

Jennifer Arnold's

**BOND-BASED
APPROACH
TO WORKING
WITH DOGS**



For the past 26+ years, I have spent most of the days of my life watching people interact with dogs. I have seen partnerships so powerful they transform lives. I've also seen partnership so difficult that every day is a struggle. I can tell you the difference. The teams who succeed are led by people who consistently put the wellbeing of their dogs first. Always. It is as if the people forget completely that the dogs are there to assist them and, in so doing, their dogs end up willing and able to help them beyond anyone's wildest expectations.

People ask me all the time what they need to do with their dogs to ensure a great working partnership. They want to know what behaviors their dogs must learn and how best to teach them. They are focusing on the wrong thing entirely. It's not about the tricks your dog learns. It's about how your dog FEELS about you and about himself. The behaviors are easily learned by dogs who feel secure and confident. To help your dog develop that kind of security and confidence, you need only love him enough to show him compassion.

Empathy is the ability to recognize the state of another. Compassion is recognizing the state of another and wanting to do something about it. You need to function as the compassionate mentor. After all, you hold the cards in this relationship. You have home field advantage. Human society is your natural habitat, not your dog's. Guide him. Teach him. Show him that he is both safe with you and capable of functioning without you.

Recently, a volunteer at Canine Assistants questioned the efficacy of the Bond-Based Approach. She was relating the story of a recipient who was struggling to get her second service dog to do certain things for her. The volunteer said since the only difference between the first and second dogs was the way they were raised, it must be the fault of the method. I see it more as the benefit of the Bond-Based Approach. The first dog was afraid NOT to do what her person asked. This dog isn't yet comfortable enough TO DO what her person is asking.

Yes, Bond-Based puts the burden squarely on the person, but isn't that where it belongs? We have the opposable thumbs. We have the massive brains. It should be our job to give our dogs what they need in order to function well and happily rather than making them afraid NOT to do as directed. Forced compliance with directives keeps our dogs from being able and willing to do MORE than we direct for fear of being wrong. It is a system that's as unfair to us as it is our dogs.

What we really need from our dogs is cooperation, not compliance. Yes, it means that you must let go completely of the old training-based ways and that you take responsibility for helping your dog FEEL secure and confident. It also requires a huge leap of faith to trust that your dog will voluntarily COOPERATE with you. Take the leap. Your dog will exceed your wildest expectations. Promise.

Much affection,

Jennifer

RELATIONSHIP GOALS FOR YOU AND YOUR DOG:

To form a secure,
empowering connection
of mutual benefit
unaffected by the
judgement of others.



Our Goal...

is not to tell you how to train
a dog to meet your needs.

is to help you learn what
you need to know in order
to meet a dog's needs so
he/she can and will meet
yours!

ETHICAL CONSIDERATIONS SERVICE DOGS

Before we examine how best to help dogs become service dogs, we must understand the ethical framework guiding our work.

The ethical obligations involved in educating and placing service dogs are three-fold:

1. To ensure the safety of the public in the presence of the dog.
2. To ensure the dog has the skills and characteristics promised¹.
3. To ensure that the dog is and remains healthy and happy².

1. For help in selecting an appropriate candidate for service dog work, please see our publication entitled "*Finding the Right Dog*."
2. For more information on keeping your dog healthy, including feeding, grooming, and veterinary requirements, please see our publication entitled "*Keeping Your Dog Happy and Healthy*."

ETHICAL CONSIDERATIONS SERVICE DOGS (CONT.)

All 3 obligations can be met if we help dogs feel *secure* with us and *confident* in their own abilities.

1. Aggression is the primary threat dogs pose to public welfare. Fear causes most aggression in dogs. Dogs who are secure and confident are less likely to be afraid and, therefore, are less of a risk to public welfare.
2. The ability to retain knowledge, master skills, and willingly cooperate is widely accepted to be closely tied to feelings of security and wellbeing.
3. Dogs need to be mentally and physically healthy in order to function well.

The Bond-Based Approach was developed to meet these ethical guidelines.

WHAT IS THE BOND-BASED APPROACH?

The Bond-Based Approach
uses social connection to
encourage voluntary
COOPERATION.

Training uses coercion to
force **COMPLIANCE** with cues
and commands.



COOPERATION NOT COMPLIANCE!

HOW BOND-BASED WAS DEVELOPED

The Bond-Based Approach® was developed by Canine Assistants' founder, Jennifer Arnold. Canine Assistants had been using positive reinforcement training. But, despite using what she believed to be the kindest possible approach to training, the dogs still seemed anxious. Jennifer wanted to understand why so she began researching relevant scientific studies. She saw that most people who study dogs talk about the fact that dogs are highly social animals. So, Jennifer started studying how social animals think and act. Social animals need friends who are *on their team*. They worry about making their friends happy. They want to fit in with their friends.

Dogs are willing to let people be their teammates, even letting us lead most of the time. Dogs know they depend on us for food, water, friendship, and many other things. They are nearly helpless without us. That means they must worry about making us happy enough to keep taking care of them. Jennifer realized that this was the key to understanding why dogs being trained got so anxious.

HOW BOND-BASED WAS DEVELOPED (CONT.)

There are two ways dog training works. The first uses punishment and the second uses reward. What they both use is FEAR to force compliance, fear they will be punished or fear they won't be rewarded. Making social animals who need us to stay alive do as we say through fear is a form of BULLYING. It isn't fair and it shouldn't be done.

No dog deserves to feel afraid. Dogs who spend their lives making people happy deserve to be happy themselves. Plus, scared dogs can be trained to robotically respond to cues but they can't truly learn. Scared dogs don't have the confidence necessary to handle the situations in which service dogs can find themselves. And, dogs who are afraid are more likely to bite people. For lots of reasons, Jennifer knew that we needed to help dogs learn how to get along with, and even help, people without training them. She knew that dogs want to make us happy so, once they understood what to do, they would either do the right things on their own or we could just ask them nicely. That is how she came up with the Bond-Based Approach.

