



ADI Newsletter

Assistance Dogs International
Setting Standards for the Assistance Dog Industry since 1987

By Barbara Yoresh
Dogs for Life, Florida, U.S.A.

ACCESS RIGHTS EXPAND IN SPAIN

It's amazing what a pint-sized Hearing Dog and a determined owner can accomplish on the international scene. Vero Beach resident Beth Sexton and her year-old Assistance Dog Tigger recently became the catalysts for change to the Service Dog access laws in Spain. Thanks to Beth and Tigger, Spanish laws are changing regarding access to public places for people with Service Dogs.

Beth and Tigger, a toy Poodle, learned assistance skills through training from Dogs for Life, Inc. which, since 2002, has trained more than 40 Hearing and Service Dogs in Indian River County and has certified 20 dogs. Dogs for Life, Inc. also assists disabled people throughout America and now Spain with information about training Assistance Dogs in their homes.

Beth, who is almost totally deaf as a result of an illness in her late 30s, previously owned an Assistance Dog named Bandit. In 1998, she and Bandit made a trip to Spain where Beth previously lived and found that Assistance Dogs and their owners were denied access to many public places as well as the famed Prado Museum in Madrid.



During that visit, Beth and Bandit appeared on Spanish television and conducted an educational seminar for Spanish government officials to promote the need for Assistance Dogs. Although there were some Assistance Dogs for the visually impaired in Spain, dogs to help the hearing impaired were virtually unknown.

Since that visit, some Spanish provinces have improved accommodations for Assistance Dogs, but like much of Europe, there has been an unfortunate lack of regard for the needs of citizens and visitors with disabilities.

During her most recent trip in April, Beth and Tigger appeared on a popular prime-time television show in Madrid. During the

show, Beth related the difficulties she and Bandit had encountered during her trip in 1998. She also explained the role Hearing Dogs play and the need for Service Dog access rights.

In a somewhat bold yet necessary challenge, Beth noted to the program host that the outlying provinces had made better advances toward Service Dog access than had Madrid.

"I was quite vocal about Service Dog access rights and asked the announcer if it didn't make him feel somewhat ashamed that Madrid was behind the hinterlands in changing their laws," Beth said.

The show host concurred and ended the program by promising to follow up and see if Beth and Tigger could visit the Prado this time. Happily, they did. The next day, Beth was interviewed on radio and repeated her plea for improved Assistance Dog laws.

Through her contacts with the Spanish Assistance Dogs Association, Beth gained their support in petitioning the government for special access papers for Tigger and herself during their visit. The association trained the sole Hearing Dog in all of Spain and told Beth that due to lack of awareness for the need for Assistance Dogs, there has been no demand for laws to be changed.

Upon her return back home, Beth received an email from the association indicating that the Spanish government wants to change the laws and will work in collaboration with the association to do so. Through Beth and Tigger's dedicated efforts, Hearing Dogs and Service Dog access rights in Spain will become a reality, thereby enriching the lives of those who need them.

For more information, contact Shelly Ferger at (772) 567-8969 or visit online at www.dogsforlifevb.com.



Beth & her Hearing Dog, Tigger, during their Spanish radio interview

The views and articles appearing in the ADI Newsletter do not necessarily reflect the attitudes or policies of Assistance Dogs International, its members, officers, or Board of Directors.

Edited and published by Dogs for the Deaf, Oregon, USA

ASSISTANCE DOG GERI LEADS THE WAY IN HELPING DEAF AND DISABLED PEOPLE



Glen & Geri

A profoundly deaf man with cerebral palsy is the first recipient of an Assistance Dog jointly trained by Hearing Dogs for Deaf People and Canine Partners in England.

Glen Tallett (41) from Sittingbourne has been deaf since birth and spent most of his life in special schools and later special units in college. His cerebral palsy means he faces severe physical challenges, including poor co-ordination, muscle weakness and, in Glen's

own words, "annoying involuntary movements" which makes it necessary for him to use a wheelchair. He also finds it impossible to articulate speech. Undeterred, Glen's main ambition in adult life has always been to live independently. In March 1999 his dream became a reality when Hearing Dog Milly was placed with him, and she allowed him to live on his own by alerting him to household sounds that he was not able to hear.

Glen and Milly were inseparable for over ten years until Milly was sadly put to sleep in July this year. A few months before she died, Glen and his family decided that he would need a replacement dog. Due to his severe physical disabilities, as well as his deafness, Glen felt that, in an ideal world, his next Assistance Dog would not only alert him to sounds but would also perform vital tasks such as helping him to get undressed; opening and closing doors; and retrieving things for Glen from cupboards, supermarket shelves and from the floor. Glen approached both Hearing Dogs and Canine Partners, a charity which trains dogs for people with physical disabilities, to explore the possibility of both charities combining forces to train his next dog, in a ground-breaking project. So for the first time trainers at both charities got together to begin the search for a dog that would fulfil this role.

