

Service Dog Evaluator Guide

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

Please note: At no point in time should any individual be questioned about the nature of their diagnosis. This is a HIPPA Violation. You are only permitted to ask what types of tasks the service dog has been trained to perform.

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INTRODUCTION

Purpose of the SD Evaluation Test

The purpose of the SD Evaluation Test is to certify that the service dogs 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 dogs, for the most part. Though there are several organizations that advertise that they will certify a service dog (SD) sight unseen, for a fee, we do not believe this to be a desirable situation. This provides no assurance to the public that the dogs 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 SD Evaluators, we are able to provide in-person testing of SD teams to ensure the quality and integrity of the test.

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 SD Test, the evaluator, on behalf of the FSDS certifies 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.

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

Please feel free to refer to this booklet to take the SD Evaluator Test. The SD Evaluator Guide is intended to be used as a reference manual for our Evaluators. Please carry it with you when you are administering a SD evaluation Test. The information contained in this guide corresponds to the questions on the SD Evaluation Test.

REQUIREMENTS FOR EVALUATORS

Qualifications to become a SD Evaluator

1. You must be at least 18 years or age.
2. You must affirm that you have no felony convictions on record.
3. You must submit the application to become a CSD Evaluator along with the \$50.00 non-refundable processing fee; this is renewable every 3 years.
4. You must meet at least **ONE** of the following criteria:
 - a. Be a Canine Good Citizen (CGC) Evaluator for at least one year; *or*
 - b. Be a graduate of a professional Canine Obedience Instructor Training School (proof of graduation required); *or*
 - c. Have at least 2 years of documented experience working for a Service Dog Training Program (letter from program required)
5. You must pass the open book SD Evaluator Qualifying Test. You can find this test on page 20 of this manual, or as a part of the online application process.

Upon completion of these requirements, you will be issued a wallet card showing that you are a SD Evaluator with the FSDS, and a name badge that is to be worn at all times when you are administering the SD Evaluation Test.

Code of Conduct for SD Evaluators

AS a SD Evaluator, you are acting as a representative for the FSDS. You are required to conduct yourself in a professional manner at all times. This includes but is not limited to the following:

- Using positive language when dealing with clients and the public
- Dressing appropriately
- Applying testing rules in a fair and consistent manner
- Arriving on time for testing appointments
- Being organized and efficient

Conflict of Interest

SD Evaluators should not enter into any testing agreement when a conflict of interest exists. Examples of a conflict of interest include, but are not limited to any of the following:

- Testing your own dog

- Testing the dog of a family member
- Administering the FSDS SD Test to certify a dog for a different agency

Required Materials for the Evaluator

1. Pen (black or blue ink only)
2. Clipboard
3. SD Test Scoring Sheet
4. SD Proof of Passing Forms
5. SD Notice of Deficiency Form
6. Name Badge
7. Watch or stop clock for Station 15

Record Keeping Requirements

All SD Evaluators will be required to maintain paperwork in accordance with FSDS rules. ***You must collect the green test ticket before you begin the test for first time test takers, and the red ticket for those who are re-taking the test.***

Upon completion of the test, the SD Evaluator should ensure that the following forms are all completed:

1. SD Testing Form- ***to be returned to the FSDS***
2. Proof of Passing Form for those teams who successfully pass the test.
3. Notice of Deficiency Form for those teams who demonstrate deficiencies
4. Notice of Failure for those teams who fail to achieve a passing score after their second attempt.

PLEASE ensure that all parts of the forms are completed. Incomplete forms will be returned to the Evaluator for completion.

THE EVALUATOR IS REQUIRED TO RETURN THE ORIGINAL COPY OF THE SD CERTIFICATION TEST TO THE FSDS. ANY OTHER FORMS SHOULD BE GIVEN TO THE TEST CANDIDATE.

Fee Schedule for SD Test

SD Evaluators are responsible for collecting testing fees from candidates at the time of the test. You are allowed to charge up to a ***maximum*** of \$50 for each test. The SD Evaluator may, at their own discretion, elect to charge less. We strongly recommend that you collect the testing fee PRIOR to the start of the test.

Test candidates are informed in advance, that the fees are non-refundable. In the event that they are granted financial assistance, they will present you with a payment voucher. You must mail the voucher to the FSDS with the completed test for reimbursement. The client is responsible for the difference.