When you make dogs DO something, you take away their ability to choose causing them to FEEL powerless and helpless. This is an Outside In (Body to Mind) approach.

This is dog training.

BOND-BASED IS INSIDE OUT

When you make dogs FEEL something, they have the power to DO what they choose. This is an Inside Out (Mind to Body) approach.

This is Bond-Based.

Dogs who have trust in you FEEL secure in their relationship with you. Dogs who have trust in themselves FEEL confident.

Dogs' need to feel secure in their are highly social animals who want to be accepted by their teammates, hence their need to feel secure in their relationships, and valuable to their team, hence their need to feel confident in their own abilities.

Dogs who FEEL secure and confident CHOOSE to cooperate; to DO the 'right' thing by team and teammates.

When working with our dogs, we need to ask, "Am I doing this to change my dog's actions or his mind?"

As dogs are learning, there are times when we have to take responsibility for their actions as we work on changing their minds in order to keep them safe and well-mannered such as going 'two-hands all in' to prevent their jumping on others etc. That is our job and responsibility however...not our dogs'. Our dogs will assume responsibility for their own actions as soon as their thoughts and feelings permit it.

A BRIEF REVIEW

- We know that dogs are social animals who are willing to team up with people.
- We know that secure and confident dogs will voluntarily cooperate with their teammates.
- We know when we team up with our dogs we can influence their thoughts and feelings and, ultimately, trust them to control their actions.
- While our dogs are learning, we know that we have to take responsibility for their actions by making it impossible for them to make a “bad” decision.

The best place to start is by teaming up with our dogs.



STAGE ONE-OUR THOUGHTS AND FEELINGS

The dog next to you is NOT an 'it' but rather a 'he or she.' See your dog for the amazing individual he/she is. Your dog is a **sentient being** who has feelings, and worries all his/her own. Your dog is also a **sapient being** capable of thinking and learning.

Remember this time is not about the dog meeting your needs. It is about you learning how to meet your dog's needs so he/she can learn how and why to meet yours!

So many people believe they have a great relationship with their dogs when what they really have are dogs who are desperate to keep them happy. Remember that an attachment is just a connection. What your dog needs is a **secure** attachment.

In order to help your dog FEEL secure and confident, you must first learn all you can about how dogs perceive their environment and function in the world.

WHAT YOU SHOULD KNOW ABOUT DOGS

FROM WHENCE THEY CAME

Current mitochondrial (maternal) DNA and archeological evidence indicate that dogs and wolves likely split from a common wolf-like ancestor between 14,000-40,000 years ago.

How and why did dogs become domesticated? One of the most popular theories is that early dogs were attracted to the warmth of human fire and the food scraps that humans discarded. Then the natural selection of those who were friendly enough to get close to people mating only with those of similar personality began to produce individuals who were smaller, friendlier, and retained some of the characteristics of puppies into adulthood.

Some scientists speculate that, at this point, people who were attracted to these puppy-like creatures began to artificially influence breeding to produce even more puppyish dogs. The process of breeding animals to have puppy-like characteristics into adulthood is called neoteny or paedomorphism.

CANINE CODE OF CONDUCT



We must remember that our dogs come into our homes with instincts and moral codes that are different from our own. When our dogs ‘misbehave’, it is this difference in code of conduct that is responsible virtually 100% of the time. Knowing their code of conduct allows us to handle misunderstandings in a way that is fair to our dogs.



POSSESSION IS 100% OF THE LAW

Dogs will rarely take something from another dog, even a puppy, unless the other dog gives the item by walking away from it.

Once an item has been left, it belongs to whomever picks it up first.

Try to trade your dog when you need to take something from him (except in emergencies) in order to avoid being rude.



POLITE DOGS APPROACH FROM THE SIDE

Approaching someone head-on can be considered quite rude. Polite dogs prefer to approach at an angle.

When walking a dog on leash, be certain you approach other dogs from an angle rather than head-on.

When dogs are feeling a little anxious, dogs often make a wide, meandering arc around the individual they are approaching. Remember this when calling your dog!



IF IT'S EDIBLE, EAT IT. IF IT'S CHEWABLE, CHEW IT.

Dogs are hunter/scavengers. Leaving available food alone is against every instinct they have. After all, who knows when food might be available again? It's not like our dogs understand the concept of grocery stores.

If you don't want your dog to eat something, don't leave it where your dog can get it. This includes trash cans too.

Dogs have a physical and instinctual need to chew. Meet that need with chew toys and bones that are safe and appropriate (see section on safe toys for a list).

Anything that smells like you is likely to become a chew toy in your dog's mind.

Put up **ANYTHING** you don't want your dog to chew!



TRY NOT TO SOIL YOUR LIVING SPACE

Dogs consider where they spend time to be their living space. Block off unused rooms to keep dogs from seeing them as appropriate bathroom areas.

Dogs are most likely to have accidents in public when they are in large, open areas like malls and airports. Be sure to potty your dog before going inside a public place and distract him well when headed outside after being indoors for a long time.

Housebreaking is more **YOUR** responsibility than your dog's (see housebreaking section for more details). Most accidents happen when dogs are given the chance to go out enough. Illnesses and stomachaches can also result in accidents. Young dogs often pee when nervous or excited. They will grow out of this! Very rarely, extremely insecure dogs, such as those coming from rescue, will use urine or stool as a scent marker to 'guide' home someone they fear is lost. This issue resolves quickly as your dog's confidence increases.



NEVER SLEEP ALONE

Sleep makes one incredibly vulnerable. For that reason, communal sleeping is the norm for most families and other social groups. Not only are parents in the US the only ones who commonly force our children to sleep alone, we are the only species that does so.

It might seem like forcing someone to sleep alone would increase independence but studies indicate the reverse is actually true. The feeling of safety gained when sleeping close to 'family' ultimately leads to greater security, confidence, and independence.

