

MSAR STANDARD
SERVICE DOG TEAMS
Second Edition, 2022



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Foreword

This second edition of the standard is the result of experience gained from implementation of the first edition published in 2013, "Mehgan Search and Rescue Standard in Support of Accessibility - Persons with a Disability Teamed with Service Dogs".

Organizations providing feedback on the use of the 2013 standard include:

- *MSAR*
- *Courageous Companions*
- *Canadian Association of Service Dog Trainers (CASDT)*

The intentions of this standard are to:

- *address what is expected of a Service Dog Team in both public and private situations*
- *provide performance requirements to the extent possible*
- *include additional informative material to explain and educate*
- *indicate training objectives*
- *be applicable in many countries*
- *serve as the basis for certification*
- *be used in regulation*

The standard covers both the usual Service Dog Team where the person with a Disability is the Handler and dog-carer and always has the Service Dog on a leash while in public, and Service Dog Teams which may operate off-leash in public. The standard also covers situations where additional people are involved as part of a Service Dog Team.

It is drafted in accordance with the rules of the International Organization for Standardization and the International Electrotechnical Commission, ISO/IEC Directives, Part 2, Rules for the structure and drafting of International Standards. It is written to present performance requirements to the greatest extent possible.

Introduction

This standard covers various elements of a Service Dog Team that together ensure that the team is both safe in public and safe to the public, and that the team members effectively work together to compensate for the disability of the person.

Section 1 (General) covers general aspects that need to be considered (legal and administrative).

Section 2 (Pre-conditions) indicates requirements to be met prior to being considered for testing (suitability of the person, the dog, and the locations where they will function, ongoing care for the dog) and graduated training.

Section 3 (Tasks and Skills) covers how the Service Dog performs to improve the person's quality of life.

Section 4 (Leashed Team) provides the requirements for a Team operating in public while connected by a leash.

Section 5 (Off-Leash Team) addresses Service Dog Teams that operate in public without a leash, typically specialized Teams for persons with PTSD and Teams for persons with autism.

Section 6 (Testing for Leashed Teams) indicates the protocols to be followed during a 3-day test.

Section 7 (Testing for Off-leash Teams) indicates the protocols to be followed during a 5-day test.

Requirements are given in upright text while material of an informative or explanatory nature is given in italics.

Section 1 – General

1.1 Scope

This standard provides requirements for Service Dog Teams to ensure they are safe in public, safe to the public, and that the Service Dog provides assistance to the Person with a Disability. It may be used for certification, reference in regulation, as well as for guidance to trainers and understanding of the topic by affected parties.

1.2 References

There are no references in this edition.

1.3 Definitions

Candidate is a person or a dog, or team that is being assessed.

Handler is the person who directs the dog.

Note: this is normally the Person with a Disability

Person with a Disability is a person whose ability to function is improved through the presence of and interaction with a Service Dog.

Primary Handler is a person who directs the Service Dog when the Person with a Disability cannot.

Note: this is typically a parent of a person with autism spectrum disorder.

Secondary Handler is a person who in specified locations and situations directs the Service Dog.

Note: this is typically an educational aide in a school attended by a person with autism spectrum disorder.

Secondary Handler may also be a person that can take care and control of the Service Dog should something happen to the Handler or Primary Handler.

Service Dog Team includes the Person with a Disability, a Service Dog, a Handler (who may also be the Person with a Disability) and other individuals that provide needed support.

Note: support can include feeding, grooming, exercise, play, and veterinary visits.

Service Dog is a dog that has been trained to perform tasks that assist a Person with a Disability to better function in both public and private.

Skills are actions that a dog has been trained for to assist the Person with a disability during the normal process of living in both public and private.

Tasks are actions to mitigate the disability that a dog has been trained for to assist the person with a disability, either in response to a direction, or in response to a cue.

Trainer is the person or legal entity that prepares a dog to become a Service Dog.

1.4 Legal Requirements

The Person with a Disability will have been assessed to have a disability whose nature can be improved through the use of a Service Dog. The assessment shall be in writing and issued by a medical professional acceptable to the jurisdiction where the Person with a Disability resides. The assessment shall indicate the symptoms that can be improved through ongoing interaction with a Service Dog.

For Service Dog Teams operating off-leash, the medical professional's written assessment shall indicate the necessity for this.

1.5 Administrative Requirements

1.5.1 Equipment

The Service Dog shall wear a vest and collar while in service. The vest shall be appropriate to the dog's stature and the means by which the Service Dog is directed by the Handler.

1.5.2 Identification

When in public the Handler shall have government issued photo identification for them self, a document indicating the need to be accompanied by a Service Dog, a document for the Service Dog Team indicating compliance with this standard, and identification for the Service Dog.

