



**Domesti-PUPS**

**2020 Pet Therapy Certification Course**





**Our mission is to improve the quality of life for persons  
with special needs through the assistance of animals  
and to promote awareness through education.**

Before anything else can be said we must thank the people that make this organization great...YOU! It is your dedication and belief that dogs and people CAN make a difference in the lives of others, that makes this program successful.

As a tool for our training group, we have developed a manual to help further your education of dog training and the human-animal bond. Many of the articles included in this manual come straight from our Puppy Raiser Manual for service dogs. Some articles were written by Domesti-PUPS staff and volunteers, others come from internet and book research. We would like to thank the originators of all the articles for assisting us in our educational mission.





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## **Session #1: Orientation**

### **Education:**

- About Domesti-PUPS**
- Preparing Your Therapy Pack**
- AKC Community Canine Test Items**
- Petting-PUPS Testing Items**
- Expectations of Therapy Teams**

## **About Domesti-PUPS:**

### **History:**

Domesti-PUPS is a 501c3 nonprofit organization, headquartered in Lincoln, Nebraska, and was founded in November 2000. Domesti-PUPS has satellite locations in Auburn, Fremont and Omaha, Nebraska.

### **Mission:**

To improve the quality of life for persons with special needs through the assistance of animals, and to promote awareness through education.

### **Services/Programs:**

**Petting-PUPS:** Volunteers with their own dogs provide visitation services to the elderly in nursing homes and assisted living centers. Requirements for pet therapy certification include: attending 10 class sessions, pet therapy testing, AKC Canine Good Citizen and AKC Community Canine testing, and 3 months "on the job" training (supervised visitations). Volunteers commit to a minimum of two pet therapy visits per month.

**Edu-PUPS:** Educators utilize certified therapy dogs in their classroom environment to provide a unique way to enhance learning. Edu-PUPS assist with everything from soothing emotional needs to motivating children to learn. There are approximately 45 Edu-PUPS in Southeast Nebraska schools, and Edu-PUPS in Kansas, Iowa, Indiana Missouri and Ohio.

**Reading-PUPS:** Certified pet therapy teams partner with children who have challenges with reading skills. The children read aloud to the dog who is a non-judgmental participant. The program also motivates children towards reading.

**Praising-PUPS:** A faith-based pet therapy program with a mission of sharing the word of God through the assistance of animals.

**PUPS-Teach-Us:** An awareness program designed to educate the public on the benefits of the human-animal bond and service dog advocacy.

**Raising-PUPS:** Volunteer families raise a puppy for 12-14 months who will go on to be service dogs. Raising-PUPS volunteers teach the dogs basic obedience; provide community socialization, and lots of love.

**Weekend-PUPS:** Volunteer families take our service dogs in training a minimum of one weekend per month and integrate them into community settings such as restaurants, movie theaters, grocery stores, etc.

**Service-PUPS:** Highly trained service dogs who assist persons with physical mobility conditions and/or seizure response. Training time for these dogs range from 1-2 years. We place dogs with disabled clients on a national basis.

**Prison-PUPS:** Domesti-PUPS is partnered with the Nebraska Department of Corrections to provide training and certification for inmates to learn skills related to the pet industry (obedience training, service dog training, etc.), that can be utilized by the inmates when they re-enter the workforce. Currently, inmates at the Lincoln Correctional Center and the Nebraska State Penitentiary train service dogs for persons with disabilities. Domesti-PUPS started a shelter/adoption program at the Nebraska Correctional Center for Women in York in August of 2014; and started a similar program at the Tecumseh prison in November 2017.

**[www.domesti-pups.org](http://www.domesti-pups.org)**

**[www.ilovemydogexpo.com](http://www.ilovemydogexpo.com)**

**Follow us on Facebook and Twitter too!**

# Preparing Your Therapy Pack

A therapy pack is a bag, purse, backpack, fanny pack or any item that you can carry items with you on therapy visitations. You must bring this pack with you each and every time you make a visitation. The therapy pack should include the following items:

- Water & water bowl. Example: Bottled water and a collapsible water bowl.
- Comb and/or brush.
- Paper towels for cleaning up any messes.
- Plastic bags for disposing of messes that you've cleaned up (the plastic bags that newspapers come in work perfectly for this).
- Disinfectant wipes or spray, also for clean up.
- Treats. Should your dog get distracted and you need him to focus, a treat usually does the trick.
- Favorite toy.
- Poop bags.
- Shot records.

Please note: If your dog does make a mess, please dispose of the materials used to clean up the mess at home. Do not put it in the trash at the facility.



# Prerequisite: AKC Canine Good Citizen

While the AKC does not certify therapy dogs, many therapy dog organizations across the country use the AKC Canine Good Citizen test as a key component of its therapy dog assessment. Domesti-PUPS standards are higher as we require the AKC Canine Good Citizen Test as a prerequisite to taking our pet therapy certification course. The AKC Community Canine Test along with additional tests Domesti-PUPS deems appropriate are used as our testing criteria.

## AKC Therapy Dog Title

In 2011, the American Kennel Club launched its AKC Therapy Dog Title program to honor those who have unconditionally given so much. To achieve one of AKC's Therapy Dog titles a dog must be certified or registered with an AKC-recognized therapy dog organization such as Domesti-PUPS, perform a minimum number of documented visits and be an AKC Dog through either AKC registration, PAL listing or AKC Canine Partners enrollment.

### **THERAPY DOG TITLES**

AKC Therapy Dog Novice (THDN) Must have completed 10 visits.

AKC Therapy Dog (THD) Must have completed 50 visits.

AKC Therapy Dog Advanced (THDA) Must have completed 100 visits.

AKC Therapy Dog Excellent (THDX) Must have completed 200 visits.

AKC Therapy Dog Distinguished (THDD) Must have completed 400 visits.

### **HOW TO EARN THE TITLE: QUALIFICATIONS**

To earn an AKC Therapy Dog™ title, you and your dog must meet the following criteria:

Certified/registered by an AKC recognized therapy dog organization.

Perform the required number of visits for the title for which you are applying. For your convenience in helping you track your visits, you can use the Therapy Dog Record of Visits Sheet.

NOTE: A VISIT IS ONE DAY. If you see multiple clients over a 2 hour time period on the same day, that is ONE VISIT. For each day/date at a facility, no matter how many clients one sees, this counts as 1 visit.

All dogs are eligible to earn AKC Therapy Dog titles, including purebreds and mixed breeds. To earn an AKC Therapy Dog title, dogs must be registered or listed with AKC and have a number.

You must make a record of all your visits to submit to AKC via this form: [http://images.akc.org/pdf/therapy\\_dog/visits.pdf](http://images.akc.org/pdf/therapy_dog/visits.pdf)

For more information on applying for an AKC Therapy Dog Title, visit the AKC website: <http://www.akc.org/dog-owners/training/akc-therapy-dog-program/>

# AKC Community Canine Test Items

We incorporate the following ten items into our Therapy Team testing. Dogs who pass the AKC Community Canine test are eligible to earn the AKC's "CGCA" title. NOTE: To earn the title of Community Canine the dog must be 1) registered or listed with the AKC (AKC number, PAL, or AKC Canine Partners number) and, 2) already have the Canine Good Citizen award title on record.

## Test 1:

Dog Stands, sits or lies down and waits under control while owner sits at the registration table and fills out paperwork, or while the owner sits and has a snack or visits with someone.

## Test 2:

Walks on a loose leash in a natural situation with a left & right turn, a stop, fast & slow paced.

## Test 3:

Walks on a loose leash through a crowd

## Test 4:

Dog walks past distraction dogs present, does not pull – we will test this in conjunction with the CGC crowd task.

## Test 5:

Sit-Stay in a small group (3 other people with dogs). Owners and dogs are in an informal group while the owners have a conversation.

## Test 6:

Dog allows person who is carrying something to approach and pet it-item is put on ground right before dog is touched.

## Test 7:

"Leave It" – Dog walks by food and follows owner instructions to "leave it."

## Test 8:

Down or sit and stay at a distance.

## Test 9:

Recall with distractions present(coming when called) Handler goes out 20 ft. off center and calls dog. Dog comes by distraction to return to handler.

## Test 10:

Dog(on leash) enters doorway or narrow passageway in controlled manner.

# Domesti-PUPS Therapy Test Items

## Test 1:

### Controlled Reaction to Equipment

This test demonstrates that the dog can be around hospital equipment without nervousness or shyness. Equipment can be wheel chairs, IV poles, walkers, canes, beds, etc. The dog and handler stand in place while the equipment approaches them. The dog may appear interested, but should not panic, try to run away, or show aggressiveness.