Dogs should sleep within touching distance of their people always. Service dogs may need the security of sleeping initially with parents before they can get comfortable sleeping with a child. That's totally normal and will resolve as the dog gains confidence.



IF IT RUNS, CHASE IT. IF IT CHASES YOU, RUN FROM IT.

Most dogs reflexively chase small creatures who run. Be prepared to distract your dog when small and furry critters, including cats and small dogs, dash past. If your dog catches the small creature, he may grab it which could result in accidental injury. As your dog comes to know other members of your household, the instinct to chase them fades. Just be cautious initially as your dog acclimates to his new siblings. In public, using the We Leash (see page 53 on using the We Leash for more info.) will prevent chasing.

If you want your dog to come to you or follow you, remember to face your destination rather than your dog. If you call a dog while moving toward him, the dog assumes he is headed in the right direction and that you will eventually catch up with him!

IF YOU AREN'T SURE, BE STILL UNTIL YOU ARE

When faced with something confusing or alarming, your dog needs time to assess your reaction and the situation at a distance from which he feels safe. Give him this time and distance.

If he still won't advance after a minute or two, share your bravery saying, "We've got this!" in a totally "cool", nonchalant tone.

Avoid coaxing or tricking a dog into doing something he doesn't want to do. It is far better to simply insist than to coax. Coaxing makes things seem like a bigger deal than are!



HUGS CAN BE NICE AND PEOPLE'S FACES ARE IMPORTANT



People who like each other often greet one another by hugging.

Offer your dog alternatives to his standing up to hug you if necessary, like squatting down to his level.

If your dog likes to hug other people, distract him by showing him affection yourself.

Eye contact is an important part of bonding.

Spend as much time at eye level with your dog as you can.

Dogs like to sniff things that smell interesting.

Human mouths smell interesting!

Dogs can get a great deal of important information from human breath so let them sniff if you can!



MOUTHS CAN WORK LIKE HANDS



Dogs don't have hands, so they often use their mouths to hold and move things. It is up to us to help dogs understand what they should and shouldn't put into their mouths.

Many people don't understand the difference between 'mouthing' and 'biting' so it is critical we help our dogs understand that human skin is too fragile to be held in their mouths!



IF IT'S HUMAN, TRY TO MAKE IT HAPPY



Dogs, like people, are highly social animals.

Social animals want to fit in with and please those in their group.

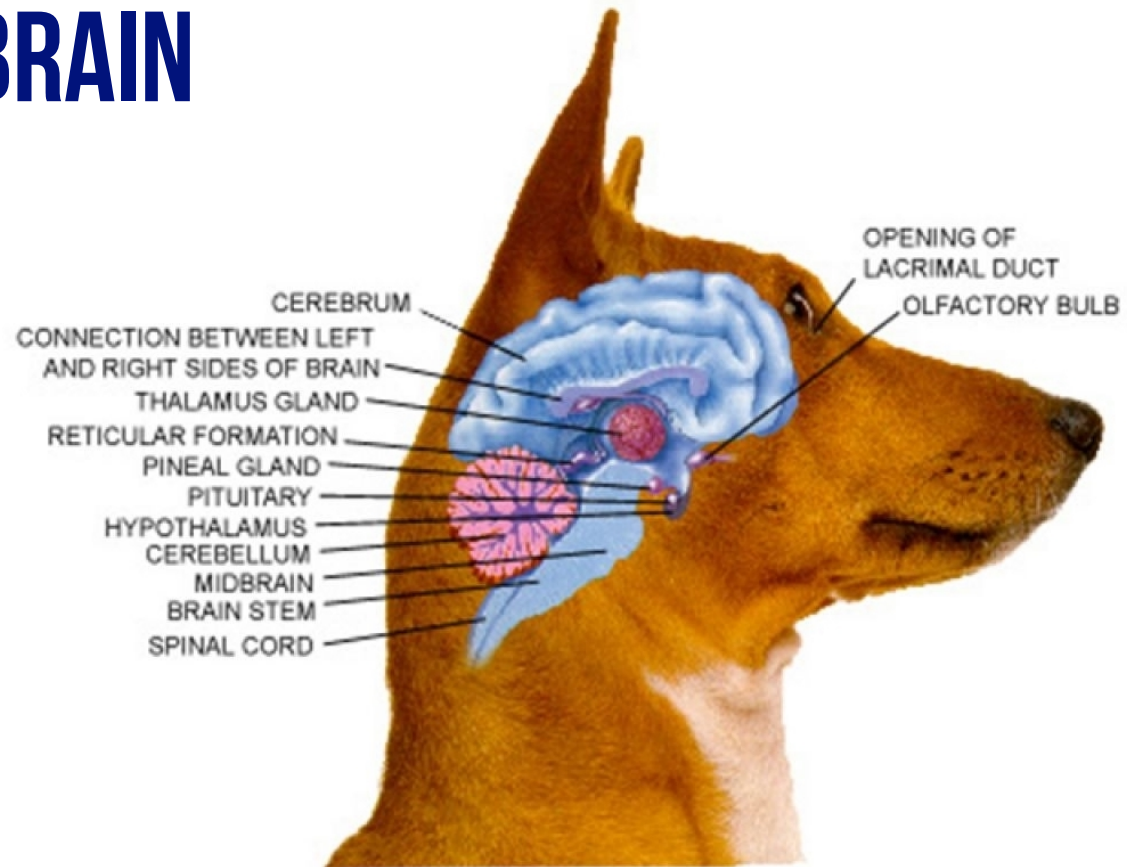
Our dogs do not do things to deliberately frustrate or anger us.

Any failure to make us happy is likely the result of a misunderstanding between two different species.

Try to look at the world through your dog's eyes as much as you can.

If we made half the effort to understand and please our dogs as they do to understand us, we might one day make them as happy as they make us!