How to Select a Test Location

You must select a location that offers exposure to food displays, aisles of merchandise and a sit down eating area. If you do not have a second dog, you will need to locate an area where other dogs are likely to be, such as a pet store or a retail store such as PetSmart or PetCo that allow pets in the store. A strip mall that contains a pet store, restaurant and retail stores is acceptable. Similarly, a Super Walmart or other such similar store is also acceptable.

Providing Positive Feedback Upon Test Completion

It is important to provide positive feedback and reassurance at the end of the test. We recommend that upon completion, the team and the evaluator return inside to discuss the test.

In the event that the team has passed the test, the evaluator will review all test station scores. It is important to acknowledge all the positive things that have happened, and gently make suggestions for any areas that demonstrate room for improvement.

In the event that a team has failed the test, it is important to reassure them and encourage them to correct any deficiencies. It is recommended that you start the conversation by noting all of the areas that the team has mastered and emphasizing the positives. When approaching the areas in need of improvement, it is helpful to offer constructive suggestions on how to improve in those areas. Emphasize that certification is still possible and help focus the team on concrete things that they can do to become successful. Rather than stating, "You have failed the test", it may be better to say, "You have done a really good job with most of these stations, what a great dog you have. It is obvious you have worked very hard and you seem to have a good relationship with each other. You are to be congratulated for this. Let me offer you some suggestions on how to correct these few areas so that you can succeed on your next test".

A caring and encouraging response from you will offer the team the reassurance that they need to return in the future and complete their certification.

Revocation of SD Evaluator Status

The FSDS reserves the right to revoke the SD Evaluator status for any individual who fails to comply with the published guidelines. Any complaints that are received will be fully investigated prior to making a final determination. If the

complaints are found to be warranted, the FSDS may elect to either offer remediation or revoke the certification, depending on the severity of the complaint. In the case of revocation, the initial application processing fees that were paid are non-refundable. The decisions of the FSDS will be final.

REQUIREMENTS FOR SD TEAMS

Qualifications for teams to take the SD Test

1. The dogs must have passed the Canine Good Citizen Test (or 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 PRIOR to taking the SD certification test.
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 either 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 GC Certificate (or equivalent) - must be dated on or after the dog's first birthday. Must be submitted with application.
2. A signed copy of the FSDS Veterinary Statement dated within 30 days of application.
3. A signed copy of the FSDS Statement of Disability 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 the handler to offer the dog some training treats during the exam, as long as this is kept to a minimum. The Handler should, however, offer praise and pets to the 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. Those teams that are granted financial assistance will be given a voucher to present at the time of testing. In

the event that you are presented with a voucher, this is to be submitted by the evaluator to the FSDS along with the completed test, and you will be paid by the FSDS for the face value of the voucher. The applicant will be responsible for any difference between the amount of the voucher and the cost of the test.

Receiving Your Certification and Vest

You must give a signed Proof of Passing form to those teams that successfully complete the SD Certification Test. The handler is responsible for filling out the form. They are to send the form and a check to cover the cost of the vest, certification materials and shipping/handling charges, together in the same envelope to the address listed on the form. They should allow 6-8 weeks for delivery. Please advise them to keep a copy of the Proof of Passing Form for their records, in the event that any questions regarding certification arise while they are awaiting arrival of their vest and certificate card. Their certification will be valid for 3 years from the date of issue, and they are required to re-take the test each 3 years to renew their 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 serious and 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 may have an occasional bad day. In the event that a team is noted to have a deficiency on the first test, they are allowed one more opportunity to re-take the test. They must wait a minimum of 3 months before they will be able to re-test, to allow them time to address any areas that are in need of additional training. This is an excellent opportunity for trainers and evaluators to offer their services to assist a team in preparing for a re-test. Any team that fails the test a second time will not be allowed to re-take the test. There will be no exceptions to this rule.

Please note that the decisions of the Evaluators are final. The FSDS Administration will not intervene and overturn the decision of an Evaluator.

TIPS FOR ADMINISTERING THE SD TEST

PART ONE: Demographics

Evaluator Information

Name and ID#: Please print your name clearly and do not forget to include your Evaluator ID#, this can be found on your name badge. We will keep records of the evaluations that you have completed by ID#, so this is important for record keeping purposes. Be sure to note the attempt number for the test. A team is allowed up to 2 attempts to pass the test.