The vest and collar shall each indicate "Service Dog", "Chien de Service", or both. This marking shall predominate if other markings appear.

The Service Dog shall have an identification microchip.

Section 2 – Pre-Conditions

2.1 Suitability of Person

The Person with a Disability shall have a need for a greater presence in public than is possible without the assistance of a Service Dog.

The Handler shall be capable of controlling the Service Dog in both public and private settings.

2.2 Suitability of Dog

The dog shall exhibit a calm temperament, respond to commands, remain attentive to the Person with a Disability, be unobtrusive under normal circumstances, be capable of performing tasks on demand or cue, and be of a size appropriate to the Person with a disability, and to their disability.

The dog shall be neutered.

Note: There are no requirements for the breed of a dog, although some breeds or mixtures may not be permitted in specific locales.

2.3 Suitability of Location

The public locations where the Team will function shall be determined to ensure the Service Dog is appropriate. Possible locations include, but are not limited to: public transport, private transport on roads, stores and shopping malls, restaurants, theatres, schools, parks, sporting stadiums, gymnasiums, medical facilities, and places of worship.

2.4 Use of Leash

It shall be determined whether the disability of the Person with a Disability would be additionally mitigated through off-leash operation. If so, it shall also be determined that dispensation from leash laws is available from the locations affected.

2.5 Training

The testing requirements of this standard shall be met when the Team is ready to go into public on their own. The requirements of this standard may be used as a guide for interim evaluation as the dog is being trained, and as the Team is being trained.

2.6 Care of the Service Dog

The Handler shall have the capacity to ensure the Service Dog:

- is fed and watered
- has ongoing veterinary care

- has regular exercise
- has opportunities to play (with humans and other dogs)
- lives in a clean, safe, and uncluttered environment (inside and in available private yards)
- has ongoing reinforcement of achieved training

Section 3 - Tasks and Skills

3.1 Tasks

The Service Dog shall be capable of at least three actions that alleviate the disability of the Person with a Disability. These actions may occur either in response to a direction from the Handler or in response to cues that action is needed.

3.1.1 Directed actions:

Directed actions include, but are not limited to:

- activating a door opening button
- placing the Service Dog in a position to act as a physical barrier to other people
- retrieving medicine
- retrieving an object
- moving an object
- assisting with clothing or disrobing

3.1.2 Cued actions:

Cued actions include, but are not limited to:

- distracting the Person with a Disability when they are becoming upset or anxious
- retrieving medication when symptoms of high or low blood sugar are present
- activating a distress signal under specific circumstances
- alerting Persons with a Hearing Disability to various sounds (alarms [clock, timer, smoke, fire], telephone, baby crying, doorbell, person calling for them, and similar)
- alerting a Person with a Visual Disability to an approaching vehicle

3.2 Skills

The Service Dog shall have superior obedience skills. These skills are either directive (compliance is required) or permissive (compliance is optional).

3.2.1 Directive Skills:

Directive Skills include, but are not limited to:

- sit
- sit stay
- down
- down stay
- stay (in any position, but remain in place)
- stand
- heel
- settle (in a vehicle)
- wait (while Handler is at a distance, or out of sight)

- come
- leave it (do not touch an item)
- directional movement (forward, back, left, right, sideways)

3.2.2 Permissive skills:

Permissive skills are those actions that a Service Dog is not permitted to perform, unless expressly indicated by the Handler. A response to the direction is not required, but is allowed. Permissive skills include, but are not limited to:

- eat
- eliminate (urinate or defecate)
- greet (a person or another dog)
- run for exercise
- play (with a person or with other dogs)
- nap

Note: The Handler may use different words for the commands for the various skills, provided they use them consistently.

Section 4. Leashed Team

4.1 Operating in Public

When in public a leashed team shall be unobtrusive and operate in a non-threatening manner. The public environments that will be encountered include, but are not limited to:

- private vehicles
- public transit (taxis, buses, subways, trains, elevated trains, airplanes)
- stores, located individually or in a large enclosed space (mall)
- food courts
- restaurants
- coffee shops
- elevators
- stairs
- sidewalks
- healthcare settings
- places of worship

4.2 Distractions

A Service Dog shall be capable of resisting distractions such as:

- food, on the floor or in a grocery store
- playful children
- other animals
- passersby

When excited, a Service Dog shall be capable of returning to a calm state on request by the Handler.

4.3 Standby

A Service Dog shall be capable of patiently waiting while

- the Handler examines an object
- the Handler engages with another person (conversation, ordering, payment)
- the Handler is eating
- the Handler requests the dog to stay and wanders close by or out of sight

4.4 Tasks

A Service Dog shall be capable of performing trained tasks in support of the Handler while in public and in private.

