while in a distracting situation

- come in the presence of food on the return path
- sit and stay while other dogs walk by
- sit and stay when food tossed onto adjacent floor
- sit and stay when objects or toys tossed or rolled in front of service dog

2.6.2 Abilities

The service dog shall be capable of:

- walking off-leash at side of the person with a disability
- walking a pylon course guided by commands of the person with a disability
- refusing food offered by a stranger

2.6.3 Temperament

The service dog shall not exhibit aggression when provoked by the person with a disability. Examples of provocation are:

- having food removed prior to the service dog finishing eating
- giving the service dog a toy and then removing it before it is finished playing
- aggressively handling the service dog and then abruptly patting it
- sticking a hand in the service dog's mouth

2.7. Requirements for Specific Skills

Depending on the specific handicaps of the person with a disability, the service dog shall perform a variety of retrieval/assistance or detection skills or both. Examples of the more than 80 special skills are:

2.7.1 Retrieval/Assistance

- pick-up and deliver remote
- pick-up and deliver keys
- pick-up and deliver leash
- open a door
- open a refrigerator door
- pick-up and place clothing
- turn lights on and off
- activate buttons for handi-accessible doors
- push elevator buttons
- remove shoes and socks of a person with a disability
- retrieve and place pillows and blankets
- Retrieve other family dog
- retrieve other family member

2.7.2 Alerting

The service dog shall alert the person with a disability when

- a smoke alarm activates
- an alarm clock sounds
- a doorbell sounds
- a knock is made on an exterior door
- any other alarm sounds to indicate the completion of a task, such as: microwave, stove, washer, and dryer

2.8. Test Methods for Specific Situations

2.8.1 General considerations

Equipment during testing

The service dog and the person with a disability will undergo the tests equipped with their normal apparatus, be it vest, harness, leash, wheelchair or scooter.

Tiny service dogs may be carried by the person with a disability using a carrier, sling or other similar device.

When a wheelchair or scooter is used, the service dog may sit on the lap of the person with a disability or a part of the wheelchair or scooter.

The person with a disability may issue commands verbally, by hand signals, or both.

The person with a disability may praise appropriate behaviour of the service dog through voice, patting or touch.

Note: The test protocols indicated are simulations to reflect real-life possibilities; as such, they do not necessarily represent normal circumstances, but are rather means to be used by specialists to gather evidence. Testing organizations may choose to use alternate protocols that provide comparable results; any alteration should be noted on the test report.

Note: The test protocols assume an urban setting; adjustments should be made when the team will operate in other settings, such as farm or countryside.

2.8.1.1 Loading into vehicle

While in the wait position (sitting or laying) a strange pair shall walk within 2 metres of the service dog. The service dog shall not engage or try to engage the strange pair.

2.8.1.2 Behaviour in vehicle

A strange pair will approach within 2 metres of the stopped vehicle in a position closest to the service dog.

The service dog shall not lunge, bark, or otherwise react negatively to the strange pair.

2.8.1.3 Behaviour en route in vehicle

The team shall be observed while on a journey of not less than 30 minutes, which shall include the following scenarios:

- other vehicles
- a drive through (e.g. coffee shop, banking terminal)
- motorcycles
- large trucks, buses or both
- pedestrians and cyclists
- other dogs walking or running on or beside the road

2.8.1.4 Unloading from a vehicle

After disembarking from the vehicle and while in the wait position, a strange pair shall walk by and approach within 2 metres. The service dog shall not engage or try to engage or in any way lunge towards the strange pair as they stroll past.

2.8.2 Public Transit

The team shall be observed while on a journey of not less than 30 minutes in each of two different means of public transit.

2.8.3 Pedestrian Travel

The team shall be observed while on a journey of not less than 30 minutes; the journey shall include: secluded areas, a crowded sidewalk and a crosswalk with signals.

2.8.4.1 Entrance to Public Buildings

The team shall be observed entering and exiting a public building. At least 2 of the 3 types of entrances shall be used.

2.8.4.2 Retail Outlets

The team shall be observed entering and shopping in a busy store for a shopping excursion that includes:

- visit to at least 3 departments
- interactions with a sales clerk
- lining up for payment at a cashier
- payment and bagging of the purchase

The service dog shall exhibit the required performance, including synchronous turns into and out of crowded aisles.

2.8.4.3 Grocery Stores

The team shall be observed while it makes a full circuit of a large grocery store that includes sections for vegetables, fish, meat, cheeses, spices and dairy.

Special attention will be paid to behaviour in the meat and cheese sections.

A stay command shall be given adjacent to the cash registers near the area where bagging will take place.