## Test 2:

### Controlled Reaction to a Loud Stranger

This test demonstrates how the dog reacts to loud yelling strangers. The dog and handler approach a hallway where a stranger 20 feet away begins to yell in their direction. The dog may appear slightly startled but should not panic, try to run away, or show aggressiveness or bark.

## Test 3:

### Loading and Unloading a Vehicle

This test demonstrates the handler's control of the dog before and after a car trip. The dog must wait until released before coming in or out of the vehicle. The handler is not allowed to pull the dog into or out of the car but may lift the dog in or out.

## Test 4:

### Controlled Reaction to Automatic Doors and Elevators

This test demonstrates how the dog reacts to automation. The dog and handler approach an automatic door and continue walking through. The dog may appear slightly startled but should not panic, or try to run away. The dog and handler approach and enter an elevator and go up a floor. The dog may appear slightly startled but should not panic, or try to get away.

## Test 5:

### Controlled Entry Through a Doorway

This test demonstrates the dog's ability to enter a doorway calmly. The dog and handler approach and enter through a doorway. The dog may appear slightly startled but should not jump, pull, or bolt through.

## Test 6:

### Controlled Reaction to Various Noise Distractions

This test demonstrates that the dog is confident at all times when faced with common distracting situations, such as a clipboard or bedpan dropping. The dog may express a natural interest and curiosity and or appear slightly startled, but should not panic, try to run away, show aggressiveness or bark.

## Test 7:

### Controlled Reaction to a Crowd Wanting to Pet

This test demonstrates how the dog reacts to a crowd of people that want to pet. The dog and handler walk and several people (at least three) that converge on the dog and handler petting the dog and calling it. The dog may show some surprise and interest in the strangers, without appearing over exuberant, shy, or resentful. There should be no jumping, growling, or peeing on the ground during this test. The handler may talk to the dog and encourage or praise the dog throughout the test.

## Test 8:

### Reaction to Another Dog

This test demonstrates that the dog can behave politely around other dogs. Two handlers and their dogs approach each other from a distance of about 15 feet, stop, shake hands and exchange pleasantries, and continue on.

**Equipment:**

Your pet therapy pack is required on all visits, and thus required when testing as well.

All tests must be performed on leash. For collars, dogs should wear well-fitting buckle or slip collars. Special training collars such as pinch collars, head halters and electronic collars are not permitted during testing.

The evaluator will supply a 20-ft. lead for the test.

**Encouragement:**

Owners/handlers may use praise and encouragement throughout the test. The owner may pet the dog between exercises. Food and treats are not permitted during testing, nor is the use of toys, squeaky toys, etc to get the dog to do something.

**Failures/dismissals:**

Any dog that eliminates during testing must be marked failed. The only exception to this rule is that elimination is allowable in test item 10 but only when test item 10 is held outdoors.

Any dog that growls, snaps, bites, attacks or lunges at a person or another dog is not considered a good citizen and must be dismissed from the test.

# Expectations of Therapy Teams

This training program is phase one of your Petting-PUPS Pet Therapy Certification process. Once you have completed the training and passed the testing, you will enter into the "on-the-job training" portion of your certification. During this time, you will need to do a minimum of two pet therapy visitations per month for three months. Once certified, that same expectation will need to be met to continue your active status with the organization.

Domesti-PUPS pet therapy visitations are done in groups. The size of group depends on the facility, and is determined by the Pet Therapy Program Director and/or Facility Coordinator. Visitations done outside our approved facilities are not allowed without prior approval from the Executive Director. You will receive a monthly email notification when the following month's calendar is online. At that time, you will work with the Volunteer Coordinator to schedule your monthly visits.

If you complete six successful visits, Domesti-PUPS will invite you to graduate. At the graduation ceremony, your family and friends may come to see you receive your diploma, ID badge, and your dog's therapy cape.

After graduation, certified Petting-PUPS volunteers are expected to do two visits to nursing/retirement homes per month. Any Petting-PUPS team who has not completed any visits in one quarter will need to be retested to continue their certification. Petting-PUPS volunteers are also expected to volunteer their time at Domesti-PUPS promotional functions and to attend our annual summer picnics in order to get to know one another and become a cohesive group.

At any time, if the Domesti-PUPS staff feels that you or your dog does not represent the organization in a proper and professional manner, you may be asked to relinquish your dog's therapy ID band and cease visitations or activities with Domesti-PUPS.

Should you have ANY behavior issues with your dog, please contact us immediately as we will work with you to resolve any problems.

Regarding visitations, please follow these guidelines:

Arrive at the visitation 10-15 minutes early so the dogs have a chance to socialize. There may be sniffs, light initial growls, etc., and this behavior should not be done within the facility or in front of residents/public.

If you show up late, and the other therapy teams have already gone into the facility, please DO NOT take your dog into the facility. Coming in late is disruptive to other teams.

If you or your dog is having a bad day, PLEASE STAY HOME. We would rather have a "short staff" than to let a resident have a bad visit.

Therapy visitations are a vehicle to allow residents to talk and open up. It is not a venue for you to show off dog tricks, etc. This is often disruptive to other therapy teams and does not represent the organization in the manner it is intended.

Treats and water should be provided to your dog outside of the facility. The dispersment of food/water can be disruptive to other therapy teams.



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***Remember Your Therapy Pack for Every Class & Field Trip***

## **Session #2: The Basics**

### **Education**

- Pet Etiquette
- Grooming Tips
- Socialization
- Loose Leash Walking

### **Therapy Training**

- Intro & Practice CGCA Items
  - Loose Leash Walking (left, right, stop, fast/slow)
  - Reaction to Equipment
  - Observe Loading & Unloading a Vehicle

# PET ETIQUETTE: WHAT IS IT?

When we think of etiquette, many of us think of manners related to society and how we function within it. So with that in mind, how do we deal with the subject of pet etiquette? There are several types of etiquette related to animals. They concern how we deal with the animal, animals in public places with other animals and humans, our interpretations of pet etiquette, and our teaching of pet etiquette! Let's take a closer look at the subject in each category.

## DEALING WITH ANIMALS

We often get into trouble with animals because we do not deal with them properly. This can be done in several ways. The first is by not giving them credit for the critter that they are and for being unaware of the natural behaviors they are likely to operate with. Then we attribute inaccurate viewpoints on the animal from our clouded perspective. Many, many animal behavior problems stem from, and grow, from this type of situation.

For instance, many people have a hard time treating a dog according to the "Dog Rule Book." We want them in our beds, on the furniture, and dropping balls in our laps or nudging us for attention. Many people also want all the dogs in the household to receive equal treatment. Both of these events can contribute to future aggression or difficulties within the family.

In most dog-to-dog interactions there is a strict hierarchy, or rules of etiquette to follow. Dominant animals will demand things from subordinates and each has their place and role to fulfill. They must do the proper things as written in the "Dog Rule Book", or expect low-level warnings that will escalate if the cautions are ignored. Animals sometimes may appear to be at an equal level, but they are usually not. In the case of a young animal growing up and reaching adulthood, often when the opportunity comes to take the advantage and win the dominant position, they will.

Many times the dog is in control of the humans they live with. When people overstep their bounds and interfere with this established dominance relationship with an animal, where the dog is in control, they get warning growls or bit. People interfering inappropriately in the normal dog-to-dog situation are often the reason that a subordinate dog gets attacked, in retaliation for being out of etiquette; the reprimand for stepping out of line comes from the dominant animal.

## PETS IN PUBLIC

Having our animals interface with other humans and animals in a public place is another area where animal etiquette is needed. Many times this situation is totally dependent upon us.

When out in public we have the responsibility to control our pets, whether or not we are nearby. Most communities have laws concerning this situation. We must clean up after our animals, control them responsively (usually on a leash), and respect the property and space of other people and their animals.

Again, people are the main problem here since many do not clean up after their animal when they are out. They leave fecal matter out for others to step in, or leave their critter's poop for other animals to pick up disease from. Other times people let their ani-



mals roam free; those critters will often defecate and urinate throughout the neighborhood, marking territory or using other yards as their latrine, much to the dismay of the neighbors. It is very inconsiderate to not be responsible for your pet.

Even worse violations are found with people who are walking their dogs off leash and who have no control over them. Even though their animal may not have a problem with others, many animals have not been properly socialized and will be defensive or fearful when they are on/off leash and are approached by an unfamiliar animal/human. It is asking for trouble to have unsupervised and uncontrolled interactions caused by irresponsible pet owners lacking respect for others with their animals.

In this type of situation, most of the unleashed pet owners are breaking the law or ordinances of their community. They may think the risk is just to their dog, however the risks vary. Injury to the other animal, or injury to the other owner, often results in the violator having to pay veterinary medical bills, hospital bills, fines for legal violations, and legal fees. If that is not enough to convince them to comply, bear in mind that they could also have their wages garnished, lose their house, car, or savings account, and more.

