



## **Certified Service Dog Team Manual**

### **A Guide to CSD Test Preparation Guidelines for CSD Teams**

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Please refer to this guide to prepare for the Certified Service Dog (CSD) Test. This Guide is the property of the Foundation for Service Dog Support, Inc. and may not be duplicated without permission of the FSDS.

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## INTRODUCTION

### Purpose of the CSD Test

The purpose of the CSD Evaluation Test is to certify that the service dog teams tested meet the standards for public access that are outlined by the Assistance Dogs International (ADI) Organization. Furthermore, certification is desirable to increase public confidence in service dogs.

At the present time there are not many options for certification that are available to teams that are privately trained. Certification is available to program trained teams, for the most part. Though there are several organizations that advertise that they will certify a service dog (SD) team sight unseen, for a fee, we do not believe this to be a desirable situation. This provides no assurance to the public that the teams are indeed safe and in keeping with established standards of SD behavior.

Privately trained does not imply that the SD team is poorly trained and not deserving of certification. We recognize the hard work that many SD teams put into their training and have established this test to provide an alternative avenue for proper certification to well trained and deserving SD teams. By building a network of competent CSD Teams, we hope to provide both SD teams and the public with increased confidence.

The vision of the Foundation for Service Dog Support, Inc. (FSDS) is a SD friendly community, absent discrimination, where team members may go forth in confidence and enjoy a quality of life. Welcome to the Foundation for Service Dog Support, Inc.

### Liability Disclaimer

Upon passing the CSD Test, the evaluator, on behalf of the FSDS has certified that at the time of the test the SD team met all standards for certification. In no way does this constitute a guarantee that the team will function flawlessly at all times in the future. The evaluator and the FSDS are not responsible for any problems that occur while the team is working in public. ***The handler is solely responsible at all times for any damages caused by the SD to persons, property, premises and/or facilities.*** Team certification must be renewed every 3 years.

The FSDS reserves the right to revoke certification if at any time a SD team is found to have posed a threat to the public or if the SD team fails to conform to the published Code of Conduct. The FSDS will investigate all complaints prior to making a final determination. All decisions will be final.

## **How to use this booklet**

The CSD Team Manual is intended to be used as a reference manual for qualified test candidates. Please refer to it as you are preparing to take the CSD Test. The information contained in this manual conforms to the requirements that have been specified by Assistance Dogs International (ADI), and adopted by the vast majority of SD Training Programs here in the U.S. and abroad.

## **REQUIREMENTS FOR SD TEAMS**

### **Qualifications for teams to take the CSD Test**

1. The dogs must have passed the Canine Good Citizen Test (or foreign equivalent) no earlier than their first birthday. If a dog has taken and passed the test prior to the first birthday, then the test must be taken again.
2. The dog must be at least 18 months of age.
3. The dog must have their current County license tag as well as their name and phone number identification tag displayed on their collar.
4. The dog must have been trained to perform service tasks related to hearing impairment, mobility impairment, medical alert or psychological assistance. This test is not designed to certify guide dogs for the blind.
5. The dog must be clean and properly groomed.

### **Required Materials for SD Team**

1. Copy of CGC Certificate (or equivalent)- must be dated on or after the dog's first birthday. Must be submitted with application.
2. Signed copy of FSDS Veterinary Statement, dated within 30 days of application.
3. Signed copy of FSDS Statement of Disability, signed by your treating physician and dated within 30 days of application.
4. County License Tag worn on collar, must be dated for current year.
5. Identification tag with name and phone number worn on collar.
6. Leash, no longer than 6 feet (retractable leashes are not acceptable)
7. Properly fitted working boots
8. Clean up supplies (paper towels, plastic bags, pooper scoopers, etc.)
9. Portable bowl and fresh cold water

## **Code of Conduct for Testing Candidates**

The testing candidates are expected to demonstrate appropriate public behavior at all times. The Assistance Dogs International (ADI) organization has established some accepted minimum standards for SDs in public, and the team is expected to live up to these standards. They include the following:

### **Public Appropriateness**

- The dog must be clean, well groomed and free of any offensive odors
- The dog must not urinate or defecate inappropriately in public

### **Behavior**

- The dog must not solicit attention or create a nuisance to any member of the general public
- The dog should not cause disruption to any place of business
- The dog should not vocalize unnecessarily (barking, whining, growling)
- The dog must not demonstrate any aggression towards people or other dogs
- The dog should not solicit or steal food items from the general public

### **Training**

- The dog must be trained to perform at least 3 service related tasks to mitigate the disability of the handler
- The dog must obey commands, except in cases of intelligent disobedience.
- The dog must work quietly on leash, harness, Halti or Gentle Leader
- The dog must be able to lie quietly besides the handler without blocking aisles, doorways or other access areas.
- The dog must be trained to urinate or defecate on command.
- The dog should remain within 2 feet of the handler at all times UNLESS the task requires the dog to temporarily move a greater distance, ie: retrieving a dropped object that has rolled under a counter or display.