Location of Test: Clearly indicate the location where the test was administered, for example:

The Walmart Superstore at Union Hills and 83rd Ave

Be certain to select a test location that has packaged food for sale, department store aisles and an eating area. Examples of such stores are malls with food specialty stores, department stores and a food court; Super Walmart; Super Target; strip malls with all of the types of stores required; or other such similar settings.

Be sure to include the City, State and Zip Code. Please do not leave the Zip Codes blank, we are tracking them for statistical purposes.

SD Team Information

Handler is the name of the person who has applied to take the test. Please list their mailing address. If this differs from the street address, we only need the mailing address so that we will be able to mail them information once they have passed the test.

Dog: Please complete all information requested for the dog. The dog must have ALL of the following in order to be allowed to take the test:

1. Current license tag worn on the collar
2. Identification tag on collar with name and phone number
3. **Non**-retractable leash, no longer than 6 feet
4. Properly fitted working boots

The FSDS will issue vests to individuals who successfully pass the SD Evaluation Test.

PART TWO: Testing Information

Type of service work: Please note that this test is not designed to certify guide dogs for the blind. The types of skills that a guide dog is required to perform are outside of the scope of this test. IF the individual has multiple disabilities and has cross trained the dog to perform more than one type of service work, then please

indicate which types of service work the dog is being tested for. Note that in these cases, when you get to Station 12: Service Related Tasks, you must select at least one task for each type of service work that you have checked.

Equipment: It is important that a working dog have equipment that is properly fitted and in good repair. Failure to provide the dog with proper equipment can result in injury to the dog. You are required to check ALL boxes in this section. Even if the equipment is only a collar and leash, all dogs have equipment. For purse dogs please check to ensure that the purse is in good repair and that the straps of the purse are well secured. A few caveats:

- Retractable leashes are not allowed, they do not conform to leash laws in the majority of States; furthermore, a 15 foot lead does not allow for good control of the dog in a public place.
- The dog must have a name tag with a phone number, in the event that the dog and person are separated due to illness or injury.
- All dogs must show they will tolerate wearing working boots should the climate or terrain warrant them.

Scoring System: Please familiarize yourself in advance with the scoring system. 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, barking aggressively or lunging constitutes aggression.

It is important that you adhere to this rule. At any time, a SD 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.

The handler is given up to three times to correct the dog on any station before they are considered to fail the station. This will account for nerves or unusual circumstances that may be encountered. You may want to review the rules with the handler prior to beginning the test to reassure them of this, and then go back to the car and start the testing.

General Rule 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 adopted 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.

PART THREE: Tips For Scoring The Stations

Station 1: Controlled unload from vehicle. Note that the 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. If you are partnered with a SD, you may solicit the participation of your dog for this part of the test. If not you must arrange to have another dog present. Unless the second dog is a SD, this portion of the test must be done outside of the public place, in the parking lot. If the dog successfully completes this station, but later on during the test shows aggression towards another dog, an automatic failure will occur. Any evidence of aggression during the test results in an automatic failure, with **NO EXCEPTIONS**.

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

Station 4: Controlled entry into the building. The dog should walk quietly besides the handler and make no attempt to explore or solicit attention from passer-bys. The 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. The dog should remain in a heel. Please be attentive to how the handler addresses any attempts by the public to pet the dog while s/he is working. Petting should not be allowed during a testing situation, other than as a part of the test on Station 11. The dog should not sniff the displays or nibble on merchandise! Be attentive to how the handler monitors the behavior of the dog while in the store.

Station 6: Walking past food displays. It is suggested that you 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.

Station 7: Off lead. This is done in a controlled manner. Please do 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. We recommend that you walk behind the team so that you can evaluate the performance. This should be done spontaneously, at some point during the test simply instruct the handler to “drop the leash” and continue

to talk. Allow them to walk about 10 feet, then instruct the handler to take the leash again. You are checking to see that the dog remains besides the handler. If the dog strays evaluate how the handler responds to this, and whether or not they can get the dog to resume the heel within 3 commands.

Station 8: Six foot recall. This is another station where you will want to wait for a quiet aisle in the store. You may want to stand behind the team a few feet in order to prevent anyone from trying to step over the dog while they are in a sit. Have the handler put the dog in a sit/stay at the end of the aisle, and then walk about 6 feet forwards. After 10 seconds, tell the handler to call the dog. The dog should go straight to the handler and not make any attempts to sniff the merchandise along the way. The handler is given up to three chances to redirect the dog if needed.