THE CANINE BRAIN



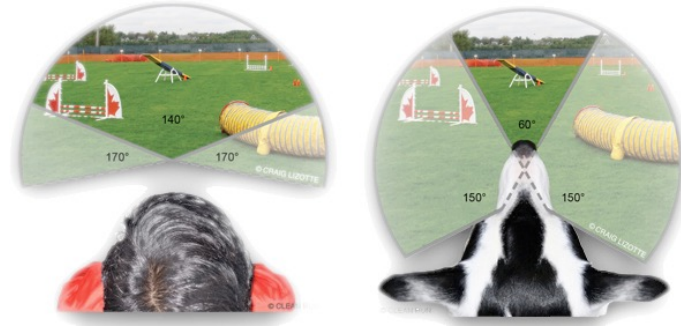
If you were to lift the cerebral cortex (considered the area of higher intelligence), a dog's brain would look very much like a smaller version of the human brain. Studies have indicated that dogs are smart enough to:

- Reason by exclusion-That means that if a dog knows a stuffed bear is called Bear and a stuffed tiger is called Tiger when a stuffed lion is added and someone asks him to “nose the lion”, he reasons that new toy is called lion.

Canine Brain (Continued)

- Understand the situation of another- This means dogs can tell when someone else is happy or sad or stuck etc.
- Understand object permanence- This means that dogs know a ball doesn't go away just because they can't see it anymore.
- Learn from inference- This means dogs can form conclusions (answers) from information. When you pick up your dog's food bowl, he can infer that you are going to feed him.
- Understand fairness- This was proven by giving one dog treats and not giving any to the dog right next to him. The dog not getting treats got upset!
- Learn overnight- After rest periods, dogs can show vast improvement in knowledge and skills.
- Copy the behavior of others-Dogs can imitate what people do!
- Dream- That means they can retain and manipulate abstract objects – the definition of thought.

VISION IN DOGS



Dogs' visual field is wider than ours but with a narrow field of binocular vision.

Dogs are short so what they see is different from what we see.

Dogs do not see detail well. They would see the box below as a gray blob:



Dogs are believed to be red-green colorblind but they do see other colors:



Dogs have many rods, cells responsible for seeing motion and in low light.

Vision decreases with age.

HEARING IN DOGS

Dogs can distinguish changes in pitch and tone too subtle to be detected by human ears.

Dogs can hear higher pitches than can people. High pitched noises, like those produced by dog whistles, are thought to be painful for dogs to hear,

A dog's hearing can be damaged by loud noises and does diminish with age.

Sound impacts the mood and relaxation level of dogs much as it does ours.



SMELL IN DOGS

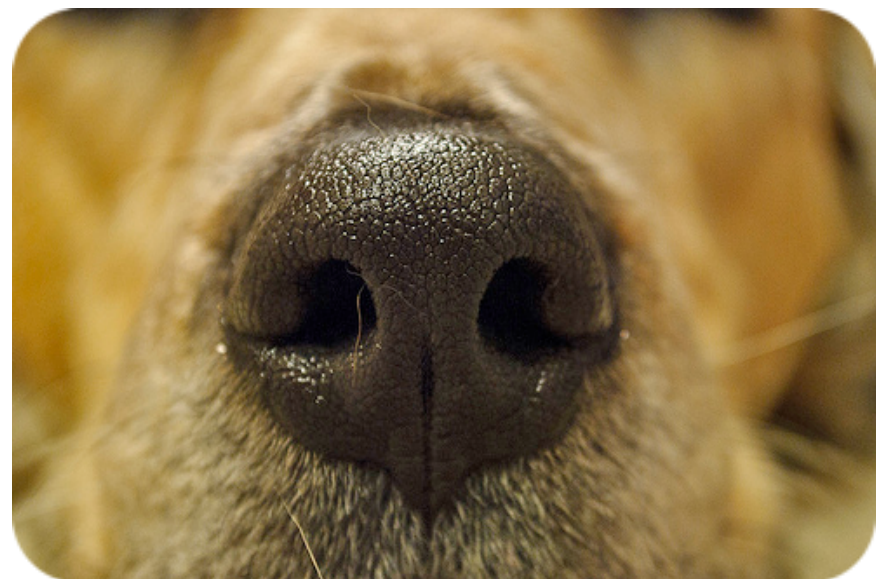
If we put how much more sensitive smell is in dogs than people into visual terms, what we can see from a 1/3 mile away dogs could see equally as well from 3,000 miles away.

Inhaled air goes in through the center part of nostrils. Exhaled air goes out the side slits.

When dogs chatter their teeth, they may well be pushing scent up to an organ dedicated to smelling chemicals called the vomeronasal or Jacobson's organ.

Every dog's nasal plane (nose area) is as individual as our fingerprint is to us.

Dogs likely tell time by changes in odors.



TASTE IN DOGS

A dog has approximately 1700 taste buds to a human's 9000.

Can taste sweet, salty, savory, bitter, and sour just like people.

Dogs appear to favor sweet tastes.

Dogs seem to develop preferences for taste based on emotion.

Dogs have taste buds for water that become more effective after they eat salty or sweet things.



TOUCH IN DOGS

A study in 2015 showed that dogs experienced the largest increase in oxytocin, known as the bonding hormone, when touched by their people.

The areas on a dogs most sensitive to touch are paws, especially between toes, muzzle and nose.

Light pressure is stimulating to dogs. Deep pressure is relaxing to dogs.



BODY LANGUAGE IN DOGS

Circumstances Matter:

Actions and postures have different meanings depending on when and where they are used.