4.5 Knowledge

The Handler shall know how to care for the Service Dog and the legal aspects of being in public spaces.

4.5.1 Care of the Service Dog

The Handler shall ensure the Service Dog is cared for, this includes:

- feeding
- exercise
- veterinary care
- rest
- play and relaxation

4.5.2 Legal Aspects

The Handler's knowledge shall include:

- that the Service Dog is allowed anywhere a person may go with the exception of: private property, food preparation areas, sterile environments
- possibility of expulsion due to bad behaviour of the Service Dog, the Handler, or the Team
- the minimum information required in response to queries (*Note: that is, the dog is a Service Dog that is trained to assist me for my disability*)
- how to handle a denial of entry (*Note: this includes asking to speak to a Manager, obtaining the name of the denier, and seeking the assistance of a third party to witness and call police*)

4.6 Testing

Conformance to the requirements of this section shall be verified using the test protocols specified in Section 6.

Section 5. Off-Leash Teams

5.1 Operating in Public

When in public a Team working in off-leash condition shall be unobtrusive and operate in a non-threatening manner. The Service Dog shall remain at all times within 2 m (six feet) of the Person with a Disability (who may or may not be the Handler) and shall be attentive to that person. The public environments that will be encountered include, but are not limited to:

- private vehicles
- public transit (taxis, buses, subways, trains, elevated trains, airplanes)
- stores, located individually or in a large enclosed space (mall)
- food courts
- restaurants
- coffee shops
- elevators
- stairs
- sidewalks
- healthcare settings
- places of worship

5.2 Distractions

A Service Dog shall be capable of resisting distractions such as:

- food, on the floor or in a grocery store
- playful children
- other animals
- passersby

When excited, a Service Dog shall be capable of returning to a calm state on request by the Handler.

5.3 Standby

A Service Dog shall be capable of patiently waiting while the Person with a Disability, the Handler, or both:

- examines an object
- engages with another person (conversation, ordering, payment)
- is eating
- requests the dog to stay and wanders close by or out of sight

5.4 Tasks

A Service Dog shall be capable of performing trained tasks in support of the Person with a Disability while in public and in private.

5.5 Knowledge

The Handler shall know how to care for the Service Dog and the legal aspects of being in public spaces.

5.5.1 Care of the Service Dog

The Handler shall ensure the Service Dog is cared for, this includes:

- feeding
- exercise
- veterinary care
- rest
- play and relaxation

5.5.2 Legal Aspects

The Handler's knowledge shall include:

- that the Service Dog is allowed anywhere a person may go with the exception of: private property, food preparation areas, sterile environments
- possibility of expulsion due to bad behaviour of the Service Dog, the Person with a Disability, the Handler, or the Team
- when it is appropriate to be on-leash
- the minimum information required in response to queries (*Note: that is, the dog is a Service Dog that is trained to assist me for my disability*)
- how to handle a denial of entry (*Note: this includes asking to speak to a Manager, obtaining the name of the denier, and seeking the assistance of a third party to witness and call police*)

5.6 Testing

Conformance to the requirements of this section shall be verified using the test protocols specified in Section 7.

Section 6 – Test on Leash

6.1 General

6.1.1 Duration:

This test takes place over 3 consecutive days to assess compliance with requirements of a Service Dog Team operating on-leash in a variety of public settings.

6.1.2 Tester:

For parts of the test the tester will be accompanied by a Service Dog, either their own, or one that is familiar with the tester.

6.1.3 Daily Duration:

Each day of the test may take up to 4 hours to assess compliance with requirements and to witness the Candidate Dog performing trained tasks needed by the Candidate Handler.

6.1.4 Facility Approval:

As the Candidate Team is not yet fully qualified, it will be necessary to obtain prior approval from the Manager(s) of the places where companion dogs are normally excluded.

6.1.5 Two-Person Teams:

In the case of a Candidate Team where the Handler will be a different person than the Person with a Disability, both persons shall be present during the testing, along with the Candidate dog.

6.1.6 Mobility Aids:

In the case the Person with a Disability uses a mobility aid (such as a walker, wheelchair, scooter, or similar) the conduct of some tests will be adjusted to suit the situation.

6.1.7 Stoppage of Test:

If the Candidate dog exhibits aggression or fear at any time the test will be terminated and the Candidate Team will be considered to have failed the testing.

6.1.8 Unacceptable Elimination:

If the Candidate dog eliminates while inside a building the test will be terminated and the Candidate Team will be considered to have failed the testing.