Station 9: Sit on command. This will be done two times. We suggest that you bring some food in a plastic bag for this part of the test. Give the handler advance notice of what you are doing.

The first time, instruct the handler to put the dog in a sit, then drop the food on the floor next to the dog. The handler must instruct the dog to “leave it”, and the dog should remain seated.

The second time, you should solicit help from another shopper. Have the handler place the dog in a sit by their side, then have another person pass by the team with a shopping cart. The dog should remain seated.

Station 10: Down on command. The handler should put the dog in a down/stay (not seated). You should step over the dog in each direction, and the dog should remain in a down. 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) for this portion of the test.

Station 11: Greeting a friendly stranger. Please select two strangers at random, one adult and one well mannered child. Make sure that in the case of the child that the parent is there to give their permission for the child to participate in the test. Have the handler place the dog in a sit/stay and then give the strangers permission, one at a time to greet the dog. The dog should remain in a sit/stay during this portion of the test. 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. Refer back to type of service work. The handler must select at least one task that is appropriate for each type of service work that the dog has been trained to do. See also the section of the manual on acceptable tasks for service dogs. Note that the list includes but does not limit the individual 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 the discretion of the individual. This is an area where common sense and good judgment must prevail. The tasks selected will be based on the particular disabilities of the individual. Be specific when you list the tasks. Evaluate and score each task separately.

Station 13: Noise distraction. We recommend that you walk behind the team and do not give advance warning for this portion of the test. At some point, preferably when you are an aisle that is not too busy, please drop an object (such as your clipboard) on the floor behind the dog. We suggest that you do not use merchandise from off the shelves, because if you damage the merchandise you may be required to pay for it! Drop the object on the floor, and see how the dog reacts to the noise. They are allowed to turn and show interest, but not jump or pull on the leash, bark or show fear. The handler has up to three times to redirect the dog, if necessary, before they will be failed on this station.

Station 14: Entering a restaurant or eating area. Walk behind the team and evaluate how the team handles walking into an eating area. The dog should remain in a heel and not try to sample food from tables while walking by. Evaluate how the handler monitors and responds to the dog.

Station 15: Down/stay while in a restaurant. This is a good time to review how things are going with the handler. The handler should instruct the dog to go “under” the table, and the dog should remain in a down/stay for 10 minutes. Please time this portion of the test. The dog should not get up or try to beg food from the handler. The handler should not attempt to feed the dog under the table. A drink of water is acceptable, but food in a public place is not.

Station 16: Food “leave it” in a restaurant. At some point, while the dog in a down/stay under the table, drop a piece of food on the floor in front of the dog. The handler should be given advance notice of this, and should instruct the dog to “leave it”. The dog should ignore the food AND should remain in the down/stay position under the table.

Station 17: Controlled exit from the building. The dog should remain in a heel and not try to solicit attention from strangers. The handler should remain vigilant for attempts by the public to pet the dog and should respond to such attempts or questions appropriately.

Station 18: Controlled load into vehicle. Ensure that the handler load the dog into the vehicle and secures the dog prior to loading their groceries or bags in to the vehicle. The dog should remain in a heel and make no attempt to wander or pull at the leash while the handler is positioning equipment or getting their keys.

Station 19: Behavior and Team Work. You are to evaluate the team on communication and working style. Does the handler use positive reinforcement

and praise? Does the team have good eye contact throughout? Is the behavior of the dog appropriate at all times and does the handler respond politely to public questions or concerns? All these are important issues.

UPON COMPLETION, you may elect to go back into the building so that you can go over the stations and the final score with them. In the event that the individual has passed, review any stations that they had difficulty on and you may wish to make some suggestions. In the event that the team has not achieved a passing score, reassure them that they may make one more attempt no sooner than 3 months from the date of the first test, and give them some suggestions on things they can do to improve their chances of success on the next test.

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

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:

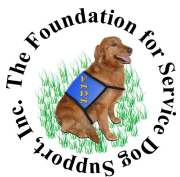
- Completed application
- Proof of experience per instructions on page 4 of this manual, as specified under items 4 a-c.
- Signed Acknowledgement and Acceptance of Guidelines
- Answer key** for qualifying test, please double check to ensure that all questions have been answered. Please do not mail the entire test!
- A **non-refundable** fee of \$50 (U.S. funds), 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. 67th Ave., #88
Glendale, AZ 85304

Please allow up to 4 weeks for a response. Upon completion of these requirements, you will be issued a wallet card showing that you are a SD Evaluator with the FSDS, and a name badge that is to be worn at all times when you are administering the SD Evaluation Test.

