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SERVICE DOG ACCESS EXAM Handler's Booklet

UPDATED – JUNE 2018

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WAIVER OF LIABILITY

This agreement releases K-9 Country Inn Service Dogs from all liability relating to injuries that may occur while participating in my Service Dog Access Exam, both indoor and outdoor parts. By signing this agreement, I agree to hold K-9 Country Inn Service Dogs entirely free from liability, including financial responsibility for injuries incurred, regardless of whether injuries were caused by negligence. I also acknowledge the risks involved in each examination item and that the risks may include but are not limited to risk of physical or mental injury to my dog. I swear that I am participating voluntarily and that the risks are clear to me. Additionally, I understand that as a participant in the exam, I may be more likely to experience injuries.

SAMPLE

By signing below, I agree to release K-9 Country Inn Service Dogs from any liability for any injury to my dog during the Service Dog Access Exam. I will also make every effort to obtain clarification of any questions and as explained to me verbally. I will ask for clarification if needed.

I, _____, fully understand and agree to the above terms.

Handler Name: _____

Signature: _____

Examiner Name: _____

Signature: _____

Witness Name: _____

Signature: _____

Date: _____

CLIENT COPY

Purpose

The purpose of the Service Dog Access Exam is to certify that your service dog is stable, well-mannered and unobtrusive while accompanying you in public places. It is to ensure that you can consistently maintain control of your service dog outside of your home.

Immediate Failure

If your service dog displays any aggressive behaviour (growling, biting, raising of hackles, showing teeth, etc.) you will receive an immediate failure of the exam and your service dog will be immediately removed from the public.

If your service dog eliminates during the exam, a 15 minute break will be taken to clean-up all waste and provide you with time to find an appropriate place for your service dog to finish eliminating. The Examiner will decide if the exam is to continue or if you should receive a failure. In the case of a failure decision, you will have the opportunity to attempt the Service Dog Access Exam again as decided upon by the Examiner.

If you manage your service dog aggressively or abusively will receive an immediate failure and the proper authorities will be notified right away. Further opportunity to attempt the Service Dog Access Exam will be individually assessed on a case-by-case basis.

Team Equipment

This exam will be attempted with the equipment best suited to you and your service dog's needs, but all equipment must be clean and in good, working order. All examination items will be conducted on-leash/in-harness unless required differently because of your disability; the Examiner will notify you of off-leash/released-harness exam items as they are tested. During exam item #30- Controlled Entrance to a Vehicle and #31-Controlled Exit from a Vehicle, the handler can choose to attempt each with or without service dog equipment and/or leash.

If you are attempting Appendix B – Escalator Use, you will be require to bring appropriate boots for your service dog.

Location of Exam

Part 3 A of the Service Dog Access Exam is to take place in a public setting agreed upon by you and Examiner. Appropriate locations typically include a large shopping centre with food court, department store with restaurant, downtown core with shops and cafés or a post-secondary campus with cafeteria.

Part 3 B of this examination is best attempted in a local park with playground, with native wildlife and pets on-leash. If location or weather prohibits this, a large pet store could be substituted.

Part 4 will be attempted at a suitable time during the Service Dog Access Exam.

Part 5 can be attempted at any time, but is usually attempted after Parts 3 A, 3 B, and 4.

Exam Process

This Service Dog Access Exam typically takes 3 hours to complete. There are mandatory breaks for all participants and if you need a break outside of this time or are experiencing medical symptoms, notify the Examiner and you will be permitted time to treat yourself.

The Examiner will meet you at the agreed upon location and time (don't be late) and introduce you to all members of the examination team. This will include an assistant and videographer, but note during the exam, please communicate with the Examiner. The Examiner will review the exam with you and answer any questions you may have before the exam begins. You will be required to sign two (2) copies of the waiver, a sample is in this booklet. You will be given a copy to keep. You

will be required to produce up-to-date vaccine documents, Municipal Dog License and your letter of medical necessity. If you have not completed an exam item successfully, the Examiner will give you the opportunity to re-do the exam item once. If you are still not successful after the second attempt, the Examiner will determine if your Service Dog Access Exam is to continue as a practice exam or be ended.