2.8.4.4 Restaurants

The team shall be observed in a public restaurant.

The wait time to be seated shall exceed 3 minutes.

Mid-way through the meal small pieces of restaurant food shall be dropped near the dog; the dog shall be observed to determine whether it breaks from the stay position, sniffs the food or consumes the dropped food.

2.8.4.5 Restroom Facilities

The team shall be discretely observed on a visit to a public restroom facility with at least 3 stalls.

2.8.4.6 Elevators

The team shall be observed while on an elevator trip.

2.8.4.7 Stairs

The team shall be observed both ascending and descending a flight of at least 6 stairs.

2.9. Test Methods for Situations Specific to the Person with a Disability

Note: the following clauses (2.9.1 to 2.9.4) cover optional situations, depending on the specific expected activities of the person with a disability.

2.9.1 Health Clubs

The team shall be observed in a health club.

The stay at the health club shall include:

- signing in

- use of the change rooms
- at least 3 different activity stations
- shower and change into street clothes
- signing out

2.9.2 Primary School Presentations

The team shall be observed from the time of entering the public school until it leaves the premises and transitions to a different activity (for example to enter a vehicle).

When the class leaves the classroom, the students shall proceed on a route that takes them within 2 metres of the team.

2.9.3 Senior Centre Visits

The team shall be observed from the time of entering the senior centre until it leaves. The visit shall have a duration time of at least 60 minutes and shall include greeting 5 seniors with different frailties.

2.9.4 Escalators

The team shall use both an up and a down escalator.
The team shall be observed from behind.

2.10. Test Methods for Distracting Situations

2.10.1 Strangers

The team shall be observed while a stranger in a busy public space either:

- steps over the service animal in a down-stay, or
- jostles the carrier or wheeled handicapped vehicle normally used by the service animal

Note: small service dogs may be trained to move closer to the person with a disability as a reaction to disturbance by a stranger.

2.10.2 Children in Public Places

The team shall be observed while a strange child in a busy public space approaches in order to pet the service dog while the service dog is in a stay situation.

Note: the child may be recruited on the spot.

2.10.3 Tail-tuck

The team shall be observed in a public space.

The person with a disability shall issue a stay command.

If the service dog has not tucked its tail, then a stranger will lightly press the tail with his or her shoe.

2.10.4 Off-leash recall

The team shall be observed in a group of people (adults or adults and children) (some still, some moving, children playing) and dogs (one or more).

The service dog shall be off-leash and a minimum of 9 metres from the person with a disability. The service dog shall promptly respond to a recall command issued by the person with a disability in a manner that is rapid, deliberate and focused. The service dog shall not amble, sniff, or otherwise be distracted.

2.10.5 Surfaces

The team shall be observed while it traverses a variety of surfaces, including:

- asphalt
- gravel
- linoleum
- cobblestones
- metal grating
- glass blocks
- iron sheets (loose as would be encountered in a construction zone)

The team shall be observed while approaching:

- a propped-open manhole cover
- a manhole missing its cover

2.11. Test Methods for Obedience and Calmness

2.11.1 Obedience

The team shall be observed while the person with a disability issues each command at least twice, with the commands issued in a random order. Each command will be issued at least once while on-leash and once while off-leash.

2.11.2 Abilities

The team shall be observed while conducting the abilities.

2.11.3 Temperament

The team shall be observed while involved in the listed temperament activities.

2.12 Test Methods for Specific Skills

2.12.1 The team shall be observed while conducting the special skills identified to be required by the specific team.

2.13 Report

The test report shall indicate:

2.13.1 Name of testing organization

2.13.2 Name(s) of tester(s)

2.13.3 Date(s) of test

2.13.4 Place(s) of test

2.13.5 Name of person with a disability

- 2.13.6 Name of medical professional involved
- 2.13.7 Name of service dog
- 2.13.8 Breed of service dog
- 2.13.9 Sex of service dog and whether neutered
- 2.13.10 Identifying characteristics of service dog
- 2.13.11 Veterinarian involved
- 2.13.12 Type of equipment used for on-leash situation
- 2.13.13 Means of public transit taken
- 2.13.14 Types of entrances of public buildings
- 2.13.15 Departments visited in retail outlet and grocery store
- 2.13.16 Optional scenarios tested
- 2.13.17 For the off-lead recall, the number of people and dogs involved
- 2.13.18 Surfaces traversed
- 2.13.19 The special skills observed
- 2.13.20 Any instance where the service dog exhibited boisterous behaviour, hackles-up, growling, showing teeth, lunging, biting, or inappropriate elimination; if hackles-up occurred, whether this was a short startle reaction
- 2.13.21 Any instance where the person with a disability used a treat or a treat-lure system
- 2.13.22 Any instance where the service dog did not appear comfortable and confident
- 2.13.23 Any instance where the stated requirements were not achieved
- 2.13.24 Whether all required tests were performed

Section 3 - Performance (Enhanced)

3.1. Scope

This Section 3 provides enhanced requirements for teams specific to the service dog's ability to support a person with a disability, where the team is in off-leash condition.