### **INTERPRETATIONS OF PET ETIQUETTE**

Animals operate by separate rules that are unfamiliar to humans, as a general rule. For instance, many humans think that a dog that is wagging his tail is friendly. This is not always true and many times these people get bit! Also, people tend to think smaller dogs are safer than larger dogs, or more easily cared for or trained, but this is not necessarily true—we just think it is.

People also think that it is okay to approach a dog or a cat and pet them, it isn't! Animals bite many thousands of people each year because they take the liberty of petting an animal they meet. We tend to overstep our bounds with animals when we would not think of doing so with another human. It is best to meet them when they instigate it—and there are rules concerning that too.

### **TEACHING ETIQUETTE**

We are responsible for teaching our animals proper etiquette with humans. How many people have dogs that jump on them and their company? Or cats that climb up your pant leg? Most people think this is normal, but it isn't! It is actually pretty rude. What happened was that this etiquette lesson was overlooked, inappropriate behavior was allowed, and it was reinforced in some way. After a while, the animal gets thrown outside, or locked up, when company arrives. So in reality, they get penalized—even though they could have been taught otherwise.

How can we deal with this situation responsibly? We can do so by having consideration for others and respecting them and their pets. Being a responsible pet owner is necessary for anyone having any type of animal. Contrary to popular belief, pet ownership is a privilege we have been given, and not a right that we have.

Taking the time to give your animal quality attention, teaching it manners from an early age, and getting help from a professional, especially if the problem has been around a while, is a good thing to do. Often, if you are already having problems, new and appropriate behavior can be reached in eight to twelve weeks of minimal but consistent work.

# Grooming Tips for Petting-PUPS

Just as humans require good grooming habits, so do our dogs. Besides being a healthy habit for our dogs, grooming is an important part of the relationship we have with them. Regular grooming sessions are beneficial because they:

- allow you and your dog to have quiet time together.
- promote your dog's good health in terms of his coat, skin, feet, ears, teeth, etc.
- allow you to become very familiar with all parts of your dog's body and you'll notice early on anything unusual that may require veterinary attention.
- promote good health for both humans and puppies - this type of interaction can actually lower stress levels and reduce blood pressure for both you and puppy.

When you and your puppy are learning how to groom, come armed with a great attitude, lots of patience, and in the beginning, lots of treats. Always start slowly and add more as your puppy accepts what you're doing. If you start getting frustrated, stop and come back to it later. Remember to keep it POSITIVE and FUN!!!

## **Bathing**

How often? Unless your dog has gotten into something smelly or dirty, she will need to be bathed only every two to four months. Bathing her too frequently will dry out her skin and strip the natural oils from her coat.

How to get started? Make sure to use a shampoo that's made for dogs. Human shampoo can be too harsh for your puppy's skin and coat. Put a non-slip surface, such as a bath mat or towel, in the bottom of your tub (or sink, kiddie pool, or wherever you are doing your bathing). Lather up the coat, and then rinse thoroughly. Be sure to rinse completely or the shampoo will leave a dull residue on puppy's fur. Avoid getting shampoo and water directly in the eyes, mouth and inside the ears.

## **Brushing**

Regular brushing is great, regardless of the length of your dog's coat, because it removes dead hair, distributes the natural oils for a clean and healthy coat, stimulates the surface of the skin, sloughs off dead and dry skin, and helps you become very familiar with your dog's body.

How often? You should brush your dog every couple of days no matter what the length of the coat. Sometimes your brushing can have a specific purpose, such as removing hair mats or helping them shed their seasonal coat, but most often you'll just be doing a general purpose brushing or combing.

How to get started? There are many types of brushes and combs available. Some are general purpose and others have specific uses. Examples of general-purpose tools include combs, pin-head brushes and the "Zoom Groom." Shedding blades and universal slicker brushes are great for helping remove dead coat and hair mats, but can be too harsh for general purpose brushing. Finishing slicker brushes are great for making fringe hair look fluffy, but may not have long or sturdy enough bristles to do much good for general purpose brushing. When shopping for tools, consider what you want to accomplish and choose your tools accordingly.

Many puppies will want to chew on the brush or won't like being brushed in the beginning. Let them see and smell the brush, then begin brushing while you reward them with treats and praise. In the beginning, keep your sessions short and increase the length of time as your puppy learns to enjoy it. Remember to keep it positive and fun for both of you!

### **Feet**

Keeping your dog's feet trimmed up nice and neat is beneficial, not only because it looks nice, but because it will help reduce the amount of tar, stickers, rocks, iceballs, salt, etc. that will get caught in the feet, all of which can be uncomfortable for your dog.

How to get started? Use a scissors to trim over the top of your dog's foot and even with the pads on the bottom of the foot. Do not try to trim in between the toes or the pads of the foot.

### **Nails**

Since dog's nails grow in a curve, allowing them to get too long will cause the "fingers" and "toes" to splay or twist when the dog walks. This can be very uncomfortable and can ultimately lead to broken fingers and toes. Regular nail clipping can prevent this, as well as reduce the risk of torn nails. It can also save on wear and tear of your floors and carpeting.

How often? Nails should be checked and clipped approximately every two weeks. They are probably too long if you can hear them "click" as your dog walks across the floor.

How to get started? There are two styles of nail clippers made just for pets. Either style is acceptable as long as you are comfortable with how it feels in your hands, you have a clear line of sight to exactly where the blade is cutting, and the clipper has a sharp blade on it. Keep a jar of styptic powder handy to stop the bleeding in case you accidentally clip the vein.

Where to clip? If your puppy has white nails, you can see the pink vein through the nail. Clip off the tip of the nail, but not so much as to clip the vein. If your puppy has black nails, you will need to clip off a little at a time, looking at the nail tip straight on after each clip. When you start seeing a pale oval in the tip, it means you are near the vein and should stop clipping. If you keep the nails clipped on a regular basis, you will notice a hook at the end of a thicker part of the nail. The hook portion is what can be clipped off. Don't forget to clip the dew claws if your dog has them!

Remember to start slow. In the beginning, let your puppy sniff the clipper, hear the sound it makes, and feel it against the paw and nail before you start clipping. If you get just one nail done, that's a success! When you're just starting out, it may take a week or longer to do all four paws. Keep the sessions positive and reward your puppy with lots of treats and praise while you're clipping.

### **Ears**

Keeping the inside surfaces of your dog's ears clean will not only feel good to your dog, but is good way to help prevent ear infections. Examining the outside surface will also alert you to the presence of wood ticks, fleas, or anything else unusual.

How often? Clean your dog's ears about once a week.

How to get started? You can use either a cotton ball or a piece of gauze with ear clean-

ing solution, or you can use a baby wipe wrapped around your finger. Don't use water because it doesn't evaporate very easily. Wipe the inside surface of your dog's ear, going down only as far as your finger easily fits. Don't use Q-tips or try to put anything further down the ear canal or you will risk causing a painful ear injury.

If you notice an unusual smell or a discharge coming from your dog's ears, bring it to your veterinarian's attention.

### **Teeth**

Dogs can suffer from many of the same dental problems as humans (i.e., cavities, gum disease, tartar buildup, etc.) Bacteria from gum disease can also get in your dog's bloodstream causing other health problems. Regular teeth cleaning will save you vet expenses and eliminate the stress of having your dog anesthetized for the cleaning procedures.

How often? Clean your dog's teeth one to two times per week.

How to get started? You can use either a piece of gauze wrapped around your finger, a finger cap scrubber made for pet teeth cleaning, or a toothbrush designed for dogs. Do not use human toothpaste because it foams too much and can upset your dog's stomach. Use either toothpaste formulated for dogs, baking soda, or just water. You only need to clean the outside surface of the teeth. Your dog's tongue will keep the top and inside surfaces clean.

In the beginning you may need to start by just getting the puppy used to your rubbing her gums with your finger, and then moving on to one of the tools.

HERE'S TO GOOD HEALTH, FUN, AND ENJOYMENT OF THIS TIME TOGETHER WITH YOUR DOG!!!

# Grooming Checklist

You're working hard at achieving your Petting-PUPS certification, and we're proud to have you as a representative of Domesti-PUPS. By following the checklist below you can be assured your dog will reflect your time and efforts in becoming a certified Petting-PUS handler team.

1. Get down to your dog's level and smell his coat. If he smells like a dog, he needs a bath.
2. Scratch your dogs skin...if your fingernails come out dirty, your dog needs a bath.
3. If your dog has bad breath, brush his teeth.
4. Comb and/or brush your dog prior to every visit.
5. Toenails need to be trimmed and filed prior to each visit.
6. Check your dog's ears for infections. If they smell bad, take your dog to the vet.
7. Don't neglect anal glands, check with your groomer or vet regularly.
8. Remove eye matter with a soft damp cloth.
9. Make sure your dog's scarf is clean and pressed.
10. DO NOT spray your dog with colognes or perfumes, as they people you visit may be allergic.
11. If you dog is ill or in season, please leave them at home.
12. If your dog is a shedding breed, rub them lightly with a slightly damp towel prior to the visit to remove loose hair.