6.2 Day 1

The testing scenarios for Day 1 are:

- Loading and Unloading from Vehicle
- Entry into large enclosed public space and behaviour while inside
- Food Court/ Store Conduct
- Obedience/ temperament of the Candidate Dog
- Determination of Tasks the dog performs
- Discussion on dog care and legal aspects
- The tester is accompanied by a Service Dog

6.2.1 Vehicle and Entrance to Enclosed Public Space

The Candidate Team will be observed:

- From the starting point (home or office) to entrance to the vehicle (private or public transport)
- During transit
- Disembarking from the vehicle at destination
- Walking to the entry and transiting the entrance

6.2.2 Behaviour while inside an Enclosed Public Space

The Candidate Team will be observed:

- while checking in at the Customer Service Desk to confirm whether the dog sits and is calm
- in a large central open area for the dog's response to a 2-minute sit and down stay command
- while in a busy area that has children the dog's response to a down and stay command
- in another busy area the dog's response to a down and stay command
- in a quiet area with few people the dog's response to a 5 minute down and stay with food within reach followed by removal of the food by the tester

6.2.3 Food Court/Store Conduct

The Candidate Handler will take a snack in a Food Court and the Candidate Team will be observed while:

- an order for food is placed
- the Handler sits at a table and the dog is placed out of the way
- food is placed within reach of the dog for 5 minutes while the Handler eats
- litter is cleaned up and the Team exits the Food Court

The Candidate Team will enter a store (preferably a Book Store where people normally browse) and be observed while:

- the dog is placed in a down and stay
- the Handler wanders around the store browsing the items for sale

6.2.4 Determination of Tasks the Service Dog performs

At quieter points during the evaluation the Tester will inquire as to the specific tasks the dog has been trained to do that improve the Candidate Handler's quality of life

6.2.5 Discussion on dog care and legal aspects

While in quieter areas the tester will initiate discussion with the Candidate Handler on the following topics:

- dog sleeping arrangements
- play arrangements for the dog
- feeding schedule and food for the dog
- restrictions on entry to public spaces
- consequences of unwanted behaviour
- questions people may ask
- handling of refusals to permit entry

6.2.6 Obedience/ temperament of the Candidate Dog

While in a quiet part of the enclosed public space the Candidate Handler will place the dog in a down and stay and then walk out of sight. After 10 minutes the Tester with accompanying dog will approach and pat the Candidate dog and observe the response. Following this the Handler will return, excite the dog and then place the dog in a down position to return to a calm state.

6.3 Day 2

The testing scenarios for Day 2 are at standalone enterprises:

- Pet Supply Store
- Large Warehouse style store (department or building supplies)
- Grocery Store
- Restaurant with Table Service
- The tester is not accompanied by a dog

6.3.1 Pet Supply Store

The Candidate Team will be observed:

- Entering the store and going to the bird section with a sit and stay request
- Transiting to a toy aisle with the dog distracted by a squeaky toy followed by a down stay command
- Going to a dog treats aisle and having the dog go down and stay
- Requesting an employee to pat and hug the dog paying careful attention for signs of aggression by the dog

6.3.2 Large Warehouse style store (department or building supplies)

The Candidate Team will be observed:

- Entering the store and obtaining a shopping cart (oversized for a building supply store)
- Navigating the aisles and when in a busy aisle demonstrating various obedience commands such as: down, stay, sit, up, and come
- Choosing an item and proceeding to checkout and then exiting

6.3.3 Grocery Store

The Candidate Team will enter the store and obtain a shopping cart, then:

- Move through all public parts of the grocery store while the tester observes whether the dog pulls, sniffs, or is distracted, and then
- Choose an item and proceed to a checkout with a line-up, make payment and then exit the building

6.3.4 Restaurant with Table Service

The Candidate Team will:

- approach the reception area, wait for table placement instructions, walk to the table while avoiding interactions with people
- Sit at the table and place the dog in an unobtrusive spot
- Order and eat a meal observing the dog's reaction to dropped food
- Pay for the meal and exit the building

6.4 Day 3

The testing scenarios for Day 3 are in a large enclosed shopping area of moderate activity, along a busy street, in a coffee shop and in a private space.