Exam Equipment

Please bring the following equipment with you:

- Any service dog gear you typically use. (Do not bring or use new/unfamiliar equipment to the Exam)
- Appropriate gear for the weather as some exam items are conducted outdoors.
- Twelve (12) treats that are very appealing to your service dog, to be given to the Examiner.
- A copy of your medical letter confirming your need of a service dog because of a disability.
- Copies of all relevant laws as answered in Part 5 of this exam (you do not need to print the entire law/document, just the first page and page/section that references service dogs/animals).
- Current and up-to-date vaccination records for your service dog.
- Current Municipal Dog License as required by your Municipality of residence.
- Water bowl or like for your service dog.
- Enough money to purchase your lunch (some of the food will be required for 2 exam items) and for your small purchase in item #17-Using a Check Out Isle.
- Small mat is optional for your service dog as there are periods of time that your service dog will be resting.
- Appropriately sized muzzle for your service dog.
- Copy of your Canine Good Neighbour Certification (if completed.)

Service Dog

Your service dog will be clean, well groomed and free from any noticeable smell. Your service dog will be managed by you at all times unless an exam item requires differently.

Your service dog may not bark, whine, or show excessive amounts of stress, fear or excitement during the exam.

It is expected that your dog will walk on the floor for the entire exam. Exceptions to this are for any task related needs or persons using wheelchairs who specifically have a smaller service dog that sits on their lap. All tasks testing the service dog's reactivity to touch, stimuli or other animal will be done with the service dog on the ground.

Your service dog will not display any aggressive behaviour (growling, biting, raising of hackles, showing teeth, etc.) If any event of such nature is to occur, you will receive an immediate failure of the exam and your service dog will be removed from the public immediately.

If your service dog eliminates during the exam, a 15 minute break will be taken to clean-up all waste and provide you with time to find appropriate place for your service dog to finish eliminating. The Examiner will then decide if the exam is to continue or if you should receive a failure. In the case of a failure decision, you will have the opportunity to attempt the Service Dog Access Exam again.

In the Service Dog Access Exam, the term 'team' will be used when referring to both you, the handler, and your service dog.

Commands

You may give your service dog commands by hand signal, verbally or in combination. You may use commands in any language with the exception of what an average person would consider vulgar language. You may repeat a command once during an exam item, but continuous command repetition will be marked unfavourably.

NOTE: No treats or luring may be used during the Service Dog Access Exam, but praise after the completion of an exam item is strongly encouraged.

Breaks

A fifteen (15) minute break is scheduled after item #12 – Time for Lunch. This break is mandatory for all participants. You may spend this time as your wish. Feel free to potty your service dog, find a quiet place to sit or go outside for a walk.

A fifteen (15) minute break is scheduled after Parts 3 A, 3 B and 4 are completed. This break is mandatory for all participants and will provide an opportunity for you to review your notes on Part 5 of the exam.

Should you be alerted to or begin to experience any medical or psychiatric symptom that requires a break from the exam items, please notify the Examiner and they will halt the exam. A short break will be taken for you to treat yourself. You can notify the Examiner when you are ready to resume the Exam.

Passing the Service Dog Access Exam

For successful exam results, you will receive a 'YES' response on all exam items. You may re-do up to 3 exam items to be successful, but may only re-do an exam item once. Should a failure occur on exam item #38, there will be no re-do for the safety of all dogs and humans. If you fail an exam item after 2 attempts (or 1 attempt for item #38), it will be decided by the Examiner if the Service Dog Access Exam will continue as a practice exam or be ended.

Access Challenges during the Service Dog Access Exam

Should an access challenge occur during the exam, you will be given the opportunity to self-advocate. Should you face difficulty or request assistance, the Examiner will step-in and support or advocate on your behalf. If you face an access denial, the Examiner will document the occurrence and make note of all necessary information about the incident including names and titles of the person(s) denying access to you and your service dog. The entire exam will move to a different location and resume after everyone has had the opportunity to recuperate from the access challenge.

Service Dog Tasks and Alerts

Part 4 of the Service Dog Access Exam is not mandatory, but strongly encouraged. Performance of all tasks or alerts are to be done with simulated symptoms, unless an episode occurs naturally. You will NOT be expected to purposely trigger a medical or psychiatric symptom to show your service dog candidate's tasks or alerts.

