

ANTHEM

S E R V I C E D O G S



VOLUNTEER HANDBOOK

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About Anthem Service Dogs

Anthem Service Dogs was established June 30, 2018 as a 501c3 nonprofit organization based in Tulsa, OK.

Mission

To rescue, train, and donate service dogs to individuals with physical disabilities and psychological disabilities closely related to PTSD.

Core Values

Connect

Connect with canines on a deeper level

Inspire

Inspire those around you with love, encouragement, excitement, and integrity

Educate

Deliver solid and accurate information to your peers and your environment

Lead

Lead by example with courage and confidence

Policies & Procedures

Anthem Service Dogs has a deep regard and respect for its volunteer Service Dog teams and the job they perform with their handlers. We hold high expectations regarding the conduct of its teams, staff, and volunteers. By volunteering with us you agree to uphold our policies, procedures, and standards of operations.

1. I will represent the program in a professional manner; for example, by observing rules of privacy and confidentiality, being on time, being prepared, not being under the influence, and being well-groomed and professionally dressed in accordance with facility dress codes.
2. I will keep a copy of ADA Federal Laws card as well as Oklahoma Laws card as reference guide while working as a Service Dog Team at all times provided by Anthem.
3. If Anthem Service Dogs, local law, or another public space have different policies on the same topic, the more stringent of the two will apply.
4. I will be responsible for my animal at all times, considering its needs and humane care first.
5. I will always stay with my animal and remain in control of the situation.
6. I will clean up after my animal both inside and outside the facility or space, and I will abide by any facility, or space cleanup rules. I will keep a cleanup kit whenever working as a dog-handler team
7. I will abide by the Anthem Service Dogs grooming guidelines
8. Anthem's service dogs will wear their service dog identifier (*In Training* or *Service Dog*) while working in public.
9. I will turn in any donations received to an Anthem Service Dogs board member.
10. In the event of an incident, accident, or unusual occurrence, I will contact Anthem Service Dogs board member immediately. I will report, without reservation, all details of the incident to Anthem Service Dogs and follow their directions, with the understanding that all information will be treated sensitively and with complete confidentiality
11. I will agree to a home visit/inspection prior to getting an Anthem service dog intraining

Code of Ethics

1. Have a positive attitude
2. At all times, treat all animals, all people, and the environment with respect, dignity, and sensitivity, maintaining the quality of life and experience for all who are involved.
3. Be informed and educated about the aspects and issues that are related to service animals
4. Demonstrate commitment, responsibility, and integrity in all phases of your activities.
5. Comply with all local, state, and federal laws and Anthem Service Dogs policies*.
6. Be responsible, transparent, and accountable towards Anthem, its peers, and the community it serves.
7. Maintaining an awareness and respect for any conflict of interest that may arise

Standards of Professional Conduct

The following types of unsatisfactory conduct are serious enough that violations might result in termination from the Anthem Service Dogs, Inc

1. Abuse of any client, staff member, volunteer, animal, or conduct that is harmful to Anthem Service Dogs, its volunteers, or community.
2. Removal from the premises, without proper authorization, of any property that belongs to a facility, a client, staff or another team
3. Unauthorized use or possession of intoxicants, narcotics or other drugs while volunteering. Exceptions for certain situations for those being medically treated need to be addressed with a board member prior to performing skills, public events, team handling, etc.
4. Being under the influence of drug/alcohol while representing/working/volunteering for Anthem Service Dogs
5. Harassment: this includes physical, personal, discriminatory, psychological, cyber, or sexual, or any other form of behavior that offends, upsets, or annoys someone. Any volunteer who feels they are a victim of harassment, including sexual

harassment, should immediately report the matter to their leader or CFR. All complaints will be promptly investigated, and appropriate action will be taken.

6. Misrepresenting Anthem Service Dogs, Inc. while wearing Anthem Service Dogs gear (t-shirts, vests, etc.) You are expected to show love, courtesy, honesty, education, respect, patience and kindness to all those around you when representing Anthem Service Dogs.
7. Should you be asked by an authority/employee/member of a public space to leave, you are expected to do so in a polite and respectful manner. Contact an Anthem Service Dogs board member with the name of the business/location and we will address it.
8. Anthem Service Dogs believes that all people are entitled to equal opportunity under the law. Anthem Service Dogs, its staff and its volunteers may not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, ancestry, age, medical condition, disability, veteran status, marital status, or any other consideration that has been made unlawful by federal, state or local laws. Any disregard to this will result in immediate dismissal.

Volunteer Service Dog Trainers and Puppy Raisers

A volunteer service dog trainer/puppy raiser is a person who commits their time and skills to raising and training a dog on the basis of obedience and tasks for the purpose of becoming a service animal to a disabled applicant under the guidance of Anthem Service Dogs.

1. The volunteer agrees to daily training exercises and meeting weekly goals with their assigned dog.
2. Volunteer trainers must submit a daily activity log. Whether you train that day or not. Failing to submit daily logs will result in counsel. Continuance of failure to submit logs can result in removing assigned service dog.
3. Should the dog or the handler have issues, questions, or concerns they will contact an Anthem Service Dogs board member or head trainer at any time for help or relief.
4. The volunteer understands Anthem Service Dogs owns the service dog and will adhere to puppy care/guidelines/standards set forth by Anthem Service Dog, Inc.
5. Should the board find a volunteer unfit for the job, the volunteer and board will meet for discussion and commencement.
6. The volunteer agrees to attend 100% of training and education classes held by Anthem Service Dogs, Inc. If you are unable to attend a class, you must notify the board 1 week prior to class dates. If you have an emergency and cannot attend a

class, please notify a board member as soon as possible. Failure to attend a minimum 80% of training and/or education classes will be subject to removing service dog in training.

7. Approved volunteer handlers may work the service dog in training. Strangers, friends, or family members may not work an Anthem dog, however, individuals other than the trainer partaking in training exercises with trainer can enrich and expand the dog's training experience.
8. Anthem Service Dogs in training may only be dog-sit by approved volunteers/board members. Dogs may not be left with anyone other than guardians/immediate family to which dog/handler currently resides and Anthem has approved.
9. If a volunteer would like to become a service dog handler, they must attend 12 hours shadow training, orientation, handbook test, skills test, and attend all training classes. This does not include events. If a volunteer would like to be a repeat handler, they must attend weekly training classes to remain consistent in skill level and information.

What are Service Dogs?

Service Dog as Defined by Americans with Disabilities Act

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Disability Defined by ADA

An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a

history or record of such an impairment, or a person who is perceived by others as having such an impairment.

The difference between Service Dogs, Therapy Dogs, Emotional Support Animals, and Pet dogs

Service Dogs (*also can be referred to as assistance dogs, service animal, assistance animal*) must perform minimum one task [related to the disability] for a disabled individual that would otherwise hinder them from life activities. They do not have to be trained by an organization or school but can be trained by an individual. There is no certification and service dogs are not required to wear vests. They are considered a medical 'tool' or 'device' not a pet. Service Dogs have full access to anywhere the general public is allowed. Service Dogs must be friendly/nonreactive to people, animals, or any public situations.

Therapy Dogs must be trained, certified by Therapy Dogs International, must pass a Canine Good Citizen exam, must be insured, and invited into a public space. Any mix or breed can be trained to provide comfort and affection to people in hospitals, retirement homes, schools, mental health institutions, airports, and many other settings. Dogs must be at least one year old to become a therapy dog.

Emotional Support Animals (ESA) or Comfort Animals provide companionship, relieve loneliness, and sometimes help with depression, anxiety, and certain phobias, but do not have special training to perform tasks that assist people with disabilities. They are only allowed on public transportation and covered in the Fair Housing Act.

Pet Dogs are a domestic or tamed animal kept for companionship or pleasure.

Service Dog Laws

Federal Laws according to Americans with Disabilities Act (ADA)

- Only dogs are recognized as service animals under title II and title III of ADA
- State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go. A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- Staff/personnel inquiring about a person's entry may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence
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- Establishments that sell or prepare food must generally allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- Staff are not required to provide care for or supervision of a service animal.

Service Dogs are allowed within hospitals and medical facilities both in-patient rooms, recovery, appointments, etc. However, dogs can be denied access to any place that would compromise patient safety/sterilization or the safety of the dog.

- Religious institutions/organizations are exempt from ADA and Federal laws therefore permission must be granted for access.
- Job sites must make reasonable accommodations for service dogs and allow access to the point where the health and safety of the dog will not be comprised. (i.e. inside a chemical plant where direct contact with chemicals is made is not appropriate for a service dog. However, an office within that facility where PPE is minimal/not required would be suitable)

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Oklahoma Service Dog Statute

Every state has their own statutes regarding service dogs. If you are travelling out of state be sure to check with the state/local statutes.

Oklahoma State Service Dog Statues

- OK Statues cover Hearing, Guide, and Mobility service dogs with the same access as written by ADA but does not specifically cover Psychiatric Service Dogs, seizure alert dogs, diabetic alert dogs, any medical alert dogs, or any other type of service dog.

At Anthem Service Dogs, we as an organization, approve applicants that need a minimum of 3 tasks performed by one of our highly trained service dogs. Of those tasks a minimum of 1 should be a mobility related task. Therefore, our dogs can never be denied access regardless of the 'extra' jobs they perform.

When can a public entity ask for removal of dog?

- A dog that 'messes' in the public space
- A dog that poses a disruption or threat towards the business or people
- A dog that is not rabies vaccinated
- An unkept (un-groomed) dog
- A dog not following training etiquette or otherwise not behaving in an acceptable manner
- A dog not performing its tasks A dog out of control

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Legal Protection of Service Dogs in Oklahoma

Oklahoma Statutes Annotated. Title 21. Crimes and Punishments. Part III. Crimes Against The Person. Chapter 20. Assault and Battery.

§ 649.3. Harming, mistreating or killing service animal--Willful interference with service animal's performance--Permitting animal to fight, injure or kill service animal--Penalties-Exemption from registration or license fees

- A. No person shall willfully harm, including torture, torment, beat, mutilate, injure, disable, or otherwise mistreat or kill a service animal that is used for the benefit of any handicapped person in the state.
- B. No person including, but not limited to, any municipality or political subdivision of the state, shall willfully interfere with the lawful performance of any service animal used for the benefit of any handicapped person in the state.
- C. Except as provided in subsection D of this section, any person convicted of violating any of the provisions of this section shall be guilty of a misdemeanor, punishable by the imposition of a fine not exceeding One Thousand Dollars (\$1,000.00), or by imprisonment in the county jail not exceeding one (1) year, or by both such fine and imprisonment.
- D. Any person who knowingly and willfully and without lawful cause or justification violates the provisions of this section, during the commission of a misdemeanor or felony, shall be guilty of a felony, punishable by the imposition of a fine not exceeding One Thousand Dollars (\$1,000.00), or by imprisonment in the Department of Corrections not exceeding two (2) years, or by both such fine and imprisonment.
- E. Any person who encourages, permits or allows an animal owned or kept by such person to fight, injure, disable or kill a service animal used for the benefit of any handicapped person in this state, or to interfere with a service animal in any place where the service animal resides or is performing, shall, upon conviction, be guilty of a misdemeanor punishable as provided in subsection C of this section. In addition to the penalty imposed, the court shall order the violator to make restitution to the owner of the service animal for actual costs and expenses incurred as a direct result of any injury, disability or death caused to the service animal, including but not limited to costs of replacing and training any new service animal when a service animal is killed, disabled or unable to perform due to injury. For purpose of this subsection, when a person informs the owner of an animal that the animal is a threat and requests the owner to control or contain the animal and the owner disregards the request, the owner shall be deemed to have encouraged, permitted or allowed any resulting injury to or interference with a service animal.
- F. Notwithstanding any ordinance in effect as of the effective date of this act, [FN1] no municipality or political subdivision of the state, or any official thereof, may enact or enforce any ordinance or rule that requires any registration or licensing fee for any service animal as defined in this section that is used for the purpose of guiding or assisting a disabled person who has a sensory, mental, or physical impairment. Any official violating the provisions of this paragraph shall be guilty of a misdemeanor punishable by a fine of not less than Fifty Dollars (\$50.00).
- G. As used in this section, "service animal" means an animal that is trained for the purpose of guiding or assisting a disabled person who has a sensory, mental, or physical impairment. CREDIT(S)

Laws 2004, c. 281, § 1, emerg. eff. May 10, 2004; Laws 2005, c. 158, § 1, eff. Nov. 1, 2005.

[FN1] O.S.L. 2005, c. 158, effective November 1, 2005.

What do we teach our service dogs?

Mobility disability tasks examples:

- Open/close doors
- Open/close drawers
- Open/close refrigerator
- Turn on/off light switches
- Retrieve phone, keys, wallet, leash, clothing, medicine
- Retrieve wheelchair or medical aid device
- Retrieve a prosthetic
- Stabilize while standing up or sitting down/ transferring
- Place items in trash can, basket, laundry basket, grocery cart
- Placing items on counter/in sink
- Carry groceries in bags
- Retrieve groceries from shelf
- Place/retrieve items on checkout counter
- Retrieve item from refrigerator
- Find help
- Assist in removing clothing
- Pushing door and elevator buttons
- Counterbalance

Psychological/PTSD task examples:

- Alerting to increase in anxiety/ptsd/stress
- Interrupting anxiety related behavior/panic attack
- DPT (Deep Pressure Therapy)
- Waking from nightmare
- Turning on lights
- Checking room is secure
- Blocking front and behind
- Alerting to people outside of peripheral vision
- Find help

Intro to Training

There are hundreds of different methods of training but we will cover Anthem's acceptable methods for teaching and reinforcement.

Operant Training

Operant training, or conditioning, is a type of learning in which an animal learns from its behaviors as it acts (operates) on the environment. In operant conditioning, the likelihood of a behavior is increased or decreased by the consequences that follow. Meaning the behavior will happen more or less often depending on its results. When an animal performs a particular behavior that produces a favorable consequence, the animal is likely to repeat that behavior.

Animals learn by the principles of operant conditioning every day. For example, woodpeckers find insects to eat by pecking holes in trees with their beaks. One day, a woodpecker finds a particular tree that offers an especially abundant supply of the bird's favorite bugs. The woodpecker is likely to return to that tree again and again.

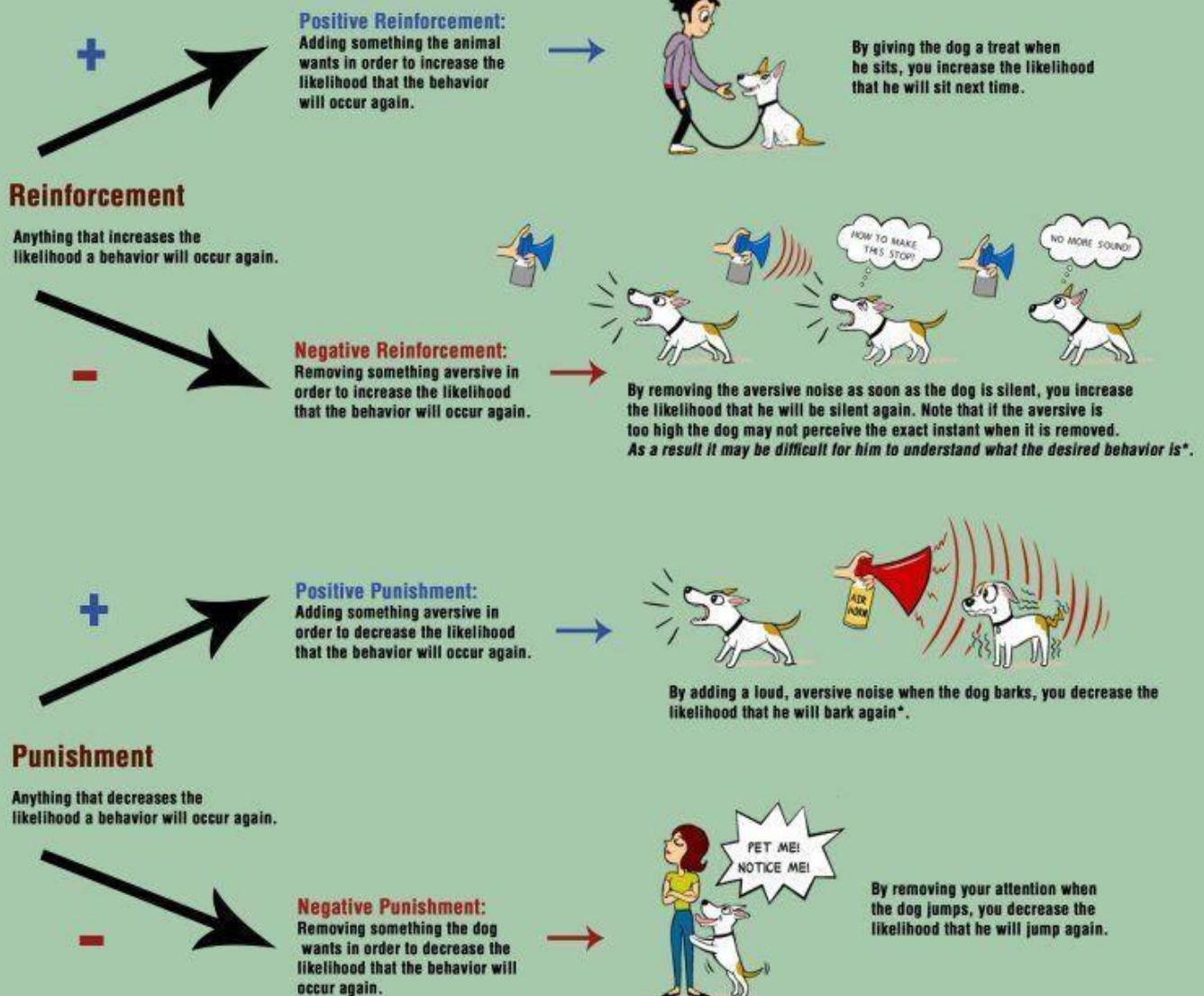
Humans learn by the same principles. For example, consider the behavior of a child doing chores. Suppose a child voluntarily performs a chore, like cleaning the garage or washing the car. If the behavior is reinforced by positive attention such as praise, money, or some other reward, the child is likely to do additional chores on his own. If no positive attention were to follow, repeating that behavior would be less likely.