Geri, a beautiful chocolate Labrador in the Canine Partners puppy-training programme, was identified, and following seven months' training with staff from both charities, she was placed with Glen and Milly in March 2009. Vicky, from Canine Partners, trained Geri to perform all her task work: "Geri is a very lovely sweet and gentle dog and was a pleasure to train. Glen had a long list of tasks that he required. Fortunately Geri was a quick learner and loved it all. It was also important for me to adapt my training and stop using verbal commands as Glen

doesn't have speech." After the task work training, Geri moved to Hearing Dog's training centre, where Nikki Hawkes undertook training her to respond to everyday sounds. Nikki says: "Geri was very bright and picked things up quickly. I had to learn how to train a dog for a wheelchair user, and keep using the Canine Partner commands so that her training was consistent. Her favourite sound was the alarm clock, and she worked reliably for this all through her training, as I can testify as I took her home each night! Glen worked very hard with Geri, and this shows in the close bond they now have."

For several months Geri and Milly lived happily with Glen, until Milly passed away in July. Although Glen is understandably distraught at losing Milly, he is still able to remain independent thanks to Geri. He says: "Geri and Milly were great friends. I am so glad I had Geri to help when I was so upset Milly passed away. Geri is very clever. She has started to take paper from my printer and give it to me. She did this herself; I did not teach her. She seems to understand my needs without me telling her. Geri and I are very close friends and partners. Thank you to Canine Partners and Hearing Dogs for giving me such a lovely partner and assistant – my lovely Geri."

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Vicky, Nikki, Glen & Geri

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WAAD UPDATE West Australian Assistance Dogs, Inc. is the first and only Assistance Dog training organisation in Western Australia. With a strong commitment to serving the Western Australian community, WAAD Inc strives to provide Assistance Dogs of the highest standard to enhance quality of life.

2009 provided many opportunities for promotion and public awareness of which one such event was the Wanneroo Agricultural Show which was visited by Western Australia's premier, Mr Colin Barnett (pictured with part of the WAAD team). Our Patron, Mr Paul Miles MLA, Member for Wanneroo, introduced Mr Barnett to "Louie" one of our dogs in training. Mr Barnett was very impressed with Louie's eagerness to get washing out of a machine.

As part of the objects of association, WAAD, Inc. is committed to public awareness. One of the ways to achieve this is the "City Walk" which takes place every three weeks in the heart of Perth's shopping and business precinct, Forrest Chase. This provides

an opportunity for the public to see Assistance Dogs other than Guide Dogs and to witness demonstrations such as pressing "walk" buttons at pedestrian crossings.

WAAD, Inc. trains dogs for medically diagnosed disabilities other than visual or hearing. The range of services include assisting with owner/trainer certification of dogs; seizure support/alert dogs; mobility Assistance Dogs; companion dogs; literacy aid dogs; autism support; etc. The organisation relies on donations and funding – all staff are voluntary with 100% money raised in WA benefiting WA's disabled community.

Article written by President/Project Manager, Gwen Dasborough

WAAD, Australia



PUPPIES IN FLIGHT

Our Puppies in Flight partnership with U. S. Airways is growing and helping ADI programs in a variety of ways. Last year over 30 ADI organizations registered for the program, and one program (Power Paws Assistance Dogs in Arizona, USA) even sent a dog to Prague. The Guide Dog Foundation for the Blind did over 60 transports on Puppies in Flight in 2009.

Members of U. S. Airways "Do Crew" are employees who volunteer their time and their employee benefits to fly puppies, dogs in training, and Assistance Dogs from one location to another at no cost. Puppies can be transported from their puppy raisers to the organizations' training centers for training; dogs in training can be flown from one location to another; and Assistance Dogs who need to be returned to the organization can be flown back to their training center.

Puppies in Flight began in 1999. Today there are a total of 400 U. S. Airways volunteers participating in the program. Organizations must be ADI members and must have proof of general liability insurance. The organization must deliver the dog to the airport and pick the dog at the destination airport. Programs must commit doing at least two transports per calendar year to join the program and must follow U. S. Airways policies and procedures for submitting and completing transports.

David Rehmar, a member of the Do Crew, has transported 26 puppies/dogs in 1 ½ years. He loves dogs but doesn't have a dog because of his travel schedule, so David says he loves getting his "doggie fix" while transporting the dogs. He also likes saving the

programs money and says, "Mom raised us to help out." If he has a multi-flight trip to get the dog to its destination, sometimes he keeps the dog over night at his house so that it isn't such a long day.