### **Use of Treats and Praise**

It is acceptable for you to offer your dog some training treats during the exam, as long as this is kept to a minimum. You are encouraged, however, to offer praise and affection to your dog throughout the test.

## Requests for Financial Assistance

The FSDS has established criteria for financial assistance. In the event that a team is unable to afford the cost of the test, a SD team may submit an application for financial assistance to the FSDS. It is recommended that you begin this process approximately 3 months prior to the test to allow time for processing. Information on criteria for financial assistance, and the application for download are available on our web site at: [www.servicedogsupport.org](http://www.servicedogsupport.org) . If you qualify, we will mail you a payment voucher. You are to present the voucher to your Evaluator at the time of testing. You are responsible for any difference between the amount of the voucher and the cost of the test, and this is payable on the day of testing.

## Receiving Your Certification and Vest

Upon successful completion of the CSD Test, you will be given a Proof of Passing Form by the Evaluator. It must be signed by your evaluator. Please fill out the form, then send the form and a check for \$75 (U.S. funds) to cover the cost of the vest, Team Certification Card and shipping/handling charges, together in the same envelope to the address listed on the form. Allow 6-8 weeks for delivery. We recommend that you keep a copy of the Proof of Passing Form for your records, in the event that any questions regarding certification arise while you are awaiting arrival of your vest and certificate. Your certification will be valid for 3 years from the date of issue. ***You will be required to re-take the test every 3 years to renew your certification.***

If, at any time the FSDS is made aware of any incidences where a certified SD team has presented a threat to the community, or has engaged in any other inappropriate behaviors, the FSDS will investigate the matter. If, after investigation, it is determined that the SD team has failed to conform to the published Code of Conduct, then the certification will be revoked and the handler will be required to return the vest. Any fees paid will be non-refundable.

## Re-testing Rules

We recognize that any team can be affected by nerves, and we all have an occasional bad day. In the event that you are noted to have a deficiency on the first test, you are allowed one more opportunity to re-take the test. You must wait a minimum of 3 months before you will be able to re-test, to allow you time to address any areas that are in need of remediation. Any team that fails the test a second time will not be allowed to re-take the test with their current dog. There will be no exceptions to this rule.

The decisions of the CSD Evaluators are final. The FSDS Administration will not intervene and overturn the decision of any Evaluator.

## HOW TO PREPARE YOURSELF FOR THE CSD TEST

### Selecting a CSD Evaluator

You will find a list of qualified CSD Evaluators in your area on our website. You are required to select a name from the list.

### Preparing for test day

In the days that lead up to the test, we strongly recommend that you take some practice runs of the CSD Test. We suggest that you recruit the help of family, friends, private trainers or any others who have worked with you. Review all the stations carefully and study the information we have provided on *how* the stations will be tested. There should be no surprises on test day. A copy of the test has been included in this manual.

Be certain that you collect all required materials for the test day. Do not wait for the night before the test to check the County tag, name tag, etc. As soon as you receive this letter, please start this process. ***You need to have working shoes for your dog the day of the test.*** There are no exceptions to this rule. If your dog is not accustomed to wearing shoes, now is the time to start. Your dog needs to be able to tolerate wearing working boots should the climate or terrain warrant them.

Be certain that any working equipment is broken in and that your dog has had the opportunity to get used to it. It is not advisable to put a new harness or other equipment on your dog the morning of the test. If your dog is not used to the equipment, this may reflect on their ability to work during the test and may result in a poor testing outcome. Be certain that you have a proper leash, no longer than 6 feet. Retractable leashes are not acceptable in public under any circumstances. ***If you arrive for the test with a retractable leash, you will not be allowed to take the test.***

### The night before the test

We recommend that you pack all the items you will need for the test the night before. Test day is historically an anxious time for most teams. If you wait until the morning of the test to pack, you are likely to forget some items.

**Pack a travel bag** for your dog for the day of the test. Remember to include the following items:

- Your test ticket
- Address and directions to the test location
- The name of your Evaluator and a contact phone in the event of delay
- A water bowl
- Training treats
- Clean up supplies (paper towels, plastic bags, pooper scoopers, etc.)

**Inspect all working equipment** to ensure that it is in good repair. Set out the working equipment that your dog will need so that is easily accessible and all in one location. Clean any equipment as needed. Make sure you have:

- A non-retractable leash, no longer than 6 feet
- Properly fitted working shoes
- Harness or other working equipment
- Collar with County license tag and identification tag (name and phone #)

**Address grooming needs** the day before the test. We suggest that you give your dog a bath the night before the test, and not allow them to run outside and roll in the dirt prior to the test. Your dog must be bathed, groomed and free of offensive odors. Be certain that the nails are clipped and the teeth and ears are cleaned.

GET A GOOD NIGHT SLEEP! Set out a list of things to bring for the following day, and leave the list in a location where you are sure to see it.