Animal trainers apply the principles of operant conditioning. If an animal performs a behavior that the trainer wants to see performed again, the trainer will administer a favorable consequence.

Operant training is our ideal method of training service dogs. When done correctly it is a very successful tool to use while teaching tasks, obedience, and behaviors. When using operant training, a clicker is desired or the marker word "yes". Practicing timing to mark behavior will give you faster results with your pup.

The Four Categories of Operant Conditioning

How to Classify Techniques in a Methodical Manner



Step 1:
Define the behavior.

Step 2:
Decide whether you want to increase or decrease the behavior.

Step 3:
Decide whether you are adding or subtracting something.

*Note that Dr. Yin is not advocating aversive techniques. Rather, she is providing examples of the various categories of operant conditioning.

©2012 Dr. Sophia Yin, DVM, MS

Classical Conditioning

Classical conditioning involves placing a neutral signal before a naturally occurring reflex. In Pavlov's classic experiment with dogs, the neutral signal was the sound of a tone and the naturally occurring reflex was salivating in response to food. By associating the neutral stimulus with the environmental stimulus (food), the sound of the tone alone could produce the salivation response. Classical conditioning involves forming an association between two stimuli resulting in a learned response.⁴ There are three basic phases of this process.

The first part of the classical conditioning process requires a naturally occurring stimulus that will automatically elicit a response. Salivating in response to the smell of food is a good example of a naturally occurring stimulus.

During this phase of the processes, the unconditioned stimulus (UCS) results in an unconditioned response (UCR).⁴ For example, presenting food (the UCS) naturally and automatically triggers a salivation response (the UCR). At this point, there is also a neutral stimulus that produces no effect—yet. It isn't until this neutral stimulus is paired with the UCS that it will come to evoke a response.

Let's take a closer look at the two critical components of this phase of classical conditioning:

- The unconditioned stimulus is one that unconditionally, naturally, and automatically triggers a response.⁴ For example, when you smell one of your favorite foods, you may immediately feel very hungry. In this example, the smell of the food is the unconditioned stimulus.
- The unconditioned response is the unlearned response that occurs naturally in response to the unconditioned stimulus.⁴ In our example, the feeling of hunger in response to the smell of food is the unconditioned response.

During the second phase of the classical conditioning process, the previously neutral stimulus is repeatedly paired with the unconditioned stimulus. As a result of this pairing, an association between the previously neutral stimulus and the UCS is formed.

At this point, the once neutral stimulus becomes known as the conditioned stimulus (CS). The subject has now been conditioned to respond to this stimulus. The conditioned stimulus is a previously neutral stimulus that, after becoming associated with the unconditioned stimulus, eventually comes to trigger a conditioned response.⁴

In our earlier example, suppose that when you smelled your favorite food, you also heard the sound of a whistle. While the whistle is unrelated to the smell of the food, if the sound

of the whistle was paired multiple times with the smell, the whistle sound would eventually trigger the conditioned response. In this case, the sound of the whistle is the conditioned stimulus.

Once the association has been made between the UCS and the CS, presenting the conditioned stimulus alone will come to evoke a response even without the unconditioned stimulus. The resulting response is known as the conditioned response (CR).⁴

The conditioned response is the learned response to the previously neutral stimulus. In our example, the conditioned response would be feeling hungry when you heard the sound of the whistle.

Key Principles

Behaviorists have described a number of different phenomena associated with classical conditioning. Some of these elements involve the initial establishment of the response while others describe the disappearance of a response. These elements are important in understanding the classical conditioning process.

Let's take a closer look at five key principles of classical conditioning.

Acquisition

Acquisition is the initial stage of learning when a response is first established and gradually strengthened. During the acquisition phase of classical conditioning, a neutral stimulus is repeatedly paired with an unconditioned stimulus.

As you may recall, an unconditioned stimulus is something that naturally and automatically triggers a response without any learning. After an association is made, the subject will begin to emit a behavior in response to the previously neutral stimulus, which is now known as a conditioned stimulus. It is at this point that we can say that the response has been acquired.

For example, imagine that you are conditioning a dog to salivate in response to the sound of a bell. You repeatedly pair the presentation of food with the sound of the bell. You can say the response has been acquired as soon as the dog begins to salivate in response to the bell tone.

Once the response has been established, you can gradually reinforce the salivation response to make sure the behavior is well learned.

[Acquisition in Classical Conditioning](#)

Extinction

Extinction is when the occurrences of a conditioned response decrease or disappear. In classical conditioning, this happens when a conditioned stimulus is no longer paired with an unconditioned stimulus.

For example, if the smell of food (the unconditioned stimulus) had been paired with the sound of a whistle (the conditioned stimulus), it would eventually come to evoke the conditioned response of hunger.

However, if the unconditioned stimulus (the smell of food) were no longer paired with the conditioned stimulus (the whistle), eventually the conditioned response (hunger) would disappear.

[Extinction in Classical Conditioning](#)

Spontaneous Recovery

Sometimes a learned response can suddenly reemerge even after a period of extinction. Spontaneous recovery is the reappearance of the conditioned response after a rest period or period of lessened response.⁷

For example, imagine that after training a dog to salivate to the sound of a bell, you stop reinforcing the behavior and the response eventually becomes extinct. After a rest period during which the conditioned stimulus is not presented, you suddenly ring the bell and the animal spontaneously recovers the previously learned response.

If the conditioned stimulus and unconditioned stimulus are no longer associated, extinction will occur very rapidly after a spontaneous recovery.

[What Is Spontaneous Recovery?](#)

Stimulus Generalization

Stimulus generalization is the tendency for the conditioned stimulus to evoke similar responses after the response has been conditioned.⁸ For example, if a dog has been

conditioned to salivate at the sound of a bell, the animal may also exhibit the same response to stimuli that are similar to the conditioned stimulus.

In John B. Watson's famous [Little Albert Experiment](#), for example, a small child was conditioned to fear a white rat. The child demonstrated stimulus generalization by also exhibiting fear in response to other fuzzy white objects including stuffed toys and Watson's own hair.

[How Stimulus Generalization Influences Learning](#)

Stimulus Discrimination

Discrimination is the ability to differentiate between a conditioned stimulus and other stimuli that have not been paired with an unconditioned stimulus.⁹

For example, if a bell tone were the conditioned stimulus, discrimination would involve being able to tell the difference between the bell tone and other similar sounds. Because the subject is able to distinguish between these stimuli, they will only respond when the conditioned stimulus is presented.

[Understanding Stimulus Discrimination](#)

Classical Conditioning Examples

It can be helpful to look at a few examples of how the classical conditioning process operates both in experimental and real-world settings.

Fear Response

John B. Watson's experiment with Little Albert is a perfect example of the fear response. The child initially showed no fear of a white rat, but after the rat was paired repeatedly with loud, scary sounds, the child would cry when the rat was present. The child's fear also generalized to other fuzzy white objects.

Prior to the conditioning, the white rat was a neutral stimulus. The unconditioned stimulus was the loud, clanging sounds, and the unconditioned response was the fear response created by the noise.

By repeatedly pairing the rat with the unconditioned stimulus, the white rat (now the conditioned stimulus) came to evoke the fear response (now the conditioned response).

This experiment illustrates how phobias can form through classical conditioning. In many cases, a single pairing of a neutral stimulus (a dog, for example) and a frightening experience (being bitten by the dog) can lead to a lasting phobia (being afraid of dogs).

Taste Aversions

Another example of classical conditioning can be seen in the development of conditioned [taste aversions](#). Researchers John Garcia and Bob Koelling first noticed this phenomenon when they observed how rats that had been exposed to a nausea-causing radiation developed an aversion to flavored water after the radiation and the water were presented together.¹¹

In this example, the radiation represents the unconditioned stimulus and the nausea represents the unconditioned response. After the pairing of the two, the flavored water is the conditioned stimulus, while the nausea that formed when exposed to the water alone is the conditioned response.

Later research demonstrated that such classically conditioned aversions could be produced through a single pairing of the conditioned stimulus and the unconditioned stimulus.

Researchers also found that such aversions can even develop if the conditioned stimulus (the taste of the food) is presented several hours before the unconditioned stimulus (the nausea-causing stimulus).¹¹

Why do such associations develop so quickly? Obviously, forming such associations can have survival benefits for the organism. If an animal eats something that makes it ill, it needs to avoid eating the same food in the future to avoid sickness or even death.

This is a great example of what is known as biological preparedness. Some associations form more readily because they aid in survival.¹²

To summarize, classical conditioning + clicker can be easily used to shape behaviors. In the service dog world, classical conditioning will be used to teach dog to press a handicap button simply because he sees it, or touch a handler's leg because its shaking, or picking up a dropped item because it's one of the items that always needs to be returned to handler (like

keys or a phone). It is critical for a dog to make these independent choices as that is the pinnacle of a service dog's job. They learn to do it because that is what is supposed to be done without question.

Clicker Training

What Is Clicker Training?

Clicker training is one way to apply positive reinforcement techniques, with the added benefit of a clicker. A clicker is simply a small mechanical noisemaker. The techniques are based on the science of animal learning, which says that behaviors that are rewarded are more likely to be repeated in the future. So rather than focusing on what your dog is doing wrong, and taking good behavior for granted, clicker training flips the script and concentrates on what your dog is doing right. By telling your dog what to do, instead of what not to do, you can have an incredible effect on how your dog chooses to behave.

The value of the clicker is that it tells your dog exactly which behavior you're rewarding. By clicking at the right time, you can "mark" the moment your dog did what you wanted. So rather than having to guess what you liked, the click tells your dog precisely what they did correctly. For example, if you're training your dog to sit, you would click at the moment your dog's butt hit the ground.

What Is the Meaning of the Click?

The clicker is merely a way to mark a moment. There is nothing magical about that specific noise, except that you likely never make it around your dog outside of training. Therefore, you can substitute anything as a marker as long as it's distinct from other ways you communicate with your dog. For example, you could snap your fingers, blow a whistle, or cluck your tongue. Many people use a marker word like "Yes" or "Good." For a hearing impaired dog, you could use a light or a gentle tap on the shoulder.

Of course, the click or other marker itself is meaningless until it's paired with a reward. The click simply indicates a reward is on the way. Although edible treats are the best incentive for most dogs, a reward is anything your dog values. So, if your pup would rather work for a game of tug-of-war than a chunk of chicken, play that instead. The important part is timing and consistency. The click must mark the correct moment and every click must be followed by a reward.

How Does Clicker Training Help?

In positive reinforcement training, a dog is rewarded after performing a desirable behavior. Without the use of a clicker or other marker, it might be obvious to the trainer what is being rewarded, but is it obvious to the dog? For example, when teaching a dog to lie down, how do you make it clear you are rewarding belly on the ground? You have to make sure the reward is given while the dog is lying down rather than the dog getting up to get it. Otherwise, the dog might think the reward is for standing up or walking toward you. That's easy with food treats, but impossible if the reward is a round of fetch or tug.

What about dogs who pop up from a down as soon they touch the floor? You can't possibly get the reward to them fast enough. Or what about more challenging behaviors like those performed at a distance? How do you get your dog a reward for jumping through a hoop at the exact moment they pass through the hoop? That's where the power of the click or other marker comes in. The click marks the moment you are going to reward, then bridges the gap in time until the reward arrives. Your dog knows exactly what action was correct.

But couldn't you just use praise in the same way? You could, but it's not nearly as clear. You communicate with your dog using praise all the time. In fact, it's a wonderful part of rewarding your dog. Plus, there is nothing about praise that is specific to the training situation, nor would you want that to be the case. Gushing over your dog is part of the joy of dog ownership. Using a clicker or other training-specific marker prevents confusion about the reward to come.

On top of the benefit of clarity, clicker-trained dogs tend to love learning. They want to train and work hard to earn a click. From your dog's point of view, mark and reward training makes teaching new behaviors a game. It takes pressure off the trainer too. Looking for clickable moments means you focus on your dog's good choices, rather than dwelling on mistakes. Like any form of positive reinforcement training, clicker training boosts your communication, builds your bond with your dog, and makes training fun.

To use a clicker or other marker, you'll first need to teach the dog what the marker means. Sometimes called "loading the clicker," you pair your chosen marker with a reward. So, click, then immediately treat. After about 10–20 repetitions, your dog will understand that the marker predicts a coming reward. Now you're ready to put the clicker into practice.

You can use your marker with lure-and-reward training, where you use a reward to lure your dog into the behavior you're looking for. But it's also useful for shaping behaviors. Shaping involves building a complex behavior through baby steps. The clicker is also a great way to capture good behavior. So, if you see your dog lying quietly on a mat instead of begging at the table, click then reward that behavior. Or if your dog has all four paws on

the floor when the doorbell rings, click that moment before your dog has a chance to jump on guests. Last but not least, clicker training is a great way to teach tricks.

Eventually, when your dog has learned a new behavior, you won't need the marker anymore. After all, it's simply a teaching tool. But whenever you want to lure, shape, or capture a behavior, the clicker or other marker will help you communicate clearly with your dog so the behavior you want is the behavior you'll get.

Lure-and-Reward

The lure-and-reward method uses a treat to lure your dog into different behaviors. Simply hold a delicious and motivating treat to your dog's nose, then slowly move it around to get him to move the way you want. The treat acts like a magnet for your dog's nose, and where his head goes, his body will follow. For example, if you want him to sit, move the treat up and slightly over his head. As he looks up at the treat, his rear will fall to the ground. If you want your dog to spin around, move the treat in a circle. After your dog completes the behavior, reward him so that he knows he did what you wanted.

You should only need to do a few repetitions with food in your hand for your dog to get the right idea. Once he's reliably following the lure, it's time to fade it, so that he doesn't become reliant on seeing the treat to perform the behavior. Continue to repeat the hand motion, but without any food. Your dog should follow your empty hand the same way he followed the treat. Reward him with a treat after he does what you directed.

The motion of your empty hand will naturally become a hand signal for your dog. Repetition by repetition, you can gradually make your hand motion smaller and subtler, so rather than starting at your dog's nose and moving with him, you can gesture at your side.

Once your dog has mastered the behavior, and it looks the way you want with the hand signal alone, you can add the verbal cue. Simply say the verbal cue, wait a moment, then give the hand signal. Be sure to reward your dog when he does what you've asked. In time, he will learn the word, and you can use it alone.

It's important to fade the lure (move to an empty hand) as quickly as possible, so your dog doesn't become reliant on seeing food. Some dogs will follow an empty hand with no problem, whereas others struggle to make the transition. They think they will only get a treat if they can see it from the start. Your dog needs to understand that the lure and the reward are two separate things. To help him understand this, fade the lure in three steps:

1. Lure your dog with a treat, and then when he does as you've asked, give him the lure as his reward.
2. Lure your dog with a treat but reward him with a treat from your other hand when he does what you've asked.
3. Lure your dog with an empty hand, then reward him with a treat from the other hand when he does what you've asked.

If your dog is still struggling to make the switch from a food lure to an empty hand, try rubbing the fingers of your lure hand with a stinky treat to make them smell like something is there. Then be sure to deliver a treat from the other hand, as soon as your dog performs the behavior. Or keep your treats hidden until it's time to reward your dog, so he never knows where they are coming from.

You can also try using lures that aren't food, like a toy or a ball. As long as your dog wants to work for it, the item will make a great lure. When you reward your dog, don't always give him the toy. Surprise him with something else instead to help him distinguish between the lure and the reward and to prevent him from needing to see what he's going to get before listening to you.

If you're using a clicker or other marker when training your dog, you don't need to fade it like you do the lure. Instead, you can stop using it outright when your dog no longer needs it. The clicker is a learning tool, so once your dog has mastered performing a behavior on a hand signal or verbal cue, you don't need to mark the correct behavior anymore. If your dog's response starts to get sloppy in the future, bring the marker back to help you refine his performance.

Shaping Behavior

When your dog understands the clicker, start with something simple. Let's say that you want to teach your dog to touch an object. Put the object on the floor between you and your dog. Watch him very closely; the very moment he has any interaction at all with the object, even the smallest glance, click immediately and reward. Then "reset" by tossing a treat a few feet away and wait for him to come back and do it again. It will probably take just a few repetitions for your dog to figure out what he needs to do to earn that treat.

Now let's make it a little harder: ask him to push the object. As he gets more excited about touching the object, wait just a little longer after the touch. Don't say anything! He will get

impatient with you and probably give it a shove. As soon as he does, click and treat. With each success, wait just a little longer until you get the behavior you want—click! And treat.