Remember:

Presentation is Everything! Both you and your dog are representing Domesti-PUPS and we want each and every person you come in contact with to have a favorable impression of you, your dog and our organization.

# Why Pulling Tight On Your Dog's Leash Only Makes Them Pull Back Harder

Stand on any street corner and you'll likely see the same sight over and over again: a dog held tight on a leash by their owner, gagging and straining as they go for a walk together. Leash-pulling is an epidemic that in many cases can lead to frustration-based aggression and sometimes even physical damage to the dog's neck. It's also a sad situation for owners who just want to enjoy a stroll with their dogs.

Most owners try hard to fix the problem. They try to teach their dog that pulling is wrong by pulling back on the on the leash. The problem is that pulling begets pulling, and it actually makes the situation worse. It's easy to think that most dogs would stop pulling when the collar presses tightly into their neck, making them gag, choke and cough, yet no progress is made. In fact, the dog just strains harder.

There is actually a very simple reason for this. The reason that pulling on a dog's leash encourages pulling is a process called the "oppositional reflex." Not "oppositional" in a continuous, emotional, defiant sort of way, but instead regarding a subconscious physical reflex. Oppositional reflex means that when something is pulled in one direction, the body will lean or even strain in the opposing direction to maintain balance. Therefore, when an owner pulls on the leash the dog reflexively pulls in the other direction to maintain balance. Even if that means choking, gagging and pulling their owner's arm out of the socket. If the dog's owner keeps pulling this eventually turns into a tug of war leaving no winners. Instead just a frustrated do and owner.

Certain leashes can make the problem even worse. "Shock absorbing" and retractable leashes encourage pulling due to the same principle. In the case of the "shock absorbing" leash, the rubber tugs when the dog pulls, creating a cycle of continued oppositional reflex for the entire walk. With retractable leashes, the leash must always be tight for it to retract. Even though for most dogs it is only slight tension, it is still teaching the dog that they must pull to walk forward. Even something as subtle as this is teaching a dog to pull.

The final contributor to this problem is the old fashioned training principle of holding a dog close to your side to teach them to walk with you. This training style is going the way of the dodo but most owners have not gotten the memo. When holding a dog tight and close, instead of teaching the dog that this is the position they're supposed to walk in, it learns that a leash should always be tight when it walks. Picture a toy car that you pull back on and when it is released it takes off. Dogs taught leash-walking this way have the same problem. The minute they are given some slack, they yank to the end of the leash and start pulling. That's because they've learned to seek leash tension, not how to walk nicely.

Luckily there are some great solutions to this problem and all owners can enjoy walking their dog by employing some simple training and patience.

- 1) Set both you and your dog up for success. Stop taking walks over great distances. Master shorts jaunts first. This means start by mastering your driveway or your block. Don't shorten the duration of your walk, just spend the hour helping your dog learn how to walk properly, surrounded by familiar smells and distractions. You wouldn't ask a new driver to drive on the Interstate immediately. Do the same for your dog and let them master locations one at a time.
- 2) Stop pulling! It sounds simple but this is the hardest part for people to learn. Just like the dog has an oppositional reflex, you have one too. This means that when the dog pulls, you will reflexively pull back. But the difference is you're conscious enough to break the cycle. Instead of pulling your dog, stop, say your dog's name or otherwise engage with them, then continue on when the leash is slack. It is important that your dog make no forward progress if they're pulling.
- 3) Turn around, or back up. If they don't get the idea after a couple of repetitions, you can turn around and encourage your dog to follow you in the opposing direction. Then when they catchup to you, return to the direction you were originally going. This teaches the dog that, not only did they NOT get where they wanted to go, they actually moved further away. They only get to go in that direction if they go with you on a loose leash. Also walking at a brisk pace will encourage your dog to tag along. A dog should NEVER get what it wants by pulling on the leash.
- 4) Reward proper leash walking! Some dogs crave praise but the vast majority love treats, petting, and toys. If your dog walks by your side reward that! Give them a treat, or a few seconds of play and petting before moving on. Don't be stingy. A generous owner can easily create a very obedient dog.
- 5) Be patient! This will take time. Pick areas without huge distractions at first. Also, don't be in a hurry or you'll be very frustrated. When you can't practice, park closer to your destination or carry your dog. You have to be consistent! Don't give up and don't cut corners just because you're in a hurry. If you go back to pulling with your dog, it will get worse. You will have reaffirmed to your dog that pulling is the way to progress on a walk and it will be even harder to fix later. Remember, don't be a contributor to your dog's leash pulling habit. Instead be a solution, and the envy of all other dog owners on your block.







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## **Session #3**

### **Education**

**Domesti-PUPS Therapy Items**

**Focus**

**Socialization**

**Site Leaders**

### **Therapy Training**

**Walking Through a Crowd**

# Domesti-PUPS Therapy Test Items

## Test 1:

### Controlled Reaction to Equipment

This test demonstrates that the dog can be around hospital equipment without nervousness or shyness. Equipment can be wheel chairs, IV poles, walkers, canes, beds, etc. The dog and handler stand in place while the equipment approaches them. The dog may appear interested, but should not panic, try to run away, or show aggressiveness.

## Test 2:

### Controlled Reaction to a Loud Stranger

This test demonstrates how the dog reacts to loud yelling strangers. The dog and handler approach a hallway where a stranger 20 feet away begins to yell in their direction. The dog may appear slightly startled but should not panic, try to run away, or show aggressiveness or bark.

## Test 3:

### Loading and Unloading a Vehicle

This test demonstrates the handler's control of the dog before and after a car trip. The dog must wait until released before coming in or out of the vehicle. The handler is not allowed to pull the dog into or out of the car but may lift the dog in or out.

## Test 4:

### Controlled Reaction to Automatic Doors and Elevators

This test demonstrates how the dog reacts to automation. The dog and handler approach an automatic door and continue walking through. The dog may appear slightly startled but should not panic, or try to run away. The dog and handler approach and enter an elevator and go up a floor. The dog may appear slightly startled but should not panic, or try to get away.

## Test 5:

### Controlled Entry Through a Doorway

This test demonstrates the dog's ability to enter a doorway calmly. The dog and handler approach and enter through a doorway. The dog may appear slightly startled but should not jump, pull, or bolt through.

## Test 6:

### Controlled Reaction to Various Noise Distractions

This test demonstrates that the dog is confident at all times when faced with common distracting situations, such as a clipboard or bedpan dropping. The dog may express a natural interest and curiosity and or appear slightly startled, but should not panic, try to run away, show aggressiveness or bark.

## Test 7:

### Controlled Reaction to a Crowd Wanting to Pet

This test demonstrates how the dog reacts to a crowd of people that want to pet. The dog and handler walk and several people (at least three) that converge on the dog and handler petting the dog and calling it. The dog may show some surprise and interest in the strangers, without appearing over exuberant, shy, or resentful. There should be no jumping, growling, or peeing on the ground during this test. The handler may talk to the dog and encourage or praise the dog throughout the test.

## Test 8:

### Reaction to Another Dog

This test demonstrates that the dog can behave politely around other dogs. Two handlers and their dogs approach each other from a distance of about 15 feet, stop, shake hands and exchange pleasantries, and continue on.

**Equipment:**

Your pet therapy pack is required on all visits, and thus required when testing as well.

All tests must be performed on leash. For collars, dogs should wear well-fitting buckle or slip collars. Special training collars such as pinch collars, head halters and electronic collars are not permitted during testing.

The evaluator will supply a 20-ft. lead for the test.

**Encouragement:**

Owners/handlers may use praise and encouragement throughout the test. The owner may pet the dog between exercises. Food and treats are not permitted during testing, nor is the use of toys, squeaky toys, etc to get the dog to do something.

**Failures/dismissals:**

Any dog that eliminates during testing must be marked failed. The only exception to this rule is that elimination is allowable in test item 10 but only when test item 10 is held outdoors.

Any dog that growls, snaps, bites, attackss or lunges at a person or another dog is not considered a good citizen and must be dismissed from the test.

# The Eyes Have It

Teach your pup to look deep into your eyes to set the stage for training.

Have you ever noticed when your dog looks at you? It's always when she wants something, right? Why not turn this around with the eye contact game so she'll look at you to ask "please"?

First, control the "attractions" in your training area. Find a place where your dog is quite comfortable and seems bored. If nothing is attracting her attention away from you, you and your and treats will be the best game around.