Fees

The fee for the Service Dog Access Exam will be paid in its entirety upon scheduling of the exam in a method agreed upon with the scheduler. The fee for the Service Dog Access Exam is

\$400.00 plus HST and includes the examination team and all equipment necessary for each exam item, with the exception of purchases to be made by the handler for exam items #12 and #18. At the completion of a successful Service Dog Access Exam, the Examiner will give the handler a temporary certificate of completion. A full copy of their exam booklet, video recording and official ID Card will be mailed to the handler within one (1) month of the successful examination.

Waiver of Liability

You will be required to read and sign a Waiver of Liability before the Service Dog Access Exam will begin. Two copies of the waiver will be signed, one will be kept by K-9 Country Inn Service Dogs and the other will be given to you to keep.

PART 3 A - INDOOR ACCESS

1. Safe Pass-Through a Doorway

The handler will walk up to and through a doorway. The service dog candidate will follow the routine or commands of the handler and either enter the doorway ahead of the handler or follow in behind. The service dog candidate will return to the heel position upon passing through the doorway. The service dog candidate will not show any fear of automatic, moving or rotating doors.

2. Indoor Heeling

The team will heel together for 15 minutes. The Examiner will direct the team of where to travel, using turn left, turn right, halt and resume commands. This heeling should include different floor surfaces, a crowd of people including children, tight isles, and lots of changes in direction with occasional stops. The team should appear relaxed while working together. The service dog candidate should be walking on a loose leash, no more than 12" from its handler and appear happy and confident. The service dog candidate should not be sniffing other people or items, or soliciting attention from other people.

3. Dropped Leash Control

The handler will drop the service dog candidate's leash when directed by the Examiner. The handler will continue walking with his/her dog for 3 feet keeping a proper heeling position. When told to stop, the handler will stop with his/her dog and the handler will pick-up the leash (if required, the handler can request their service dog to retrieve the dropped leash. If a required task, it will be marked as such). The service dog candidate should be able to continue heeling without constant leash handling.

4. Commanded Sit

When directed by the Examiner, the handler will command his/her dog to sit. The service dog candidate should sit immediately and wait patiently.

5. Friendly Petting - Adult

The handler will sit-stay his/her dog. Next, have an adult come forward, shake hands with the handler and gently pat the top of the dogs head twice and walk away from the team. The service dog candidate may turn its head away, but not be fearful of the petting. The service dog candidate should not break its sit-stay or become excessively excited.

6. Commanded Down

When directed by the Examiner, the handler will command his/her dog to lay down. The service dog candidate should lay down on its hip immediately and wait patiently.

7. Friendly Petting – Child (with parental permission)

The handler will down-stay his/her dog. Next, have a child (4-9 years old) come forward, say 'hi' to the handler and gently pet the dog and walk away from the team. The service dog candidate may turn its head away, but not be fearful of the petting. The service dog candidate should not break its down-stay or become excessively excited.

8. Commanded Stand

When directed by the Examiner, the handlers will command his/her dog to stand. The service dog candidate should stand from a seated or downed position and wait patiently.

9. Drive-by Petting (adult)

While the team is heeling, a stranger will walk towards and pass the team and once past the service dog candidate's line of sight, the stranger will run his/her hand along the back of the service dog candidate, but keep on walking. The service dog candidate should not react to the unknown touch, but may look back in the direction of the stranger.

10. Five (5) Minute Down-Stay

The handler will command his/her dog to down-stay. The handler will move approximately twenty (20) feet away, but within sight of his/her dog. This distance will be held for five (5) minutes after which the handler will return to the heel position of his/her dog. The service dog candidate will not break its down-stay until commanded by the handler, after receiving direction from the Examiner.

11. Recall

The handler will place his/her dog in a sit-stay or down-stay position and move twenty (20) feet away, but in direct sight of the service dog candidate. When directed by the Examiner, the handler will recall his/her dog. The dog will return to the handler swiftly, not stopping or slowing down for distractions, to sniff the floor/people or solicit attention from others. The return position of the service dog candidate should be close enough to the handler to retrieve the leash and prepare for heeling to the next exam item.