Virgil Misenheimer, another member of U. S. Airways' Do Crew, says he could write a book about his adventures with Puppies in Flight. As each flight is successfully completed, Virgil arrives home feeling a sense of accomplishment knowing that his small contribution is helping improve the life of a deserving individual. Virgil is quick to say that just because he is an airline employee, he still faces the same challenges of delayed and cancelled flights and even uncooperative airline employees (not U. S. Airways, however) that we all face when traveling. One time, because of overbooked and cancelled flights, Virgil took the dog he was transporting home with him and even to his office and church while they were waiting for an open flight.

This month U. S. Airways is completing another training session for Puppies in Flight volunteers. A big thank you to U. S. Airways for this special help. For more information on becoming part of Puppies in Flight, go to the ADI website.

*Article written by CEO/President, Robin Dickson
Dogs for the Deaf, Inc., U.S.A.*



DOG GIVES ELDERLY DAILY JOY

Troetel Trainer, Amsterdam, The Netherlands



Doris
Den Akert's house dog

"That is nice, isn't it?" Johanna Stoef gives Doris a piece of her biscuit. "Yes, a beautiful animal." The elderly lady lives across from the care centre Den Akert in Geldrop, but comes to visit Doris daily. For a month the three year old Golden Retriever has been the house dog. Geldrop now has two of them.

Last year care centre Berkenheuvel obtained Amigo and now Den Akert (also of caregroup Ananz) has an extra daily resident. Just like Amigo, Doris was also trained to be a Service Dog. These dogs can assist older people with all sorts of tasks like taking off socks or bringing the remote controle.

Amigo was physically not suited for the job of Service Dog, and it appeared that Doris had cataracts, which kept her from becoming a Service Dog, also. But, Doris was very sociable and loving. So Floor Goddijn of the training foundation Troetel Trainer went looking for a social accommodation for Doris. She met Arie Maas, team leader of the nursing team in Den Akert. "I had wanted a dog for quite awhile, but I work and I don't want to leave the animal home alone for four days," he says. So this was ideal: Doris goes to work with the boss every day. Till ten o'clock she stays in the office of Maas and until lunchtime the retriever walks around the departement and in the afternoon Doris is willing to go for a stroll with anyone: the leash is hanging at the reception desk. The residents - except one or two - react enthusiastically to Doris. "She wants to be petted all the time by everybody," says Maas. On the other hand she leaves the people alone who do not want it. "Residents with dementia are stimulated in a positive manner by Doris' presence," as living room companion Cissy Schetters remarked. "People who are withdrawn perk up when they see the dog. Recently she laid down on the bed with a lady for half an hour just to cuddle."

"It is rare to find a house dog in a care centre. As far as Goddijn knows only Amigo and Doris are regular housedogs. "Strange, because it can mean so much to people", says Maas. "With a dog you bring in a bit of the outside world in the daily lives of the residents."

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2009 AKC SERVICE DOG OF THE YEAR

For the second year in a row the "Award for Canine Excellence," presented by the American Kennel Club (AKC), in the Service Dog category was awarded to a Canine Companions for Independence Service Dog Benton.

Benton is a six-year-old Labrador Retriever trained by Canine Companions for Independence as an Assistance Dog for his owner Margo Dietrich. Margo survived polio as a child and lives with physical limitations due to experiencing adult-onset Post Polio Syndrome. Some of the daily tasks Benton assists Margo with include retrieving dropped items, dressing, and transferring to and from her wheelchair. Benton helps Margo with strangers by working as a social ice breaker and giving them a positive focal point.

Benton has also helped Margo mentor two young Hispanic students learning English. With his nonjudgmental acceptance, Benton helped build their confidence, resulting in measurably improved skills. For fun, Benton and Margo train and compete in canine freestyle, an activity that has introduced them to many new friends. Benton's charm has captured many fans and even allowed him to star in film and theatre roles alongside his human partner.

"What's important is that he's always there. This dog knows everything about me," explains Margo.

Article submitted by Canine Companions for Independence, U.S.A.

ADI Goes to Toronto

Join your ADI colleagues for another excellent learning and networking opportunity at the up-coming ADI Conference in Toronto, Canada. Toronto is the hub of Canada's business and cultural center.