### **The morning of the test**

**Set the alarm** so that you do not oversleep. **Eat a good breakfast.** Allow enough time to get ready so that you are not rushed. **Brush your dogs fur** to make sure that there are no mats or tangles. **Feed your dog early enough**, and ensure that s/he has ample time to **use the potty PRIOR to the test.** In fact, we recommend a potty break (for both of you!) as the last thing that you should do before you leave the house.

To the greatest extent possible, **try not to deviate from your usual morning routine.** The more routine the morning is, the more relaxed that you will both be when you arrive to take the test.

**Check your list** to ensure that you have all required items. Leave time to get all working equipment on your dog in a non-hurried manner. Give lots of praise and positive reinforcement to your dog the morning of the test. If you appear anxious, your dog will keep in on this. Stress has a way of traveling down the leash and transferring to your dog.

**Pack your water bottle** with cold water and take it with you. A bowl alone will do you no good if you do not have water to put in the bowl.

**Leave extra traveling time**, just in case you encounter some unusual traffic. Arrive early at the test site and allow your dog to talk around. This is a particularly good idea if you are testing at a site that your dog has never been to before. Allowing your dog some time to walk around will relax him/her and increases the chances of success on the test.

## HOW TO PREPARE FOR THE TESTING STATIONS

### General Rules of Thumb

In accordance with the published minimum standards for assistance dogs in public that are established by Assistance Dogs International, **a SD should remain within 2 feet of the handler at all times when in public.** The only exception to this rule will be if the SD is required to complete a task that necessitates the dog to temporarily be at a greater distance. This test has been adapted from the Assistance Dogs International Public Access Test. It is not our intent to re-create the wheel, but rather to encourage teams to follow accepted guidelines.

Your dog is expected to follow commands, except in cases of **intelligent disobedience.** An example of intelligent disobedience would be if you gave the dog a command to go into the street, and your dog refused because s/he saw an oncoming car that you did not see. Cases of intelligent disobedience are due to extenuating circumstances, and in a testing situation these are very rare indeed. Your Evaluator will make the final determination in cases where there is a question on whether or not the behavior of the dog constitutes intelligent disobedience. The decision of the CSD Evaluator will be final, and the FSDS will not overturn the decision of the Evaluator.

### Scoring System

Please familiarize yourself in advance with the following scoring system.

**4** = Excellent, the dog responds on the first command

**3** = Good, the dogs responds on the 2nd command

**2** = Fair, the dog responds on the 3rd command

**1** = Failure, the dog fails to respond within 3 commands or an automatic failure occurs

Note that **two criteria must be met** in order to award a passing score on this test.

1. The SD team must achieve a combined score of at least 44 points;  
**AND**
2. Any dog who demonstrates aggression towards another dog or a person, or who defecates or urinates inappropriately in public will automatically fail the test. The dog may show curiosity towards another dog, but any instances of growling, barking, snapping, or lunging constitutes aggression.

*There are 19 stations to this test. The maximum achievable score is 88 points. The team must score a minimum of 44 points.*

**Automatic Failure-** in the event that any of the following situations occur, the evaluator is required to terminate the test and issue a failing grade:

- Demonstrated aggression towards another dog
- Demonstrated aggression towards another person
- Urinating or defecating inappropriately in a public place

***There will be no exceptions to the automatic failure rule.***

The CSD Evaluators have been instructed to strictly adhere to this rule. At any time, a SD team may encounter another team while working in public. It is not acceptable to certify an aggressive dog, and potentially place a second team in jeopardy at a future encounter.

You are allowed up to three times to correct the dog on any station before you will fail the station. This will account for nerves or unusual circumstances that may be encountered. Your Evaluator will most likely review these rules with you prior to beginning the test to reassure you. At that time, you will return to your car and start the testing. Leave enough time between commands to allow the dog to respond before you give the command a second or third time, if needed.

Note that the testing starts at the car. If you do not have a car, you will need to find a family member, friend, or neighbor with a car to assist you. If this is not possible you will need to arrange with your Evaluator to use public transportation for this part of the test. Leaving these stations off of the test is **NOT** an option. A private car represents the most controlled situation and is strongly advisable.

## **Preparing For Individual Testing Stations**

**Station 1: Controlled unload from vehicle.** Your dog must be on leash during the unload. Any dog who is unloaded off leash will not pass this station. Leash laws require that a dog is on a leash at all times when not in a fenced area. Unloading a dog off leash in a parking lot is dangerous.

**Station 2: Greeting an unfamiliar dog.** Your Evaluator will arrange for a second unfamiliar dog to walk past your dog. If your Evaluator is partnered with a SD, then they may solicit the assistance of their dog. Your dog should be able to work in any situation, including the presence of another dog. There will be times when you are in public and encounter another SD team, and it is important that you and your dog demonstrate that you are safe and appropriate in the presence of other dogs.

**Station 3: Walking from the car into the building.** You are being tested to see that your dog does not pull on the leash or show fear of normal parking lot noises. Your dog should be focused on working and not exploring the parking lot.