Work with objects you have around the house. You can teach your dog to jump onto a box, get inside a box, pick up an object, push an object, and stand inside a hoop. Once you get started, you'll see that the possibilities are endless. Your dog will be offering every behavior he can think of in order to earn a reward. Short sessions are all you need; 15 to 20 minutes at a time is plenty. Always end on a successful note.

Effective Verbal Cues

- When you give a verbal cue say your puppy's name first. This ensures you that their attention is focused on you and ready to listen. For example, if you want your pup to sit you would say, "*Name*, **Sit**" to tell them to sit.
- Be sure that you give a verbal cue only once. Repeating verbal cues only teaches your pup to ignore what you are telling to them.
- Give one verbal cue at a time. Let your puppy think through and fully complete the task before you move on to the next verbal cue.
- Praise your puppy every time they do what you have told them to do.
- Release your puppy by saying the release word **release** and not by praising them. Your pup should remain in the same position throughout and after being praised.

Tone of Voice

- Your tone of voice can influence how your puppy responds to the verbal cues you are giving them.
- All verbal cues need to be given in a way that is clear and confident.
- Do not shout at your puppy.
- Whispering or being unsure about the verbal cue does not set your puppy up for success.
- If you want your puppy to be livelier, speak in a happy, excited tone.
- Speak to an energetic puppy in a calm, lower-energy tone of voice.
- Give each verbal cue with authority and calmness.

Teaching your puppy to respond in a reasonable manner

Puppies are not robots, nor are they fast thinkers all the time. Give your puppy time to think through the verbal cue given, but don't let them hesitate or test your authority.

- Encourage your pup to think through each verbal cue. We want every Service dog to be independent and able to think through various scenarios. If they were raised to react on reflex instead of thinking about the response it will be hard to encourage initiative and thinking during formal training.
- Learn your dog's body language and mannerisms so you can anticipate their response.
- As you are maintaining the skill, speed up stubborn responses by correcting hesitation or refusal and then praise enthusiastically when they respond quickly.

Always praise generously and consistently

- Verbal cues are only effective if followed by praise for the successful follow through.
- Service dogs need to be confident and comfortable not being micromanaged, but they also have to trust and understand and respect leadership.
- Praise is the most effective way to produce an excellent service dog!

Dog Body Language

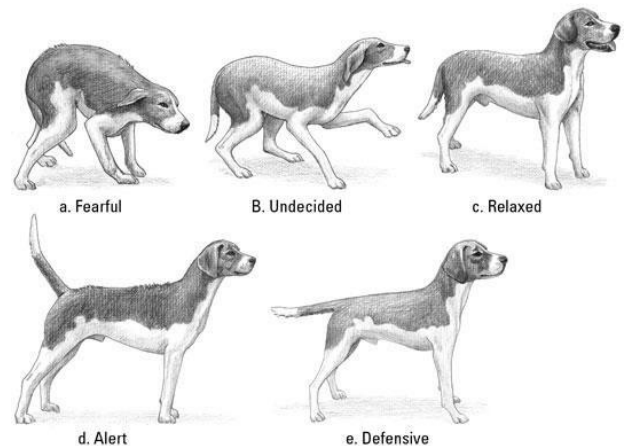
Learning how to read a dog's body language is the greatest commitment to understand how to actively communicate with your dog. Every movement a dog makes has a purpose. Every tail wag, every lip lick, and every body position. It is crucial to understand dog body language so you can identify your dog's psychological state. Dogs have personalities and temperaments, and their psychological needs must be met to maintain a stress-free life. We have an acronym to help you analyze your dog: "When in doubt, check your dog's BEETTS"

Body: A dog's weight distribution and muscle tension can tell a lot about mood and intention. Consider a cowering dog that is hunched toward the ground. That's a sign of fear or stress. The dog may be trying to get away from something and the posture makes the dog appear smaller. In other words, it says, "I mean no harm." The extreme of this posture is a dog that rolls onto their back exposing the belly. This may look like a dog soliciting a belly rub, and in a relaxed dog, it often is. But it can actually be a sign of considerable stress and anxiety. The dog may even urinate a little in appeasement.

The opposite posture is a dog with his or her weight shifted forward and tense body. This dog is trying to get closer to something. This might simply indicate the dog's interest. But it could also indicate offensive intentions, particularly paired with other aggressive body language cues like a twitching tail held high. In this case, the dog is trying to appear larger. Extreme of this will be piloerection or hair standing up down dog's back or completely stiff body.

An easy-to-read aspect of dog body language is the play bow. This is when dogs place their chest on the ground with their rump in the air.

As the name implies, it's used to initiate play with other dogs and even with people.



A less easily understood signal is the paw raise.

In the pointing breeds like the English Setter, the paw raise is part of pointing behavior where the dog indicates nearby prey. But outside of this context, a raised paw often indicates a dog is uncertain about a situation or perhaps feels a bit insecure.

Eyes: You can learn a lot about your dog's internal state by looking at the eyes. First, a dog's eyes can be soft or hard. Soft eyes have relaxed lids and sometimes look like the dog is squinting. They indicate the dog is calm or happy. The opposite is hard eyes where the eyes seem to go cold. These indicate a negative state of mind, and you'll know them when you see them. The dog might be guarding a toy or feeling aggressive. A hard stare, where the dog looks intently at something, especially for a long time, usually signals a threat.

Eye contact is an important signal for dogs. Just as the hard stare can be a precursor to aggression, looking away is meant to calm a situation. When dogs feel stressed, they will pointedly look away and avoid eye contact. People often interpret this as their dog ignoring them or being stubborn, but the dog is expressing discomfort.

The whites of the eyes are another key indicator. Known as “whale eye”, when a dog shows the whites of the eyes, it’s a signal they are feeling anxious or stressed in a situation. You might see them when you make your dog uncomfortable, like when you pat your dog on the head, or when they’re afraid someone will steal a bone or toy. This can be seen in extreme stress, fear, or excitement.



Ears almost have their own language. If a dog’s ears are gently pulled back, accompanied by happy tail wag, it means they’re feeling friendly and up for some cuddles! But, if their ears are flat and pinned back or to the sides, your pooch is definitely signaling fear. Depending on the overall body language followed by flattened ears, it might be a submissive gesture or a precursor to an attack. If the dog is growling, barking or looks like they’re preparing to pounce, you should approach with caution. Whenever a dog is curious or on alert from something, they’ll point their ears up, often followed by an adorable, cocked head. If you look carefully, you’ll notice that dogs slightly tip their ears in the direction of the object or person that piqued their curiosity. When it comes to my dogs, they usually point their ears at the silly person babbling at them.

Tongue Dogs have similar facial features as people, but they don’t use them in the same



way. Consider yawning. People yawn when they’re tired or bored, but dogs yawn when they’re stressed. Dogs use yawning to calm themselves in tense situations and to calm others, including their owners.

Lip-licking is another bit of dog body language that people often misinterpret.

Just like people, dogs will lick their lips after a delicious meal, but they will also do it when they feel anxious.

Sometimes the tongue flick is so quick it's tricky to notice. Your dog isn't signaling a desire to lick your face, but rather discomfort with a given situation.

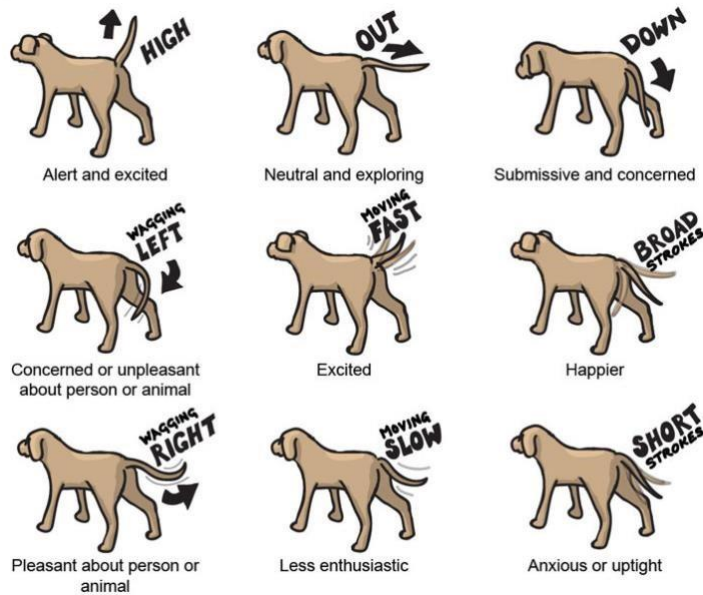
The most confusing facial expression is smiling. Yes, some dogs smile, and if you're not familiar with the expression it can look terrifying. Usually, when dogs bare their teeth, it serves as a warning, as if they're saying, "Look at my weapons." It's hard to mistake the aggressive intention of a snarl, especially when it's paired with a menacing growl. The corners of the dog's lips form the shape of a C and the front teeth are fully displayed, and ears can be forward or pinned.

Smiling dogs also display their front teeth, but the meaning is the complete opposite. Also known as a submissive grin, this expression is often found on a happy dog with a loose and wiggly posture and ears down or back. The dog's overall attitude says, "Hello, I come in peace."



Tail wagging seems like an obvious body language signal. If a dog's tail is wagging, the dog is happy, right? Wrong. People misinterpret this signal all the time. All a wagging tail means is that the dog is emotionally aroused. It could be excitement, but it could be frustration or worse. To interpret the dog's emotions and intentions, look at the speed and direction of the wag as well as the position of the tail.

Basically, the faster the wag, the more aroused the dog. Think about those long, slow, side-to-side tail sweeps your dog makes when greeting you — the type that wags the dog's whole body. That's a relaxed dog. A faster twitch-like wag indicates a higher level of arousal and possibly in a negative way. Think of a guard dog on alert. The direction of the wag may hold clues as well. Then, there's the helicopter tail wag where the dog's tail spins in a circle. Without question, that's a happy wag. You'll usually see it when a dog is greeting a beloved person.



Finally, the position of the dog's tail relative to the ground holds important clues about their emotional state. Essentially, the higher the tail, the more assertive the dog. Dogs with their tails pointing down to the ground or even tucked between their legs are feeling fear and stress. Dogs with their tails held up like a flag are feeling confident, perhaps even aggressive. Relaxed dogs hold their tails in a neutral position, but neutral depends on the breed. Some breeds, like Chow

Chows, have tails that naturally curl over

their backs whereas breeds like the Italian Greyhound have a very low neutral tail position. If you get to know your dog's neutral tail position, you will more quickly recognize when their emotions have shifted.

Sounds Dogs don't just bark to communicate. There are lots of different dog sounds our pups use to express how they feel. Sometimes, owners double as detectives in attempts to decipher the different sounds dogs make. Are they barking because they're happy or are they alerting you to danger? And are they whining because they want you to play or is it because they don't feel well? A dog may bark when they hear a noise or see something outside the window. Or, when the doorbell rings, someone comes home, or even to get your attention to indicate that they want to eat, play, or come in from outside. As most dogs bark to communicate, this is likely among the common dog sounds your pup makes. Clues like pitch, body language, and tail behavior can help. High-pitched barks are welcoming, while deep barks may be an alert.

Whining or crying is a way dogs, especially puppies, express their needs. A dog might whine for you to take them outside, feed them, or play fetch. The high-pitched cry is their way of expressing what they want or letting you know they're unhappy. Dogs may also whine when they're scared (like in a thunderstorm), or if they have separation anxiety and are left alone.

Howling may be a way to claim territory in the same way your pup pees on or marks every branch they pass to let others know they were there. The howl communicates, 'I am here,'

or ‘this yard is mine.’ Dogs can also howl to get attention. Or your dog might be triggered to howl by hearing other dogs in the neighborhood, a siren going by, or even music.

Purring is sometimes done by dogs too. This throaty, “brrr” sound is often called a “rumble” by trainers and usually signals happiness. Some owners refer to it as pig-like snuffles, Chewbacca-like, or grumbles. These dog sounds are usually a cross between a low rumble, a loud purr, and a grumbly growl.

Most of us instinctively know what the unpleasant sound of dog growling indicates. Your dog is afraid, angry, aggressive, possessive, or in pain and is warning you or someone else of their mood. Again, they’re communicating to you that something has them riled up. Some dogs also ‘play growl’ — a lower, softer rumbling growl that indicates they’re engaged with your or another dog in play.

Singing; some vocal dogs try to sing along by howling to music, ringtone, or sounds on television. If a noise has the right pitch, like an operatic aria, your singing dog may belt out a chorus. Many owners with singers find it an endless amusement. But if you need to curb the behavior — for instance, if it bothers the neighbors — training can help.

Puppy Raising 101

8 weeks to 9 months

Puppy Raising is a very hard-earned rewarding experience. It can be quite fun and equally challenging. It is not for the faint of heart! It is a full time 24/7 commitment. You are responsible for a dog that will one day bring independence to a disabled individual and your job is to raise a dog that can make good independent decisions without the need for correction. You will need to teach your dog a very long list of training and etiquette from remaining in a calm down stay for possibly several hours to doing difficult tasks that require persistence and precision. You must be very alert and aware of your surroundings and develop the ability to read dog body language, multitasking, and assessing situational suitability for the tasks at hand. You must be confident and comfortable taking a puppy in public and having them live in your home for 1-2 years.

Objectives

1. **Socialization:** Socialize pup outside of home at least 5 times/week in a variety of places. They need to be exposed to everything there is to see in the world throughout their upbringing to begin being comfortable in their changing environments
2. **Good House Manners:** Service dogs are expected to have excellent house manners. Introducing correct behaviors from the start will build a strong foundation for good choices in the future.
3. **Relieving routine:** Service Dogs are expected to have a reliable relieving routine free of accidents. You will teach pup to relieve on cue and build a routine with duration between relieving opportunities
4. **Ensuring Success:** This becomes a very difficult job. Some dogs are not suited to be a service dogs despite our best efforts. In order to ensure safety of future clients and well-being of each dog it's up to us to decide if a dog has what it takes to meet our standard requirements for service dogs. It's the puppy raiser's job to inform Anthem of any and all behavior, temperamental, and medical concerns. Sometimes there are other career paths the dog can take on instead of being a service dog even if that means they're a loving pet. We want each of our trainers/raisers to be successful in their raising endeavor and give you the best possible tools to take on the challenge.

Preparing for a puppy

Decide where your puppy will be sleeping. Pup should be in the same room as you in a kennel. To discourage eliminating in the kennel, your pup should have just enough space to stand, turn around, and lay down. Dogs will not eliminate where they sleep unless they simply can't hold it any longer.

Decide where pup's potty area designation will be outside.

Decide where pup will eat. Keeping these daily 'involuntary' activities on repeat will help pup adjust much faster.

Go over guidelines with family members so that everyone understands what needs to be done and the role they play. Even ignoring a dog is part of a role that family can play. Anything from interacting when its time to interact and not giving in to interactions are all part of a service dogs introduction to training and socializing around people.

In order to provide the foundation for training a service dog, the puppy needs to learn how to do the following:

- Interact with humans and willingly work with and for their handler's praise and affection.
- Ignore distractions that a pet would show interest in.
- Behave appropriately in any situation – even ones that encourage distraction and play.
- Be comfortable in many different environments ranging from quiet rural areas to busy cities.
- Remain calm and comfortable when being groomed and handled.
- Be relaxed and comfortable in transportation.
- Be friendly and relaxed around other animals without becoming distracted or seeking their attention.
- Be friendly and relaxed with all types of people without seeking their attention.
- Be comfortable walking on all types of surfaces, stairs, and elevators calmly and confidently.
- In public and the house, ignore desirable items such as food left on the floor, trashcans, or objects such as shoes.
- Relaxed and confident in all situations.

Even though service dog puppies are different from pet dogs, they can still have fun! They love being with their puppy raiser (you!), playing with other dogs and puppies when it's appropriate, and playing modified fetch and hide and seek.

Puppy Proofing

"If its nose level its fair game!"

Puppy proof your home before pup arrives! Puppies explore the world with their mouths first. Which means anything that can fit in their mouth will probably end up in their mouth. Look for small items that may have been unnoticeably left...

- under the sofa
- under a recliner
- under your bed
- on an open cabinet

Identify accessible hazards such as...

- Open top trash bins (consider locking bins or storing bin behind a door)
- Chemicals or medicines on open shelves or low cabinets that could be easily accessed
- Potted plants on the floor or in window sills or reachable for a pup
- Food stored at pup's nose level
- Tablecloths that can be pulled off table with items that could fall and injure pup
- Open fireplace (puppies love the gravel in gas fireplaces and wood in traditional fireplace!)
- Electric wires that can be chewed- lift or hide anything within pup's reach
- Crafts kits left within reach (glue, sewing needles, string, tape, scissors, elastic, etc.)
- Area rugs (especially with fringes) are almost always a first line chew item for a pup
- Stairs can be a hazard until pup learns how to negotiate them
- Children's toys can and will be destroyed if a pup has access to them
- Shoes on the floor
- Window blind cords
- Tv remotes
- Toiletries

Chemicals, cleaners, paints, adhesives, etc. should be placed at a height over your shoulders to ensure even a grown dog will not have access to them. If you cannot get them up high, a child locked cabinet is acceptable. This includes garage items.