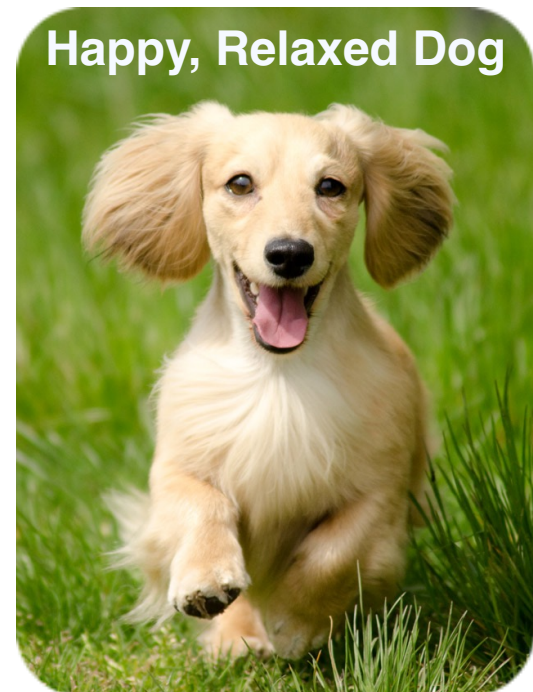
Tense Muscles:

Muscular tension = stress.

Stress may be from excitement, anxiety, or fear.

Direction Tells:

Dogs lean backward when fearful or unsure and forward when feeling brave.



BODY LANGUAGE IN STRESSED DOGS

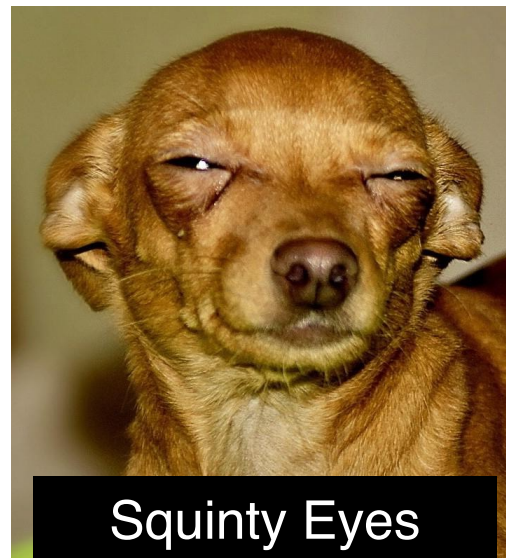


Tail tightly clamped at base and may be tucked under body to protect genitals



'Whale Eyes' with whites visible

Tight Lips



Squinty Eyes



Paw held up as appeasement gesture

APPROPRIATE DOG-TO-DOG GREETINGS BEHAVIORS

Licks near the mouth

Bottom Sniffing

Inguinal (or groin) Sniffing

Stretching with back legs out

Body sideways

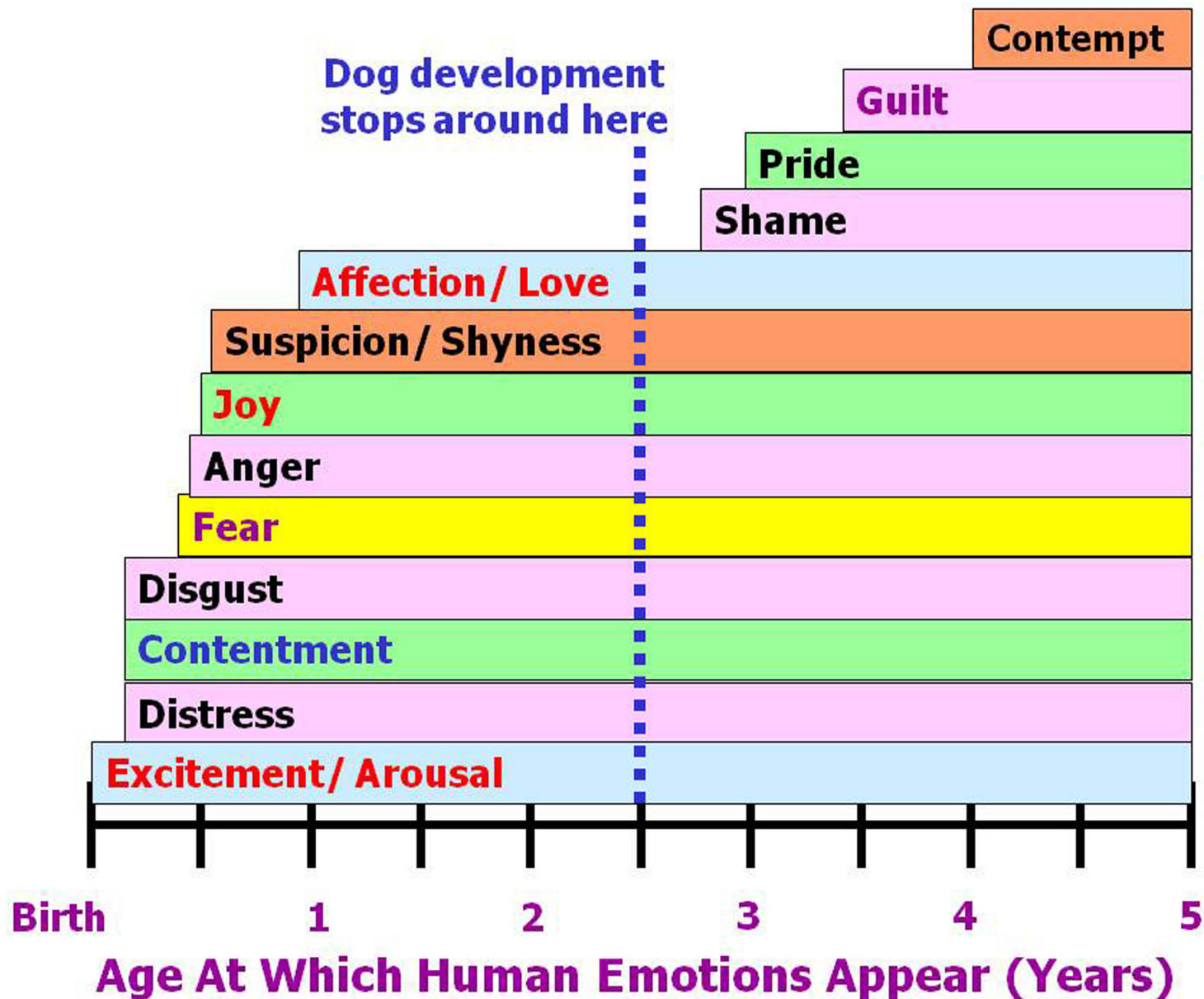
Gently moving tail

Soft eyes



Service dogs must be comfortable and confident greeting other dogs. That means you must also be confident about having them greet other dogs.