Thank you for your interest in the FSDS Certification Program, and for your commitment to assist those with disabilities in certifying their service dogs.



Application for FSDS Service Dog Evaluator

Name of Applicant _____ Date ____/____/____

Mailing Address _____

City _____ State _____ Zip Code _____

County _____ D.O.B. ____/____/____

Home Phone (____) ____-____ Cell Phone (____) ____-____

Email address: _____

Have you ever been convicted of a felony? Yes / No U.S. Citizen? Yes / No

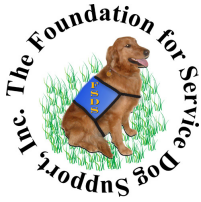
Please check the category under which you feel that you qualify for to become a Certified Service Dog Evaluator: You must meet at least **ONE** of the following criteria:

- I have been a Canine Good Citizen (CGC) Evaluator for at least one year (proof of certification required)
- I am a graduate of a professional Canine Obedience Instructor Training School (proof of graduation required)
- I have had at least 2 years of experience training Service Dogs in the past (reference letter required)

Once you have passed the SD Evaluator Qualifying Test that is included in this manual, you will be issued a name badge and a SD Evaluator number. Your application will not be processed until all information is received, including your application form, your completed test answer key, copies of your credentials, signed and completed Acknowledgement and Acceptance of Guidelines form and your non-refundable check for \$50.

Please send all information together in the same envelope to:

The Foundation for Service Dog Support, Inc.
Attention: SD Evaluator Program
C/o 10960 N. 67th Ave. #88
Glendale, Az. 85304



Certified Service Dog (CSD) Evaluator Qualifying Test

THIS IS AN OPEN BOOK TEST. We encourage you to refer to the CSD Evaluator Guide to answer the questions. You must score a 70% on this test to pass. There are 20 questions. This means that you will need to answer a minimum of 14 questions correctly. Once you have completed the test, please send the completed copy back to:

The Foundation for Service Dog Support, Inc.
c/o Kathe Neyer
10960 N. 67th Ave. #88
Glendale, Az. 85304

Please read each question carefully, and enter your choice on the answer sheet that has been provided. Be sure to indicate your choices clearly. Any answers that are illegible will be marked as incorrect. Take your time to answer the questions, and good luck!

1. Passing the CSD Test means that
 - a. The dog is guaranteed to be safe in all public situations.
 - b. The team is legally allowed public access
 - c. At the time of the test the SD team met all standards for certification.
 - d. The certifying agency is now liable for the actions of the dog.

2. Which of the following is **NOT** a criteria to be a CSD Evaluator?
 - a. You must be 21 years of age
 - b. You must have no prior felony convictions
 - c. You must pass the CSD Qualifying test with a minimum score of 70%
 - d. You must meet at least ONE of the specified criteria listed in the CSD Evaluator Guide under items a-f.

3. In which of the following situations should you **decline** to administer the CSD Test to someone?
 - a. A neighbor requests that you administer the test to their dog.
 - b. A co-worker requests that you administer the test to their dog
 - c. A client you have been working with requests that you administer the test upon completion of training.
 - d. Your spouse requests that you administer the test to their dog.

4. What is the maximum allowable fee that an Evaluator is allowed to charge for administering the CSD test?
 - a. \$10
 - b. \$25
 - c. \$40
 - d. \$50

5. Of the following possible test locations, which represents the best possible choice?
 - a. A convenience store
 - b. A pet retail store
 - c. A Walmart Superstore
 - d. A dog park

6. Which of the following dogs may not be certified using this test?
 - a. A guide dog in training
 - b. A mobility dog in training
 - c. A psychological service dog in training
 - d. A hearing assist dog in training

7. Which of the following is NOT a required material for a SD team taking the CSD test?
 - a. A copy of the CGC certificate that is dated on or after the dogs first birthday.
 - b. Training treats
 - c. A non-retractable leash, no longer than 6 feet
 - d. A County license tag worn on collar

8. How many service dog tasks is a dog required to be able to perform according to the standards established by Assistance Dogs International (ADI)?
 - a. 2
 - b. 3
 - c. 5
 - d. 7