Outdoor/yard Hazards

- Decks pups can squeeze under as well as nails or holes on top side of decking
- Swimming pools can be a drowning hazard for puppies! They are not strong enough swimmers and will not have learned how to exit. If you have a pool that is not fenced and over 12" deep pup must be supervised outside at all times. *If you have a pool and the weather is warm, teach your pup how to swim and how to exit the pool! Safety is all about preparedness.
- Access gates need to have a lock or carabiner on handle at all times
- Fencing should be intact and adequate to contain dog
- Treated lawns (fertilizers and weed killers) can poison dogs and puppies. It is recommended to stay off lawns for at least 24-48 hours so potty breaks will need to be taken away from treated lawn

- A curious puppy is not a good mix with small reptiles that may come in the yard. If you are prone to snakes, snapping turtles, lizards, etc. Pup could get bitten simply for investigating new creatures
- Poisonous plants! Puppies LOVE to taste the world and plants are usually the first in line. Research the plants within pup's reach to ensure they are nontoxic **A young puppy (under 6 months) must be crated or supervised at all times.**

Once pup has developed good house manners, it is very important that you slowly restore items to their original locations. During that time, you will teach pup to respect and leave those items when told to do so.

Week 1 & 2 with new puppy

Bringing a puppy home can be very stressful for a new pup. Recently separated from the litter can be confusing and lonely. For the first 1-2 weeks focus on potty training and keeping a soothing and calm environment. No need to start obedience or tasking right off the bat until pup starts feeling comfortable and active. Working on bonding in the first couple of weeks will make intro to training much more enjoyable for pup.

Let pup join you during your daily chores! Whether its cooking, eating, showering, or doing laundry, allowing pup to investigate everything you do will continue to grow your bond.

Potty Training

There are many great methods of potty training and it's all about schedule. An example of a good potty schedule:

Wake up and carry straight outside. Wait for both a pee and poop! Carrying pup does not give him the chance to stop and potty enroute.

Breakfast; back outside within 10 minutes!

Playtime and back outside within 30 minutes

Outside within 5-10 minutes after every good water bowl visit

Nap time; straight outside after waking up!

Lunch; back outside within 10 minutes

Playtime; outside every 30 minutes; 5-10 minutes after any water breaks

Nap; outside straight after

Dinner; outside within 10 minutes of eating

Playtime; outside every 30 minutes; within 10 minutes of a water break

Right before bed

Seeing a pattern? Oral intakes need a potty break within 10 minutes of consumption. And about every 30 minutes thereafter for age 2-3 months old. Setting up a schedule means setting pup up for success. As pup ages week after week, his time without potty should start extending minute by minute.

Tip: A puppy should be able to “hold it” 1 hour for every month of age not including nighttime sleeping.

Expect accidents and keep carpet cleaner handy. Start studying body language of a pup before potty time. This usually involves intense stiffing around an area (usually the same areas).

Should puppy start to potty on the floor, do not yell, scream, or make excessively loud noises. Quickly walk up to pup and pick up as pups will immediately cease when their body is moved. Take outside and encourage pup to finish

Giving pup a chance to relieve before and after entering a public space sets him up for success. Learn your dog's body language signal that he needs to potty as this will help for future public outings. Remember, dogs stress poop! Introducing new environments should be short outings to reduce stress and make positive associations.

**Tip: When treating during public outings/training or heavy water intake, your pup will likely need to potty during the middle of your outing. Always keep in mind what goes in must come out!*

Pup should be 100% reliably potty trained by 9 months old. This means no house or public accidents.

Pups should not relieve anytime they want unless released for free/play outside. This means in while working in vest or not (even walking through a park) a pup cannot stop to relieve when they want. They must be released to do so. Think of a person in a wheelchair

out without their family there to cleanup pup's mess- A service dog cannot stop and potty until their handler is ready to responsibly clean up after their dog. Establishing this rule during potty training will set dog up for success in the future.

“Go potty” on cue

One of the most important foundations you can teach your puppy is a consistent relieving verbal cue and routine. To be a service dog your puppy must learn to relieve on verbal cue and on leash.

As you know, your job as a puppy raiser is to teach your puppy verbal cues and behaviors that will be the foundation for their Service dog training. Your puppy needs to learn how to “go potty” on verbal cue and control their relieving while they are working.

Focus on teaching your puppy when and where to relieve so a negative pattern is not created by letting your puppy decide indiscriminately when to relieve. It is important that your puppy only relieves themselves when told to do. Provide plenty of positive opportunities to relieve in their designated spot. Creating a pattern and routine will build a foundation for correct relieving habits.

When your puppy is in public keep the exposures short and close to an exit. Always have cleanup supply bag/backpack in case an accident does occur. A puppy should not establish the habit of relieving in stores or public areas. If your puppy did not relieve at home they should be given the opportunity before entering a public space.

Never use neighborhood walks as an opportunity for relieving. Your puppy should Go Potty before and after walks and playtime so they don't get in the habit of relieving indiscriminately.

Any time a puppy relieves themselves without being given the verbal cue to do so is an accident – in stores, on neighborhood walks, even pulling off to the side as an indication is an accident. An accident is any unplanned relieving.

The verbal cue **Go Potty** should be given to teach your puppy to relieve when you ask them to relieve themselves. It's important that your puppy learns to relieve themselves only where and when you ask them to when they are on leash.

Teaching your puppy the “Go Potty” cue

- To teach this verbal cue most effectively, pick a designated busy spot at your home and take your pup to the designated area every time early in their training. Using the same door to exit your home will also help establish a consistent potty routine.
 - At a young age many puppies will need to be carried to their potty area to prevent them from relieving themselves before given the verbal cue or having an accident in the house.
- Once your puppy is in their busy area, give the verbal cue **Go Potty** and allow them to sniff while walking around you.
 - As the handler you should stay stationary and allow your puppy to circle around you. There is no need to move to a “new” spot or allow your puppy to drag you to sniff.
- When your puppy starts to relieve themselves say “**Go Potty**” followed by praise. Wait until they are done urinating or defecating to praise them, but quietly tell them **Good Potty**. It may take several weeks for your puppy to correlate relieving with the potty verbal cue.
- Once your puppy seems to understand the potty verbal cue start saying **Go Potty** *right before* they start to relieve. As before, praise your pup once they have urinated or defecated.
- Once you have done this for several days and the connection seems to be understood, start saying the verbal cue as your pup indicates they are about to go potty but hasn’t started yet.
- Then, start saying the verbal cue when you get to the area where they normally relieve themselves.
- Follow a consistent routine and be patient. Always relieve your pup on leash and praise them when they are done!

Leisure Walks

Do not allow your pup to potty in the middle of a leisurely walk. Pup must be released to potty. This means you must give pup ‘permission’. Say you walk out to begin your walk, ask pup to ‘wait’ before stepping into grass and then ‘go potty’ with the length of the leash. During walk pup may not stop to potty. To ensure their success rate do not ask for a longer walk than their ability to hold it. This part is crucial for public outings.

Public Outings

Always give pup an opportunity to potty prior to entering a public space. Even if they went right before you left the house. It will still reinforce “go potty” on cue in their vest. Keep water and a travel bowl for public outings especially during the summer months. With that, take extra care knowing pup will need more frequent potty breaks. The more duration you add between potty breaks, the better pup will become accustomed to holding it during errands.

Introducing the Vest & Harness

Goal: The puppy should see the vest or harness and walk straight into the neck hole without reservation. Practice this method for both items.

The puppy vest should be introduced after 2 weeks from arrival to you (after pup has adjusted to the change in environment). Working pup in vest on and off will generalize behaviors both in and out of vest. For initial introduction of vest for puppies, that means eating time, tie-down time, and focused training sessions.

When introducing the vest, make sure you have treats and/or a toy and are ready to make it fun and positive. Allow pup to inspect vest (no biting or chewing) and when pup shows interest reward!

Lay vest on the floor and place treats “inside” the neck hole for pup to walk up and eat. Repeat this a few times and move to holding up the vest slightly off the floor where pup has to reach through to get the treats. When he does say “get dressed” once. Repeat this and move around where pup needs to make effort to get the treats.

Next, hold treats in one hand and lure pup through the neck hole saying “get dressed” when pup steps through and reward. Make this a fun game where pup has to move around wherever the vest is to put his head through the neck hold.

If pup shows any reservations about putting his head in, go back to step one and stay there for a few days/sessions until pup’s confidence grows. The vest should never be forced onto a pup. This can decrease pup’s confidence and create a noteworthy setback for pup’s future.

Introducing the Crate

Goal: The puppy should feel like the crate is a comfortable, safe place to relax. The crate should be an aide to keep your home and the puppy safe, teach polite house manners, and confine the pup when you cannot supervise them. The crate should not be used for more than 4 hours during the day with an adult dog. Younger pups cannot stay in the crate for that long and will need time adjusted accordingly. While you are puppy raising, the pup should be comfortable in the crate without vocalizing, relieving, or being destructive.

Setting up for Success

- Feed 50% of meals in the crate until the pup is eagerly going into the crate. This can take several months, but the more positive association, like food the dog gets with the crate the faster they will acclimate and be comfortable in it.
- Crate in your bedroom at night if possible
- If you have an additional crate it can be used for training and crating during the day in the room where you will be the most.
- Do not leave the puppy unsupervised in the crate with toys, cloth or bedding. The crate should be clear of items the pup can destroy or ingest.
- If pup is crated *and supervised*, Give the pup a toy to play with in the crate. They can have a Nylabone or other approved toys to keep their interest if you need a break.
- If the pup has to be left in the crate for a period more than 15 minutes at a time during the day before they have a foundation with the crate game, give the pup a food stuffed toy.
- Soak the food for at least 10 minutes in warm water and then stuff the food in the Kong or sterilized bone.
- You can freeze the toy with food ahead of time to keep the pup occupied for extended periods.
 - Make the crate fun! Play the crate game described below.
- Practice the game before bedtime or crate time during the day.

If your puppy starts vocalizing or barking and you don't feel like they need to potty, please do not reward the vocalizing by letting them out. Simply ignore it until they are quiet and then let them out once they have relaxed and settled down. Being let out for vocalizing is a demanding behavior that can cause problems in the future. Soon enough after the crate is introduced properly you will see your pup seek out their crate during meal times or when they need to rest. If the crying persists sit close to the crate but do not talk to puppy. Just sit and read or talk to someone else and ignore pup while being near.

Crate Game

Introducing the crate to the pup with food creates a positive association. Play this game several times a day when the pup is hungry, but not right before mealtimes so they don't become frustrated or frantic. • Have the crate set up in a quiet room with minimal distractions.

- Lure the pup into the crate with food so they go all the way to the back of the crate.
- Once the pup is in the back of crate, drop the food and allow them to eat the food.
 - After you have done this portion of the game several times only reward the pup for being in the back of the crate.
 - All food reward should be given in the crate during this game.
- The pup should be facing the back of the crate as they eat the food you dropped. Put another piece of kibble in your hand and extend it into the crate so the pup is met with food when they turn around.
- Let the pup leave the crate if they want to do so.
- Lure the pup back into the crate several times with food until they make the connection that food is delivered in the crate. Continue to meet the pup with food when they turn around to walk out.
- After luring the pup into the crate 5-10 times, start letting the pup walk into the crate on their own.
 - Once the pup walks in drop food into the crate from the top. Do not drop the food in until the pup steps into the crate.
- Meet the pup with a piece of kibble when they turn around.
- If the pup becomes hesitant to leave the crate, lure them out with kibble. Then, allow the pup to walk back in and be reinforced with food by walking into the crate.
- As the pup turns around in the crate after the first food reward you dropped in, quietly close the door. Feed the pup several times through the door.
- Then, delay the feeding 5-6 seconds. Continue increasing the duration of time between feeding through the closed door.
- After feeding 10-15 pieces of kibble, open the door. Feed the pup several pieces of kibble in the crate with the door open.
- When the pup walks back into the crate close the door and increase the time between feeding 10-20 seconds.
- Open the crate and feed the pup at the entrance before they exit.
- Allow the pup to walk back into the crate. Close the crate and walk away. Return to the crate after several seconds and feed the puppy.
- Continue increasing and varying the duration of your time away from the crate to 20 seconds.
- Walk out of the room and pup's sight for several seconds and increase and vary the time with your absence.

- Increase the distractions and sounds when away from the crate by moving the crate into a different room, allowing your pets to enter the room, turning on the radio or tv.
 - Place a toy in the crate for the pup to chew on during this step of the exercise.
 - Return and reward after shorter periods away when increasing stimulation in the environment.
- Continue this exercise by placing the pup in the crate while you're home. Leave the room, but return to reinforce the pup's quiet and calm behavior with food reward.

At-home Behavior Expectations

Even if a dog is well socialized and has wonderful obedience, they cannot become a service dog with poor house manners. If a dog has poor or unacceptable house manners, they cannot become a service dog because they will be unsafe or destructive in the home. Service dogs have to be trustworthy when left alone in all situations: their handler's home, hotels, office settings, and other people's homes.

A puppy raiser's most important job creating boundaries in the home and teaching excellent house manners. It is harder to correct poor house manners than it is to prevent them from happening so it's our job to teach good house manners.

Our job is to teach the puppy correct and acceptable house behavior and then test their skills as they mature and age. In order to do so a solid foundation must be given to the puppy at a young age in the home.

Set up for success

When you first get your puppy, keep it contained wherever you are when pup has free time. For example, if you're working in your home office, keep door closed so you can supervise pup. You can keep toys or chew handy in each area for entertainment or work on tethering by your side. If you cannot contain pup in a space that allows full supervision, consider tethering pup to your person when you're in that area of the house.

By limiting puppy's access to the home, you can reward the pup's good behavior and correct what is undesirable. As puppy matures and proves to be trustworthy, they can be given independence in small, monitored steps.

Independence in the house is earned with consistent and reliable behavior. It is not automatically given because the dog seems old enough or good. Independence should be given in small increments and by following the age-appropriate parameters.

Beginning Good House Manners

You will be able to build on many desirable behaviors the dog exhibits throughout the course of each day. 3 steps can shape these wanted behaviors and the simple way to get started is *noticing the behaviors the pup already* does that you want to see more of. The time period most important to teach this is age 3-4 months old.

1. Noticing the desirable behavior
2. Pointing out the behaviors to the pup (marker word "yes!" or click)
3. Rewarding the pup with food/treat to increase and strengthen the behavior

By telling the dog "good job!" over and over with marker training, we are encouraging the pup to be cooperative, calm, and relaxed in the home. The more we reinforce the actions and behaviors we like to see displayed by the pup, the more the pup will offer that behavior and it will become consistent and reliable.

Desired behaviors to look for:

- Walking on a loose leash (not pulling)
- Quietly chewing on a toy or just resting
- Not jumping on people
- Making eye contact when you say their name
- Not investigating tempting items on low tables
- Walking instead of running through the house
- Resting quietly next to you
- Staying quiet in the kennel while you're walking by
- Not picking up an [unapproved] dropped item on the floor
- Walking by and not looking for tempting items like kid's toys, dropped food, shoes, etc.
- Sitting politely to be pet
- Not jumping on furniture
- Waiting politely to be fed mealtimes
- Not barking at people through windows or fences

- Not barking at dogs next door
- Putting himself in kennel

This is just to get you started but you get the idea!

Keep a portion of pup's kibble nearby to start setting up for marking behaviors throughout the day. When you see the pup on their best behavior, mark the behavior with "yes!" and follow with food reward. Getting fluent in this type of behavior shaping will help you use it in public as well! Using this technique capture the dog's natural instinct to please its human. This behavior shaping is a conditioning technique that teaches desired behaviors that will stick with the dog for life.

Getting started: 2-4 months old

- The puppy should never be unsupervised for any amount of time. If you are not capable of rewarding and correcting behaviors the puppy needs to be in their kennel.
- The pup's leash should be attached to their collar and attached to you in some way.
 - When you're walking around the house the leash can be tethered to your belt, treat pouch, or in your hand.
 - When you're in a stationary position the pup can be on tie down nearby or the leash attached to you in some way.
- The kennel should be used as a tool to keep your home and the puppy safe. If you don't have time to monitor the pup's behavior, they need to be in the crate.
- Kennel time gives the puppy an opportunity to rest and recharge alone.
- Reward desired behaviors throughout the day to establish boundaries and teach your puppy correct house manners.
 - Because the puppy is enclosed with you or attached to you on leash you can catch all good behavior and praise it quickly!
 - Verbal praise and food reward can be given when the puppy settles quietly, ignores an object on the floor, doesn't jump on the furniture, etc.
 - An effective leader establishes boundaries by acknowledging and praising good behavior from the puppy.
- Praise your puppy frequently when they are doing the correct behavior without your guidance such as lying down calmly, walking through the house calmly, settling after playtime, chewing on an appropriate toy, etc.