This will generally be a large 2-story mall complex with all amenities and with street access to a built-up area:

- Leisurely walk in the mall area simulating window shopping
- Fast walk through the mall to a drug store
- Use of the stairs
- Moderate walk through the mall to a department store
- Use of an elevator
- Seated in a open area of the mall with pedestrian traffic
- Sidewalk of a busy street
- Coffee Shop
- Observation of Specific Tasks
- The tester is accompanied by a Service Dog

6.4.1 Window Shopping

The Candidate Team will slowly walk through the mall with pauses to peer through the windows of various stores

6.4.2 Fast Walk to Drug Store

The Candidate Team will briskly walk to a Drug Store and find an area where the dog can be put in a down and stay position with food nearby on the floor

6.4.3 Use of Stairs

The Candidate Team will take a flight of stairs to a different level with access to a department store

6.4.4 Moderate walk through the mall to a department store

- The Candidate Team will walk at a normal pace to a department store, enter, navigate the displays and the Handler will then place the dog in a down and stay and then leave the dog to do some shopping nearby
- The Handler is then to wander away from the dog, and on return step over the dog in its down position
- Then the dog is encouraged into a very excited state followed by a down and stay
- The Handler is to walk away to a 3 m distance (10 feet) before returning to the dog in its down position

6.4.5 Use of an Elevator

The Candidate Team will take an elevator back to the main level

6.4.6 Open Area with pedestrian traffic

The Candidate Team will find a seating area close to people walking by and wait for someone to approach observing reactivity by the dog and how the Team reacts and manages public interaction

6.4.7 Sidewalk of a Busy Street

The Candidate Team will walk a few blocks on a sidewalk busy with people adjacent to a street with vehicle traffic (automobiles, bicycles, buses and trucks). The dog will be observed to determine how accustomed he/she is to noises associated with populated areas

6.4.8 Coffee Shop

The candidate Team will:

- Enter a coffee shop, join the line-up, place an order and proceed to a sitting area, observing how the dog avoids interacting with other people
- Be seated and place the dog in an unobtrusive spot and put some food on the floor in front of the dog. After 5 minutes clean up and leave.

6.4.9 Specific Tasks

- In a private area the tester will directly observe a task performed by the Candidate Dog that directly assists the Candidate Handler's condition
- This will be repeated for 2 other different tasks
- Each of the 3 tasks will be recorded
- In addition the Candidate Handler will provide documented video evidence (time stamped) of an actual situation where the dog's specialized services were required

6.5 Evaluation

Although perfection is not required, a very high level of conformance is. The tester's observations will be a simple pass/fail for each element with increased demerit marks for a dog's refusal to respond to a command or prematurely leaving a requested position. An overall evaluation of 90% is the minimum required.

Any exhibition of aggression or fear by the dog is a failure and the testing is to be terminated at that point.

Section 7 – Test of Off-Leash Teams

7.1 General

7.1.1 Duration:

This test takes place over 5 consecutive days to assess compliance with requirements of a Service Dog Team operating off-leash in a variety of public settings.

7.1.2 Tester:

For parts of the test the tester will be accompanied by a Service Dog, either their own, or one that is familiar to the tester. For part of Day 4 there will also be another person and dog that shall not be familiar to the Candidate Team.

7.1.3 Safety:

The testing will take place in public spaces which may at times result in situations where it is not safe to operate off-leash. The Service Dog Team shall be in leashed operation while the situation lasts. Examples include, but are not limited to: dense busy crowds, parking lots, walking next to traffic, construction sites, and tight spaces.

7.1.4 Daily Duration:

Each day of the test may take up to 4 hours to assess compliance with requirements and to witness the Candidate Dog performing trained tasks needed by the Candidate Person with a Disability.

7.1.5 Facility Approval:

As the Candidate Team is not yet fully qualified, it will be necessary to obtain prior approval from the Manager(s) of the places where companion dogs are normally excluded.

7.1.6 Two-Person Teams:

In the case of a Candidate Team where the Handler will be a different person than the Person with a Disability, both persons shall be present during the testing, along with the Candidate dog.

7.1.7 Mobility Aids:

In the case the Person with a Disability uses a mobility aid (such as a walker, wheelchair, scooter, or similar) the conduct of some tests will be adjusted to suit the situation.

7.1.8 Stoppage of Test:

If the Candidate dog exhibits aggression or fear at any time the test will be terminated and the Candidate Team will be considered to have failed the testing.

7.1.9 Unacceptable Elimination:

If the Candidate dog eliminates while inside a building the test will be terminated and the Candidate Team will be considered to have failed the testing.