12. Time for Lunch

The Examiner, handler and service dog candidate will sit at a restaurant-type area and enjoy a meal. It is expected that the team will be monitored for 30 minutes. During this time the service dog candidate is expected to lay quietly at the handler's feet. The service dog candidate may occasionally get up to reposition itself, but should not require repeated reminders to lay down. The service dog candidate should appear relaxed while waiting during lunch, not soliciting attention from adjacent patrons/employees or searching for food on the nearby floor area. The handler and Examiner should be interacting normally during this exam item, but discussions about the current exam are not permitted. During this time, the next two (2) exam items, #13 and #14 should be attempted.

13. Plate of Food Distraction

The Examiner will place approximately two (2) tablespoons of human food onto a plate and place the plate just outside of the service dog candidate reach. The service dog candidate may not sniff or eat the food and should ignore the plate of food. The handler may give up to 2 reminder commands to his/her dog. The plate will be left on the floor for five (5) minutes, then be removed.

14. Food Distraction – Simulated Accidental Drop

As directed by the Examiner, the handler will drop a piece of human food within reaching distance of his/her dog. The service dog candidate may not sniff or eat the food and should

ignore it. The handler may give up to 2 reminder commands to his/her dog. The food will be removed from the floor after two (2) minutes.

Break Time for All

A fifteen (15) minute break will be taken by all members of the Service Dog Access Exam. It is recommended that handlers should give his/her dogs a chance to eliminate and be off-duty. It is recommended that the Examiner take this time to make any notations necessary. Everyone will reconvene at an agreed upon time and location.

15. Shopping Cart Drive-by

The Team will stand in a heel position. The assistant will walk at average pace with a shopping cart. The assistant will walk by the team within three (3) feet, not acting differently than the average person. The service dog candidate should not show any fear of the shopping cart.

16. Heeling with Shopping Cart

The team will walk with a shopping cart through a store for 10 minutes. The Examiner will direct the team of where to travel, using turn left, turn right, halt and resume commands. During this time, the team will choose one item to purchase and will end this exam item towards the check-out lines. The team should appear relaxed while shopping, the service dog candidate should be heeling with a loose leash, not showing any fear of the shopping cart or other carts in the store.

NOTE: For handler using mobility devices, this examination item will be adapted to his/her style of shopping. Handlers who use wheelchairs may use a basket on his/her lap or handlers may choose to use the available shopping scooters, etc. The Examiner will be using the same exam item criteria as handler who are walking with a shopping cart.

17. Using a Check-out Isle

The team will purchase the item chosen during the previous exam item using the type of check-out isle they would normally use. The service dog candidate will adjust its position as needed though the tight isle. The dog will not be expected to maintain a proper heel position if it has been trained to perform a rear blocking tasks for its handler, but will be expected to maintain proper manners. The service dog candidate will not sniff products, people or solicit attention from others and will be focused on its task and/or handler.

18. Startle Response and Recovery

The team will walk at an average pace and the Examiner will use a clip board or shake-can to elicit response in the service dog candidate. The Examiner will notify the handler of the loud noise immediately before it will occur. The service dog candidate may initially startle and look back, towards the sound, but not react aggressively to the noise. It is expected that the service dog candidate will recover within 30 seconds and continue heeling at a normal pace with its attention focused on the handler.

19. Recall – out of sight

The handler will place his/her dog in a sit-stay or down-stay position and move twenty (20) feet away and not be within sight; this could be done by hiding behind a large pillar or around a corner of a wall. The service dog candidate should be watching its handler to see the path of travel. When directed by the Examiner, the handler will recall his/her dog. The dog will locate and return to the handler swiftly, not stopping or slowing down for distractions, to sniff the floor/people or solicit attention from others. The return position of the service dog candidate should be close enough to the handler to touch his/her dog, retrieve the leash and prepare for heeling to the next exam item.

20. Indoor Heeling – Distractions

In an open area approximately 6' wide by 20' long, 12-15 well-scented treats and 3 toys/balls will be scattered on the floor. The team will heel at an average pace the length of the area through the objects. The service dog candidate may not attempt to eat or play with the objects. The handler may use up to two (2) reinforcement commands in this exam item. The service dog candidate should appear relaxed and confident, paying attention to its handler

21. Two (2) Minute Down-Stay – out of sight

The handler will command his/her dog to down-stay. The handler will move approximately twenty (20) feet away from his/her dog and not be within sight; this could be done by hiding behind a pillar or around a corner of a wall. This distance will be held for two (2) minutes after which the handler will return to the heel position of his/her dog. The service dog candidate will not break its down-stay until commanded by the handler, after receiving direction from the Examiner.