9. According to ADI, how close should a SD remain to it's handler when working in public (unless a task requires the dog to temporarily move a greater distance)?
 - a. 2 feet
 - b. 3 feet
 - c. 4 feet
 - d. 6 feet

10. Is the handler allowed to use occasional treats during the CSD exam?
 - a. Yes
 - b. No

11. What is the **maximum** number of times that a team is allowed to take the CSD test?
 - a. Once
 - b. Twice
 - c. Three times
 - d. Unlimited

12. What is the **minimum** number of points that a team must score in order to pass the CSD Test?
 - a. 25
 - b. 36
 - c. 40
 - d. 44

13. Which of the following does **NOT** constitute an automatic failure?
 - a. The dog urinates or defecates inappropriately in public
 - b. The dog lunges at another dog
 - c. The dog fails to remain under the table at a restaurant for 10 minutes
 - d. The dog growls and snaps at a passer-by during the test

14. When testing the dog on station 6, which of the following areas is it best to walk the dog past?
 - a. Meat counter
 - b. Cereal aisle
 - c. Frozen food cases
 - d. Pasta aisle

15. Which of the following tasks may **NOT** be used on station 12 to test a mobility dog?
 - a. Assisting with ambulation
 - b. Assisting with shopping cart or basket
 - c. Cuddle and kiss
 - d. Retrieving dropped items

16. Which of the following tasks are appropriate for testing a psychological service dog on station 12?
 - a. Tactile stimulation
 - b. Facilitate social interactions
 - c. Buffer handler in crowded places
 - d. All of the above

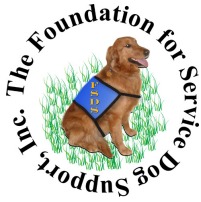
17. A dog that is trained to alert the handler to changes in medical conditions such as drops in blood sugar or impending seizures is called a
 - a. Diabetes dog
 - b. Assistance dog
 - c. Medical alert dog
 - d. Psychological service dog

18. Which of the following forms is the CSD Evaluator required to return to the Foundation for Service Dog Support upon completion of the test?
 - a. The Proof of Passing Form
 - b. The CSD Test Form
 - c. The Notice of Deficiency Form
 - d. The Notice of Failure Form

19. Providing positive feedback to a team upon completion of the CSD test is important because
 - a. It allows the CSD Evaluator to acknowledge all the positive things that the team has done
 - b. It allows the CSD Evaluator to offer constructive suggestions for improvement to the SD team
 - c. It allows you to offer the support and reassurance to a team who has not passed the test
 - d. All of the above

20. Which of the following questions should a CSD Evaluator **NEVER** ask a SD team during a test?
 - a. What is your medical diagnosis?
 - b. What specific types of tasks has your dog been trained to do?
 - c. What type of service work has your dog been trained to do?
 - d. Does your dog have a microchip or tattoo?

Once you have successfully passed the test, we will send you your name badge and certificate. Please allow up to 4 weeks for a reply.



Answer Sheet for CSD Qualifying Test

Name of Applicant _____ Date ____/____/____

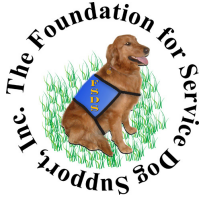
Address _____

City _____ State _____ Zip Code _____

Email address _____

Please indicate your choices clearly. Any choices that are illegible will be marked as incorrect. Be sure to check all answers when you are finished.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____
- 7. _____
- 8. _____
- 9. _____
- 10. _____
- 11. _____
- 12. _____
- 13. _____
- 14. _____
- 15. _____
- 16. _____
- 17. _____
- 18. _____
- 19. _____
- 20. _____



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

This form must be completed and returned with the completed application for CSD Evaluator status, if applying by regular mail. If you are planning to apply on line, then you may skip this form and complete the statement on line at the time of application.

I understand that the Foundation for Service Dog Support, Inc. (FSDS) reserves the right to revoke the CSD Evaluator status for any individual who fails to comply with the published guidelines. I understand that if a complaint is lodged against me, 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, offer remediation or revoke my CSD Evaluator 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 will be non-refundable.