- Anticipate puppy behaviors such as chewing, jumping on furniture, and picking up objects.
 - Prevent these behaviors by rewarding good behavior.
 - Remove tempting objects from the environment. Objects like rugs with fringe, items on low shelves, trash cans with open lids, or clothes on the floor.
 - The puppy can be easily redirected because they are on leash attached to you or enclosed in your area.
- Always redirect unacceptable behavior in this age period.
 - Good house manners are established by reward and redirection.
 - Young puppies don't know what they are doing is wrong or unacceptable so it's our job to redirect them and provide the correct behavior to them.
 - Here are some examples on how to redirect a puppy's poor behavior:
 - Your puppy picks up an object and starts chewing on it. Replace the object with a Nylabone instead.
 - Your puppy likes to jump on people when they enter the house. Place your puppy in a sit position when people come to the door and praise their sit position instead of jumping.
 - Your puppy hovers and likes to beg while you're eating dinner. Instead, place the puppy on a place mat, tie down, or short leash in a down position and praise their down position instead of begging.
- Once boundaries are established and understood by your puppy, you can correct undesirable and unacceptable behaviors to teach your puppy correct house manners.
 - Because your puppy is enclosed with you or attached to you by leash you can catch all undesirable behaviors and correct or redirect them quickly.
 - Verbal corrections, a firm "wrong", are effective if the pup is doing an undesirable behavior.
 - If the puppy continues the behavior the correction was ineffective and needs to be more drastic such as taking a walk outside of the area until pup discontinues the behavior. Do not reward at any point, just say "ok, let's go." And walk around your house or a different area with pup on a leash or following you.
- Tie down introduction can begin to teach settling. The tie down, like the kennel, is an opportunity for the puppy to recharge and rest. At this age the tie down should only be used when the raiser is in the same room or nearby to observe the pup's behavior. Make sure the area is clear and free of objects the pup can pull down, chew on, or ingest.

4 to 9 months

At this age your puppy has boundaries in the home and is learning good house manners. During this time period your puppy is still inquisitive and going through a teenager phase. They might test boundaries and see what they can get away with in the home. Because of these changes it is important to give freedom in the home once it's earned and the dog has proven they are consistently reliable.

At this age we are testing our pup's house manners by giving them more freedom. If at any time your pup regresses, please take a step back and assess why the mistake happened. Was the pup pottied before allowed in a room? Did they get enough exercise? Was the pup rewarded enough for correct behavior? Was your correction for undesirable behavior effective and understood by the puppy?

- Around 4 months the pup can start being introduced to dragging the leash in the home instead of being tethered to you.
 - Stepping on or picking up a leash is much easier than catching a puppy.
 - Pups in this age range tend to play games like keep away testing boundaries. Having a leash attached to them can stop that behavior almost immediately.
- After they have proven to be reliable dragging the leash, you can start letting them off leash in small increments in puppy proofed rooms.
Start when the pup is relaxed so the pup can be closely supervised and set up for success.
- Start setting the pup up successfully by closing doors to the room you're in with them or using gates.
- As the pup matures and has proven they are trustworthy you can start expanding the area they're allowed in with you nearby.
- As the pup starts to mature and has proven they are trustworthy in a room with the leash on you can start keeping the puppy in the same room you're in with the leash off.
- Start with a smaller room with the door closed or gate up so you can directly supervise their behaviors.
- Consistently praise your puppy for offering the correct behavior without your guidance.
- Start testing your puppy by using the following guidelines:

Preventing Destructive Behaviors Exercise

Goal: The puppy should learn to avoid forbidden objects, even if the items are at their level and on the floor. Being trustworthy in a home is an essential behavior for service dogs. There might be tempting items in the home that need to be left alone like shoes, trashcans, kid's toys, etc.

All of our dogs must be trustworthy when left unsupervised. Seeding the floor helps the dog understand the desired behavior and teaches them to always select their toys when they chew on something.

Seeding the floor is an exercise that can start as young as 4 months of age. The exercise teaches pups to only chew on their toys, regardless of what is on the floor. After the first couple sessions, you can practice this throughout the week in various sessions like while you're watching t.v., sitting at your kitchen table, or on your computer.

The exercise can become more complex as the dog matures. The more you successfully practice this the better understanding the dog will have of what is acceptable to chew on and leave other items alone.

Setting Up for Success

- Start with less tempting items like paper and then move to more tempting items like shoes, socks, kid's toys, food containers.
- Practice this exercise in various rooms of the house so the behavior and understanding is generalized.
- **When starting this exercise, do not use more than three or four forbidden objects.** Pick out a few items that might be of interest to your puppy.
- **Use as many or more chew toys than forbidden items.** Place the items on the floor with varying distance with approved toys as well. Each time you practice this activity use different forbidden objects, chew toys, and distance between the items.
- Example: three Nylabones, a crumpled piece of paper, and dryer sheet all placed 1-2 feet away from each other.

Beginning Sessions

- With the pup in the crate in another room, spread the items around so they are far enough away to be seen as different items by the pup.
- Bring your pup into the room on a leash or dragline and allow them to investigate the items. It is best to stay on the floor so in the beginning you can respond if the puppy starts to pick up an object. Quickly progress to sitting, standing, and doing normal activities so your puppy does not learn to only ignore objects during training sessions.
- **If your puppy chooses a toy allow them to play with it for a few minutes and end the training session because they made the right choice.** You can try again later that day or with different items.
- Use verbal and physical praise when the pup shows interest in their toy.
- If your puppy attempts to choose a forbidden item immediately interrupt the unwanted behavior. This may include a verbal "NO" and shorten the leash or take a small step back to prevent the puppy from reaching the item
- **Remember that timing is everything with correction – make sure you give the correction the moment they start to mouth or nose the object, before it reaches their mouth.** If your expectations are clear your puppy will learn they cannot place the objects in their mouth.
- **If the pup does get a forbidden item in their mouth, simply remove the item.** Do not give a correction or verbal cue or praise when you remove it. Take the item away, place it back on the floor, and ignore the pup. Puppies will often pick up items for attention so it's important not to make a fuss about it.
- **Do not replace the forbidden item with a toy. You have already established the expectation that forbidden items shouldn't be picked up. If they pick up the item and get a toy in return at this age they are learning to pick up items for reward.**
- Continue the training exercise with consistent and firm corrections. Praise when they choose the right items and ignore the forbidden items.

Intermediate sessions • The pup should be on a longer leash or dragging the leash without you holding it.

- Continue the verbal and/or physical praise for choosing the right toy. You can also play with the pup for a brief period with the toy they selected.

- If the pup starts approaching an inappropriate item the handler should calmly pick up the leash. If the pup investigates and walks away praise the pup. If the pup starts mouthing or playing with the item take a step back and give a verbal “NO”.
- Continue these sessions in various rooms of the house with different toys and forbidden items.
- If the pup continues to seek out or choose inappropriate items over the toys you should go back to the beginning sessions to establish the pup’s understanding to pick the toys instead. Use high value physical praise and verbal praise as the pup investigates and chooses the right toys.

9 to 12 months

By this age most puppies have settled into the home and understand house behavior expectations. Your pup should be reliable when you are present in the same area. The pup should understand they cannot race through the house, pick up or chew on forbidden items, beg for food, jump on people, or jump onto furniture. The pup should know what behaviors are acceptable because of your balance of reward, correction, and training exercises preventing destructive behaviors.

Once the dog is reliably excelling with beginner and intermediate sessions of seeding the floor, practice advanced sessions.

Please refer to the "Preventing Destructive Behaviors" section for reference.

Advanced Sessions

- Start setting up real life sessions by leaving 1-2 forbidden items. Randomly scattered toys should be easily accessible.
- The dog can be off leash or have a drag line
- Raiser should be relaxed and seem like they are doing other tasks, but really observing the dog’s behavior.
- As the dog proves trustworthy in these situations, you can leave the room for a minute or two and come back.

If your pup is reliable while you are present we can start testing them in small steps with the end goal of being left home alone unsupervised. As we start allowing the dog to have more independence in the home follow these guidelines:

- The dog must be fully relieved before being off leash in the home.

- The dog has been recently exercised
- The rooms the dog is allowed access are clean and free of temptation.
- You are committed to supervising the dog and paying attention to their behavior.

Once the above steps are completed you can follow this protocol:

- Continue practicing leaving tempting items on the floor to maintain and reinforce your expectations in the home.
- Start allowing the pup freedom to wander in several rooms.
 - When you start this process leave the leash attached to the dog's collar. Follow the dog room to room the first several times they're allowed in a room to make sure they are not doing anything unacceptable like jumping on furniture, counter surfing, or stealing objects.

- Occasionally check on the dog if they have left the room you were in.
 - More frequent checks need to occur in the beginning to ensure correct behavior.
- Practice recall intermittently if the dog wanders out of the room you were in.
 - This practice enforces a behavior their handler will utilize in their home when they need their dog with them.
- Starting with five-minute intervals leave the house with the dog unsupervised.
 - Refer back to the guidelines above when allowing unsupervised independence.
 - To guarantee success leave the dog in a room free of debris, tempting objects, and with several chew toys.
 - Continue adding small amounts (5-10 minutes) of time as the dog proves they are safe and reliable in one room until you reach two hours of time left alone.
- If at any time your dog is destructive, vocal, has an accident, or jumps on furniture continue crating the dog or leave them alone for significantly less time than before to set them up for success.
- Once a habit with poor behavior is created it is very hard to correct so it's important these guidelines are followed to guarantee success and safety of the dog.

12 months and up

At this age your puppy should be reliable in the home off leash and left unsupervised. Your dog should not chew on inappropriate objects, beg for food, jump on furniture or counters, or race through the house. Your dog should understand your expectations of house behaviors.

A twelve month and older dog can continue to be tested on their house manners and independence granted based on their prior history. A dog this age still needs to be relieved, exercised, and set up for success before being left alone.

- Continue to practice leaving tempting items on the floor throughout your home.
- Once the dog has been proven reliable up to two hours in one room you can offer more of the house that is clean and free of tempting objects for up to two hours.
 - Remember to offer more time in small increments to ensure success.
- One or two tempting objects can be left in the room while the dog is unsupervised if practice when you're present is continued to be successful. Trashcans with one or two items, a sock, or pieces of paper are good objects to start testing with.
 - Leave the dog in one room unsupervised with a leash attached. Return to the room two minutes later after walking away from the room or leaving the house for a short amount of time.

- If at any time the dog chooses the forbidden object when you return the dog needs to be interrupted and you need to stop the exercise and return to a safe room free of forbidden objects on the floor.
- Continue testing the dog unsupervised in different rooms of your home as the dog proves to be trustworthy with the current challenge.
- When a dog is recalled for formal training the dog should reliably be left in a clean home for up to four hours. They should also have basic understanding to avoid forbidden objects and display appropriate house behaviors.

Setting up for Success

- Make sure your pup understands and exhibits suitable house manners when you are supervising them. If they can't follow the rules when you are there they are not ready to be left unsupervised.
- Give your pup experience on the tie-down. Remember you need to be present, but tie-downs teach your pup to remain calm and relaxed in one area of the house.
- Leave your pup in a room alone with a closed door or gate up for short periods, building up to longer periods of time. Be close enough to periodically check on them or hear if your pup is vocalizing or being destructive.
- Remove all dangerous or potentially harmful objects from the room(s) your pup will have access to. Trashcans, laundry baskets, cords, wires, and tempting items should be out of your pup's reach.
- Check all doors and windows to make sure they are secure.
- Before leaving your pup alone make sure they have a comfortable place to lie down, have had water to drink, and have relieved themselves outside before being left alone.
- Give your pup physical exercise before you leave. A tired puppy is a well-behaved puppy.
- Make sure your pup is calm and relaxed before you leave. Do not make a production or feel anxious about leaving because your pup will sense your uncertainty and possibly get upset.

Staying alone successfully

You want to start with very short increments of time staying nearby in case anything should happen walk down the driveway, take a quick walk, or spend a few minutes around the outside of your home. ◦ Leave your pup with a fun toy like a Kong or Nylabone with peanut butter the first few times they are alone to distract them from your departure.

- Return calmly and quietly, praise your pup for their good behavior without allowing them to get too excited. ◦ Only correct your puppy if you catch them being destructive. If you did not catch them in the act of doing something wrong, simply clean up the mess. Do not follow up with punishment as the moment is passed and pup will not understand.
- It is important that your pup spends time **completely** alone if you have other dogs in the house. Your pup needs to be comfortable without another dog present, because most people with service dogs do not have another dog in the home.
- After you have successfully left your pup alone for several minutes while being close by, start leaving your pup for longer periods of time starting with 15 minutes. ◦ If you experience setbacks and your pup shows any anxious or destructive behaviors, go back to beginning so they are successful. It is important your pup is successful being left alone.

Settling

Goal: A service dog needs to quickly settle in any environment. Settling means the dog is laying down quietly in a relaxed manner. The dog will stay in a relaxed down regardless of movements and sounds in the environments. Some dogs will fall asleep, while others might lay content next to their partner.

We can start teaching this behavior as a puppy with the tie-down provided to you when you start puppy raising. You can start introducing the tie-down in short increments during the first couple weeks of bringing the puppy home. Some puppies can be resistant to a tiedown because it is unfamiliar and feels restricting. It's essential that they learn to relax and stay calm. Follow the guidelines below to help your pup become comfortable on a tiedown.

The tie-down is used to teach a puppy to calmly stay in one place. It can be helpful in several situations and environments:

- Supervising a young puppy in a large space

- Office, workplace, or classroom setting
- Reliving schedule training
- Meal preparation time
- Quiet time
- When guests are visiting
- Teaching settling for extended periods of time

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Guidelines for Tie-Downs

- Tie-downs are short and intend to have the dog comfortably lying down.
- They are short enough to prevent tangling or allow the puppy to walk to the end to relieve themselves.
- Do not use a chewable object like your leash as a tie-down.
- Start teaching settling and acclimation to the tie-down while you're watching t.v., eating meals, reading, or any other time you're sitting and can observe the pup in the same room.
- **NEVER leave a puppy unattended on a tie-down for an extended period of time.**
 - Once the pup is acclimated on tie-down and trustworthy, you can leave the room for brief periods (3-5 minutes) to test their settling behavior.

To teach your puppy to use the tie-down please use the following procedures:

- Select a safe, visible spot to attach the tie-down. The area needs to be free of items the pup can chew on or destroy.
 - Puppies can be strong so it needs to be something sturdy that will not fall over.
 - Several safe spots are a couch, heavy table, or bed.
 - Put the tie-down in an area where the puppy can be observed the entire time they are secured to it.
- Once you have the tie-down secure, bring your puppy and a toy to the area.
 - The best time to introduce the tie-down is after a walk or playtime so the pup is ready to settle down.
- Attach the pup's collar to the tie down in a calm, positive way while still remaining close.
 - Keep the pup close to the object the tie-down is attached to so there isn't tension on the tie-down from the very beginning.
- Draw the pup's attention to the toy and let them start chewing on it.
- Once your puppy is secure and focused on the toy, slowly move away as you release your hold on the tie-down.
 - Rushing away will most likely make your puppy rush toward you and get an undesirable correction for reaching the end of the tie-down.Move away from the puppy to sit down nearby without talking or providing any attention.

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- Once your puppy is calm and relaxed provide reinforcement 10 seconds after they have been quiet with verbal praise and food reward.
 - Continue offering intermittent reinforcement with food reward, petting, and verbal praise. Continued reinforcement will help the pup remain calm and relaxed.
 - Some puppies relax immediately while other are more resistant and will take time to settle down.
 - A puppy that will not relax needs to be ignored, and you need to remain patient and wait for them to be quiet before any attention is given to them.
- After your puppy is relaxed practice having the pup on tie-down for short periods of time (as little as 3 to 5 minutes if they didn't settle well) and then slowly increase the time.
 - Continue offering a toy each time you use the tie-down until the pup is trustworthy in the house and will not chew on the furniture.
- Start using the tie down in various rooms and environments including your rooms in your home, workplace, or classroom.
 - You can start using the tie-down while you're in the same room, but while you're farther away from the pup.
 - Example: The pup is on tie-down at the kitchen table while you're preparing dinner. You can still observe the pup and reinforce their good behavior, but you are not right next to the pup.
 - Example: The pup is on tie-down at the dresser while you are folding and putting clothes away. You're moving around the room putting clothes away, leaving the room for several minutes at a time to put clothes away in various rooms, and the pup calmly remains on tie-down.

If the puppy continues to be resistant to the tie-down after several days, please contact and Anthem advisor.

Settling at home and in public

Settling can be expected at a young age in any environment. However, your support and reinforcement will need to be more frequent the younger the pup. By the time a dog comes IFT the dog should settle and lay down without a toy for extended periods of time, up to two hours.

To teach settling use the following procedures:

Make sure the pup has had adequate exercise and has recently relieved.

- Always have a toy available for the pup to chew on until they are about 6 months of age.

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- Start in a quiet environment like your home, coffeeshop, or library.
- Sit in a quiet location and give the pup the chew toy.
- When the pup lays down to chew on the toy, calmly move your foot to step on leash. Step on the leash no more than 6 inches away from the collar. ◦ By stepping on the leash, you are minimizing the space the pup can move in. This works very similar to a tie-down so the pup should be comfortable with this maneuver.
- Periodically offer verbal praise or food reward to reinforce their calm behavior.
- If the pup tries to stand up, lure the pup back into a down with your finger, food, or toy if they don't do so immediately.
 - If the pup continually tries to stand up or fight the confined space practice more time on the tie-down and make sure the pup doesn't need to relieve.
- As the pup matures and settles within three minutes after you sit down, start going to more stimulating environments. Continue to give the pup a chew toy if you expect them to settle for longer than 30 minutes until they are about 9 months of age.

Being A Leader

An effective leader is well functioning, responsive, and content. They follow through with expectations, offer reinforce for good behavior, and correction for undesirable behavior. A strong leader is confident and comfortable in their leadership role. However, if a dog doesn't have a strong leader there can be chaos, which can create an insecure environment for a pup to grow and learn social behaviors.