Put a treat in your hand, show it to your dog, then move it a short distance away from your body and wait. When your dog quits looking at the treat and glances your way, say "Yes!" and treat. Escalate the game, making it harder by expecting quicker and more intense eye contact. Soon your dog will not bother to watch your treat hand move away from your body.

Practice the eye contact game until you can move both hands all over the place and your dog doesn't look at either hand because eye contact is where it's at.

## Temptations

Repeat the eye contact game with minor distractions. If you make the game too hard too fast, your dog may be easily swayed by temptations in busy places, so find an area with less craziness. Control the temptations with a buckle collar and leash; clip leash to collar and tie the other end around your waist. Make the leash short enough to keep her from sniffing the ground.

Don't touch the leash - keep hands off! You need your hands for the treats. Remember that the leash is a temporary tool; don't let it become a crutch. Dogs are not stupid; they know if the leash is on or off, short or long. Review the easy stuff, and then ask for more.

Play the game until your dog reacts as if he were off leash, without any leash tension. Keep at it until she ignores all distractions and looks deep into your soul - an unforgettable experience. Play the eye contact game in everyday life. If you wait for eye contact before letting her out of her crate, you'll begin to experience the fringe benefits of the game. Instead of acting wild and crazy when you approach the crate, she will start thinking and calm herself in order to give you eye contact.

Wait for eye contact before feeding, going outside, or getting out of the car. If she is a tugging maniac on walks and tries to drag you along, stop, brace yourself, and back up a bit, and wait. When she finally turns and gives you that highly annoyed doggie stare, say "good!" or "Yes!" and let her explore. Soon anything she wants to investigate will become a signal to ask, "Mother, may I?"

# Socialization

We believe a dog cannot be TOO friendly. Anything a dog does out of joyfulness can be tempered and controlled. Happy "mistakes" can be quickly forgiven and, ultimately, forgotten. The same cannot be said about fearful, possessive, or aggressive dogs. Anti-social problems are often very difficult to remedy and "mistakes" often leave lifelong scars.

Early socialization is a crucial part of puppyhood. Once fully vaccinated, you should get your pup out and about. Allow everyone to greet your pup and allow your pup to meet anyone. Put the pooch in a SIT to be petted and cooed over. Bring along tasty treats (or even a pocket full of its mealtime kibble) and encourage passers-by to give the pup a morsel or two. Ask your mail delivery person to give your pup a treat every now and then. Likewise, the kid who delivers the newspaper and the service station worker. If your pup grows up thinking everybody is a potential treat giver, you've avoided many possible fear or aggressive behaviors.

Now is a good time to bring your pooch to strange and different places. Take the puppy to parks, beaches, and playgrounds. Let your pup learn there is nothing to fear about the unknown. The more things you show the puppy now, the less something new will spook it later.

If your pup does show any signs of fear, simply help it go into a SIT. Good basic obedience can remind the pup that you are in control, and that it does not have to be fearful. Talk to your pet to sooth him, but be careful that are not praising him for behavior you don't want. You must know the signs your pet is showing you before you determine what action to take. Once the pup calms down a bit, continue on your journey.

These same socialization techniques are also a great tool for preparing your adult dog for therapy visitations; get them out as often as possible!

# Socialization Ideas

You may not encounter 90 percent of the items listed below on a pet therapy visit, however, exposing your dog to a wide variety of people, places, things and experiences will only help increase your dog's confidence and ability to withstand most any situation. Start with the small, easy things, and build up to the more difficult items.

We do not, however, encourage taking your dog to fireworks displays. We also ask you not to take your dog to public places such as stores, malls, etc. Only service dogs are allowed in public places.

## Different Types of People

Men  
Women  
Boys  
Girls  
Shuffling people  
Slouched people  
People with glasses  
People on crutches  
People with walking sticks  
People walking strangely  
Babies  
Parties  
People on roller blades  
Joggers  
Wheelchairs  
Heavy people  
Thin people  
Tall people  
Short people  
People costumes  
People in big coats  
People with beards  
People with sunglasses  
People wearing hats  
People of all races  
Bald people  
People exercising (running, jogging, star jumps, etc)  
Children and babies  
Dancing people  
Street Performers

## Noises

Storms (e.g. thunder and

lightning)  
Parties  
Musical instruments (piano, guitar, saxophone)  
Cheering  
Yelling  
Singing  
School bell  
Sound effects CD aSauce-  
pans  
Radio  
Lawn mower  
Loud noises  
Dropped items  
Clapping  
Weird things  
Big plastic objects  
Plastic bags  
Balloons  
Umbrellas  
Mirrors  
Big balls  
Thrown things  
Shopping trolleys  
Baby strollers  
Fast movement  
Kids toys  
Wind socks  
Brooms  
Vaccuum cleaner  
The wind  
The wind blowing bushes/  
trees  
Flags  
Balls and frisbees

Tents  
Flashlights  
Statues

## Different Surfaces

Bean bags  
Tile floors  
Wood Floors  
Bubble wrap  
Different walking surfaces  
Wobbly bridges  
Heights  
Agility Equipment  
Gravel  
White floors  
Child's plastic sled  
Leaves  
Metal street grates  
Plastic tarp  
Cookie tin  
Walk through a ladder on  
the ground  
Tippy board  
Mud  
Puddles  
Foot bridge

## Moving Noises

Lawn mower  
Bikes  
Children playing with toys  
Shopping carts  
Vaccuum cleaner  
Skate boards  
Scooters

Tractors  
Bob cats  
Cars (street or parking lot)  
Hammering  
Trucks  
Motorbikes  
Chainsaws  
Fork lift  
Sirens  
Hair dryer  
Suit cases  
Go Karts  
Remote control cars  
Ceiling fans  
Mirrors  
Glass sliding doors  
Automatic doors  
Garage doors  
Construction sites  
Dremel

### **Water**

Sprinklers  
Hoses  
Being wet by the hose  
Water  
Shower  
The beach  
The bath  
Swimming pools  
People swimming  
Water feature  
Rain  
Lake

### **Places**

Outside the Airport  
Skate park  
Outside the Bus stop  
Train Tracks  
Outdoor Sporting Events  
Building site  
Place with crowds  
Main roads / Traffic  
Playground

### **Situations**

Leash  
Harnesses  
Muzzle  
Loom overhead  
Collar grabs  
Opening mouth  
Cutting nails  
Grooming  
Clippers  
Being tethered  
Having ears cleaned  
Having every part of the  
body handled  
Being picked up  
Teeth cleaning  
Being carried on a stretcher  
Being bandaged  
The vet  
Other Animals  
Playgroups with dogs  
Big dog  
Little dog  
Shaggy dog  
Smooth dog  
Farm animals  
Rabbits (should not chase)  
Birds  
Cats  
Ferrets  
Turtles  
Squirrels (should not chase)







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## **Session #4**

**FIELD TRIP [Location TBA]**

### **Therapy Training**

**Loose Leash Walking**

**Loose leash with left, right, stop, fast/slow**

**Reaction to Equipment**

**Noise Distraction**

**Automatic Doors**





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## **Session #5**

### **Education**

- Proof Training**
- The 3 D's of Dog Training**

### **Therapy Training**

- Reaction to an Another Dog**
- Down/Sit at a Distance**
- Recall with Distraction**
- Stay with Distraction**
- Loud Stranger**
- Leave It**

# Proof Training

Most serious trainers are familiar with the concept of proof training—conditioning a dog to perform in less-than-ideal circumstances. It's a type of mental stress test, asking for concentration in difficult surroundings. Proof training provokes disobedience in a controlled environment so that the dog may be corrected, and therefore learn. Conditioning the dog to ignore distractions helps to prevent disobedience in similar unplanned situations. The dog learns to obey no matter what is going on around it...

Use imagination to create an unusual test, because the unusual will happen. Run through the training area shouting and clapping your hands. Turn out the lights and work in the dark. Bounce a ball. Toss shoes and soda cans across the floor. Wear funny hats and costumes. It's a refreshing break of routine for everyone, and dogs who can obey in these situations are steady, more reliable dogs. They assume every distraction is just another trick and they're not going to fall for it!

While a failure in the trial ring is not a life-or-death trauma, a failure in service dog could very well be fatal. A dog which will not reliably come when called, heel off lead and stay, runs a terrible risk of injury to itself and life partner. As responsible trainer/handlers, we have two choices; never take our dogs from the security of our own homes, or effectively train them to function daily in the outside world.

## **"Real Life" Obedience**

Classroom training can give you a head start, but proof training has to be done in the "real world." You must train your dog to be trustworthy outside the artificial conditions of the ring or class.