Note: The requirements are designed to ensure the service dog will be safe to the public, even when unduly provoked, and to ensure an effective bond between the two members of the team that will permit good functioning under adverse conditions as well as during incidents where the team is physically separated.

3.2 General Requirements

3.2.1 Interaction with strange humans

The team shall interact with strange humans in a calm manner.

3.2.1.1 Handling by a stranger

A service dog shall remain passive when petted and handled by a stranger, including vigorous and aggressive petting and handling.

3.2.1.2 Hugging by a stranger

A service dog shall remain passive when embraced by a stranger.

3.2.1.3 Face intrusion by a stranger

A service dog shall remain passive when a stranger looks at the dog, including in a very close position (nose to nose).

3.2.1.4 Lifting by a stranger

A service dog shall permit itself to be lifted by a stranger and shall remain passive.

3.2.1.5 Exposure to strangers exhibiting symptoms of disability

A service dog shall remain calm in the presence of strangers exhibiting symptoms of disability.

3.2.1.6 Rejection of food from a stranger

A service dog shall accept food only from the other member of its team or from a person designated to provide food to the service dog. A service dog shall not accept food provided by a stranger.

3.2.1.7 Interruption by a stranger while eating

A service dog shall remain passive when a stranger removes its food, even when the removal occurs while the service dog is eating.

3.2.2 Interaction with strange animals

3.2.2.1 Aggressive dog

A service dog shall remain passive in the presence of a strange dog behaving in an aggressive manner.

3.2.2.2 Cat

A service dog shall remain passive in the presence of a strange cat.

3.2.2.3 Excited dog

A service dog shall remain passive in the presence of a strange dog behaving in an excited manner.

3.2.3 Reaction to distracting sounds

A service dog shall remain calm when exposed to sounds that are distracting.

3.3 Enhanced Obedience

3.3.1 Walking in area with distractions

The service dog shall be capable of being directed forward through an area with distractions without being distracted.

3.3.2 Walking and stopping on cue in area with distractions

When a person has multiple disabilities, including a physical one, the service dog shall be capable of being directed forward and stopping at points on instruction through an area with distractions without being distracted.

Note, this clause is intended to verify that the service dog can be directed to a certain item for retrieval or spot to attract attention – for those persons that are incapable to do so at the moment.

3.3.3 Recall through area with distractions

The service dog shall be capable of being recalled on instruction through an area with distractions without being distracted.

3.3.4 Backing up through area with distractions

The service dog shall be capable of backing up on instruction through an area with distractions without being distracted.

3.3.5 Down-stay in area with stationary and moving distractions

The service dog shall be capable of remaining in a down-stay position with distractions without being diverted.

3.3.6 Recall through a group of people

The service dog shall be capable of being recalled from a stay position through a group of people.

3.3.7 Recall past dogs with handlers

The service dog shall be capable of being recalled from a stay position through a group of people with dogs on-leash.

3.4. Test Methods for General Requirements

3.4.0 General considerations

Equipment during testing

The service dog and the person with a disability shall undergo the tests equipped with their normal apparatus, be it vest, harness, leashes, wheelchair or scooter.

Tiny service dogs may be carried by the person with a disability using a carrier, sling, or other similar device.

When a wheelchair or scooter is used, the service dog may sit on the lap of the person with a disability, or part of the wheelchair or scooter.

The team shall be in off-leash condition during each test; removal of equipment is permitted, as appropriate to the specific equipment used.

The person with a disability may issue commands verbally, by hand signals or both.

During each test the person with a disability shall be in a position of support with limited direction, only as required by the test protocols.

The person with a disability may praise appropriate behaviour of the service dog through voice, patting or touch.

In addition to the tester, 6 strangers are required, 4 with a distinct disability (real or simulated), i.e. limp, shakes, use of a crutch or cane, use of a walker or wheelchair (or scooter) bound.

For some tests, strange dogs are required; one that exhibits aggression, one that exhibits excited behaviour and one or two that exhibit calm behaviour.

To the extent possible, a different stranger shall be used for each test.

The distances indicated are approximate and should be achieved within a tolerance of +/- 10%.