EMOTION IN DOGS (CURRENT THOUGHTS)



Just like people, dogs, especially service dogs, have a hierarchy of needs which must be met before they can learn well and function fully:

Need #1: Food, Water & Shelter

Need #2: Safety

Need #3: Love/Belonging

Need #4: Self-Esteem (through Success)

Allows #5: Ability to Help Another

Obviously, dogs need food, water, and shelter. Providing these things for your dog will let you show him you will be a kind parent. Your dog is also dependent on you to keep him safe. He knows nothing about cars or roads or the dangers of antifreeze.

Your love and acceptance give your dog the security of knowing that you will provide for more than just his basic needs.

Self-esteem for your dog comes from feeling capable and able to please you. Worry about pleasing you is a major source of anxiety for your dog. Why? Well, you are the parent. As such, you can kick your child out of the family. This, for your dog, would literally be a death sentence, as he cannot care for himself.

It is up to you to show your dog every day of his life that he is safe with you and makes you happy just by breathing; failure to do so would be a cruelty every bit as bad for your dog as if you did not feed him.

Affective Neuroscience

Affective Neuroscience is the study of what happens in the body to produce feelings, moods and attitudes. Dr. Jaak Panskepp is considered the father of Affective Neuroscience.

Dr. Panskepp defined four core emotions (which he always wrote in capital letters!):

RAGE-The feeling that leads to a burst of energy/power like one would need to escape from a life-threatening situation.

FEAR-The feeling that danger is present.

PANIC-The feeling of being left alone without the ability to care for oneself. This is also called Separation Anxiety.

SEEKING-The feeling of pleasurable anticipation like when you are about to taste something yummy or do something fun.

The neural pathways for **FEAR** and **SEEKING** overlap to such an extent that a dog in **SEEKING** mode cannot feel fear. If you must get a dog to do something he is afraid to do, you can throw him into **SEEKING** mode by tossing a treat or squeaky toy for the dog to follow. Please **ONLY** use this in urgent situations as the dog learns absolutely nothing from it, except perhaps that you tricked him!

PERSONALITY

Experience has shown that a person works best with a dog that is of a similar personality type.

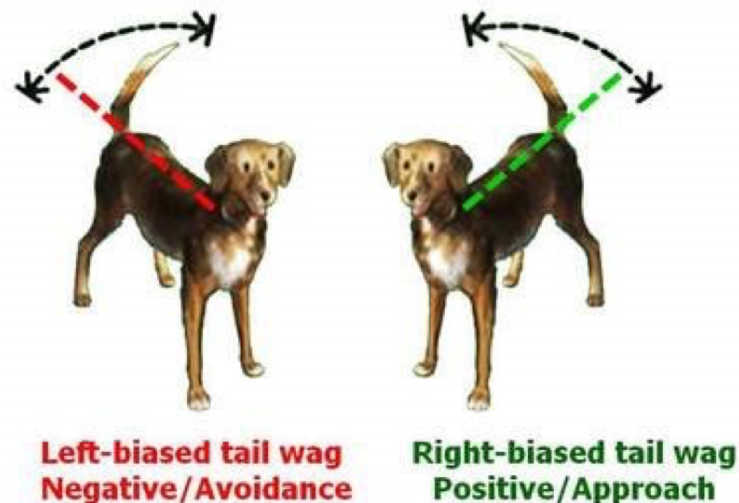
The Wilson Learning System Personality Assessment can be used to determine both your personality type and your dog's. Under this system, individuals are evaluated based on how assertive, social and flexible (adaptable) they are. Numerical scores are plotted on a chart that is divided into four main sections:

<p>ANALYTICAL</p> <p>less socially active, serious - poker faced, slow, methodical, cautious, likes minimal touching, limited risk-taker</p>	<p>DRIVER</p> <p>not socially comfortable, controlled, formal, fast, intense, driven, limited toucher, risk-taker</p>
<p>AMIABLE</p> <p>warm, friendly, inviting, patient, doesn't want anyone upset, easy going, forgiving, likes touching, body contact, limited risk-taker</p>	<p>EXPRESSIVE</p> <p>socially animated, charismatic, humorous, creative, likes limelight, fast, impatient, informal, likes to touch, risk taker</p>

TALES OF THE TAILS

It is interesting to note that you can tell a great deal about the personality of a dog by evaluating his tail. Expressive dogs carry their tails high and wag them in a big circle like a helicopter's rotor. Amiables tend to carry their tails in a relaxed position with the tip pointed down. They wag their tails in a big, sweeping, side-to-side movement that often wiggles their whole hind end! Analyticals tend to carry their tails tightly against their bodies and wag them in a short, tentative arc. Likewise, Drivers usually wag their tails only within their own body frame, though you will see drivers often carry their tails higher than those of Amiables or Analyticals.

Recent studies have shown that dogs wag their tails more to the left when they are happy and more to the right when feeling unsure.



STRESS AND YOUR DOG

Much like humans, dogs can feel enormous amounts of stress. As you would imagine, service dogs are particularly prone to certain types of stress as they have great responsibility.

There are three types of stress:

- 1. Eustress:** This is the term for beneficial stress.
Something can also be done to fix eustress.
- 2. Neutral Stress:** This is neither positive nor negative.
Irritating but not irritating enough to do anything to fix.
- 3. Distress:** This type of stress is bad for us.
Distress can't be eliminated or handled.
Distress causes mental and physical harm.

POSSIBLE STRESSORS FOR YOUR DOG

Lack of Choice/Control

Confinement – crate, laundry room

Separation from primary person

Boredom – inadequate environmental enrichment

Fear of external stimuli – thunderstorms, fireworks, balloons

To cope with distress, dogs will do something to try to alleviate it. These are known as displacement behaviors.