22. Treat Refusal

The handler will stand-stay his/her dog. Next, have an adult come forward, shake hands with the handler and offer a treat to the dog. The service dog may not accept or eat the treat, it may turn its head away from the treat. The service dog candidate should not be fearful or excessively excited of the treat offer. The service dog candidate should not break its stand-stay. The handler may use up to two (2) reinforcement commands in this exam item.

23. Elevator Usage

The team will approach an elevator, push the button and wait for it to arrive. The team will travel one or more floors then exit the elevator. The team will repeat the steps to return to the original location. The service dog candidate will wait patiently with its handler for the elevator. The service dog candidate will enter the elevator without fear or excessive excitement and sit or stand unobtrusively beside its handler for the duration of the ride. The service dog candidate will exit the elevator without fear or excessive excitement.

24. Stairs

The team will ascend and descent one (1) flight of stairs. The team should walk together in a co-ordinated fashion. The service dog candidate should not lag behind or strain ahead of its handler. For mobility trained service dogs, a slight forward pulling position can be utilized. Please notify the Examiner BEFORE this item begins. Forward momentum task will be marked as a task.

NOTE: This exam item is not applicable to those unable to safely attempt it.

25. Person in Uniform

The handler will sit-stay his/her dog. Next, have a uniformed adult come forward, shake hands with the handler, introduce themselves and walk away from the team. The service dog candidate should not be fearful of the introduction. The service dog candidate should not break its sit-stay or become excessively excited. If persons-in-uniform are a trigger, please notify the Examiner at time of scheduling the exam. An alternate handler will complete this task. If the handler becomes symptomatic and the service dog attempts to return to its handler to assist that is acceptable, and it will be marked as a task.

26. Handled by a Stranger

The handler will give the leash of their dog to the assistant. The handler may give a release command to his/her dog. The assistant will walk 20' away from the handler and return, at an average pace. The service dog candidate should walk on a loose leash the entire time and not be pulling or lagging behind. The service dog candidate may watch its handler, but must also appear aware that it is being walked by another person. The service dog candidate should not appear excessively stressed or fearful of being separated from its handler.

27. Surfaces

The Examiner will document the different types of surfaces walked by the service dog candidate. A grade will be issued for each surface based on the service dog candidate level of confidence travelling on each surface. The service dog candidate should heel on a loose lead with its handler no matter what flooring surface.

Note: Up to 5 surfaces will be documented and graded. A variety of surfaces will be walked on throughout the exam such as tile, concrete, pavement, grass, gravel, wet or snowy surfaces, carpet, etc.

PART 3 B - OUTDOOR ACCESS

28. Safe Pass-Through a Doorway

The handler will walk up to and through a doorway leading outside. The service dog candidate will follow the routine or commands of the handler and either enter the doorway ahead of the handler or follow in behind. The service dog candidate will return to the heel position upon passing through the doorway. The service dog candidate will not show any fear of automatic, moving or rotating doors. The service dog candidate will not show excessive excitement or any fear of going outdoors.

29. Outdoor Heeling – Parking Lot

The team will heel together for 5 minutes. The Examiner will direct the team of where to travel, using turn left, turn right, halt and resume commands. This heeling should include different ground surfaces where available, through a variety of vehicles, around people including children, and lots of changes in direction with occasional stops. The team should appear relaxed while working together. The service dog candidate should be walking on a loose leash, no more than 12" from its handler and should appear happy and confident. The service dog candidate should not be sniffing other people, items, the ground, or soliciting attention from other people.

30. Controlled Entrance into a Vehicle

The handler will safely pack his/her dog into the vehicle along with any medical equipment and bags. The service dog candidate should wait quietly as the handler unlocks and opens the appropriate door. The dog should not enter the vehicle until given the command. After entering the vehicle, the service dog candidate should sit or lay in its usual seat or floor position.

NOTE: if a handler only uses public transportation, this exam item can be skipped, but Appendix A must be attempted.

31. Controlled Exit from a Vehicle

In the order he/she chooses, the handler will unpack his/her dog and any necessary medical equipment. The service dog candidate should wait patiently in the vehicle until commanded to come out. The service dog candidate should get into heel position and wait quietly as its handler closes and locks his/her vehicle.