Note: The test protocols indicated are simulations to reflect real-life possibilities; as such, they do not necessarily represent normal circumstances, but are rather means to be used by specialists to gather evidence. Testing organizations may choose to use alternate protocols that provide comparable results; any alteration should be noted on the test report.

Note: The test protocols assume an urban setting; adjustments should be made when the team will operate in other settings, such as farm or countryside.

3.4.1 Interaction with strangers

3.4.1.1 Handling by a stranger

The person with a disability shall go off-leash and place the service dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then place himself or herself one metre to the side of the service dog and greet a stranger.

The stranger shall pat and handle the service dog in an aggressive manner, including handling the service dog's ears, nose, feet and eyes.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the greeting position.

3.4.1.2 Hugging by a stranger

The person with a disability shall go off-leash and place the service dog in a stay position within an area that has food, toys, chews, and treats on the floor. The person with a disability shall then place him- or herself one metre to the side of the service dog and greet a stranger.

The stranger shall embrace the service dog in a tight and restraining manner.

The person with a disability shall encourage the service dog to remain calm during the embrace and after five seconds shall remove the stranger's arms from the service dog.

The service dog shall accept the embrace and shall not exhibit fear or aggression, nor shall it withdraw from the area of the greeting position.

3.4.1.3 Face intrusion by a stranger

The person with a disability shall go off-leash and place the service dog in a stay position within an area that has food, toys, chews, and treats on the floor. The person with a disability shall then place himself or herself 1 metre to the side of the service dog and greet a stranger.

The stranger shall then place his or her face directly into the dog's face, with noses less than 3 cm apart; the stranger shall also hold the service dog through placing his or her hands on either side of the service dog's mouth.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the greeting position.

3.4.1.4 Lifting by a stranger

The person with a disability shall go off-leash and place the service dog in a stay position within an area that has food, toys, chews and treats on the floor. The

person with a disability shall then place himself or herself one metre to the side of the service dog and greet a stranger.

The stranger shall then pick up the service dog and place it on a suitable horizontal surface such as a table at least 0.8 of a metre above the floor.

The service dog shall permit itself to be picked up and shall not exhibit fear or aggression, nor shall it withdraw from the area where it has been placed.

3.4.1.5 Exposure to strangers exhibiting symptoms of disability

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then place himself or herself one metre to the side of the service dog.

A series of strangers shall approach the service dog, within two metres, each exhibiting a different behaviour:

- a limp
- shakiness while walking
- walking with a cane
- walking with a crutch or crutches
- in a wheelchair or scooter
- walking in random circles while shouting and yelling

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

3.4.1.6 Rejection of food from a stranger

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then place himself or herself one metre to the side of the service dog.

A stranger shall approach the service dog close enough to pass food under its nose. The stranger shall then toss the food immediately in front of the service dog.

The service dog shall not attempt to receive the food, nor shall it attempt to retrieve it from the floor.

3.4.1.7 Interruption by a stranger while eating

The person with a disability shall take the service dog off leash and place the dog in a stay position. The person with a disability shall then place food on the floor, using the service dog's feeding bowl, and permit the service dog to eat. The person with a disability shall then place himself or herself one metre to the side of the service dog.

While the service dog is eating a stranger shall approach it and remove the feeding bowl horizontally in-line with the dog's body and away from the dog's head for a distance equal to the dog's length prior to lifting the bowl. The service dog shall permit the feeding bowl to be removed and shall not exhibit fear or aggression, nor shall it move from the feeding area.

Note: Removing the feeding bowl in a horizontal direction is considered to be most likely to trigger a dog's prey drive and provoke food-protection behaviour.

3.4.2 Interaction with strange animals

3.4.2.1 Aggressive dog

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then position himself or herself 1 metre to the side of the service dog.

A stranger accompanied by a strange dog exhibiting an aggressive demeanour shall pass within two metres of the service dog.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

3.4.2.2 Cat

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then position himself or herself one metre to the side of the service dog.

A stranger accompanied by a strange cat shall pass within two metres of the service dog.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

3.4.2.3 Excited dog

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall position him- or herself one metre to the side of the service dog.

A stranger accompanied by a strange dog exhibiting an excited demeanour shall pass within two metres of the service dog.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

3.4.3 Reaction to distracting sounds

The person with a disability shall take the service dog off leash and place the dog in a stay position within an area that has food, toys, chews and treats on the floor. The person with a disability shall then position himself or herself one metre to the side of the service dog.

A series of strangers shall approach the service dog, each circling the service dog within a one metre radius and making one of the following sounds:

- squeaky toy
- dropping a book on the floor
- loud clapping
- bouncing a ball
- operating a vacuum cleaner
- jingling multiple keys
- burst from a high-frequency dog whistle

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

Note: Recordings of distracting sounds are readily available for download on the internet; Halloween sounds may be of use.