**Station 4: Controlled entry into the building.** Your dog should walk quietly besides you and make no attempt to explore or solicit attention from passer-bys. Your dog should also show no fear of overhead blowers, automatic doors, metal grates on the floor or other types of uneven surfaces.

**Station 5: Walking through the building.** Your dog should remain in a heel. Please be vigilant to any attempts by the public to pet your dog while you are working. You should respond politely, but firmly to the public and not allow your dog to be petted, other than for testing purposes on Station 11. Your dog should not sniff the displays or nibble on merchandise! Make sure that you are closely monitoring the behavior of your dog while in the store.

**Station 6: Walking past food displays.** Your Evaluator will most likely instruct you to walk past the meat counter as well as the bakery section to test this station. These are areas where the dogs are more likely to be tempted. Walking down the pet food aisle is also recommended. Therefore, we suggest that you take the dog into these areas routinely while preparing for the test to ensure that they will not sniff or attempt to sample the food during the test.

**Station 7: Off lead.** This will be tested in a controlled manner. Your Evaluator will not select the busiest place in the store to conduct this portion of the test, because the public sometimes takes this as a sign that they may pet the dog and this would not be acceptable. You will be instructed to drop the leash and walk about 10 feet, after which time you will be instructed to take the leash again. You are being tested to see that the dog remains besides you. If your dog strays, respond firmly but do not raise your voice. You must be able to get your dog to resume the heel within 3 commands. We suggest that you start to train for this station in a quieter area, and progress to more busy areas.

**Station 8: Six foot recall.** You will be instructed to put your dog in a sit/stay at the end of the aisle, and then walk about 6 feet forwards. After 10 seconds, you will be instructed to call the dog. Your dog should go straight to you and not make any attempts to sniff the merchandise along the way. You will be given up to three chances to redirect your dog if needed. We suggest that you practice this skill in a number of different aisles, including the pet food aisle, as this is often a big temptation to most dogs.

**Station 9: Sit on command.** This will be done two times. We suggest that you bring some food in a plastic bag to prepare for this part of the test.

The first time, you will be instructed to put your dog in a sit, then the Evaluator will drop the food on the floor next to the dog. You must instruct your dog to “leave it”, and remain seated. We suggest that you bring your dogs favorite food to practice this skill. If your dog is able to leave their favorite food and sit beside it on the floor, they will be able to leave whatever the Evaluator drops.

The second time, your Evaluator will solicit help from another shopper. You will be instructed to place the dog in a sit by your side, then another person will pass by your team with a shopping cart. Your dog should remain seated. You may want to start early to solicit help from other shoppers to prepare for this part of the test. Make sure that your dog is on the same side that the passer-by will walk by when you practice this station.

**Station 10: Down on command.** You will be told to put your dog in a down/stay (not seated). Your Evaluator, or their designee will step over the dog in each direction, and your dog should remain in a down/stay. If you have a disability and are not able to step over the dog, you may solicit the assistance of another ADULT (not a child) to prepare for this portion of the test. Get your dog used to being stepped over, as unfortunately this will periodically occur in public when you are working. Your dog has to get accustomed to staying down, and not jumping up, tripping a stranger and creating a hazard.

**Station 11: Greeting a friendly stranger.** Your Evaluator will select two strangers at random, one adult and one well-mannered child. You will be instructed to place your dog in a sit/stay and then give the strangers permission, one at a time to greet the dog. Your dog should remain in a sit/stay during this portion of the test. Practice this in a controlled setting. Be careful, because in a crowded place, if you are seen giving permission to one person to pet your dog, you may have quite a line form! Be clear that you are preparing for a test and that you therefore have to limit the number of people who can pet your dog in order to simulate the testing situation. Make sure that in the case of the child, you give instructions on HOW to greet, children tend to try to hug the dogs. A simple pat on the head or shaking of the paw is all that is required.

**Station 12: Service related tasks.** You must select at least one task that is appropriate for each type of service work that your dog has been trained to perform. See also the section of the manual on acceptable tasks for service dogs (pages 18-19). Note that the list includes but does not limit you to tasks on the lists. The ADI requires that a SD must be able to complete at least 3 service related tasks. There is no requirement that any one particular task is included, it is up to your discretion. Only you know which tasks you do or do not require assistance with. Be specific when you list the tasks. Make sure that it is appropriate. For example, if your dog is trained to perform mobility work, cuddle and kiss will not be an acceptable task to be tested on for this station. Each task will be evaluated and scored separately.

**Station 13: Noise distraction.** You will not be given advance warning for this portion of the test. At some point, preferably when you are an aisle that is not too busy, your Evaluator will drop an object (such as a clipboard) on the floor behind you. They are testing to see how the dog reacts to the noise. Your dog is allowed to turn and show interest, but not jump, pull on the leash, bark or show fear. We suggest that when you are in public you solicit the assistance of others to make some noises while you are preparing for the test. Recruiting family or friends can be very helpful. Have them bring a variety of objects to drop. Dropping objects at school, work, church or other places is also helpful. If your dog is accustomed to hearing folding chairs, books, clipboards or other such objects dropped, they are likely to do well on this station.