NOTE: if a handler only uses public transportation, this exam item can be skipped, but Appendix A must be attempted.

32. Outdoor Heeling – Park

The team will heel together for 5 minutes. The Examiner will direct the team of where to travel, using turn left, turn right, halt and resume commands. This heeling should include different ground surfaces where available, around people including children, along paths and green spaces, and lots of changes in direction with occasional stops. The team should appear relaxed while working together. The service dog candidate should be walking on a loose leash, no more than 12" from its handler and should appear happy and confident. The service dog candidate should not be sniffing other people, items, the ground, or soliciting attention from other people.

NOTE: if necessary this exam item can be done in the parking lot of a large pet store along grassy berms if available.

33. Response to Wildlife

The service dog candidate will be monitored while in the park for how it reacts to seeing wildlife (birds, squirrels, snake, frog, etc.) The service dog candidate may show interest, but must not break its heel or strain to go to the wildlife. The service dog candidate should not show any aggression or excessive excitement.

NOTE: if necessary, this exam item can be done in a large pet store utilizing the small animals for sale or in residence.

34. Outdoor Recall – on lunge line

The handler will place his/her dog in a sit-stay or down-stay position and switch the leash for a 20' lunge line. Holding the lunge line, the handler will move twenty (20) feet away, but in direct sight of the service dog candidate. When directed by the Examiner, the handler will recall his/her dog. The dog will return to the handler swiftly, not stopping or slowing down for distractions, to sniff the floor/people or solicit attention from others. The return position of the

service dog candidate should be close enough to the handler to remove the lunge line, re-attach the leash and prepare for heeling to the next exam item.

35. Cross Path – Large Dog

The team will heel at a normal pace and cross paths with a large dog on-leash. The service dog candidate may take notice of the large dog, but may not show any excessive excitability, stalking, staring or aggression. The service dog candidate may not bark or whine at the large dog or its handler.

NOTE: if necessary, this exam item can be done in a large pet store utilizing other shoppers with pets.

36. Cross Path – Small Dog

The team will heel at a normal pace and cross paths with a small dog on-leash. The service dog candidate may take notice of the small dog, but may not show any excessive excitability, stalking, staring or aggression. The service dog candidate may not bark or whine at the small dog or its handler.

NOTE: if necessary, this exam item can be done in a large pet store utilizing other shoppers with pets.

37. Muzzle Tolerance

The handlers will place an appropriately sized muzzle on their dog and affix it securely. The dog should accept the muzzle as it would any other working gear and not show panic, aggression or fearfulness. The handler will command his/her dog into a heel position. The handler will keep their dog in muzzle for the next exam item.

38. Dog Proximity Tolerance

PART 1: With service dog candidate in muzzle.

A dog, unknown to the team, will be in a down stay a short distance away. With the service dog candidate still in muzzle, the team will approach the dog, walk around them and come next to them, in close proximity and stand beside the dog. The handler will down-stay his/her dog, drop their leashes, walk 6' away and turn around to face their dogs. All participants will hold their position for 5 minutes, after which will return to their dog and heel away from the other team

NOTE: The next part will only be attempted IF Part 1 was completed successfully.

PART 2: Muzzle will be removed from the service dog candidate.

A dog, unknown to the team, will be in a down stay a short distance away. The team will approach the dog, walk around them and come next to them, in close proximity and stand beside the dog. The handler will down-stay his/her dog, drop their leashes, walk 6' away and turn around to face their dogs. All participants will hold their position for 5 minutes, after which will return to their dog and heel away from the other team.

39. Cross Path – Cat

The team will heel at a normal pace and cross paths with a cat at eye level or lower. The service dog candidate may take notice of the cat, but may not show any excessive excitability, stalking, staring or aggression. The service dog candidate may not bark or whine at the cat or its handler.

NOTE: this exam item will primarily be done in a large pet store and may not be available in a park setting.

40. Relaxed in the Park

The Examiner will indicate a place for the team to sit and take a short 10 minute break. Ideally, this exam item will be done near and/or in direct view of an active playground. The handler will command his/her dog to lay down and then take a seat themselves. The service dog candidate should take a relaxed position, not becoming stimulated by the surrounding activity.