3.5 Test Methods for Enhanced Obedience

3.5.0 Enhanced Obedience

The team shall work off-leash throughout this series of tests.

Items required for this series of test:

- ten chairs
- one kilogram of flavoured and scented dog treats e.g. dried liver or other high value treat
- ten assorted dog toys
- five assorted dog chews
- ten small cubes of cheese
- one ring of summer sausage
- ten pylons
- one dog bowl containing the service dog's food
- two strange dogs - one excited, one passive
- six strangers

3.5.1 Walking in area with distractions

Ten chairs shall be placed one metre apart in a straight line.

Food, toys, chews and treats shall be placed on the floor randomly within one metre of the line of chairs.

The team shall approach one end of the string of chairs and stop. The person with a disability shall have the service dog adopt a sitting position.

The person with a disability shall remain at the stop point and shall then direct the service dog forward to walk in a weaving pattern through all ten chairs and then issue a stay command.

The service dog shall weave its way through the line of chairs and stop on command. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.5.2 Walking and stopping on cue in an area with distractions

Ten pylons shall be placed in a straight line 1.5 metres apart in a straight line. Food, toys, chews and treats shall be placed on the floor randomly within one metre of the line of pylons.

The team shall approach one end of the string of pylons and stop. The person with a disability shall have the service dog adopt a sitting position.

The person with a disability shall remain at the stop point and shall then direct the service dog forward to walk and stop at each pylon. The person with a disability shall issue a down-stay command after the last pylon.

The service dog shall move forward as instructed, stop when instructed and adopt a down-stay position when instructed. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.5.3 Recall through area with distractions

Four pylons shall be placed to form the corners of a box with each side measuring three metres long.

Food, toys, chews and treats shall be placed on the floor randomly within one metre of a line between each corner of the box.

The team shall approach a pylon, where the person with a disability shall issue a sit-stay command. The person with a disability shall then proceed to the next pylon, stop and issue a call command. The service dog shall proceed and assume a heel position when arriving next to the person with a disability.

The process shall be repeated three times until the team is back at the starting pylon.

The person with a disability shall then place the service dog in a down-stay position, following which he or she shall leave the room for a minimum of five minutes.

The service dog shall sit-stay and move forward as instructed and adopt a down-stay position when instructed. The service dog shall remain in a down-stay position while the person with a disability has vacated the room. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.5.4 Backing up through area with distractions

Ten chairs shall be placed in a row, spaced 0.3 of a metre apart, parallel to a wall, to form a walkway.

Food, toys, chews and treats shall be placed on the floor randomly along the walkway.

The team shall enter the walkway and proceed to the other end, with the service dog following the person with a disability.

When the end of the walkway is reached, the person with a disability shall direct the service dog to walk backwards back to the entry of the walkway.

The service dog shall appropriately follow the person with a disability on the forward direction, stop when instructed and walk backwards when instructed. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.5.5 Down-stay in area with stationary and moving distractions

The team shall enter a room and stop at an appropriate spot. The person with a disability shall issue a down-stay command. The person with a disability shall then place himself or herself two metres to the side of the service dog.

A stranger shall then place food, toys, chews and treats in a circle around the service dog within 0.3 of a metre of the service dog.

A series of strangers shall approach the service dog and circle it, within one metre, each exhibiting a different behaviour:

- walking with a cane
- walking with a walker
- walking with a crutch or crutches

- in a wheelchair or scooter
 - walking on leash while accompanied by a strange excited dog.
- The service dog shall not exhibit fear or aggression, nor shall it withdraw from the area of the stay position.

3.5.6 Recall through a group of people

Food, toys, chews and treats shall be placed on the floor randomly in a circle in the middle of the room with a diameter of six metres (approximately).

The team shall enter the room and place itself at one end of the room 4.5 metres from an edge of the circle, in a sit-stay position.

Six strangers shall then position themselves within the circle and mill about in a random manner, conversing with each other, while remaining within the circle.

After reinforcing the sit-stay command, the person with a disability shall proceed through the group of strangers in the circle and continue to a point 4.5 metres beyond the far edge of the circle.

The person with a disability shall then issue a recall command to the service dog, directing it to walk through the group of people and assume a heel position on arrival beside the person with a disability.

The service dog shall sit-stay and move forward as instructed and adopt a heel position when instructed. The service dog shall take as direct a path as possible and shall not interact with anyone in the group of people. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.5.7 Recall past dogs with handlers

Food, toys, chews and treats shall be placed on the floor randomly in a circle in the middle of the room with a diameter of six metres (approximately).