**Station 14: Entering a restaurant or eating area.** Your Evaluator will walk behind your team and evaluate how your team handles walking into an eating area. Your dog should remain in a heel and not try to sample food from tables while walking by. Avoid any excessive leash tugging, learn to use verbal commands to control your dog. We suggest using the “leave it” command as you train your dog not to beg food from tables. It is also important at home that you are NOT giving your dog table food. If your dog has been taught consistently that they will not get table food, they will probably be ok on this part of the test.

**Station 15: Down/stay while in a restaurant.** You should instruct your dog to go “under” the table, and the dog should remain in a down/stay for 10 minutes. This portion of the test will be timed. Your dog should not get up or try to beg food from you or the Evaluator. You should not attempt to feed your dog under the table. A drink of water is acceptable, but food in a public place is not. We suggest that you get used to having your dog lay quietly under the table for all meals at home. If they are accustomed to doing this, you should have no trouble on this part of the test.

**Station 16: Food “leave it” in a restaurant.** At some point, while your dog is in a down/stay under the table, the Evaluator will drop a piece of food on the floor in front of your dog. You will be given advance notice of this, and should instruct your dog to “leave it”. Your dog should ignore the food **AND** should remain in the down/stay position under the table. Routinely practice this at home. We also suggest that before you put the dog under the table at a restaurant, you check to see that there is no food on the floor under the table!

**Station 17: Controlled exit from the building.** Your dog should remain in a heel and not attempt to solicit attention from passer-bys. You should remain vigilant for attempts by the public to pet your dog and should respond to such attempts or questions appropriately. During practice, simply informing the public that you are preparing for a test will usually discourage them from further attempts to pet your dog. During the test, simply informing people that you are in the midst of a test will keep them at bay. Always be polite, yet firm.

**Station 18: Controlled load into vehicle.** Be sure to load your dog into the vehicle and secure him/her prior to loading your groceries or bags in to the vehicle. Your dog should remain in a heel and make no attempt to wander or pull at the leash while you are positioning equipment or getting your keys. Loading bags will likely not be an issue during the test. Establishing a routine during the time you are training and adhering to it on the test is all that is really required to prepare for this station.

**Station 19: Behavior and Team Work.** The dog should behave in an appropriate manner at all times. The handler should use positive reinforcement and praise throughout the test. There should be good communication between the team at all times. This includes verbal praise, eye contact when appropriate and the occasional pat on the head to let the dog know that they are doing a good job.

### **After the test**

When the test is completed, the Evaluator should take you back inside so that you can sit together and review all the stations together. You will be given your test results at that time.

***If you successfully pass the test on the first attempt,*** you will be given a Notice of Passing, and should follow the instructions on the notice. Keep a copy of this notice as proof that you are certified, while you are waiting for your vest and wallet card to arrive.

***If you do not pass the test on the first attempt***, you will be given a Notice of Deficiency. Do not panic if this happens! You will be allowed one more attempt to take the test. The Evaluator will outline those areas in need of work and help you to focus in on what you need to do in order to be successful on the re-test. You must wait a minimum of 3 months before you will be able to re-take the test.

If you fail the second attempt, you will not be allowed to re-take the test with your current dog. However, you are free to take the test in the future with a different dog. This would not be considered a negative reflection on you, and would not imply that you have not put effort into your training. However, based on the issues noted, we would strongly urge you to reconsider any decision to bring your current dog into public places. Remember that you are solely responsible for the actions of your dog at all times, and a dog with issues that are not able to be corrected is not considered appropriate to be in public places.

We note that since the ADA Law does not require you to certify your dog in order to bring them into public, we do not have the authority to make this decision for you. We can only make recommendations, and then it is up to each individual to determine what to do with these recommendations. Regardless of your decision, you are still solely liable for the actions of your dog at all times.

## **LISTS OF TASKS THAT ARE APPROPRIATE FOR SERVICE DOGS**

The following lists include, but are not limited to, some tasks that are considered appropriate to be used on a testing situation for various types of service dogs. Please use these lists as guides. If, however, an individual asks to include a task not on the list, and this appears to be necessary based on the disability of the individual, you are free to include that task. This list is intended to be used as a reference guide, not a substitute for good judgment.