7.2 Day 1

The testing scenarios for Day 1 are:

- Loading and Unloading from Vehicle
- Entry into large enclosed public space and behaviour while inside
- Food Court/ Store Conduct
- Obedience/ temperament of the Candidate Dog
- Determination of Tasks the Candidate Dog performs
- Discussion on dog care and legal aspects
- The tester is accompanied by a Service Dog

7.2.1 Vehicle and Entrance to Enclosed Public Space

The Candidate Team shall be on-leash for this particular part of the test and will be observed:

- From the starting point (home or office) to entrance to the vehicle (private or public transport)
- During transit
- Disembarking from the vehicle at destination
- Walking to the entry and transiting the entrance

At this point the Candidate Team shall revert to off-leash condition

7.2.2 Behaviour while inside an Enclosed Public Space

The Candidate Team will be observed:

- while checking in at the Customer Service Desk to confirm the dog sits and is calm
- in a large central open area for the dog's response to a 2-minute sit and down stay command
- in a busy area that has children, the dog's response to a down and stay command
- in another busy area, the dog's response to a down and stay command
- in a quiet area with few people the dog's response to a 5 minute down and stay with food within reach followed by removal of the food by the tester

7.2.3 Food Court/Store Conduct

The Candidate Handler (and Candidate Person with a Disability, if applicable) will take a snack in a Food Court and the Candidate Team will be observed while

- an order for food is placed
- the person(s) sits at a table and the dog is placed out of the way
- food is placed within reach of the dog for 5 minutes while the person(s) eats
- litter is cleaned up and the Candidate Team exits the Food Court

The Candidate Team will enter a store (preferably a Book Store where people normally browse) and be observed while

- the dog is placed in a down and stay
- the Handler (and Person with a Disability, if applicable) wanders around the store browsing the items for sale
- the Tester will remain in the dog's vicinity to ensure safety of the public and the dog

7.2.4 Determination of Tasks the Candidate Dog performs

At quieter points during the evaluation the Tester will inquire as to the specific tasks the dog has been trained to do that improve the quality of life of the Candidate Person with a Disability.

7.2.5 Discussion on dog care and legal aspects

While in quieter areas the tester will initiate discussion the Candidate Handler on topics:

- dog sleeping arrangements
- play arrangements for the dog
- feeding schedule and food for the dog
- restrictions on entry to public spaces
- consequences of unwanted behaviour
- questions people may ask
- handling of refusals to permit entry

7.2.6 Obedience/ temperament of the Candidate Dog

While in a quiet part of the enclosed public space the Candidate Handler will place the Candidate dog in a down and stay and then walk out of sight (accompanied by the Candidate Person with a Disability, if applicable). After 10 minutes the Tester with accompanying dog will approach and pat the Candidate dog and observe the response. Following this the Handler will return (as well as the Candidate Person with a Disability, if applicable), excite the Candidate dog and then place the Candidate dog in a down position to return to a calm state.

7.3 Day 2

The testing scenarios for Day 2 are at standalone enterprises:

- Pet Supply Store
- Large Warehouse style store (department or building supplies)
- Grocery Store
- Restaurant with Table Service
- The tester is not accompanied by a dog

7.3.1 Pet Supply Store

The Candidate Team will be observed:

- Entering the store and going to the bird section with a sit and stay request
- Transiting to a toy aisle with the dog distracted by a squeaky toy followed by a down stay command
- Going to a dog treats aisle and having the dog go down and stay
- Requesting an employee to pat and hug the dog paying careful attention for signs of aggression by the dog

7.3.2 Large Warehouse style store (department or building supplies)

The Candidate Team will be observed:

- Entering the store and obtaining a shopping cart (oversized for a building supply store)
- Navigating the aisles and when in a busy one demonstrate various obedience commands such as: down, stay, sit, up, and come
- Choosing an item and proceeding to checkout and then exiting

7.3.3 Grocery Store

The Candidate Team will enter the store and obtain a shopping cart, then:

- Move through all public parts of the grocery store while the Tester observes whether the dog pulls, sniffs, or is distracted
- Choose an item and proceed to a checkout with a line-up, make payment and then exit the building

7.3.4 Restaurant with Table Service

The Candidate Team will:

- Approach the reception area, wait for table placement instructions, walk to the table while avoiding interactions with people
- Sit at the table and place the dog in an unobtrusive spot
- Order and eat a meal observing the dog's reaction to dropped food
- Pay for the meal and exit the building

7.4 Day 3

The testing scenarios for Day 3 are in a large enclosed shopping area of moderate activity, along a busy street, in a coffee shop and in a private space.