The team shall enter the room and place itself at one end of the room 4.5 m from an edge of the circle in a sit-stay position. After reinforcing the sit-stay command, the person with a disability shall proceed through the circle and continue to a point 4.5 metres beyond the far edge of the circle.

Two strangers, each with an on-leash strange dog shall enter the room and place themselves within the circle on either side of the direct line between the person with a disability and the service dog, spacing themselves three metres apart. The strange dogs shall then be placed in a down-stay position.

The person with a disability shall then issue a recall command to the service dog, directing it to walk between the pairs of strange people and dogs and to assume a heel position on arrival beside the person with a disability.

The service dog shall sit-stay and move forward as instructed and adopt a heel position when instructed. The service dog shall take as direct a path as possible and shall not interact with any stranger or dog. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

3.6. Report

The test report shall indicate:

3.6.1 Name of Testing Organization

- 3.6.2 Name(s) of Tester(s)
- 3.6.3 Date(s) of Test
- 3.6.4 Place(s) of Test
- 3.6.5 Name of Person with a Disability
- 3.6.6 Name of Medical Professional involved
- 3.6.7 Name of Service Dog
- 3.6.8 Breed of Service Dog
- 3.6.9 Sex of Service Dog, and whether neutered
- 3.6.10 Identifying Characteristics of Service Dog
- 3.6.11 Veterinarian involved
- 3.6.12 Type of equipment used for on-leash situation
- 3.6.13 Any instance where the service dog exhibited boisterous behaviour, hackles-up, growling, showing teeth, lunging, biting, or inappropriate elimination; if hackles-up occurred, whether this was a short startle reaction
- 3.6.14 Any instance where the person with a disability used a treat or a treat lure system
- 3.6.15 Any instance where the service dog did not appear comfortable and confident
- 3.6.16 Any instance where the stated requirements were not achieved
- 3.6.17 Whether all required tests were performed

Section 4 - Requirements for Response to, and Detection of, Disability Related Incidents

4.1. Scope

This Section 4 provides requirements for teams specific to the service dog's ability to respond to a person with a disability undergoing an incident associated with a disability, and to alert the person with a disability of a pending incident.

4.2. General Requirements

4.2.1 Response

A service dog shall remain with the person with a disability with which it is teamed, and shall remain calm whenever the person with a disability exhibits symptoms peculiar to his or her disability.

Note: these symptoms include, but are not limited to:

- *falling while walking*
- *crying*
- *shouting in anger*
- *sitting in distress*
- *exhibiting fear*
- *seizure*

4.2.2 Detection

A service dog shall be capable of detecting when the person with a disability with whom it is teamed will suffer an episode of a symptom of his or her specific disability. The service dog shall alert the person with a disability prior to the onset of an incident a minimum of 90% of the times when an incident occurs.

Note: these symptoms include, but are not limited to:

- *seizure*
- *out of control blood sugar (related to diabetes)*
- *untoward emotional states*

4.3 Test Methods

4.3.0 General considerations

Equipment during testing

The service dog and the person with a disability shall undergo the tests equipped with their normal apparatus, be it vest, harness, leashes, wheelchair, or scooter.

Tiny service dogs may be carried by the person with a disability using a carrier, sling, or other similar device.

When a wheelchair or scooter is used, the service dog may sit on the lap of the person with a disability, or on a part of the wheelchair or scooter.

The team shall be in off-leash condition during each test; removal of equipment is permitted, as appropriate to the specific equipment used.

The person with a disability may issue commands verbally, by hand signals or both.

During each test the person with a disability shall be in a position of support with limited direction, only as required by the test protocols.

The person with a disability may praise appropriate behaviour of the service dog through voice, patting or touch.

The distances indicated are approximate and should be achieved within a tolerance of +/- 10%.

4.3.1 Response

Food, toys, chews, and treats shall be placed on the floor randomly in a circle with a diameter of six metres in the middle of a room.

The team shall enter the room and proceed through the circle with the service dog following the person with a disability.

While within the circle, the person with a disability shall simulate a symptom of his or her specific disability.

The service dog shall remain with the person with a disability, shall clearly indicate it is prepared to assist and shall attempt to bring the person with a disability out of any disassociated state. The service dog shall not exhibit fear or aggression, nor shall it withdraw from the side of the person with a disability. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

This scenario will be repeated for each possible symptom related to the specific disability of the person with a disability.