### **Hearing Dogs**

- Alert handler to name being called
- Alert handler to phone ringing
- Alert handler to oncoming cars
- Alert handler to any potential dangers
- Alert handler to the presence of others

### **Mobility Dogs**

- Retrieving dropped items
- Holding items
- Carrying items in a store or to another room
- Placing items on the counter at the cash register
- Opening /closing doors
- Fetching a cane, walker or other equipment
- Assisting handler to get up from a chair or the floor
- Turning lights on and off
- Assisting with the transfer from wheelchair to chair (as in restaurant)
- Reaching for items from a shelf or shopping cart
- Answering a (cell) phone when it rings
- Alerting others in the event of emergency
- Alerting handler to hazards such as steps, curbs, potholes or other obstacles
- Fetching medications if needed
- Assisting with stairs
- Assisting with ambulation
- Retrieving a purse, wallet, backpack or travel bag
- Carrying mail
- Carrying an item to another person
- Pulling or maneuvering a wheelchair
- Assisting with shopping cart or basket
- Pushing handicap or elevator buttons
- Safely maneuvering handler in a parking lot
- Assistance in a public restroom
- Putting away an item
- Emergency body pull

### Medical Alert Dogs

- Alerting handler to changes in medical condition, such as low blood sugar, impending seizures or cardiac rhythm disturbances
- Fetch medication if needed
- Fetch the phone so handler can call for help
- Alerting others to the need for assistance
- Reassuring handler during medical crisis
- Watch over handler until help arrives
- Assist handler in sitting or laying down in cases of impending medical crisis
- Assist handler in getting up from floor or chair after medical crisis

### Psychological SDs

- Tactile stimulation
- Cuddle and kiss
- Reassure handler
- Stay with and focus on handler
- Assist with locating keys or telephone
- Fetch medication if needed
- Brace or lean against handler
- Assist handler to leave a social situation, as with panic attacks
- Facilitate social interactions
- Alert handler to the presence of other people
- Assist handler in creating a safe personal space
- Threat assessment, alert handler to potential dangers
- Assist handler in safely crossing street
- Assist handler in safely maneuvering across parking lot
- Alert handler to changes in mood or mental status
- Buffer handler in crowded places



# Service Dog Certification Test

**PART I: TO BE COMPLETED BY EVALUATOR**

Date of Test: \_\_\_\_/\_\_\_\_/\_\_\_\_      Attempt # \_\_\_\_      Result: Pass / Fail

**Evaluator Information**

Name of Evaluator (please print): \_\_\_\_\_

Signature of Evaluator \_\_\_\_\_

Evaluator ID# \_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Test Location: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

**SD Team Information**

Name of Handler \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Name of Dog \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_

D.O.B. of Dog \_\_\_\_\_ (must be at least 18 months old to take test)

Name of Veterinarian \_\_\_\_\_

Name of Animal Hospital \_\_\_\_\_

## **PART II: TEST**

**Type of service work** that the dog has been trained to do (if the dog has been cross-trained, please check all that apply):

- Hearing Assistance
- Mobility Assistance
- Medical Alert
- Psychological

Note that this test is not designed to test for certification of guide dogs for the blind. The level of testing required for these skills is beyond the scope of this test.

**Required paperwork.** Please check off all items on list to ensure that all documentation is in order.

- Green test ticket for first time test-takers.
- Red test ticket for those re-taking the test.
- Candidate and Evaluator have signed the Acknowledgement/Acceptance of Guidelines

**Equipment.** Please check all the following:

- The dog has a collar with a proper name tag and phone number
- The County license tag is current and displayed on the collar
- The leash is no longer than 6 feet (retractable leashes are not acceptable)
- Working equipment is properly fitted and in good repair
- The dog has properly fitted working boots
- The dog is clean and properly groomed

**Scoring System.** Please score the performance of the team using the following score.

**4** = Excellent, the dog responds on the first command

**3** = Good, the dogs responds on the 2nd command

**2** = Fair, the dog responds on the 3rd command

**1** = Failure, the dog fails to respond within 3 commands or an automatic failure occurs

*There are 19 stations to this test. The maximum achievable score is 88 points. The team must score a minimum of 44 points.*

**Automatic Failure-** in the event that any of the following situations occur, the evaluator is required to terminate the test and issue a failing grade:

- Demonstrated aggression towards another dog
- Demonstrated aggression towards another person
- Urinating or defecating inappropriately in a public place

There will be no exceptions to the automatic failure rule.

## TESTING STATIONS

**Station 1: Controlled unload from vehicle.** The dog is observed unloading from the vehicle, and must make no attempt to exit the vehicle until the handler gives the command to do so. The dog must be on a leash upon exit from the vehicle. The dog must wait besides the handler while any equipment (such as wheelchairs, walkers or crutches) is put in place and the handler gives the dog the command to move.

Score: \_\_\_\_\_

**Station 2: Greeting an unfamiliar dog.** After the dog is unloaded from the vehicle, the evaluator will have a second person walk by with an unfamiliar dog. If the evaluator is partnered with a service dog, they may solicit the assistance of their dog for this part of the test. The dog must show no signs of aggression. This includes growling, snarling, barking, biting or lunging. The dog may show friendly interest in the other dog.

Score: \_\_\_\_\_

**Station 3: Walking from the car into the building.** The dog must remain in the heel position while walking through the parking lot, and show no fear of passing cars, motorcycles, shopping carts or other noises that are routinely encountered in a parking lot. When on the sidewalk, the dog must remain in a heel and not make any attempt to stray off of the sidewalk. The dog should not pull at the leash or bark at passer-bys.