Your first step is to know your dog. Know his weaknesses as a dog, as a member of his breed, and as a unique individual. Perhaps his Achilles' heel is horses, cats, cars, bicycles, garbage cans, meter readers, or all of the above! Learn the temptations he can't resist, and drill on these unmercifully.

Some breeds have problems overcoming natural impulses to give you their full attention. Sporting breeds, for example, have been bred to find, flush and retrieve birds, and are easily distracted when birds are present. The object of proof training is not to smother this in-bred trait, but to remind the dog that you are in control, and you are the one who decides what activity will be pursued.

A case in point is an OTCh. a Pointer who was distracted during a competition by a pigeon flying across the ring. The dog froze to mark the pigeon's progress, and waited until it was gone to complete her exercise. Although she resisted the urge to chase the bird, she couldn't totally ignore it. Proof training had not destroyed her natural instincts, for this dog also performed well in field-work. She had simply been trained to respond first to commands, rather than to her own instincts.

Proof trained Beagles will still run rabbits, and Border Collies will still herd livestock. Dobermans will still bark at intruders, and Brittanys will still chase birds. But, with the proper conditioning, they will relinquish these activities when you find them unacceptable or dangerous. That's the purpose of proof training.

To begin your real-life training, select an exercise you are sure your dog knows perfectly (ie. sit stay). Now devise a temptation you think will persuade him to disobey. Don't

make this test too easy; you really want him to flunk a few times so you can show him what you want. Try to anticipate his reaction so you can be ready with an appropriate correction.

For example, as a sit-stay distraction, place a cat in front of your sitting dog. Tell the dog to stay, take a firm grip on the lead, and have a helper shoo the cat away. If the dog tries to chase, correct him, and repeat the command to stay. Repeat the exercise until he doesn't try to pursue the cat.

If he doesn't lunge at the cat, he has passed the first test. Praise him for obeying, and make the test more difficult. Remove the lead. Increase your distance from the dog. Chase the cat away yourself by shouting and clapping your hands. Step out of sight, leaving the dog and cat alone together. (Note that this requires a very patient cat!) Use different temptations, especially those that appeal to your dog.

Start cautiously, and work up slowly on each temptation, achieving reliability at each level of difficulty. Don't attempt too much too quickly, or you may be disappointed at your lack of success. Proof training is like physical exercise; gradual conditioning builds strength. You'll have a real sense of accomplishment when you return from an out of sight stay to find your dog sitting staunchly, while the cat preens tantalizingly within reach!

Avoid the "training collar syndrome," when the dog believes he won't be corrected if he's not wearing his chain collar. Dogs do associate different activities with their different collars, and they tend to be exclusive in their association, "When I'm wearing my hunting collar, I don't have to come all the way in when called. "When I'm wearing my show collar, no one dares correct me," etc. Practice obedience with every collar, with and without the cape or scarf.

Certainly most disobedience occurs off-lead and out-of-collar, so this is where you should concentrate your work. Remove a dog's collar, and he'll wriggle and shake himself. "Free at last," his body language is saying! Your dog must believe that obedience is required at all times, even when you can't physically control him. Go back through your successfully proof trained exercises without the benefit of collar and lead, just to be certain he is reliable.

Train your dog in places where he often disobeys. If your city dog becomes "deaf and blind" on your country outings, take time to train in those surroundings. If, for example, he chases livestock, hold a training session in the pasture or barnyard. Work until he understands he must pay attention and obey you in that very spot. Now release him, and let him begin his pursuit. Can you call him away? Congratulations! Does he ignore you? Time for more proof training.

Incorporating proof training into everyday living requires the same pattern of correction and praise as competition training. When your dog gives in to temptation, he won't learn to resist unless he is corrected immediately. Don't hesitate to correct him because you're embarrassed to "make a scene" in public. Don't hesitate to praise him in the high, silly "Good boy!" voice he loves, just because someone might hear you. Remember, you're doing this for him.

One important element remains. Dogs will be dogs, not obedient robots, and we wouldn't want them to be otherwise. Some obedience problems can't be conquered

with proof training. There may be some temptations your dog can never be trusted to resist, and it's your responsibility to know those, and protect him from them. Objectively, evaluate your own dog's reliability. Don't be blinded to potential dangers by ego, laziness, or overconfidence.

There is no end to proof training; it goes on every day of your dog's life. New situations constantly arise that you will need to teach him about. It isn't easy, but the rewards are many, and the alternatives deadly. Put forth the extra effort to proof train your dog for practical obedience, and you'll enjoy a true companion who can share your life safely and sanely. The obedience degrees you earn can represent genuine achievement; don't settle for an empty title.

# The Three D's of Dog Training

The three D's of dog training are essential components to creating a truly obedient and reliable dog. True obedience training is your dog respecting and trusting you, so they will listen to you whenever, wherever, and under whatever circumstances. This means you do not need to bribe them with treats or force them into the commands.

In order to successfully train your dog to a high level of obedience, you need to train them on the three D's – Duration, Distance, and Distractions.

**Duration – Length of time your dog will remain in the command.**

**Distance – How far you can walk away from your dog without them breaking the command.**

**Distractions – The dog's ability to listen and perform the command when presented with various levels of distractions.**

In order for me to feel confident that a dog is fully trained (whether it be on leash or off leash trained) I want to make sure the dog will remain in the command for long amounts of time, remain in the desired command while I walk faraway or leave the room, and the dog will perform the command when there is a high level of distractions present.

The key aspect to training the Three D's (or any other aspect of dog training) is consistency and progressive implementation in order to be successful. We can't expect our dog to remain in a down while we walk away, three bikes pass, and two dogs run by after only three days of training. It is imperative that we set ourselves and our dog up for success by slowly increasing the duration, distance, and distractions until we have a highly trained and reliable dog.

Having a fully trained dog should be every owner's goal. Having a companion that is obedient and listens all the time not only makes life easier for you the owner, but it enables your dog to be included in more activities and aspects of the family's life than he would if he was untrained. You can take a fully trained dog to the beach to run around and come back when called, you can take a fully trained dog to your Aunt's house for Christmas and have him in a place command, you can have your fully trained dog at your son's soccer game and relax in a down command. However, you can't have an untrained dog at these events because it will not only be stressful for you and the dog, but also a possible liability.

Begin training your dog on the three D's of dog training today.







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## **Session #6**

**FIELD TRIP [Location TBA]**

**Therapy Training**

**Leave It with Food Bowl  
Sit & Down Under Table  
Crowd Petting  
Loose Leash Walking**





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## **Session #7**

### **Education**

**Recall Exercises**

### **Therapy Training**

**Recall Exercises**

**Small Group Visit (dogs and people)**

**Train Outside**

**Walking Through Doorways**

# Recall Exercises

Coming when called is perhaps one of the most important exercises that your dog needs to learn, as it is not only useful but also essential for his/her safety. The following are some exercises to strengthen and instill this behavior.

## Home Exercises

It is important to begin teaching the recall in a low distraction environment, as the behavior is more likely to occur and thus be rewarded. The dog's own house also provides a familiar and safe environment whereby to begin.

1. Stand facing the dog, say 'come' and back away about 8 feet while clapping your hands and praising the dog as he approaches. Stop, ask the dog to sit, gently take the collar and give him a treat. Once successful at 8 feet, increase the distance to 10 feet etc...
2. Call the dog from a distance of 8 feet. Praise him as he comes toward you. Stop, ask the dog to sit, gently take the collar and give him a treat. If the dog does not come or shows indications of not coming, give a verbal reprimand such as 'ah ah ah ah' while going to get him. Take him gently by the collar and bring him to the spot where you called him from. Ask for a sit; take the collar and reward with a food treat. Increase your distance as reliability increases.

Change the activity by doing a recall through your legs. As the dog arrives, toss a ball or other toy through your legs. This will increase the dog's motivation to come to you. Alternate the exercises to keep him guessing as to whether you'll throw something through your legs as the reward or give a food treat for a sit!

3. Send the dog between two or three different persons in a room. Each person calls the dog, one at a time and asks for a sit on arrival, takes the collar and then rewards. That person then tells the dog to 'go see (name of person)' the next person then calls the dog to him/her.
4. Call the dog 'Fido come' from different rooms within the house. If dog comes, does a sit and allows you to take his collar then give a food treat. If the dog chooses not to come, make sure you go and get him and gently bring him to the spot where you called from, ask for a sit and then reward.
5. Other exercises that can be done are as follows: Have one person with the dog's meal and call the dog toward you. If dog comes, then food bowl is put down as the reward.

Any situation whereby there is eagerness on the part of the dog, such as going out the door, getting a rawhide chewie etc.. are invaluable to do a recall away from. The reward then becomes entrance out the door or getting the chewie..