Note: typical symptoms of a disability include, but are not limited to:

- *falling while walking*
- *crying*
- *shouting in anger*
- *sitting in distress*
- *exhibiting fear*
- *seizure*

4.3.2 Detection

Note: It is very difficult to simulate the pre-conditions to a symptom of a disability of a specific person with a disability, and may prove impossible in a testing situation. For this reason, the assessment of detection requires the review of notes taken by a person with a disability after each episode or pre-episode of a disability symptom describing the actions of the service dog.

The person with a disability shall maintain a journal containing the details of each incident of a symptom or pre-symptom, or both, of their disability. Each journal entry shall include:

- date
- whether the service dog detected the pre-symptoms and alerted the person with a disability
- demeanor of the service dog during the incident

Note: In those instances where the person with a disability is incapable of keeping a journal (for example, a young child or a person with an intellectual disability), the journal may be kept by their guardian, or other person assigned to assist with the team.

The journal shall be reviewed during each test for detection.

4.3.2.1 Simulated episode

Food, toys, chews, and treats shall be placed on the floor randomly in a circle with a diameter of six metres in the middle of a room.

The team shall enter the room and proceed to go through the circle, with the service dog following the person with a disability.

While within the circle the person with a disability shall simulate a symptom that is a precursor to an episode of his or her specific disability.

The service dog shall intervene with the person with a disability in a predetermined manner to indicate to the person with a disability the situation.

The service dog shall not exhibit fear or aggression, nor shall it withdraw from the side of the person with a disability. The service dog shall not exhibit any sign of distraction by the items placed on the floor.

This scenario will be repeated for each possible symptom related to the specific disability of the person with a disability.

Note: typical precursors of symptoms of a disability include, but are not limited to:

- *pre-seizure behaviour*
- *change in composition of breath indicating abnormal blood sugar levels*
- *unsettled behaviour indicating a build-up of emotional stress*

4.4 Report

The test report shall indicate:

4.4.1 Name of Testing Organization

- 4.4.2 Name of Tester
- 4.4.3 Date(s) of Test
- 4.4.4 Place(s) of Test
- 4.4.5 Name of Person with a Disability
- 4.4.6 Name of Medical Professional involved
- 4.4.7 Name of Service Dog
- 4.4.8 Breed of Service Dog
- 4.4.9 Sex of Service Dog, and whether neutered
- 4.4.10 Identifying Characteristics of Service Dog
- 4.4.11 Veterinarian involved
- 4.4.12 Type of equipment used for on-leash situation
- 4.4.13 Any instance where the service dog exhibited boisterous behaviour, hackles-up, growling, showing teeth, lunging, biting, or inappropriate elimination; if hackles-up occurred, whether this was a short startle reaction
- 4.4.14 Any instance where the person with a disability used a treat or a treat lure system
- 4.4.15 Any instance where the service dog did not appear comfortable and confident
- 4.4.16 Any instance where the stated requirements were not achieved
- 4.4.17 The specific symptom(s) used for the response test
- 4.4.18 The specific pre-cursor(s) of symptom(s) used for the detection test
- 4.4.19 The predetermined manner for the service dog to behave to alert the person with a disability to the onset of a potential symptom.
- 4.4.20 The number of entries in the incident journal of the person with a disability and the number where the service dog detected the onset of a potential symptom
- 4.4.21 Whether all required tests were performed

Section 5 - Requirements for the Care of the Service Dog

5.1. Scope

This Section 5 provides requirements specific to ensuring the health and well-being of the service dog. These requirements will normally be met by the person with a disability, however where the person with a disability is incapable of providing all of the care of the service dog (for example, a young child or a person with an intellectual disability), part or all of the care may be provided by their guardian, or other person assigned to assist with the team. In this section, the term, “person with a disability” may also include the guardian or assistant, or both.

5.2. General Requirements

5.4.1 Knowledge of the species

The person with a disability shall understand the temperament, abilities and limitations of the service dog's species.

5.4.2 Knowledge of the legal environment

The person with a disability shall be knowledgeable of the laws that pertain to service dogs in public, and shall also be aware of the responsibilities of a team when in public.

5.4.3 Journal

The person with a disability shall keep a journal, and update it regularly. The journal shall indicate, as a minimum:

- occasions when the service dog received veterinary or grooming care, including the reason for the care and any results
 - incidents (mental health or physical) experienced by the person with a disability, indicating the nature of the incident and the response provided by the service dog - responses shall include false negatives, and false positives, along with alerts not accompanied by appropriate action
- Note: Consideration should be given to logging incidents prior to being teamed with a service dog (or during periods when not with the service dog) for comparison purposes to aid in determining the effectiveness of being in a team.*
- any home treatments provided to the service dog (e.g. flea treatments, first aid, etc.)