Dogs seek out strong leadership – they look for someone to set up boundaries and give direction with feedback. Being consistent, understanding behavior, and being confident will create a peaceful household for everyone.

The best thing we can offer the dogs we are raising is clear communication. We can teach them our expectations through reinforcement and reward. Our dogs will seek out a leadership role-they look for someone to set up boundaries and give direction with feedback.

Effective leadership involves communicating what to do (positive reinforcement) instead of what not to do (correction). Offering communication through positive reinforcement and food reward is the first step in becoming an effective leader. Think back to someone you've enjoyed working with on a project, in the workplace, or school. Did you enjoy

working with them because they let you do whatever you want? Or, did you enjoy working with them because they gave clear direction, took initiative, or provided feedback? The first option is vague and has so many directions it can spiral into. The second option are some characteristics of an effective leader. Usually, the second option is more enjoyable because they person communicates clearly and effectively.

An effective leader does the following: • Understands

that dogs and humans think differently.

- Understands expectations should be set based on the dog's age, maturity, the environment, and a variety of other conditions and variables.
- Sets expectations before working with the dog.
- Is flexible and can adapt their methods and ideas.
- Gives clear communication about expectations of the pup or dog's behavior through reinforcement.
- Reinforces desirable behavior frequently and effectively.
- Follows through on verbal cues.
- Speaks in a confident and calm manner.
- Uses body language and voice confidently.
- Corrects undesirable behavior.
- Is consistent and fair when correcting undesirable behavior.

The most important of those characteristics is reinforcing and praising appropriate behaviors and correcting undesirable behavior. When your puppy enters your home they are in a time in their life where they're learning social behaviors, how to respond to leadership, and boundaries. The more you reinforce good behavior as an effective leader the more your pup will seek out to do the desired behavior.

On the other hand, pups don't know that certain behaviors are unacceptable yet. It is up to you to establish rules and consistently follow through with them. Good house manners and response to verbal cues are all learned behaviors. The more information you give to your puppy through praise and reinforcement the better their understanding of what you expect from them.

Socialization

Setting up for success

- Be prepared! Always carry clean up supplies, poop bags, a chew toy, and food for reinforcement of self-control and coping.
- Keep it short! Start social outings at 15 minutes or less. Walk around a quiet public environment, reinforce the pup's good behavior, and always leave on a positive note.
- Take the time! Let the pup investigate and acclimate to their surroundings. That doesn't mean let the crawl and jump all over everything, but let the pup take their time observing unfamiliar things like shopping carts, small children, and statues or figurines. If pup shows uneasiness around something move farther away and let them observe that the object is safe.
- Have fun! Encourage the pup while you're walking around, get down on their level so they're comfortable, and keep a high rate of reinforcement with verbal, physical, and food reward. Talking to pup is a great way to bond and for them to learn your positive voice. They'll learn when they are pleasing you based on tone, volume, and softness alone.
- Set the expectation early and reward the pup's behavior that meets the expectations. *Never* force a puppy into a situation that is scary or uncomfortable to them.

Socializing the puppy

- At this age, always relieve the pup before entering a public place. This prevents accidents.
- Choose one exposure at a time in the beginning by just picking one new thing: things that move, new smells, new sounds, new strange objects, etc.
- Be patient and confident. Let the puppy move at their own pace.
- Give the puppy strong leadership. Be confident and effective with the redirection and praise.
- Keep the exposures short and positive. Slowly add time to the outings as the pup continues to mature and remain comfortable and confident in public.
- Don't be afraid to take a step back or try again. If the pup becomes too excited, scared, or overwhelmed remove them from the situation and try again.

- **Never leave the puppy unattended, even for a moment. Puppies are not 100 percent reliable. They can get up and cause problems, be stolen, or have a negative experience.**
- **Never leave the puppy in the car unattended, regardless of the outside temperature, how long you're going to be gone, if the windows are down, etc.**
- Take the time with a puppy that is overwhelmed or scared so they become comfortable.
 - Allow the puppy to observe and become comfortable with the exposure at their own pace.
 - Allow the puppy to observe from a distance if they stop walking or try to leave the situation.
 - Use consistent, calm praise to reassure the pup. Praise any movement toward what is scaring them.
- Always observe the puppy's body language and take note and respond to any changes.
 - Puppies like to observe and explore before they are fully comfortable with something new. Some take just a few seconds while others need more time to observe before becoming comfortable.
- Avoid reinforcing poor behavior, redirect it!
 - Do not coddle, pet, or reassure a puppy that is acting afraid. Allow them to observe at their own pace but coddling them will reassure this fearful behavior.
 - If they do become frightened calmly move away from the exposure and wait for the puppy to become comfortable again. Motivate or distract them by practicing verbal cues, interactive play to improve their confidence, or just letting them observe.
 - Allow the puppy to set the pace of the reproach. Do not force them to investigate if they are not ready. If pup becomes calmer with distance from uncomfortable situation build on *that* good response.
 - Praise the puppy when they become comfortable and want to explore.

As the pup matures, your standards will raise because you've been teaching the pup how to behave in public and how to respond to distractions. Over time as pup becomes less reactive to stressful situations or objects, decrease your reinforcement and allow the dog to think for themselves and make decisions.

Socializing with other dogs

It is equally important for you pup to socialize with new dogs at appropriate times. Puppy must learn to respect other dogs, learn boundaries, and learn social cues in order to be a good socializer in group dog settings. Anthem will set up group play times, however, if you have friends or family dogs that your puppy will be visiting, always advocate for your puppy especially when size and temperament of other dogs are not appropriate.

- Never allow pup to play, interact, or ask for attention of other dogs while in vest or under leash command.
- Never visit public dog parks, however, socializing and generalizing behaviors outside of a dog park is a great training opportunity.
- When introducing to new dogs, introduce through a fence or go on a parallel walk first.
- *Never* introduce face to face on leash for any dog.
- Always watch your dog's body language for discomfort or uncertain reactivity

Exercise and Play

Daily exercise is just as important to your puppy's health as feeding, grooming, and obedience. Our dogs are expected to be fit and well behaved. Many of our service dogs walk miles every day so it is important for pups to develop stamina and be healthy. Exercise and play help your puppy bond, relieve stress, and release energy. Overall, an exercised puppy that plays has the mental and physical capabilities to learn and act properly.

Signs pups will give to indicate needing exercise

- Inability to focus or listen to you
- Quick to excite and hard to calm down
- Fidgeting
- Persistent mouthing
- Running through the house and leaping on furniture – puppy “zoomies”

Appropriate play and exercise

- Should occur outside in fenced-in area or on a long line if the area isn't fenced.
 - Your pup can run, but do not chase them – it only encourages them to be unresponsive.
- Indoor playtime should be quiet and low-key.
- Do not permit roughhousing, romping, or chase games in the house.

- This can be a dangerous activity when they are in their home with their new client.
- Walking on leash, running in a fenced area, or swimming are all safe types of play and good exercise.
- Do not run or jog with your puppy on leash.
 - We do not want our pups to get in the habit of jogging when on leash.
 - Puppies' growing joints are not fully developed and cannot handle jogging for long periods of time.

Safe play and exercise

- Always in an enclosed area or on leash.
- Do not push your puppy to continue playing or exercising if they are tired.
 - Some warning signs that your pup is too tired are heavy panting, heavy breathing, attempting to lie down, moving slowly, or unwilling to continue.
- Learn your pup's energy level. Different ages, temperaments, and breeds have different exercise needs.

Engaging in Play without a Toy

Playtime is crucial for a well-rounded, happy puppy. Pups learn about other dogs, their environment, and how to interact with humans through playing. It's important to teach your pup how to play appropriately even if a toy is not present.

Play can help refocus your pup, occupy them if they're bored, relieve stress, reward them for good behavior, build their trust, and practice self-control. Interactive play becomes a great way to reward or relieve stress in training and when your pup is with their partner.

How to play interactively with your pup

- Start with your pup on the leash
 - Stand, sit, or kneel near your pup
 - Encourage your pup to engage with you
 - Your pup will start becoming playful by bouncing, darting, or wiggling around
 - Encourage them to continue these happy behaviors with an excited voice and light touches
 - Stop play by using the verbal cue **All Done** followed by the verbal cue **Sit** or **Down**
 - Once you have stopped playing with your pup they will learn playtime is over
 - Practice starting and stopping playtime on your terms
 - This helps teach your pup playtime is initiated and ended by their handler
- Interactive play is a useful tool that can be used almost everywhere. If your pup had a particularly stressful experience, for example, walking up stairs that were a new surface and they were hesitant, quietly engage them in play for a short period of time (10 seconds to a minute) before walking

back down. Engaging your pup in play reinforces that outings are fun, and your presence is supportive. Play relieves stress and gives them a break from the next task.

You can use interactive play when your pup gets fidgety in public. Focus their attention on you, quietly play with them for several minutes, and then ask them to stop. Continue this on and off, and they will become more focused on you – you're teaching them self-control by controlling when the play starts and stops.

Interactive play should not include the following:

- Roughhousing
- Wrestling
- Chasing the pup or letting them chase you
- Holding or pinning the pup down
- Slapping or being rough with the puppy

Do not encourage or permit the following:

- Becoming excessively excited
- Vocalizing
- Mouthing or grabbing at clothing
- Snapping
- Barking
- Leaping up or onto you
- Racing behind you
- Mounting you or any objects

When you play with your puppy remember to use a quiet, excited voice and only gently pat or pet to engage them with you during the playtime.

It is important that our pups learn when it is appropriate to play and when it is time to work. Directing when playtime occurs, starts, and stops gives your puppy the opportunity to practice self-control and reinforces your leadership role with your pup. You control playtime by when the game starts, stops, how intense the playtime is, and what type of playtime. It is important to remember to remain consistent so you are seen as your pup's leader from their perspective.

Behaviors That Need To Be Reported

The puppy you are raising might show these behaviors at some point. It does not mean you are doing anything wrong or the puppy is being bad. It simply means they're being a dog! Sometimes, we have to redirect these behaviors and teach them new ones in their place.

As soon as you notice any of these behaviors, please let your Anthem trainer know.

- Mouthing behaviors such as nibbling, mouthing, grabbing, snapping, and biting.
- Fearful behaviors such as hackling, slinking, cowering, submissive urination, excited urination, growling, or whining.
- Dominant behaviors such as biting, growling, snapping, mounting objects or people, rough play, lunging, guarding any objects.
- Inappropriate on-leash habits such as pulling, lunging, tripping you, picking up objects, holding the leash in their mouth, stopping frequently, refusing to walk, chasing objects (cars, leaves, children, other animals).
- Poor house manners such as counter surfing, searching in trash cans, stealing food, jumping on people, getting on the furniture, destructive chewing, stealing objects.
- Other behaviors that need to be reported such as excessive barking or vocalizing, rude behavior toward dogs and other animals, distraction or obsession with other animals or objects, excessive chewing or licking, chasing lights or shadows, digging, aggression toward other dogs, submission toward other dogs, charging through doors, busying on route.

If there is any behavior or activity you are unsure of, please alert Anthem as soon as possible. The faster we resolve the issue, the easier it will be to fix.

Descriptions of common oral behaviors

- **Mouthing:** When the dog takes your hand or your arm in his mouth very gently. This is most common. It can be playful or an attention-getting mechanism for the dog.
- **Grabbing:** When the dog reaches out and takes hold of your hand, the back of your pants, or the ear or tail of another animal. This could lead to injury.
- **Nipping:** This usually occurs when the pup is afraid or concerned. It also manifests itself when the pup is soliciting play. Usually occurs when the pup is afraid or concerned. It also manifests itself when the pup is soliciting play.
- **Biting:** Where the puppy is more aggressive than nipping. This could be done out of fear or aggression, and it can lead to injury. The puppy is more aggressive than nipping. This could be done out of fear or aggression, and it can lead to injury.

Descriptions of common inappropriate behaviors

- **Cowering:** The puppy does this when it is fearful of something such as a person or another animal. The dog may move away or actually move behind you or another object to get away. If the pup is overly concerned, it may also shake, cry, growl, or relieve itself.
- **Hackling:** Hairs on the neck and back rises. This could be exhibited because of excitement, aggression, or tension.
- **Lunging:** The puppy deliberately lunges toward another animal, individual, or object. This behavior is most often benign, but it is not desirable and could pose a safety problem for a guide dog user.
- **Posturing/Stalking:** The puppy stares at another animal or person in challenge. Usually, the hackles rise, the tail is up and held stiffly. Sometimes the tail wags quickly and stiffly.
- **Slinking/Cowering:** The puppy walks with its body low to the ground. The tail is usually tucked under. This could indicate concern, fear, or submission.
- **Soliciting:** Many puppy raisers encounter this with meeting and greeting or at playtime.
- **Submissive urination:** Submissive urination can be a sign of being submissive but not to be confused with happy peeing.
- **Zoomies** Also known as the "crazies" these are common to the Retriever breeds. During play the puppy may suddenly break into a running frenzy. During playtime it is common, but out in public or in the home this is unacceptable.

If you notice any of these temperaments in the pup, please speak with Anthem.

Public Outings Under 16 weeks

Puppies cannot enter public spaces until their final round of vaccines at 16 weeks. This is due to various reasons such as:

- Laws that prohibit dogs without rabies vaccines in public areas

- Puppies immune systems are weak making them susceptible to bugs, bacteria, and viruses left by other dogs that are already immune

All parks, walking trails, dog friendly stores, and places where pet dogs are daily are off limits!

*Pups may be carried [while in vest] in a quick run to a store for sight and sound exposure but pup may not be placed in a cart or on the floor. If you do this, remember, pup still is treated like a service dog in training, so visitor petting is not allowed. This is also due to potential bacteria other people may be carrying on their hands from their pet dogs at home.

- A bank or library (quiet place with low traffic) is a great place to introduce walking socialization

The following are off limits unless approved by anthem prior to visit:

- Amusement parks
- Zoos
- Fireworks displays
- Concerts
- Escalators

Public Access >16 Weeks Old

Public access with your service dog in training takes practice. There are basic principles a service dog team should follow and these are generally universal tips, do's, and don'ts.

Do:

- Study your commands and become fluent in phrases and what to expect from your dog
- Expect the unexpected, have a plan if your dog does not do well during an outing.
- Talk to your dog... they LOVE it! They can get to know the tone of your voice with each emotion you experience. They can better learn your behaviors and your body language. *Especially* on public outings. Let your pup know how good of a job he is doing. Physical and verbal praise should always be given throughout the day as pup is doing a good job.

Say no to strangers asking to pet. This is definitely ok. There is no good reason on earth for someone to pet your service dog other than for their own self service. A

service dog is a medical “device”. If someone wouldn’t ask to pet a wheelchair than a service dog should be given the same respect. Some people will ignore you and pet anyways. Some will get offended and try to tell you why you should. Some will be polite and walk away. Some won’t even ask and just walk up and start petting. Your dog relies on you for protection and to be his voice. Among many reasons for not petting service dogs the biggest has to be because it interrupts his job. It is also a good hygienic practice especially during flu/virus season. Whatever people have on their hands they will leave behind on your dog that you will be petting and maybe even giving kisses to.

- Keep a copy/quick button on your phone of the ADA and State laws on you in case there is a discrepancy with entry. If the business denies you entry, please politely step out and contact Anthem Service Dogs.
- Keep your dog on leash while in vest at all times unless the dog is performing a task and is under verbal control (i.e. retrieving an item that rolled away or cannot be reached past end of leash, getting help, etc.) This is the law! Out of vest off-leash law in Oklahoma state dogs must be under at-heel command to be off leash.
- Exercise! Our dogs are high energy and made for working long hours. There will be days where you won’t work much but pup will still need a physical or mental stimulation. Both brain and body exercise is encouraged and enjoyed!
- Prepare for outings, especially unique ones. You must think ahead about the obstacles your pup will face. Will the pavement be too hot? Will the temperatures be too hot? Too cold? Will you be walking over surfaces that could injure pup’s feet? Will the sound level be too loud? Will you need extra dog meals? Extra water?
- Have a backup plan in case you or pup has an off day
- Keep an emergency contact card on your dog/in a side pocket in case you become incapacitated
- Always have to-go kit in your car. Include fresh water, potty/mess cleanup kit, water dish, shoes, large towel, and first aid for dog
- Seatbelt your dog. Do you seatbelt your children? An unrestrained dog in a car has a higher mortality rate in a motor vehicle collision. If unrestrained dog is involved in a collision becomes a 75lb projectile which can severely injure himself or other people in the car. If an unknowing good citizen opens the door, the fight or flight response in a dog can make him bolt from the car which results in a lost dog or can get hit by a car. It is far safer for a dog to ride restrained in a back seat than the front due to airbags and windshield. **Seatbelts are a requirement at all times.**

- Remember to be polite if people ask questions. Not every day will you feel like answering the same question by 10 different people, but there are times when good educational moments come (especially around children) to pass on accurate information about service dog community. The better the public is educated, the better experience you can have as a team!
- Always be calm and kind when correcting people who disrupt or distract you and your dog. “Please don’t try to distract my service dog, he is working.”