6. Once your dog can do all of the above exercises with good reliability, try practicing at other people's homes.

## Outdoor Exercises

1. If you have a fenced in backyard, have the dog on leash and practice your recalls by calling the dog toward you while you back up. Use plenty of praise. Ask for a sit, take the collar and food reward. Once he is reliable 'on leash' you can practice the exercise 'off leash'.
2. When walking the dog, turn around and call the dog toward you while you back up. Use plenty of praise. Ask for a sit, take the collar and food reward.
3. Take a long section of clothesline and attach firmly to the dogs collar. Go to an open area with no other distractions. Call the dog and praise as he is coming toward you. If he detours and does not respond, go get him and gently bring him back to the spot where you originally did the recall. Ask for a sit, take the collar and treat. Do not drag the dog toward you by the line. You want the dog to associate the experience as being pleasurable not unpleasant.
4. Once he is reliable in the above exercises, add more distractions. For example go to places where there may be other dogs or people. Repeat the same procedure.
5. Go to enclosed areas where you can safely have the dog off leash. Repeat the above by starting off with no distractions. Once reliable, add distraction.
6. Call your dog off a moving target such as a ball. Begin by doing so while on leash. Roll the ball and as he begins to go toward it, say 'Fido come' and praise and treat when the dog sits in front of you. Do not allow the dog to get to the ball, as he will be reinforced for 'not' listening to you. Once reliable, practice 'off leash'. As mentioned in the home exercises, any situation whereby there is eagerness on the part of the dog, such as going into the dog run or park, are invaluable to do a recall away from. The reward then becomes entrance to those areas.

Remember the following:

- a) the more you practice in all environments, the better and stronger the recall.
- b) Provide the verbal feedback the dog requires. Praise him throughout his coming toward you and 'verbally mark' him when he does not respond by saying 'ah ah ah'.
- c) Use high value food rewards along with praise.
- d) Go slowly, don't expect too much too soon. Initially keep dog on leash and distractions at a minimum. Only progress when the dog reliably 'comes' on leash before doing 'off leash' exercises.
- e) As with all training, make it fun for both you and the dog. Don't train when frustrated or in a bad mood. Keep training sessions short and pleasurable.
- f) Reduce food rewards once behavior is solid.
- g) Follow through. If you ask for a 'come' and the dog chooses not to, it is up to you to get the dog and bring him to where you originally called.

# The Recall and Walking on a Loose Lead

The MOST frequently asked training question, is "How do I MAKE my dog COME when I call him?" The second most common question is "How do I STOP my dog from pulling me when he's on leash?"

The answers are actually VERY simple. NEVER give your dog the option of doing it WRONG in the first place.

## Call Your Dog

If you call your dog with a "come" command, and he's off lead, busily sniffing some track or another interesting item, his refusal to come to you enforces (in his mind) your inability to "make" him obey, and his ability to be "alpha" or boss.

## Enforced Recall

On the other hand, if you ONLY tell him to "come" when he is on-lead and you can pull him in to you, he learns that the word "come" is enforceable, and that YOU always win, therefore you are boss. Consequently, over a period of time, with enforced recalls on lead he begins to respond when off lead in non-distracting situations (meaning there is nothing around which is more interesting than you!).

## How To....

To approach this, start in a small room, where he is not going to be distracted, and he cannot "walk away." Call the dog to you, and praise lavishly once he arrives, even if you must walk to his location and take his collar to lead him to WHERE YOU CALLED HIM FROM. Then add a distraction, (could be a person in the room bouncing a ball or singing...) and perfect the recall at that stage.

Once the recall is performed consistently in the small room, graduate to a large room, with a SMALL distraction, then a large one. Ultimately, in a confined situation, the dog will come reliably.

To prevent "pulling", I like to teach my students the "walk on a loose lead". The reasoning for this is twofold. When a dog is walking at the end of an 18-20 foot lead, he does not pull because he can sniff and investigate away from the owner without having to pull the owner to whatever it is he is interested in. I also suggest that students use their recalls while on their recreational walks. I ask them to keep liver or cookies on their pockets to encourage the dog to return on a "come" command VOLUNTARILY, you can always reel him in if he balks.

Teaching the heel command from loose lead is simply a graduation from the 20-foot lead to shorter and shorter leashes, using and enforcing the heel command. The handler then releases to the loose walk for shorter and shorter time periods, while asking for tighter and closer walking patterns.



**Our mission is to improve the quality of life for persons  
with special needs through the assistance of animals  
and to promote awareness through education.**

## **Session #8**

**Pretest**

# AKC Community Canine Test Items

We incorporate the following ten items into our Therapy Team testing. Dogs who pass the AKC Community Canine test are eligible to earn the AKC's "CGCA" title. NOTE: To earn the title of Community Canine the dog must be 1) registered or listed with the AKC (AKC number, PAL, or AKC Canine Partners number) and, 2) already have the Canine Good Citizen award title on record.

## Test 1:

Dog Stands, sits or lies down and waits under control while owner sits at the registration table and fills out paperwork, or while the owner sits and has a snack or visits with someone.

## Test 2:

Walks on a loose leash in a natural situation with a left & right turn, a stop, fast & slow paced.

## Test 3:

Walks on a loose leash through a crowd

## Test 4:

Dog walks past distraction dogs present, does not pull – we will test this in conjunction with the CGC crowd task.

## Test 5:

Sit-Stay in a small group (3 other people with dogs). Owners and dogs are in an informal group while the owners have a conversation.

## Test 6:

Dog allows person who is carrying something to approach and pet it-item is put on ground right before dog is touched.

## Test 7:

"Leave It" – Dog walks by food and follows owner instructions to "leave it."

## Test 8:

Down or sit and stay at a distance.

## Test 9:

Recall with distractions present (coming when called) Handler goes out 20 ft. off center and calls dog. Dog comes by distraction to return to handler.

## Test 10:

Dog (on leash) enters doorway or narrow passageway in controlled manner.

NOTE: We strongly recommend that you review the AKC Evaluator Guide:

[http://images.akc.org/akc\\_community\\_canine/EvaluatorsGuide.pdf](http://images.akc.org/akc_community_canine/EvaluatorsGuide.pdf)



# Domesti-PUPS Therapy Test Items

## Test 1:

### Controlled Reaction to Equipment

This test demonstrates that the dog can be around hospital equipment without nervousness or shyness. Equipment can be wheel chairs, IV poles, walkers, canes, beds, etc. The dog and handler stand in place while the equipment approaches them. The dog may appear interested, but should not panic, try to run away, or show aggressiveness.

## Test 2:

### Controlled Reaction to a Loud Stranger

This test demonstrates how the dog reacts to loud yelling strangers. The dog and handler approach a hallway where a stranger 20 feet away begins to yell in their direction. The dog may appear slightly startled but should not panic, try to run away, or show aggressiveness or bark.

## Test 3:

### Loading and Unloading a Vehicle

This test demonstrates the handler's control of the dog before and after a car trip. The dog must wait until released before coming in or out of the vehicle. The handler is not allowed to pull the dog into or out of the car but may lift the dog in or out.

## Test 4:

### Controlled Reaction to Automatic Doors and Elevators

This test demonstrates how the dog reacts to automation. The dog and handler approach an automatic door and continue walking through. The dog may appear slightly startled but should not panic, or try to run away. The dog and handler approach and enter an elevator and go up a floor. The dog may appear slightly startled but should not panic, or try to get away.

## Test 5:

### Controlled Entry Through a Doorway

This test demonstrates the dog's ability to enter a doorway calmly. The dog and handler approach and enter through a doorway. The dog may appear slightly startled but should not jump, pull, or bolt through.

## Test 6:

### Controlled Reaction to Various Noise Distractions

This test demonstrates that the dog is confident at all times when faced with common distracting situations, such as a clipboard or bedpan dropping. The dog may express a natural interest and curiosity and/or appear slightly startled, but should not panic, try to run away, show aggressiveness or bark.

## Test 7:

### Controlled Reaction to a Crowd Wanting to Pet

This test demonstrates how the dog reacts to a crowd of people that want to pet. The dog and handler walk and several people (at least three) that converge on the dog and handler petting the dog and calling it. The dog may show some surprise and interest in the strangers, without appearing over exuberant, shy, or resentful. There should be no jumping, growling, or peeing on the ground during this test. The handler may talk to the dog and encourage or praise the dog throughout the test.

## Test 8:

### Reaction to Another Dog

This test demonstrates that the dog can behave politely around other dogs. Two handlers and their dogs approach each other from a distance of about 15 feet, stop, shake hands and exchange pleasantries, and continue on.

**Equipment:**

Your pet therapy pack is required on all visits, and thus required when testing as well.

All tests must be performed on leash. For collars, dogs should wear well-fitting buckle or slip collars. Special training collars such as pinch collars, head halters and electronic collars are not permitted during testing.