This will generally be a large 2-story mall complex with all amenities and with street access to a built-up area:

- Leisurely walk in the mall area simulating window shopping
- Fast walk through the mall to a drug store
- Use of the stairs
- Moderate walk through the mall to a department store
- Use of an elevator
- Seated in a open area of the mall with pedestrian traffic
- Sidewalk of a busy street
- Coffee Shop
- Observation of Specific Tasks
- The tester is accompanied by a Service Dog

7.4.1 Window Shopping

The Candidate Team will slowly walk through the mall with pauses to peer through the windows of various stores

7.4.2 Fast Walk to Drug Store

The Candidate Team will briskly walk to a Drug Store and find an area where dog can be put in a down and stay position along with the Handler's dog and with food nearby on the floor

7.4.3 Use of Stairs

Provided all members of the Candidate Team are capable, they will take a flight of stairs to a different level with access to a department store

7.4.4 Moderate walk through the mall to a department store

- The Candidate Team will walk at a normal pace to a department store, enter, navigate the displays and place the dog in a down and stay and the Handler (and Person with a Disability, if applicable) will then leave the dog to do some shopping nearby
- The Handler (and Person with a Disability, if applicable) is then to wander away from the dog, and on return step over the dog in its down position
- Then the dog is encouraged into a very excited state followed by a down and stay
- The Handler (and Person with a Disability, if applicable) is to walk away to a 3 metre distance (10 feet) before returning to the dog in its down position

7.4.5 Use of an Elevator

The Candidate Team will take an elevator back to the main level

7.4.6 Open Area with pedestrian traffic

The Candidate Team will find a seating area close to people walking by and wait for someone to approach observing reactivity by the dog and how the Team reacts and manages public interaction

7.4.7 Sidewalk of a Busy Street

The Candidate Team will walk a few blocks on a sidewalk busy with people adjacent to a street with vehicle traffic (automobiles, bicycles, buses and trucks). The dog will be observed to determine how accustomed he/she is to noises associated with populated areas

7.4.8 Coffee Shop

The Candidate Team will:

- Enter a coffee shop, join the line-up, place an order and proceed to a sitting area, observing how the dog avoids interacting with other people
- Be seated and place the dog in an unobtrusive spot and put some food on the floor in front of the dog. After 5 minutes they will clean up and leave.

7.4.9 Specific Tasks

- In a private area the tester will directly observe a task performed by the Candidate dog that directly assists the Candidate Person with a Disability.
- This will be repeated for 2 other different tasks
- Each of the 3 tasks will be recorded
- In addition the Candidate Handler will provide documented video evidence (time stamped) of an actual situation where the dog's specialized services were required

7.5 Day 4

The testing scenarios for Day 4 will focus on the Candidate dog's obedience and reactions to distractions and the control exercised by the Candidate Handler. Testing will take place in a large enclosed shopping area of moderate activity, supplemented by private spaces as considered appropriate by the Tester. The testing will consist of:

- Slow walk in the mall area
- Fast walk through the mall
- Stepping over and around the Candidate dog
- Obedience to commands
- Distractions and demonstration of control
- Discussion of appropriate off-leash situations
- The tester is not accompanied by a Service Dog
- An additional person who is a stranger to the Candidate Team along with their dog

During this test the Candidate Team shall operate in off-leash condition and the distance between the Candidate Person with a Disability and the Candidate dog shall not exceed 2 m (approximately six feet) at any time except as indicated for portions of some of the tests.

7.5.1 Slow walk in the mall area

The Candidate Team will walk at a very slow pace, almost a crawl, for a distance of approximately 10 m (thirty feet) and then stop. The dog will be observed to determine that it pauses and sits and watches the Person with a Disability. A good response will be rewarded by a treat or affection, at the Handler's discretion. This is then to be repeated four more times.

7.5.2 Fast walk through the mall

The Candidate Team will walk at a very brisk rate, at double time pace, for a distance of approximately 10 m (thirty feet) and then stop. The dog will be observed to determine that it pauses and sits and watches the Person with a Disability. A good response will be rewarded by a treat or affection, at the Handler's discretion. This is then to be repeated four more times.

7.5.3 Stepping over and around the Candidate dog

If the Candidate Person with a Disability is not also the Handler, he or she will stand slightly apart, within 2 m of the dog.

The Candidate Handler will place the Candidate Dog in a down position at their side and then proceed to move over and around the dog in a box formation:

- first the Handler will straddle the dog for 5 s, then
- complete the step over and continue 2 more sidesteps in that direction,
- then 2 steps backward, 4 sidesteps behind the dog in the other direction, and 2 steps forward to return to the original position prior to straddling the dog

7.5.4 Obedience to commands

The Candidate Handler will issue commands of their choice to the Candidate dog to effect:

- Sit
- Lie Down
- Stand from a Down
- Stay
- Come
- Leave it
- Relax (first excite the dog, then place in a Lie Down and walk away 2m)

7.5.5 Distractions and Demonstration of control

The Candidate Team will demonstrate ongoing control and calmness when confronted with the following test scenarios:

- The Handler will put the dog in a down stay and then bounce a ball near to the front of the dog, then roll the ball close to the dog's nose, and then place food 0.3 m (one foot) in front of the dog
- After the Handler has placed the dog in a down stay adjacent to them a stranger will call the dog in a playful manner while luring with food. The Handler may correct the dog using verbal commands but not through touch.
- After the Handler has placed the dog in a down stay, he or she will walk 5 m (fifteen feet) away and then ask the dog to join them (recall) past food on the floor and past a stranger with a strange dog.
- The Handler will position them self 8 m (twenty-five feet) away from the dog and direct the dog to walk an "s" pattern through a series of 7 cones (or similar objects, such as chairs) spaced 1 m (three feet) apart, with food on the floor in the vicinity of 3 of the cones.