Do Not:

- Let anyone, not even family, offer your dog food. All kibbles, treats, and healthy snacks may only come from you **in** or **out** of vest. When dog is out of vest, family may interact however you see fit. When dog is IN vest, all public access rules apply to everyone around you and dog. Your dog is meant to bond with you. Your dog needs to see only you as his handler. He needs to stay in the mindset that, for example: If you are at a family gathering and you need your dog’s attention, your dog should be able to divert his attention from everyone and everything to do his job. If dog is waiting/expecting someone to give him food off their plate because they snuck him something at another time, even another date, he will not be able to do his job to the best of his abilities. We want to impress hard about the importance of family and friends respecting you and your dog as a functioning team. Though we train our dogs endlessly on good manners and choices, a single person can change a good habit into a bad one.
- Trust your dog with a stranger. Never ever leave your dog alone with a complete stranger!
- Give your dog food from/made by a restaurant. Treats from you are acceptable [at a restaurant visit] but food from a place of visit is not. Not only can you be asked to leave for feeding your dog “table scraps” in public (and it is a service dog and ADA no no!), but you also don’t know what that food was cooked with which can be deadly if made with an ingredient toxic to dogs.
- Allow your dog to shake off in a restaurant after he stands up from tucking under table. We train for this as much as possible. But if a dog is down for a long period of time, shaking off opens his fur back up to aerate or can be a “stress” shake off. However, this throws hair, dust, or dirt up in the air and is also a no no in a food setting.
- Allow your dog to visit people without being prompted while in vest. This goes for family, spouses, kids etc.! Out of vest dog may do so at his own will.

- Leave dog's solid potties on ground outside of your own yard. Not only is it the law to pick up after your dog but it is respectful of the business or area. Always keep a roll of poop bags on hand.
- Throw away poo bags **INSIDE** a business. Always find an outdoor trash can to dispose of used poo bags. If there is not one, then there are several ways to get it where it needs to go. Sometimes we leave them by our cars (like at an urban business or school area that may not have outdoor trashcans) to take home and dispose. There are travel sized scent proof bins for your car. Or keep a good sealing Ziploc bag in your purse/travel bag to store it in until you find the appropriate disposal location.
- Allow your dog to visit strange dogs or vice versa. People love to let their "friendly" dogs visit other dogs without asking. That is a huge no-no and safety issue letting a pet visit a service dog but again, general public doesn't think like a service dog owner. This will happen a lot if you go to "dog friendly" events, gatherings, shopping places, etc. We train for this but other people do not train *their* dogs and some may even be carrying a contagious illness. If someone is letting their pet come visit your dog you can walk the other way, use your body as a block, or use a phrase like "My service dog is working, please don't allow your dog visit." If your dog is out of vest than visiting dogs is your discretion. Please keep in mind the risks as an attack from a "friendly" dog can set back your dog's confidence or create a fear of dogs. • Leave your dog unattended in a vehicle. There is no excuse, this is unacceptable.
- Do not take escalators as they are very dangerous for a dog's feet! Our dogs are highly versed in stairs and elevators. *Flat* moving sidewalks are acceptable

Public Outing Tips

- In the hotter months, check the pavement's temperature before putting your dog on it. If you can't hold the back of your hand (or your bare foot) on it for more than 5 seconds than it is too hot for him to walk on. Apply his shoes or park in the shade/by a shaded path.
- If you will be spending long amounts of time in the heat, bring **extra** water and consider getting pup a cooling jacket. Same for really cold days with a warming jacket.
- Watch for glass, grates, sticky things, or other hazards where you are walking • Having a service dog can put a target on you for staring, whispering, unwanted comments, questions, opinions, etc. People see a service dog react as though it's a unicorn! Some people will go out of their way (even across a parking lot) just to tell you they like or don't like your service dog (yes this has

happened!). Knowing this will prepare you for what is to come, and it is good practice to accept that 50% of the population doesn't understand, like, know, or agree with service dogs. But you do, we do, and our community who supports you does!

Do's and Don'ts for Children **Do:**

- Teach children boundaries and proper interactions when petting/engaging your dog. Dog should always be allowed to exit an interaction and should never be forced or held for petting
- Allow them to learn and take part in the teamwork should they show interest. Children who know what a service dog should be doing will make you and your dog a stronger team as the family outings will function better. Kids love to watch dogs work and if they get to be part of the process they will respect and love having a service dog in the family!

Do Not:

- Allow children to climb on, lay on, squeeze, or roughly interact with your service dog. This is VERY stressful for the dog even if they "look fine" with it, it is not appropriate behavior and not respectful of the dog
- Allow your children to chase/play chasing games with your dog
- Allow them to feed your dog. Dogs should never be allowed to freely take food from anyone but his handler. Children do not know what can and can't make a dog ill. One bite of the wrong food can kill your dog.
- Leave your dog unattended with a child in public. It is not appropriate to ask a child to take responsibility of your service dog. Should you need someone to watch your dog momentarily, a family member (generally over the age of 16) can do so. Examples would be
 - having a procedure where you cannot reliably command/watch your dog.
 - You need to take a bathroom break but may prefer not taking your dog into the restroom.
- Leave your dog unattended/unsupervised with young children ever in the home or in public

Daily routine for a service dog in training > 12 months

- Routine wake up time
- Out to Potty.
- Then breakfast. Meals are fed twice daily usually every 10-12 hours with a few treats in between.
- Adult dogs need to be offered potty breaks within 30 minutes after a meal or waking up from sleep, or heavy water intake. On a “lazier” day most adult dogs only need about 3-4 potty breaks, however, if it’s absolutely necessary they should eventually be able to hold it up to 8 hours.
- Fresh water must be provided every day. It is good practice to keep water and a bowl in your car for your public outings as well. Long physical workdays should be given several water breaks even more so if a lot of dog’s work is outside. Remember, what goes in must come out! Potty opportunities are not only necessary but respectful of the dog’s needs.
- Expect a midday nap should your dog work 4-6 hours the first half of the day.
- Evening time can bring on what we call “zoomies”. If dog is out of vest and they are tired they will typically expel the last of their energy with running around a yard or house acting silly. This is totally normal and a good chance to let them be a dog for the last part of the day!
- If your dog will be working 8-12 hours days, then plan a day of the week where they are off work completely. Just like people, dogs need a break from work too and your pup will be much more focused and ready to work each week after at least 1 day off for a brain break and R&R.
- For sleeping at night, the dogs are “weened” out of the crate which means they can free sleep.

Providing a bed as a routine sleep spot in your bedroom will let them know where they can sleep. Free sleeping out of a crate allows them to assist future clients should they need help in the middle of the night. If your bedroom runs warm, don’t be surprised if pup moves around at night to find a cooler place to sleep.

PUPPY RAISING DO'S AND DON'TS

DO

- Supervise at all times when in public and use different opportunities to teach them new skills and practice good behavior.
- Keep a safe, clean environment for your puppy.
- Allow your pup to potty on different 'soft' surfaces in varying environments. (i.e. grass, dirt, mulch, turf, etc.)
- Take your pup on frequent car rides and different transportation.
- Allow other people to pet your puppy.
- Take your puppy on frequent walks.
- Allow your pup to play with other dogs and interact with different people.
- Let your puppy free run daily in a safe, enclosed area.
- Have a structured socialization and exposure plan that allows your pup to learn and be exposed to new things at the appropriate time.
- Teach your puppy to walk on leash in a calm, relaxed manner.
- Practice walking up and down stairs on a loose leash.
- Confine your puppy in their crate or on a tie-down several times a week for quiet time.
- Reward your puppy when they are exhibiting good behavior.
- Always reward your puppy for coming when called.
- Communicate with your Anthem advisor with any comments, questions, or concerns about your puppy and their training.

DO NOT

- Mistreat your puppy by shouting, hitting, or jerking on your puppy's leash.
- Call your puppy to you to reprimand it.
- Allow your puppy to chase objects like cars, bikes, or skateboards.
- Allow your puppy to chase other dogs, cats, or other animals.
- Confine your puppy for long periods of time during the day.
- Allow your puppy to chew, nibble, or bite on people.
- Allow your puppy to play with or chew on toys that aren't designated for him
- Leave your puppy unsupervised outside.
- Let your puppy play off leash in an unenclosed area.
- Allow your puppy to bark, whine, or vocalize while crated, on tie-down, or in public.

- Leave your puppy unsupervised on a tie-down.
- Give your puppy any medications, treats, or food not approved by Anthem • Teach your puppy “tricks” outside of their obedience or task list
- Teach your puppy to play chase games.

Feeding Puppies

8 Weeks to 9 months

*Only feed Anthem approved food and treats

From 8 weeks to 9 months puppies and young adults should be eating 3 times per day. The amount is based on the estimated adult weight. Amounts are listed on the back of the bag and can be adjusted depending on the puppy’s activity and metabolism.

- It’s easier to figure out the pup’s pattern of when they need to eliminate if you can control when they eat their meals and drink water.
- When you offer the puppy their food, allow the puppy a maximum of 10 minutes to eat. If the food isn’t finished, remove it, and don’t offer anything else until the next regular mealtime. Since service dog puppies are going to be working dogs, they do not have the option to graze at the food bowl all day long because they will be out working.
- When feeding multiple dogs in the home, you should never leave them alone while the bowls are down. If the resident dog is food protective, the pup should be fed in another room, so they don’t learn the same behavior. While we want our dogs to allow people to handle their bowls, you should not place your hands in the bowl while they eat. We prefer that you stay in close proximity of the pup while they are eating so that they realize you are not a threat.
- When they are done eating, just pick up the bowl. We don’t want the pups to think we are taking food away, which could inadvertently cause food aggression/protective issues.
- **Never add anything to your service dog puppy’s food without permission.** You should not give the puppy any table scraps. Do not add any treats or ‘dog friendly’ food to bowl without first discussing with Anthem. This can lead to begging or stealing food.

It is important that service dog puppies are taught to wait for their food until their handler allows them to eat. It would be dangerous if a service dog was so anxious to eat it leapt

toward food, went too fast, or rushed forward. These behaviors could potentially hurt someone who is physically impaired.

Your service dog puppy will learn to wait politely for meals on their 'place' until released to eat.

To slow the puppy down when eating, here are some suggestions:

- Spread the dry food on their place mat, in a snuffle mat, or in a cupcake pan.
- With the dry food already in the bowl, add enough water so that the food floats.
- Add toys (Nylabones, Kong, or any other durable approved toy) in the bowl so the puppy has to eat around them. Do not add anything to the food to entice the puppy to eat. Finicky eaters should have the food removed after 10 minutes; they must learn to eat when their food is offered! Contact Anthem if poor eating habits continue.
- **Do not** add anything to the food to entice the puppy to eat. Finicky eaters should have the food removed after 10 minutes; they must learn to eat when their food is offered!

Feed puppy in the kennel

Young puppies can be fed in their kennels with the door closed. This is important for two reasons: It reinforces to the puppy that the kennel is a happy and safe place, and it allows the puppy to focus better on eating without distractions. Puppies need to be able to concentrate on eating their meals when they are offered. You can alternate between feeding in the kennel and releasing pup off their place mat to eat to familiarize both settings.

Transitioning to adult food

Transition from puppy to adult food in the pup's 9th month of age. This can take time as the fat:protein ratios will change. This should not upset pup's tummy if giving the same brand of food. If they do show signs up upset tummy (gas, diarrhea, etc.) then you are probably transitioning too fast.

Eliminating 'lunch' is as easy as using their typical lunch time as a training time. Split their lunch portion into thirds. Add 1/3 to breakfast portion, 1/3 to dinner portion, and use the remaining third for lunch time training. Increase the lunchtime division ratios over 1-2 weeks using less for lunch and more for breakfast and dinner. You can still do lunch time training but don't give more than your recommended daily amount within the day. You can

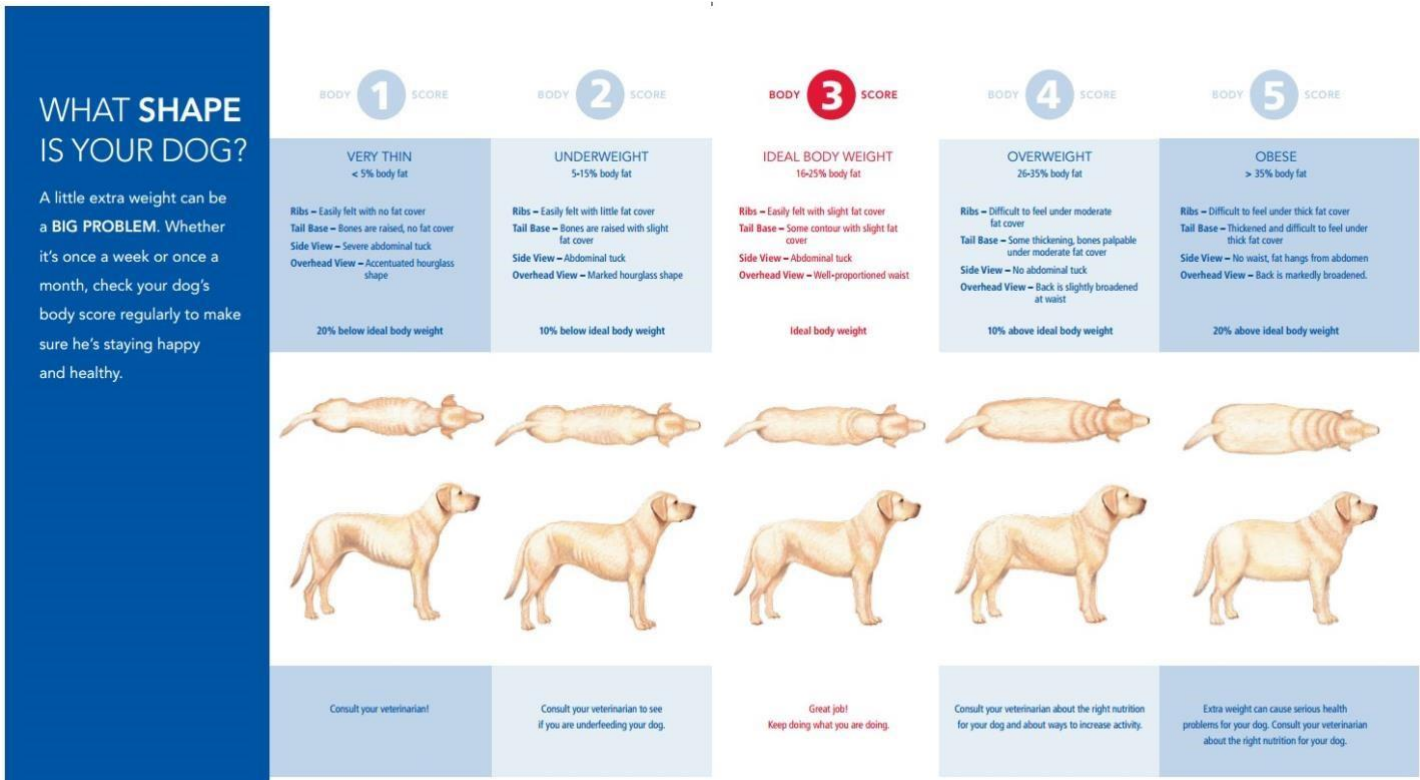
always hold back breakfast for training throughout the morning. Same for dinner in the evening.

Weight

It is imperative that the dog maintain a healthy weight. Dogs can develop comparable illnesses that obesity can cause in humans. Maintaining a healthy weight will:

- Maintain his quality of life
- Protect his joints and decrease chances of developing dysplasia
- Allow him to continue performing his tasks properly and safely
- Protect him from physical injuries
- Reduce his chances of heart disease, diabetes, liver disease, and even cancers

We **require** your dog stay within Level 3 of the dog body weight chart (below). Should your dog become too thin or obese you will have 90 days to show improvement under veterinarian [and Anthem] consultation. Should dog not improve then Anthem consultation will be necessary to evaluate both the handler and dog's future.



Diet

Your dog will have already been set on a certain type of food. Sometimes dogs can become bored of food or be allergic to certain ingredients. If you feel we need to switch foods,

please consult Anthem for further instruction. Switching a dog to a new food should happen over 7-14 days. Switching cold turkey to a new food can cause upset stomach, diarrhea, and vomiting. We carefully choose foods that are high quality and do not contain controversial ingredients.

Snacks other than “dog” food

You may give your service dog healthy snacks! Things like poultry, beef, lamb, fish are all great sources of protein and nutrients. Vegetables and some fruits are great sources of vitamins and minerals as well. Never feed your dog snacks in the kitchen, where you prep food, directly out of the fridge, from the table, off the floor, or off your plate. Appropriate snacks go in his dog bowl at his feeding spot or are used during training. *Never* release your dog to eat dropped snacks off the floor including treats or dog food. This is to shape the behavior in public that everything is off limits... bits of produce that land on the floor in the grocery store, crumbs and foods under a table at a restaurant, family gatherings where food buffets are accessible, and possibly hazardous items like a dropped medication or toxic food.

Supplements

We include probiotics and fish oil supplement in our dogs’ daily meals. All dogs can benefit from probiotics, which aid digestion and modulate the immune system. Probiotics produce short-chain fatty acids (SCFAs), which inhibit the growth and activity of harmful bacteria, such as E. coli, Salmonella, and Clostridium perfringens, as well as providing other benefits to the intestines. Human studies have documented the effectiveness of certain strains in treating diarrhea, irritable bowel, and intestinal inflammation (fewer studies have been conducted on dogs). Probiotics may help prevent urinary tract infections and can even reduce allergic reactions by decreasing intestinal permeability and controlling inflammation.