CANINE DISPLACEMENT BEHAVIORS

Vocalizing:

Contact call “Are you there?” “Come here!” “Go Away!” “I am worried.”

Bathroom Accidents:

- Large amount and/or near exit is not indicative of displacement behavior.
- Small amount and anywhere or everywhere.

Chewing:

- Doors, frames, windows, carpet (escape)
- Furniture, trash, underwear, personal items (comfort)

Digging:

- Not a resting shallow or investigation of a smell
- Making the yard look like “the surface of the moon”

Pacing

Excessive grooming:

- Licking, scratching, chewing on themselves

To stop these behaviors, you need to try to stop whatever is causing the stress.

STAGE TWO-THEIR THOUGHTS AND FEELINGS

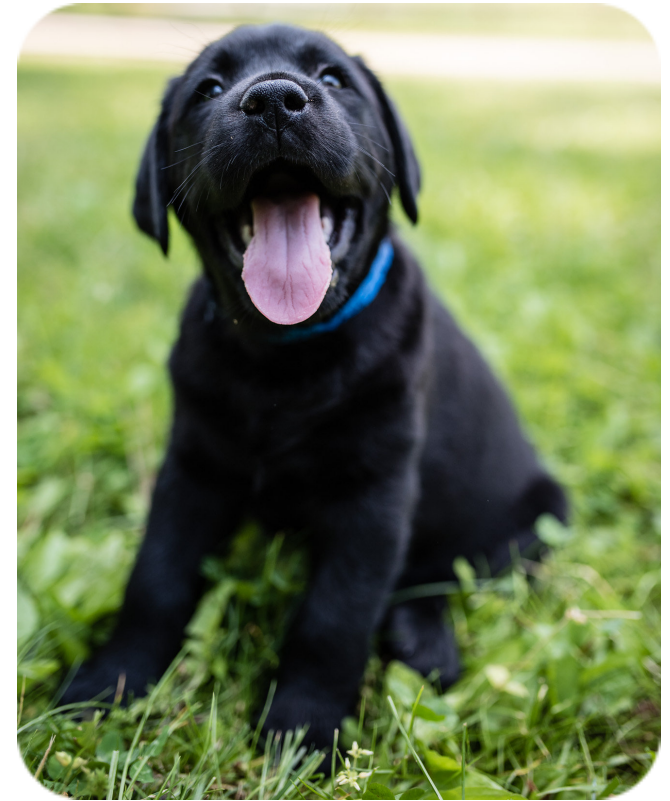
IF YOU ARE STARTING WITH A PUPPY:

Choose one person to become the puppy's first secure attachment.¹ This initial person does NOT have to be the puppy ultimate partner.

SHARE...food², water, sleeping space, thoughts, feelings, time freely.

Begin working on the Educational Protocol³ immediately.

Once the dog begins to show confidence in his own ability to make good decisions, the initial secure attachment person can begin to allow that role to be taken on by others including the dog's ultimate partner in the case of service dogs.



1. More information on secure attachment on page 44. 2. Share tiny amounts of food safe for dogs and palatable for dogs.

3. Education Protocol starts on page 49.

IF YOU ARE STARTING WITH AN OLDER PUPPY OR A DOG WHO HASN'T BEEN RAISED BOND-BASED:

Choose a person to become the dog's first secure attachment¹. This initial person must be a cheerleader and MENTOR only. Ultimate recipient's are appropriate in this role ONLY if they ask NOTHING from the dog at all for many months. It is often easier to let someone else form the first secure attachment. Other attachments will form easily and quickly provided the initial one is strong.

SHARE...food², water, sleeping space, thoughts, feelings, time freely and frequently.

Ask absolutely nothing from the dog until the characteristics of secure attachment are clear .

As the dog begins to show signs of security, start working on Educational Protocol⁴ and focusing more on confidence.

Once the dog begins to show confidence in his own ability to make good decisions, the initial secure attachment person can begin to allow that role to be taken on by others including the dog's ultimate partner in the case of service dogs.

1. More information on secure attachment on page 44.

2. Share tiny amounts of food safe for dogs and palatable to you.

3. Education Protocol starts on page 49.

SECURE ATTACHMENT

Multiple studies show that dogs form attachments to people much like preverbal children form to their parents.

When those attachments are secure, dogs, like children, flourish.

Characteristics of Secure Attachment

Proximity Maintenance-Wanting to stay close to you.

Secure Base-Will to explore new things and places as long as you are near.

Safe Haven-Running to you when uncertain or afraid.

Separation Distress-This is really more Reunion Joy. Your dog is bummed when you leave and happy to see you when you return.

STAGES OF THE ATTACHMENT

Attraction:

- Introduce yourself
- Minimize presence of leash if you have to use one
- Allow dog to come to you by playing 'which' hand
- Play tug
- Food share

Secure Attachment:

- Be Responsive to Needs
- Act Like a Grandparent**
- Look through your dog's eyes as much as possible

Initial Bond:

- See strong preference for the company of just one person
- Begin to see 4 characteristics
- Begin to see two way communication
- Vulnerable to trust violations
- Keep expectations realistic
- Continue being responsive to needs

Ongoing Bond:

- 6Months to 1 Year
- Reciprocal Communication Easier
- Less Vulnerable but Still Needs Trust
- True Mutual Benefit Begins

STAGE THREE-THEIR KNOWLEDGE AND SKILLS

There are two opposite, yet equaling damaging, approaches that I commonly see people take when working with dogs. The first assumes a dog won't be willing to do the right thing without your direction. The second assumes the dog won't be able to do the right thing without your help. Your job is to ensure that your dog is both WILLING to make good decisions without your insistence and ABLE to make good decisions without your intervention.