I acknowledge that I have read and understand the CSD Evaluator Guide. 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



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 _____

Email address of Evaluator _____

Test Location: _____

City _____ State _____ Zip Code _____

SD Team Information

Name of Handler _____

Mailing Address _____

City _____ State _____ Zip Code _____

Email address of handler _____

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 _____

Phone number 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 20 stations to this test. The maximum achievable score is 92 points. The team must score a minimum of 78 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 Evaluation Test
Proof of Passing Score**

Date of Test: ____/____/____ Final Score: ____ Points

Name of Handler: _____

Address of Handler: _____

City _____ State _____ Zip Code _____

Phone Number (____) ____ - _____ Name of Dog _____

Email address of Handler _____

Name of Evaluator _____ ID# _____

Signature of Evaluator _____

Email address of Evaluator _____

Congratulations on having successfully achieved a passing score on the service dog certification test. This is an important achievement and you are to be commended.

You must return this original form to the FSDS along with your payment of \$75.00 to cover the cost of the certification card, vest and shipping/handling fees. Please allow 6-8 weeks for delivery as vests are custom made.

Please mail form and a check made payable to The Foundation for Service Dog Support, Inc., in the same envelope to:

The Foundation for Service Dog Support, Inc.
10960 N. 67th Ave. #88
Glendale, Az. 85304



**CERTIFIED SERVICE DOG EVALUATION TEST
NOTICE OF DEFICIENCY**

Date of Test: ____/____/____

Final Score: ____ Points

Name of Handler: _____

Address of Handler: _____

City _____ State _____ Zip Code _____

Email address of Handler _____

Phone Number (____) ____ - ____ Name of Dog _____

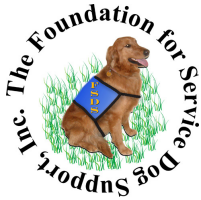
Name of Evaluator _____ ID# _____

Signature of Evaluator _____

Email address of Evaluator _____

Thank you for taking the CSD Test. At this time we are unable to issue certification based on the score you have received today. You will be allowed another opportunity to take the test after you have had time to work on those areas the Evaluator has outlined with you. There is a mandatory 3 month waiting period before you will be allowed to re-test. Note that this is the minimum waiting period, but you are allowed to take whatever time you need before scheduling a re-test. The following area(s) is/are in need of remediation (use back of form if necessary):

We encourage you to continue to pursue certification. Each team works at a different pace, and not all teams will pass the test on the first attempt. Do not let this discourage you. You are to be congratulated on coming this far in your training. You may want to contact a trainer in your area to assist you in preparing for the re-test, or your evaluator may be able to assist you. Good luck!



**Certified Service Dog Evaluation Test
Notice of Failure**

Date of Test: ____/____/____ Final Score: ____ Points

Name of Handler: _____

Address of Handler: _____

City _____ State _____ Zip Code _____

Phone Number (____) ____ - _____ Name of Dog _____

Email address of Handler _____

Name of Evaluator _____ ID# _____

Signature of Evaluator _____

Email address of Evaluator _____

Thank you for taking the CSD Test. Based on the scores recorded today and on the previous attempt at testing, we are unable to issue you certification. You will not be allowed to re-test with your current dog. If, however, you wish to test with a different dog in the future, you are free to do so. Some dogs, though loyal and loveable, are not best suited for service work. It is felt that your dog is not best suited for the following reason(s):

This is not a negative reflection on you, and does not imply that you have not put effort into your training. However, based on the issues noted, we strongly urge you to reconsider any decision to bring your dog into public places. Remember that you are solely responsible for the actions of your dog at all times, and at this time your dog is not considered appropriate to be in public places. This decision is final. Best wishes to you in your future training efforts.

The Ticket for first time test-takers will be printed on green paper.
The Ticket for those re-taking the test will be printed on red paper.



CSD TEST TICKET

Please present this ticket to your CSD Evaluator on the day of the test. You will not be permitted to take the test unless you present your ticket. There are no exceptions to this rule. We recommend that you place this ticket in a wallet, purse, doggie travel bag or other item that you are sure to have with you on the day of the test. This ticket is valid for 30 days from the date of issue.

Issued to _____ Date _____



CSD RE-TEST TICKET

Please present this ticket to your CSD Evaluator on the day of the test. You will not be permitted to take the test unless you present your ticket. There are no exceptions to this rule. We recommend that you place this ticket in a wallet, purse, doggie travel bag or other item that you are sure to have with you on the day of the test. This ticket is valid for 30 days from the date of issue.

Issued to _____ Date _____