Score: \_\_\_\_\_

**Station 4: Controlled entry into the building.** The team must safely negotiate the entryway. The dog should show no fear or automatic doors, overhead noises or shopping carts, or rough floor surfaces.

Score: \_\_\_\_\_

**Station 5: Walking through the building.** The dog should remain in a heel while inside of the building, and should not make any attempt to solicit attention from strangers. The handler should be vigilant of passer-bys who seek to pet or distract the dog, and should respond appropriately. The dog should remain within 2 feet of the handler at all times.

Score: \_\_\_\_\_

**Station 6: Walking past food displays.** The dog should remain in a heel and should make no attempt to sniff at the food displays.

Score: \_\_\_\_\_

**Station 7: Off lead.** While walking down the aisles of the store the handler will be instructed to drop the leash and walk approximately 10 feet. The dog should remain in a heel and not stray from the handler. The dog should not make any attempt to sniff or pull at the displays in the aisle. The handler must be vigilant for any passer-bys who seek to pet or distract the dog and should respond appropriately.

Score: \_\_\_\_\_

**Station 8: Six foot recall.** The handler will be instructed to put the dog in a sit/stay at the end of an aisle. The handler will move 6 feet from the dog, wait 10 seconds and then call the dog. The dog should return to the handler directly, and make no attempt to stop and sniff or pull at the displays in the aisle or solicit attention from passer-bys.

Score: \_\_\_\_\_

**Station 9: Sit on command.** The dog will be asked to sit in two different situations, and should be scored separately each time.

1. The dog will be asked to sit next to some food that has been placed on the ground. The handler will tell the dog to "leave it" and the dog must ignore the food. Excessive leash corrections are not acceptable.

Score: \_\_\_\_\_

2. The dog will be told to sit and a second person will pass from the opposite direction with a shopping cart. The dog must remain in a sit.

Score: \_\_\_\_\_

**Station 10: Down on command.** The dog will be placed in a down/stay (not seated). The instructor should step over the dog in each direction, and the dog must remain in a down/stay. If the handler is physically unable to complete this part of the test, the assistance of another adult may be solicited.

Score: \_\_\_\_\_

**Station 11: Greeting a stranger.** The dog will be asked to greet two strangers, one adult and one child. The dog should be placed in a sit/stay to greet, and must remain seated. The dog should not attempt to solicit attention before being instructed to greet. The dog should allow the strangers to pet him/her, must behave appropriately and display no evidence of fear or aggression towards the strangers.

Score: \_\_\_\_\_

**Station 12: Service related tasks.** The dog must demonstrate the ability to perform three service tasks to mitigate the disability of the handler. The tasks must be appropriate for the type of service work that the dog has been trained to perform. Please list and score all three tasks individually.

Task 1: \_\_\_\_\_

Score: \_\_\_\_\_

Task 2: \_\_\_\_\_

Score: \_\_\_\_\_

Task 3: \_\_\_\_\_

Score: \_\_\_\_\_

**Station 13: Noise distraction.** While the team is walking through the store, the evaluator will drop a heavy object on the floor behind the team. The dog may display a normal startle reaction and turn to see what the noise is, and should recover quickly. The dog should not bark, attempt to run away or display fear.

Score: \_\_\_\_\_

**Station 14: Entering a restaurant or eating area.** The team should walk past another table on the way to be seated. The dog should remain in a heel and should not make any attempt to sniff at the food on tables or solicit attention from strangers.

Score: \_\_\_\_\_

**Station 15: Down/stay while in a restaurant.** The dog should be instructed to go “under” the table and should remain there quietly for at least 10 minutes. The dog may not break the down/stay and should not make any attempt to eat food from the floors or solicit attention.

Score: \_\_\_\_\_

**Station 16: Food “leave it” in a restaurant.** The evaluator will drop some food on the floor near the dog. The handler will instruct the dog to “leave it” and the dog should ignore the food.

Score: \_\_\_\_\_

**Station 17: Controlled exit from the building.** The team should exit the building with the dog in a heel. The dog should make no effort to pull at the leash or solicit attention from passer-bys. The dog should remain in a heel while in the parking lot and show no fear of normal parking lot noises.

Score: \_\_\_\_\_





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

***This form must be signed and returned with any applications that are applied for by regular mail. On line applicants do not need to return this form, as this statement is included in the automated application process.***

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

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

\_\_\_\_\_  
Printed Name of Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant

## Checklist of Application Materials

### IMPORTANT!

***If applying by mail***, please read this information carefully! Please ensure that all items on this checklist are included in the envelope with your application, and that you have provided us with a means to contact you.

#### Documents to be submitted along with mailed applications:

- Completed application
- A recent photo of you and your dog together. This must be a recent photo of you and your dog with your faces as close together as possible. Separate photos of each of you are not acceptable.
- A copy of your CGC Certificate, dated NO SOONER THAN your dogs first birthday.
- Veterinary Statement, signed by your veterinarian within 30 days of this application.
- Statement of Disability, signed by your treating physician within 30 days of this application.
- Acknowledgement and Acceptance of Guidelines
- A ***non-refundable*** application processing fee of \$10, as a check or money order, made payable to “The Foundation for service Dog Support, Inc.” Please **DO NOT** send cash with your application.