PART 4 - SERVICE DOG TASKS AND ALERTS

NOTE: Tasks and alerts can be performed and graded at any time during the Service Dog Access Exam, specifically if performed for medical necessity during other exam items. E.g. a handler may ask his/her service dog candidate to retrieve its leash after a dropped-leash exam item.

This part is not mandatory, but strongly encouraged. Performance of all tasks or alerts are to be done with simulated symptoms when using this section. Handlers will NOT be expected, asked or forced to trigger a physical or psychiatric symptom to show their service dog candidate's tasks or alerts.

If you choose to participate in this part of the exam, the outline below is how the task or alert will be documented. If your service dog is doing an alert or task that is not obvious to the examiner and you wish to have it documented, please feel free to show and explain what your service dog is doing and how it assists your disability, eg. nudging your hand or leg to alert to anxiety or interrupting behaviour, placing its head in your lap or nosing your stomach to alert.

Task or Alert

Name or description of task/alert: _____

How the task/alert assists the handler: _____

Was the task/alert completed successfully?

YES NO Comments: _____

Break Time for All

A fifteen (15) minute break will be taken by all members of the Service Dog Access Exam. It is recommended that handlers should give his/her dogs a chance to eliminate and be off-duty. It is recommended that the Examiner take this time to make any notations necessary. Everyone will reconvene at an agreed upon time and location.

Upon completion of Part 3 A, 3 B, 4 and a short mandatory break, the Examiner and team will find a place to sit comfortably to attempt Part 5 of the Service Dog Access Exam.

PART 5 - SERVICE DOG LAWS & ACCESS TO PUBLIC

The following questions are used to test your knowledge of service dog laws in the province of Ontario and in Canada. As a service dog handler is it your right to use a service dog/animal, but it also comes with a level of responsibility. The answers to these questions will be provided for you at the end of this booklet, but try to answer them first on your own. During the exam, you will be asked these exact questions and will be expect to answer them and provide a copy of each of the laws.

1. Approval to use a Service Animal

Please identify who gives first formal approval for your use of a service animal because of your disability?

2. Provincial Law #1

Please identify the appropriate law that protects your right to use a service animal?

3. Provincial Law #2

Please identify the appropriate law that protects your right to be in public places with your service animal?

4. Provincial Law #3

Please identify the appropriate law that protects your right to be in public places that serve food and/or beverages?

5. Service Animal Exception to ‘no animals in restaurants’ Law

Please identify when this rule is appropriate and in what situation(s) it would apply?

6. Identification of a Service Animal – Provincial

Please identify how a service animal would be recognized in public by a person of authority?

7. Documentation Required – Provincial

Please identify the required document you must be able to provide to a person of authority when in public places?

8. Federal Law #1

Please identify the appropriate law that protects your rights to use a service animal under federal law?

9. Federal Law #2

Please identify the appropriate law that protects your rights to use a service animal while using federally protected transportation (air, sea and cross-country rail and cross-country bus)?

10. Documentation Required – Federal

Please identify the required document you must be able to provide to a person of authority when traveling by federally protected modes of transportation?

The following scenarios are not a ‘test’; there is no truly right or wrong answer. These scenarios are to assist you with facing challenges and difficulties when accompanied by your service dog in public.

11. Scenario #1

You are walking through the front entrance of a large discount store. The greeter approaches you and ask if your dog is a service dog. How do you respond?

After your response the greeter says “Prove it!” How do you respond?

After you give them your doctor’s letter, the greeter says “How do I know your dog is a real trained service dog?” How do you respond?

12. Scenario #2

You are sitting in a restaurant eating your meal and a manager approaches you after noticing you have a dog at your feet. Your dog’s harness/vest is clearly visible to him. He says “You need to get that dog out of my restaurant! I don’t want to get in trouble, the Health Code says no animals around food!” How do you respond?

13. Scenario #3

You enter a movie theatre queue waiting for the last movie to get out. As you stand there with your friends you see a woman approach one of the staff persons, but she keeps glaring at your service dog, you can’t hear what she says. After a brief, but dramatic conversation, the staff person and woman approach you. The staff person says you cannot attend this movie as the woman has an allergy to dogs. She is actually standing about 6’ from you, but trying to be part of the conversation. How do you respond?

After offering your solution, the woman is adamant she cannot be in the same theatre. What do you say or do next?