Note: In order to assess a dog's malaise when needed, it is recommended that the person with a disability maintain a daily log related to the dog's health and well-being. Items to be tracked should include:

- *food provided and quantity*
- *snacks eaten*
- *other ingested material*
- *bowel movements - number and type*
- *urine - colour and change in colour during the day*
- *exercise - amount, type, and intensity*
- *play periods*
- *indications whether the dog is stressed or relaxed*

5.4.4 Records

The person with a disability shall maintain readily accessible records indicating:

- identifying information for the person with a disability
- identifying information for the service dog
- attending medical professionals
- attending veterinarian
- contacts in case of emergency
- equipment used by the service dog
- training received (type and provider)
- feeding information for the service dog (schedule and food, including snacks)
- care information for the service dog (schedules for veterinary care and grooming)
- contacts that provide foster care for the service dog when needed
- exercise schedule
- usual play periods and type of play

5.4.5 First Aid

The person with a disability shall have knowledge of first aid appropriate for the service dog, and shall keep this knowledge up to date.

5.4.6 Positive Reinforcement

The person with a disability shall be skilled in the use of, and shall only use, positive reinforcement mechanisms in his or her interactions with the service dog.

5.4.7 Communications with the service dog

The person with a disability shall communicate with the service dog in a respectful manner.

Note: A respectful manner of communicating with a service dog includes, but is not limited to, recognizing nuances such as fatigue, ensuring the dog gets rest or downtime; recognizing agitation and ensuring action is taken to remove the dog from stressful situations; listening to what the dog is indicating, weighing that with the situation and the dog's training, and being careful not to undermine the dog's confidence.

5.4.8 Attending to the physical needs of the service dog

The person with a disability shall ensure that the service dog:

- is provided with appropriate food on a regular schedule

- has access to potable water
- is groomed as necessary for comfort in the current and near environment
- is examined and treated by a veterinarian at regular intervals and when otherwise appropriate
- is exercised daily according to an established schedule
- has the opportunity to eliminate according to an established schedule

5.4.9 Attending to the training needs of the service dog

The person with a disability shall participate in continual training with the service dog to retain established performance as well as to improve.

5.4.10 Attending to the emotional/relaxation needs of the service dog

The person with a disability shall ensure that the service dog in the home environment:

- is comfortable and has access to a quiet area
- has time off to relax
- receives positive attention and relaxed interaction
- receives playful stimulation
- has a regular opportunity to simply be a dog

5.5. Test Methods

The general method of test will be examination of the knowledge of the person with a disability on each item, verification of required records and observation of the team in the home environment.

5.5.1 Knowledge of the species

The person with a disability shall be examined to determine that the knowledge level is sufficient to make decisions respecting the care and nurturing of the service dog, as well as to have realistic expectations of the support that can be provided.

Note: There are various sources of information available, some more helpful than others. An internet search of "dog breed comparisons" will provide links to information that will be useful.

5.5.2 Knowledge of the legal environment

The person with a disability shall be examined to determine knowledge of legal rights and obligations, as well as practical knowledge on good comportment in public.

5.5.3 Journal

The journal shall be reviewed for completeness and the person with a disability shall be questioned to assess whether recollection matches journal entries (and non-entries).

5.5.4 Records

The records shall be reviewed for completeness and whether the contents are current.

5.5.5 First Aid

The person with a disability shall be requested to provide certificates obtained, and to demonstrate knowledge of application of first aid to cover two potential incidents indicated by the examiner.

5.5.6 Positive Reinforcement

During an examination and during observation in the home environment the person with a disability shall be observed to determine the method(s) of reinforcement used.

5.5.7 Communications with the service dog

During an examination and during observation in the home environment the person with a disability shall be observed to determine how communications are made and the extent of comprehension by the service dog.

5.5.8 Attending to the physical needs of the service dog

The team shall be observed and the person with a disability questioned to determine the degree of compliance to schedule. The service dog shall be visually assessed as to its level of health. The type of food available for the dog shall be recorded.

5.5.9 Attending to the training needs of the service dog

The person with a disability shall be questioned to determine the extent of refresher and additional training achieved and planned.

5.5.10 Attending to the emotional/relaxation needs of the service dog

The service dog shall be observed in the home environment to determine the extent to which it can relax, and its ability to "go off-duty".

5.6. Report

The test report shall indicate:

5.6.1 Name of testing organization

5.6.2 Name of tester

5.6.3 Date(s) of test

5.6.4 Place(s) of test

5.6.5 Name of person with a disability

5.6.6 If applicable, name of guardian or assistant, or both

5.6.7 Name of service dog

5.6.8 Breed of service dog

5.6.9 Observations by the examiner on each requirement

5.6.10 Any instance where the stated requirements were not achieved