The evaluator will supply a 20-ft. lead for the test.

**Encouragement:**

Owners/handlers may use praise and encouragement throughout the test. The owner may pet the dog between exercises. Food and treats are not permitted during testing, nor is the use of toys, squeaky toys, etc to get the dog to do something.

**Failures/dismissals:**

Any dog that eliminates during testing must be marked failed. The only exception to this rule is that elimination is allowable in test item 10 but only when test item 10 is held outdoors.

Any dog that growls, snaps, bites, attacks or lunges at a person or another dog is not considered a good citizen and must be dismissed from the test.



At graduation, you will be asked to participate in a swearing in ceremony, as a group, you will recite the following:

## **Pet Therapy Promise**

I, (your name here),

do solemnly swear

to faithfully execute the responsibilities

of a Domesti-PUPS Certified Pet Therapy Team

and will, to the best of my ability,

utilize the human animal bond,

to enhance the lives of persons

with whom I interact as a pet therapy team,

and will preserve the confidentiality

of any person I may visit.

I further pledge

that I will perform the responsibilities

of a Domesti-PUPS Certified Pet Therapy Team

in accordance with,

the rules and guidelines of Domesti-PUPS,

in whatever area I volunteer to serve.



# Volunteer Information

## Domesti-PUPS

### Headquarters

P.O. Box 4782

Lincoln, NE 68504

402-465-4201

[www.domesti-pups.org](http://www.domesti-pups.org)

[info@domesti-pups.org](mailto:info@domesti-pups.org)

Contact: Michelle O'Dea, Executive Director, [info@domesti-pups.org](mailto:info@domesti-pups.org)

### Management Team:

Pet Therapy Program Director: Theresa Reinhardt, [trein@lps.org](mailto:trein@lps.org)

Pet Therapy Training Director: Edie Ronhovde, [edieronhovde@gmail.com](mailto:edieronhovde@gmail.com)There

Pet Therapy Volunteer Coordinator: Deb Pigman, [dpigman@domesti-pups.org](mailto:dpigman@domesti-pups.org)

Edu-PUPS Coordinator: Dawn Sebek: [dsebek68@gmail.com](mailto:dsebek68@gmail.com)

Reading-PUPS Coordinator: Sharon Rowse, [rrowse@domesti-pups.org](mailto:rrowse@domesti-pups.org)



# Domesti-PUPS Code of Ethics

Domesti-PUPS will conduct its business honestly and ethically wherever we operate. We will constantly improve the quality of our services, products and operations and will create a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment. No illegal or unethical conduct on the part of officers, directors, employees, volunteers or affiliates is in the company's best interest. Domesti-PUPS will not compromise its principles for short-term advantage. The ethical performance of this company is the sum of the ethics of all involved in the organization. Thus, we are all expected to adhere to high standards personal integrity.

Officers, directors, employees, or volunteers of Domesti-PUPS will not unlawfully discriminate in its employment practices, volunteer opportunities, or the delivery of programs or services, on the basis of race, religion, gender, national origin, age, medical condition, handicap, veteran status, marital status, or sexual orientation. Officers, directors, employees and volunteers of the company must never permit their personal interest to conflict, or appear to conflict, with the interests of the company, its clients or affiliates. Officers, directors and employees must be particularly careful to avoid representing Domesti-PUPS in any transaction with others with whom there is any outside business affiliation or relationship. Officers, directors, and employees shall avoid using their company contacts to advance their private business or personal interests at the expense of the company, its clients or affiliates.

No bribes, kickbacks or similar remuneration or consideration shall be given to any person or organization in order to attract or influence business activity. Officers, directors, employees or volunteers shall avoid gifts, gratuities, fees, bonuses or excessive entertainment, in order to attract or influence business activity. Officers, directors, employees, or volunteers of Domesti-PUPS will often come into contact with, or have possession of, proprietary, confidential or business-sensitive information and must take appropriate steps to assure that such information is strictly safeguarded. This information—whether it is on behalf of our company or any of our clients or affiliates—could include strategic business plans, operating results, marketing strategies, customer lists, personnel records, upcoming acquisitions, investments and manufacturing costs, processes and methods. Any product concepts, ideas or actual development of new products created by Domesti-PUPS employees or volunteers shall remain the property of Domesti-PUPS. Proprietary, confidential and sensitive business information about this company, other companies, individuals and entities should be treated with sensitivity and discretion and only be disseminated on a need-to-know basis.

Officers, directors, employees and volunteers will remain personally balanced so that their personal life will not interfere with their ability to deliver quality products or services to the company and its clients. Officers, directors, employees and volunteers agree to disclose unethical, dishonest, fraudulent and illegal behavior, or the violation of the company policies and procedures, directly to management.

Violation of the Code of Ethics can result in discipline, including possible termination. The degree of discipline relates in part to whether there was a voluntary disclosure of any ethical violation and whether or not the violator cooperated with any subsequent investigation.

Remember that good ethics is good business. 01.04.2015

# 2018 Insurance Coverage Statement

Domesti-PUPS has insurance coverage through AmTrust North America. The policy is a comprehensive policy as it covers all of our operations including:

- Pet Therapy Teams (including Edu-PUPS)
- Service Dogs (and handlers) in training
- Adoption/Rescue Operations
- Foster Volunteers
- Non-dog Volunteers
- Events
- General Liability
- Directors & Officers

## Notes on Volunteer Coverage:

While we are unable to answer any “what if” questions regarding what might be covered, the following should provide a general overview:

If a volunteer is engaged in Domesti-PUPS activities, and causes a loss which involves Domesti-PUPS, the policy will address the situation. A volunteer with their own dog still needs to have coverage for personal liability usually addressed under a homeowner policy (as most state laws dictate that the owner of the dog is primary).

If the volunteer is handling a dog owned by Domesti-PUPS, the policy will address the claim.

If a volunteer is using their personal dog while engaged in an activity of Domesti-PUPS, the injured party or damaged property would link back to Domesti-PUPS and the policy would address the claim. The volunteer personal homeowners policy or from another source would address the volunteer. If Domesti-PUPS is drawn into litigation, the Domesti-PUPS would policy defend Domesti-PUPS not the volunteer.

In the unique operation of Domesti-PUPS, it is understood that volunteers may use their own dogs while engaged in our operations. This is why the AKC certifications are so important in order to offer coverage. If a volunteer is using the dog for activity outside the scope of Domesti-PUPS operations and activity, there is no coverage for any incident. The coverage does not extend beyond the organizational activity. The volunteer can use any dog and the AKC certification is simply a prudent precaution as to temperament. The Domesti-Pups policy protects the organization and the volunteer if the activity is with a Domesti-Pups owned animal.

In the event there is an incident by a volunteer-owned dog during an activity sanctioned by Domesti-PUPS, and the volunteer as well as Domesti-PUPS is sued, the policy would consider the volunteer as an insured as well as the organization and defend both.

## Edu-PUPS Teams

While the volunteer may be ‘employed’ by their school, they can still volunteer their services with your organization. Most volunteers are also employed. The only question is the nature of the activity.

If the volunteer is engaged in an activity on behalf of Domesti-PUPS, coverage applies with the policy for a loss as the result of that activity.

If the volunteer is engaged in an activity not directly tied to your operations or activity, there would not be any coverage in play. An insurance policy is not designed to protect everybody regardless of activities they are engaged in simply because they are either employed by or volunteer to work with another organization.



For example: If I am driving to the store and have an automobile accident, there would not be any coverage provided by a business liability policy unless I was going to pick up office supplies for the business. In a case like that, a personal auto policy would come into play for liability as the driver of the car and the business policy would protect the business, should the business be brought into a lawsuit.

A volunteer bringing a therapy dog to school would only be covered by a personal liability coverage purchased with a homeowner policy or personal umbrella. However, if the volunteer brought the dog to school as an activity of Domesti-PUPS for therapy, training, or to simply introduce the services your organization provides, there would be coverage as it is part of your operations and the volunteer would be considered part of your organization and covered by your policy as well as Domesti-PUPS. The activity MUST be a part of your operations for coverage to apply.

Edu-PUPS teams are covered as they are representing Domesti-PUPS and engaged in a sanctioned activity. If property damage or bodily injury is caused while engaged in this activity, coverage is in place with the policy. (As caused by the volunteer and/or Domesti-Pups owned dog.)

#### Organizational Protocols:

- When an injury occurs, a 'Notice of Incident Report' will need to be completed for the insurance company (in addition to our incident report).
- Volunteer rosters must be current and up to date at all times in case of an insurance audit.
- To request an insurance certificate for a facility or school, visit: [www.domesti-pups.org/insurance](http://www.domesti-pups.org/insurance)