Once you have gathered all items on this checklist, please place them in the same envelope and mail them to:

Kathe Neyer, Director of Certification  
c/o 10960 N. 67<sup>th</sup> Ave.  
Glendale, AZ 85304

Please allow up to 3 weeks for a response. If all application materials are complete, you will receive a test ticket in the mail. You will have 30 days from the issue date of the test ticket to take the test. You can locate an evaluator in your area by visiting our website at:

<http://www.servicedogsupport.org/sub/evaluator-locator.cfm>

*Thank you for your application, and good luck!*



## Application for Certified Service Dog Test

**Please fill out all required information on the front and back of the application**

Name of Applicant \_\_\_\_\_ Today's Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_ U.S. Citizen? Yes / No

County of Residence \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_-\_\_\_\_ Mobile (\_\_\_\_) \_\_\_\_-\_\_\_\_

Email address \_\_\_\_\_

Name of Dog \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_

D.O.B. of Dog \_\_\_\_/\_\_\_\_/\_\_\_\_ Tattoo or Microchip# \_\_\_\_\_

County of License \_\_\_\_\_ Tag# \_\_\_\_\_ Year \_\_\_\_\_

How long have you and your dog been training together? \_\_\_\_ Months / Years

Name of Veterinarian \_\_\_\_\_

-----  
Please check to ensure that you have provided all of the following documents along with your application. Note that the application will not be processed until all items are received.

- Copy of Canine Good Citizen Certificate that is dated on or after your dogs first birthday.
- Signed Veterinary Statement, dated within 30 days from the date of this application.
- Signed statement of Disability, dated within 6 months of this application
- Signed Acknowledgement and Acceptance of Guidelines

Please indicate which type(s) of service work your dog has been trained to perform (please check all that apply):

- Hearing Assist
- Medical alert
- Mobility Assistance
- Psychological Assistance

## Information for Certification Materials

As a part of the certification materials the FSDS issues you an emergency contact information card, to be carried in the pocket of the vest. In the event that you are ill or injured and a temporary separation of you and your dog must occur, it is imperative that you specify a designated caregiver for your service dog.

\*Primary designated caregiver \_\_\_\_\_

\*Phone (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Alt. Phone #1 (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Alt. phone #2 (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

\*Secondary designated caregiver \_\_\_\_\_

\*Phone (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Alt. Phone #1 (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

Alt. phone #2 (\_\_\_\_\_)\_\_\_\_\_-\_\_\_\_\_

## Size of vest

Vest sizes are determined based on the weight of your dog. Please indicate the vest size you will require upon successful completion of the SD Certification Test:

- X-small (5-15 lbs)
- Small (16-25 lbs)
- Medium (26-40 lbs)
- Large (41-75 lbs)
- X-Large (76-115 lbs)
- Giant (116-140 lbs)
- X-Giant (141-200 lbs)

***Please send this application along with all of the information requested to the following address:***

The Foundation for Service Dog Support, Inc.  
Attention: CSD Test Application  
10960 N. 67<sup>th</sup> Ave. #88  
Glendale, Az. 85304

***There is a \$10.00 non-refundable fee for processing of the application.*** Please make check or money order payable to The Foundation for Service Dog Support, Inc. Please **DO NOT** send cash in the mail with your application.

**IMPORTANT:** Once your application has been accepted, you will be given a CSD Test Ticket, along with information on CSD Evaluators in your area. You are required to bring the ticket with you the day of the test. You will not be allowed to take the test unless you present the ticket to the Evaluator.



Thank you for your commitment to SD training and congratulations on taking this important step to achieve SD Team Certification. We look forward to working with you.



## Veterinary Statement

Name of Client \_\_\_\_\_

Name of Dog \_\_\_\_\_ Breed \_\_\_\_\_

Color \_\_\_\_\_ D.O.B. of Dog \_\_\_\_ / \_\_\_\_ / \_\_\_\_

The above client has applied to the Foundation for Service Dog Support to take the certification test with the dog named. We ask that you verify the following information so that we may be able to process the application.

The dog is up to date on all vaccines  Yes  No

The dog is free from any underlying medical problems and physically able to perform service work.  Yes  No

The dog has been spayed / neutered on the following date: \_\_\_\_\_  
(Note that this is a non-negotiable requirement for certified service dogs).

The dog is at least 18 months old.  Yes  No

If the answer to either of the above questions is "no", please provide an explanation.

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Veterinarian(Signature stamps are not acceptable)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of Veterinarian

\_\_\_\_\_  
Name of Veterinary Hospital or Clinic



## Statement of Disability

This is to certify that \_\_\_\_\_ is a patient under my care, and is being treated for a disabling medical condition.

\_\_\_\_\_  
Signature of Physician (signature stamps not acceptable)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed name of Physician

\_\_\_\_\_  
Type of Specialty