7.5.6 Discussion of appropriate off-leash situations

The Tester will engage the Handler in a discussion of when the dog should be on-leash and when it is appropriate to be in off-leash condition. The discussion will include situations where hazards are present (such as parking lots, vehicle traffic, and crowds of people) and when the dog is less capable due to being tired.

7.6 Day 5

The testing scenarios for Day 5 will confirm the Candidate Team is capable of operating in public spaces where companion dogs are not allowed. Testing will take place in both outdoor public spaces and a large enclosed shopping area of moderate activity. The testing will consist of:

- Exposure to other dogs
- Exposure to strangers stroking the dog
- Composure in crowded situations
- Closeness while walking
- Passing through doorways
- Determination of unobtrusiveness
- Promptness of recall
- Reaction to loud noises
- Exposure to shopping carts
- Scent interest
- Food interest
- General comportment

- The tester is not accompanied by a Service Dog
During this test the Candidate Team shall operate in off-leash condition and the distance between the Candidate Person with a Disability and the Candidate dog shall not exceed 2 m (approximately six feet) at any time except as indicated for portions of some of the tests.

7.6.1 Exposure to other dogs

When dogs are encountered while in outdoor public spaces the Candidate dog shall remain calm, attentive to the Candidate Person with a Disability, and respond to commands from the Candidate Handler.

7.6.2 Exposure to strangers stroking the dog

When strangers approach the Candidate Team the dog shall remain calm, accept being stroked, and respond to the Handler.

7.6.3 Composure in crowded situations

When the Candidate Team becomes part of a crowd (such as in elevators or busy sections of a mall) the dog shall remain calm, attentive to the Candidate Person with a Disability, accept being jostled, adapt to changes in walking speeds and respond to commands from the Candidate Handler.

7.6.4 Closeness while walking

While the Candidate Team is walking, the dog will maintain a heel position to the Person with a Disability, remain close, ignore others around, remain focused on the Person with a Disability, turn in unison, and easily manoeuvre through tight quarters.

7.6.5 Passing through doorways

When the Candidate Team transits a doorway, the dog will wait quietly by the door until asked to enter, and then wait on the inside until able to return to the heel position of the Person with a Disability.

7.6.6 Determination of unobtrusiveness

When the Candidate Team is pausing (such as for a snack, or chitchat), the dog will promptly accept a sit or down command and remain there being as unobtrusive and out of the way as possible. The dog shall remain quiet and ignore any food scraps that may be dropped while waiting.

7.6.7 Promptness of recall

When the Candidate Team becomes separated the dog will respond promptly to the Handler's recall command, coming directly to the heel position of the Person

with a Disability, and not straying away, seeking attention from others or trudging slowly.

7.6.8 Reaction to loud noises

When exposed to a loud unexpected noise, the Candidate dog shall not show fear, aggression, or timidity. The dog may initially be startled but shall quickly return to a calm composure.

7.6.9 Exposure to shopping carts

When the Candidate Team comes close to a shopping cart, the dog shall remain composed and not show signs of fear, shy away, or try to retrieve items (such as food)

7.6.10 Scent interest

When the Candidate dog is exposed to interesting scents (food and similar items), he or she will ignore the scent, respond quickly to commands to move on, and not indicate disgruntlement.

7.6.11 Food interest

When exposed to food, either randomly on the ground or floor, or in a food store, the Candidate dog shall not attempt to get it nor need repeated corrections to ignore the tempting items.

7.6.12 General comportment

Throughout the test the Candidate Team will be observed for signs the Handler uses positive reinforcement, the Handler exercises ongoing control, and the dog remains relaxed, confident, and friendly.

7.7 Evaluation

Although perfection is not required, a very high level of conformance is. The tester's observations will be a simple pass/fail for each element with increased demerit marks for a dog's refusal to respond to a command or prematurely leaving a requested position. An overall evaluation of 90% is the minimum required.

Any exhibition of aggression or fear by the dog is a failure and the testing is to be terminated at that point.