The conference begins Sunday, June 20th. with a meet and greet reception at 6 p.m. (Board members will have meetings during the day on Sunday.) On Monday, June 21st, the program will begin with sessions of interest to all and important business meetings. Tuesday, June 22nd will include more panels, presentations, and sessions, plus the concluding banquet in the evening. The conference will end Wednesday noon; but wait, "There's more." Wednesday afternoon there will be a coach tour offered for those who want to visit the Lions Foundation of Canada Dog Guide School and Niagara Falls, with a boat ride under the falls.

Courtyard Marriott Hotel, located in the heart of the city, is the venue for this year's conference. Billed as the largest Courtyard Marriott in the world, the hotel takes accessibility as a top priority. All rooms are smoke free and conveniently located on the Yonge subway line. Complimentary wireless internet is offered in all rooms.

Rates: single or double \$149 (Canadian dollars) to be booked directly 1-800-847-5075. Identify yourself as part of the ADI conference.

The special coach tour will be available to a limited number for an additional cost of \$50 (Canadian dollars).

More details will be forthcoming in your registration packet.



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NEWS FROM JAPAN

by Moto Arima

Hearing Dogs for Deaf People, Japan

Japan Assistance Dog Partners will hold their Second International Assistance Dog Partners Ashiya Conference in Hyogo prefecture. They thank the late Ed Eames for motivating them to hold these conferences. For more information contact: moto@hearingdog.or.jp.

Japan Hearing Dogs for Deaf People (JHDDP) completed the first Japanese universal designed facility for Hearing Dogs and Service Dogs in September, 2008. In February, 2009, JHDDP opened a school for training Hearing Dog trainers and Service Dog trainers. Their goal is to find and nurture trainers in order to secure a stable source of manpower through this one year course. Shortly after, JHDDP became the first administered school of its kind by the Bureaus of Department of Kanto Human Services.

Assistance Dogs Japan now involves 10 Japanese schools and is continually trying to motivate the Assistance Dog movement in Japan.



ADI Accreditation Surveyors met in Phoenix, AZ, (USA) on December 1 to train new surveyors and review survey procedures. Pictured are: Michelle Woerner, Lu Picard, Chris Fowler, Cabell Youell, Clark Pappas, Ron Tymrik, Robin Dickson, Eileen Boehn, Lynn Hoekstra, and Chris Diefenthaler.

News from the Board

On behalf of the Board of ADI can I wish you all a very Happy New Year and hope 2010 brings success for you and your program.

Having said that, the economic climate is very tough for all Assistance Dog programs at the moment and getting through the next year is not going to be easy for anyone. I just hope we are all able to 'hang on in there' whilst we get over the worst!

Accreditation

As you know, it will be compulsory to be accredited to be a Member of ADI from 1st January 2011. The Members of ADI voted for this many years ago and the Board has been working hard over the past year to ensure the accreditation process is able to cope with the expected demands as the date nears.

I know there are times when accreditation may look like something that is nice to achieve, but not really very important. Only by having a compulsory accreditation system will responsible programs be able to really further the interests of the Assistance Dog movement. ADI receives a considerable number of complaints from members of the public who have had a bad experience with an Assistance Dog programme. Thankfully, the programs in question are almost never ADI accredited members. However, these programs have the ability to damage our reputation and only by differentiating between programs that are working to high quality standards and those that have no standards will we be able to show that Assistance Dog organisations are serious about what they do and act professionally at all times.

If you have not already started the process of getting your program accredited, we would urge you to do so as soon as possible.

Eukanuba

As you will be aware, we are receiving some sponsorship from Eukanuba and this is helping to fund ADI and keep membership fees very low for the time being. We are hopeful that there will be future opportunities to bring Eukanuba and accredited programs together to enable programs to financially benefit from the relationship. We hope to move things forward with Eukanuba this year.

ADI Conference

The ADI Conference will be held in Toronto from 21st – 23rd June. Full details will be circulated very shortly. Aware of the financial constraints that many members are under, the Board are seeking to maximise sponsorship for the event so that we can keep the fees to programs to a minimum. We are also keen to hear from anyone who would like to offer an interesting workshop or presentation – if you have something others might be interested in, please contact Richard Lord at rlord@assistedogs.org.au Please put the dates in your diary and we look forward to seeing you in Toronto.

ADI Bylaws

We have now been working with the new ADI Bylaws for several years and the Board has identified some changes that they believe would make ADI function more effectively. However, any changes to the bylaws must be voted on and approved by the members, and we plan to do this at the Members Meeting in Toronto. However, well before the meeting, we will be circulating our suggestions to members for comment and your input. Help with this will be much appreciated.

Peter Gorbng, President
ADI



Mission Statement for Assistance Dogs International (ADI):

- **Promote** standards of excellence in all areas of Assistance Dog programs
- **Educate** the public to the benefits of these programs
- **Facilitate** communication and learning among organizations