14. Scenario #4

You are briskly approached by stranger, she looks you up and down and says “What does your service dog do for you?” What’s your response?

NOTE: The above question does not have any particular right or wrong answers. It is all about personal choice to disclose and level of comfort which often changes with levels of mental and physical wellness. This exam item is to verify that you understand your personal health is private and protected under the Canadian Constitution, Charter of Rights and Freedom.

The following two (2) questions are used to test your knowledge of other laws in the province of Ontario that impact your right to be accompanied by a service dog. The answers to these questions will be provided for you at the end of this booklet, but try to answer them first on your own. During the exam, you will be asked these exact questions and will be expected to answer them.

15. Police Involvement

How can calling the police help when dealing with an access challenge?

16. Absolute Public Access

Does the handler of a service animal have absolute rights to public access spaces?

APPENDIX A – PUBLIC TRANSPORTATION

1. Waiting for Public Vehicle

The team will wait in a position that would notify the driver of a public vehicle that they are wishing to board and travel on the vehicle. The service dog candidate should wait quietly beside its handler and out of the way of other travellers or pedestrians.

2. Entering a Public Vehicle

The team will enter the vehicle in line with other travellers, walking at an appropriate pace. The service dog candidate should not be lunging ahead or lagging behind its handler, should not show fear or excessive excitement of entering the vehicle. The service dog candidate should be focused on its handler, not other passengers or animals that may be on the vehicle with them.

3. Finding and Using Seating

The team will locate an available seat and position themselves safely for travelling. The handler will direct their dog to a laid position on the floor that is away from the flow of foot traffic. Usually, this would be under the handler's seat or beside the handler. It may be permissible for a small dog to be placed in its handler's lap if there is a safety concern (busy bus with persons standing). The team will maintain this position until they have reached their destination.

4. Exiting a Public Vehicle

The team will notify the driver of their need to exit if necessary. When the team deems it is safe, they will proceed to the exit of the vehicle and walk off the vehicle. The service dog candidate should not show fear or excessive excitement of leaving the vehicle. The service dog candidate should be focused on its handler, not other pedestrians or animals outside of the vehicle.

APPENDIX B – ESCALATOR USE

DISCLAIMER: K-9 Country Inn Service Dogs takes no responsibility for any injury of any service dog candidate during the examination of Appendix B – Escalator Use.

This exam item will only be attempted as approved by the Examiner with documentation of its necessity from the handler. Escalators pose great risk to animal paws, therefore, this exam item will only be attempted while the service dog candidate is wearing leather or rubber soled boots.

1. Approaching and Entering - ascending

The team will approach the escalator at a consistent pace. The team will walk onto the escalator without stopping at the entrance. The service dog candidate should keep pace with its handler and be focused on the activity at-hand. The service dog candidate should not show fear or excessive excitement when using an escalator.

2. Walking On - ascending

The team will continue walking past the entrance of the escalator until the service dog candidate rear paws are on a moving step. The service dog candidate should not show fear or excessive excitement when using an escalator.

3. Riding - ascending

The team should maintain one position on the escalator. The service dog candidate should be facing forward at all times and be focused on its handler for the duration of the ride. The service dog candidate should not show fear or excessive excitement when using an escalator.

4. Exiting – ascending

The team should begin walking just before reaching the top, walking consistently up any remaining steps. The team should continue walking across the exit at the top away from the escalator area. The service dog candidate should not show fear or excessive excitement when using an escalator.

5. Approaching and Entering - descending

The team will approach the escalator at a consistent pace. The team will walk onto the escalator without stopping at the entrance. The service dog candidate should keep pace with its handler and be focused on the activity at-hand. The service dog candidate should not show fear or excessive excitement when using an escalator.

6. Walking On - descending

The team will continue walking past the entrance of the escalator until the service dog candidate rear paws are on a moving step. The service dog candidate should not show fear or excessive excitement when using an escalator.

7. Riding - descending

The team should maintain one position on the escalator. The service dog candidate should be facing forward at all times and be focused on its handler for the duration of the ride. The service dog candidate should not show fear or excessive excitement when using an escalator.

8. Exiting – descending

The team should begin walking before the steps on which they are standing reach the top. The team should walk consistently up any remaining steps and across the exit threshold to the floor beyond it. The service dog candidate should not show fear or excessive excitement when using an escalator.