Fish oil is probably the most important supplement you can add to your dog’s diet, regardless of what type of diet you feed. Proven benefits from EPA and DHA include:

- Improving the coat and skin.
- Reducing inflammation due to conditions such as arthritis, allergies, and inflammatory bowel disease.
- Regulating the immune system, boosting those that are suppressed and calming overactive immune systems for dogs with allergies or autoimmune diseases.
- Aiding in mental development of fetuses and puppies and improving cognitive function in older dogs.
- Lowering blood pressure and triglycerides.

- Providing support for dogs with kidney disease, heart disease, and cancer.
- Promoting weight loss in overweight dogs.

What to feed:

You may purchase treats for your dog! When buying treats and food, read every ingredient label! Both treats and food can contain preservatives, food dyes, and other chemicals that, over time, can cause tumors, cancers, endocrine problems, etc. Best rule of thumb is if you don't know what it is, do a quick search online to see if it's safe for dogs. If there is a question as to if it is safe for dogs it probably is not. Looking for foods that say "natural" "human grade" "limited ingredient" or "organic" will get you in the right direction.

What to look for:

- Natural preservatives (Vitamin C/E, rosemary extract) or no preservatives
- Made in the U.S.A.
- Human-grade ingredients (although there are very few foods that can put this on their label and you won't find this on any packages of kibble)
- Ingredients you can pronounce/familiar
- AAFCO Food Rating

Acceptable Chew Toys:

- Bullysticks
- Antlers
- Stuffed Kong
- Nylabone
- Frozen Veggies

Ingredients to **avoid**:

- Corn and wheat gluten
- Meat meal, grain meal, and by-products
- BHA (Butylated Hydroxyanisole)
- BHT (Butylated Hydroxytoluene)
- Ethoxyquin
- Food Dyes (Blue 2, Red 40, Yellow 5 and 6, 4-MIE)
- PG (Propylene Glycol)
- Rendered fat
- Sodium metabisulfite
- Trisodium Phosphate

- Calcium Propionate
- Carrageenan
- Sugar

Unacceptable Chew Toys

- Rawhides
- Stuffed toys
- Human's items (shoes, socks, kids toys, baby toys, etc.)

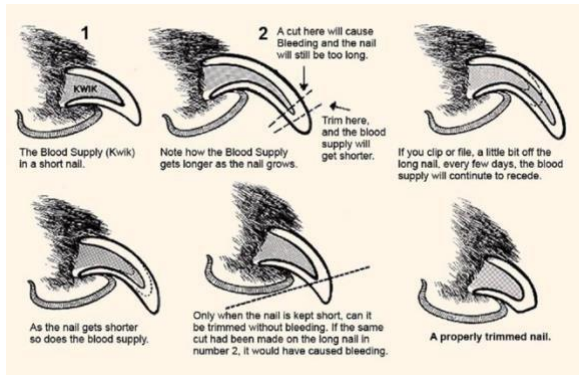
Water

Puppies and dogs need a steady supply of fresh water. Adequate hydration is necessary for their physical well-being and growth. Please provide your dog with free access to fresh, clean water all day. A normal, healthy dog will only drink as much water as he or she needs to stay hydrated. Don't forget to include travel water and dish during public outings!

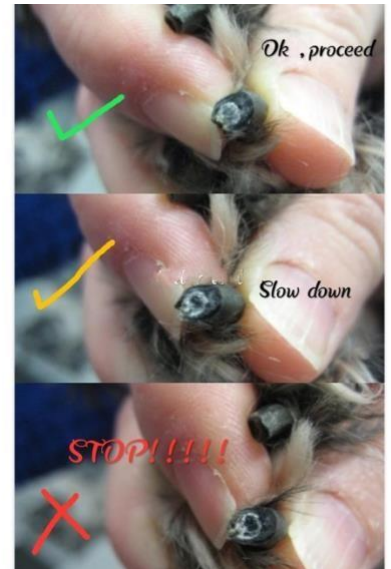
Limiting water (in the summer especially) can be dangerous to the dog. No two dogs are the same, and one may need more water than another just to stay healthy; we cannot say how much water is enough for any particular dog. Never limit a dog's water because you think that it has had enough. Especially in the heat and with varying amounts of exercise, not enough water in hot weather can lead to dehydration and heat stroke. It can also cause very serious urinary tract and digestive problems. If you feel that the puppy is drinking too much water and/or are having problems with house breaking, please contact Anthem.

Grooming

Part of ADA and Public Access is a well-groomed dog. Dogs should be free of mattes, nails trimmed, clean teeth, coat brushed, and free of dirt and smell. Not only is it polite to have a clean dog in public, it maintains your dog's health as well.



- Nail trimmings should occur every 3-4 weeks. An Anthem member can help you with this! It is good to inspect paws every few days for debris or anything stuck between toes or pads.



- Depending on your breed, baths should also occur every 4-6 weeks. Some breeds stay “cleaner” than others and you can do quick towel baths in between (this is actually better for their coat!) Places like Pet Supplies Plus have self-serve dog bathing areas and we also have access to professional groomers as well should your pup need hair and nail trims.
- Daily brushing will decrease a shedding breed's shed amount. While combing a 'hair' breed will keep them tangle/matte free. Brushing helps remove dead or loose hair, aerates the coat and allows it to regulate the skin's moisture and temperature properly. There are lots of 'cleansing' spray you can spray your dog with to freshen up and sanitize his coat. We use thieves (a natural deodorizer and sanitizer) on foot pads and areas that have been on public floors after each outing in case pup has come in contact with something that could later make him ill. You can also make a spray bottle of baby shampoo/water for a quick cleaning.

**Think about where we travel and what is on the floor. We wear shoes for protection, and although we have shoes for our dogs it's not always necessary or ideal for them to wear shoes. Bathroom floors, hospital floors, school floors, and restaurant floors can be covered with bacteria and viruses which can be tracked into your home by your shoes and dog's feet. Dog also uses his feet for*

a lot of tasks in the home. See where I'm going? It's important to remember to wash your hands and your paws!

- Teeth brushing is essential should your pup's teeth develop plaque. Every dog's body and saliva enzymes are different, and some are able to keep cleaner teeth than others. Dental chews are okay but not really as effective as a daily tooth brushing. Anthem can provide you with teeth brushing supplies. You can also give raw (yes RAW) turkey or chicken necks, chicken paws, chicken backs, or any other non-weight bearing bones (butcher shops have a lot!) once/week. Raw non-weight bearing bones are soft and chewing them will naturally scrape off plaque without harming pup. Raw bones are easy to digest but you don't want to give too many at a time. **NEVER** give cooked bones!!
- Ear cleaning is only necessary if dog's ears are dirty. Mild dirt buildup can be



removed with cotton balls. If ear is severely dirty than a cleansing wash may be needed. If ears are pungent, red, or swollen than dog probably has an infection and will need a vet to intervene.

Health and Wellness

Your pup will be on a vaccine schedule via Anthem. An Anthem board member will inform you when to take your pup to vet for evaluations and vaccines. Your pup must also be kept on monthly worm prevention and flea/tick prevention.

We currently give:

Sentinel- Worm prevention

Nexguard- Flea and Tick prevention

When it comes to animal illness it can be very hard to miss as dogs communicate their illnesses much differently than humans. It is important to note when your dog is not acting right or is acting out of the ordinary.

Signs of Illness

Dog has a foul odor
Dog has difficulty breathing
Dog has diarrhea, mucous, bloody feces
Dog is urinating frequently or straining to urinate
Dog has labored breathing
Dog is constipated
Dog has a fever
Dog is isolating himself or wanting to hide
Dog is scratching repeatedly
Dog is lethargic
Dog is limping or appears to have physical pain
Dog is coughing
Dog has a yellow or green discharge coming from nose
Dog has a yellow or green discharge coming from eyes
Dog has visible sores
Dog is licking repeatedly in one spot
Dog is scooting rump on ground
Dog's eating habits have changed
Dog's toileting habits have changed

Should dog ever show any signs of illness after hours there are at least **2** emergency veterinarians in town.

See "Important Contact" section to find their information.

Common injuries or medical emergencies that are easy to overlook because they can present very vague:

Seizures
Heat Stroke
Poisoning
Cuts
Burns
Ear infections
Skin rash
Enlarged abdomen

Severe Lethargy
Snake/Spider bite
Bee or wasp sting
Diarrhea
Constipation
Vomiting
Painful urination

Sexual Maturity

The onset of sexual maturity (puberty) is triggered by hormonal changes that lead to physical and behavioral changes. Generally speaking, puppies will start to mature sexually between 7 and 10 months of age. There is some variation and every dog is different.

The Adolescent Female Pup

Normally, females have twice-yearly cycles, but there are some females who will come into heat only once a year. A bitch's first heat may come as early as 6 months of age and as late as 18 months. Most have their first heat at about 10 months.

How to tell when your female puppy is in season

- Swelling of the vulva (external genitalia).
- Frequent licking and cleaning of the vulva.
- A red discharge from the vulva when heat begins. This will continue for approximately 21 to 28 days and will change during the course of the heat from bloody red, to watery thin red, to nearly colorless.
- Increased urination frequency.
- Behavior changes such as unusual playfulness with other dogs or the appearance of some jumpiness, anxiety, or perhaps intolerance. Sometimes bitches get quirky and show insecurities before or during their heat.
- Excessive coat shedding 4 to 6 weeks prior to the start of heat (may be difficult to detect).

When females can get pregnant

The female can potentially be impregnated any time she will accept a male to mount. This is usually at its peak from days 7 through 18 of the heat, but it can be at any time. Female puppies may have their first season anytime from 6 months of age on, although a later season is more usual in Labradors and Goldens. Signs to look for are swelling or licking of

the vulva, or small droplets of blood on the floor or on the puppy's bedding. If you suspect your female is in season, do not take them out in public, and this includes puppy meetings. Even if males are neutered, the female in season experiences hormonal changes and can act differently than they would normally.

If the puppy is in season, call an Anthem advisor. The puppy will board with us for exactly 4 weeks to prevent any chance of unwanted pregnancy.

Female health issues

Frequent urination may indicate a urinary tract infection. If your older female puppy is urinating frequently, it may signal that she is coming into heat. Contact the Foundation for assistance.

Vaginitis is a yellowish discharge from the vulva (external female genitalia), and it is especially common in young female pups. It tends to clear up after heat but if it is accompanied by excessive licking or frequent urination, oral antibiotics may be used. Call the Foundation for assistance. **is a yellowish discharge from the vulva (external female genitalia), and it is especially common in young female pups. It tends to clear up after heat but if it is accompanied by excessive licking or frequent urination, oral antibiotics may be used. Call your advisor or area coordinator for assistance.**

The Adolescent Male Pup

A male pup may exhibit objectionable behavior as he reaches maturity. If he mounts your leg or those of children or chairs, let him know that this is unacceptable. The best way to dissuade the dog is to give a correction and to distract him by giving him something else to do at the time. Give him a toy, or a bone, or do a little obedience – anything to take his mind off it. If he persists, notify your advisor or area coordinator to receive support regarding the issue.

The male pup may become more territorial as he matures, and you may notice that he may want to start “marking his territory” by lifting a leg and leaving a squirt of urine. We cannot have our service dogs marking. Prevention of this can often be successful by allowing urination only on flat surfaces and not near bushes or trees. They may also begin mounting other dogs during play time. If this behavior starts pup should go to a ‘time out’ or another play yard by himself as this behavior can lead to fighting between two maturing males.

If your mature male puppy has a copious discharge from his penis, notify Anthem. Occasionally such a condition requires medication, but most times a small amount of discharge is normal.

Spaying and Neutering

If it is time for your dog to be spayed Anthem Service Dogs will coordinate scheduling with you. **Please do not get your pup spayed or x-rayed without permission from the Anthem Service Dogs.** When we call, we will request that our vet takes hip X-rays of the pup (possibly elbows and shoulders, too).

Tasks and Commands

You must learn the dog's commands, tasks, and what to expect from the dog for each term. This will be covered in your 100 hours of team training. Study the commands and practice to become fluent as this will help you to better communicate with your service dog.

Tasks/Commands

1. **All Done** – Showing your hands are empty and that task/work is complete, and dog is released
2. **Back** – Dog walks in reverse
3. **Block** – Dog stands across your back side to block people from getting too close
4. **Brace** – Dog holds a stance across your front to assist you in standing or sitting
5. **Bring It** – Dog brings whatever he is carrying
6. **Careful** – Dog is aware and looks for something that might be hazardous
7. **Carry** – Dog continues to carry an item
8. **Center** – (sit or down) – Dog sits or down between your legs
9. **Close** – Dog uses nose or paw to close a door or drawer
10. **Come** – Dog immediately comes and sits in front or beside you
11. **Dark** – Dog turns off the light
12. **Door** – (open/close) – Dog opens or closes a door
13. **Down** – Dog lays down where he is standing
14. **Drop It** – Dog drops whatever he is holding to the ground
15. **Find The Exit** – Dog finds an exit from a public space (typically the door your entered)
16. **Fix It** – Dog untangles his leg from leash
17. **Follow** – Dog walks directly behind you
18. **Front** – Dog stands across your front of body
19. **Get Dressed** – Dog puts his head in collar, harness, or vest
20. **Get It** – Retrieving an item you point at
21. **Get The** – Retrieving a specifically named item
22. **Give** – Putting a retrieved item in your hand
23. **Go Around** – walking around an obstacle
24. **Go Find** (name) – Finding help

25. **Go Through** – walking through a door or aisle either before or after you or after being told to wait
26. **Heel** – Positioning on your left side
27. **Hold** – Dog holds object in mouth
28. **In the Basket** – Dog places item in a basket/trash can
29. **Go Potty** – Pottying on command
30. **Kennel**- Dog puts himself in kennel
31. **Leave It** – Leaving something you do not want him to touch, look at, or interact with
32. **Let's Go** – Begin walking
33. **Light** – Turning on or off the light switch
34. **Load** – Loading into vehicle
35. **Manners** – (Same concept at “leave it”) but in regard to humans in public
36. **Move** – Moving out of your path
37. **My Lap** – Laying across your thighs on his elbows
38. **Off** – Removing himself from a spot
39. **Open** – (a door) – Pulling open a door
40. **Orbit**– Dog walks around you in a full circle
41. **Paws Up** – Putting paws up onto something
42. **Place** – Dog puts himself on a designated blanket or towel or bed
43. **Pull** – Pulling a ‘tug’ to open something
44. **Push**- Dog pushes with his nose
45. **Put it here** – Dog places retrieved item where you point
46. **Ready** – Stand at the ready to begin a task
47. **Release** – Dog is released from a stay, or released from work
48. **Settle** – Settling on his side laying down
49. **Shake** – Offering a paw
50. **Side** – Positioned on your right side
51. **Sit** – Sitting on his behind
52. **Shake off** – Shaking body (after bath or leaving a public space)
53. **Stand** – Standing from a sit or down position
54. **Stay** – Staying in one spot no matter what
55. **Step up** – Stepping on a wheelchair footrest to better reach person
56. **Take It** – Taking an item from you
57. **Take It to** – Delivering an item to a person
58. **Touch** – Touching something with paw

- 59. **Tuck** – Reversing down under a chair
- 60. **Turn** – (Right or Left) – direction change while walking
- 61. **Under** – Tucking under a desk, table, etc. forward into a down position 61. **Unload** – Unloading out of vehicle
- 62. **Visit** – Sitting and accepting a visit from a stranger
- 63. **Wait** – Pausing movement temporarily
- 64. **Watch Me** – Making eye contact with you
- 65. **Yes** – (marker word) – Affirming his action was correct

Handler's Emergency

Should you ever encounter an emergency for yourself you or your family, contact an Anthem member to come retrieve your service dog. If you are staying in a hospital and your family is unable to attend to your service dog, contact Anthem and we will make arrangements for your service dog in training. It is important to keep a contact card on your dog and in your phone in case EMS personnel should need to handle or hand off your dog.

Contacts/Resources

Anthem Service Dogs: Office Number 918.288.0820

Kate Friedl- Founder

918.430.6609 call/text

katef@anthemsvicedogs.com

Deb Schneider- Dog Curator 918.855.3187

call/text

deb@anthemsvicedogs.com

Anthem Veterinarian

15th Street Veterinary Group

6231 E 15th St, Tulsa, OK 74112

918.835.2336

24-Hour Emergency Vets in Tulsa

Oklahoma Veterinary Specialists

1501 West 78th S. Street

Tulsa, OK 74132

Phone: (918) 299-4900

Animal Emergency Center

4055 S 102nd East Ave

Tulsa, OK 74146

918.665.0508

Animal Poison Control 24 Hour Hotline

888.426.4435

Cite:

<https://seaworld.org/animals/all-about/training/animal-training-basics/>

<https://dogtime.com/reference/dog-training/50743-7-popular-dog-training-methods>

https://www.guidedog.org/PuppyRaising/PuppyRaiserManual/StartHere/Feeding_Guidelines.aspx

<https://www.oscn.net/applications/oscn/DeliverDocument.asp?CiteID=64916>

https://www.ada.gov/service_animals_2010.htm

https://www.hud.gov/program_offices/fair_housing_equal_opp/assistance_animals