This means that you need to focus, not on specific teaching sessions, but rather on spending time with your dog simply living life. Narrate everything to your dog as you would to a toddler. "This is stick. This is a leaf." It's not that you want your dog to remember what a stick or leaf looks like necessarily but rather that you want to share as much of your knowledge with him as is possible. That's the key to helping your dog develop trust in you and trust in himself.

Show your dog how he can tug and retrieve and push things with his paw during the course of your daily life. Work specific lessons like *Ick* and *Freeze* and *Like Me* into your daily routine rather than trying to teach them in high pressure sessions. Pressure leads to fear and fear is the enemy of learning. Your dog will learn far more easily during the relaxed activities of daily living.

What You Need to Remember:

How you make the dog feel is ALL important. What dogs do is determined largely by how they feel. Dogs who feel secure and confident are good dogs.

Dogs must be allowed to manage their own behavior as much as possible rather than our doing it for them. The ability to affect one's own circumstance is a critical part of wellness and functionality.

Food/Water Sharing-Using food palatable to you and safe for your dog, take a small bite and then break off a tiny piece, pretend to put it in your mouth, and then hand it to your dog. This is the single best bonding exercise you can do. Sharing your water is also a great way to bond. Pour a bit of your water for your dog when you get yourself a drink.

2-Hands All In-Use both hands to massage the dog while giving him your complete attention. We call this "two hands...all in." If you cannot use your hands on the dog for some reason, looking at a spot just below his eyes while giving him a loving smile and speaking softly to him can accomplish the same thing.

Point Fiddle Stop- At some point, you must stop going ‘two hands all in’ so your dog can function independently. We call this Point Fiddle Stop. If your dog seeks contact with you when you stop, you may have stopped too soon.

Dogs deserve a voice. Give your dog a voice in your head and listen to that voice. People are a verbal species. It makes us more empathetic when we can “hear” the thoughts and feelings of another.

Time and Distance- When your dog seems fearful of something, you will give him time to realize he/she doesn’t have to be afraid at a distance from which he/she feels safe.

‘Quit Acting Like Your Father’s (or Mother’s) People’- A VITAL part of our job as our dogs’ role model is to help them understand what simply isn’t done—or shouldn’t be done without frightening them or undermining their confidence. This silly phrase is an excellent, stress-free way to provide guidance. Appropriate behavior is necessary survival skill for dogs...and people for that matter. You are looking out for the best interests of your dog, yourself, and those around you when you alert them to the fact that what they are doing isn’t okay. There are those who believe that being kind and being overly permissive are the same thing. They are not.

Staying on the Phone- It is extremely important to stay attentive to your dog EVERY second he is on leash with you. Your dog should likewise remain attentive to you except for brief breaks lasting only a minute or less.

CANINE EDUCATIONAL PROTOCOL

Bond-Based Education is designed to help animals develop 1. trust in their human caregivers via secure attachment and 2. trust in themselves. In order to develop self-confidence, animals must be given the opportunity and capability to make appropriate choices. The necessary knowledge and skill is garnered through exercises in the following developmental domains:

Cognitive Development including memory, discrimination, productive and receptive communication, inferential reasoning, quantitative analysis, conceptual awareness, and behavior inhibition.

Socio-emotional Development including trust, bonding, confidence, self-reliance, deference, attentiveness, motivation, and social competence.

Physical Development including gross motor skills, fine motor skills, strength, balance, flexibility, endurance, and fitness, and body awareness.

FOUNDATION SKILLS

Touch Acclimation- Lightly scratch the puppy on his chest for a few seconds before running your hands gently under his chin and down his back. As he becomes comfortable with the touch of your hands, begin touching his ears, paws, tail, and even inside his mouth. (With older puppies and adults who seem uncomfortable, go VERY slowly with this process by touching just a bit more of his body over the course of one or two times a day.)

Name Recognition-Say puppy's name in excited tone. When he shows any response, celebrate his brilliance!

Follow the Rule of Sevens- Over the course of a week or so, letting dog/pup meet 7 different people (various ages, sizes, ethnicities etc.), walk on 7 different surfaces, play with 7 different types of toy, eat and/or drink from 7 different containers, eat and drink in 7 different locations etc.

Retrieving-Stimulate retrieving interest by tossing a toy about a foot away. Don't expect your puppy or dog to do more than look at or maybe pounce on the toy at this point.

Tugging-Stimulate your puppy's tugging interest by tying a medium to large knot in a bandana and holding it just over his head or dragging it on the floor in front of him. When he puts his mouth on the bandana release it immediately saying, "YAY! You win!"

Wait at Thresholds-Encourage your puppy/dog to wait at every threshold he crosses for at least a couple of seconds. You begin by blocking the opening with your body if necessary, but little by little allow him to make the decision to wait momentarily even when the opening is available. This skill is critical for dogs. It helps them develop self-restraint and may one day keep them from bolting out your front door and into the street.

Come When Called-Coming when called is largely about having a great relationship and/or being more exciting than whatever your dog is currently doing. It is also important that your dog understands which direction you want him/her to move. Practice by calling "Here Boy or Here Girl", clapping your hands, and turning in the direction you want your dog to go. No matter how you may feel, you must sound like you are excited to see your dog and headed to do something really fun. Remember that no one wants to approach someone who seems angry!

Walk Next to You-Choose a snack easily divided into small pieces that is palatable to you and safe for the puppy. With snack in hand, let puppy loose with you in a securely enclosed area. As you walk slowly, take an obvious bite of the snack making 'YUM' noises to attract the puppies attention. Then offer a small piece to the puppy with your left hand* thereby encouraging the puppy to walk on your left side. Continue sharing small pieces of the snack until the pup is walking next to you willingly. Over the course of several sessions, you may begin lengthening the time between bites until you are able to walk 50 ft. with puppy next to you without offering him a bite. Then repeat the process in two additional enclosed areas increasing the distance between bites in each area. The goal is to have the dog VOLUNTARILY walk beside you before using the We Leash. At this point, you may have the pup fitted for a front hook harness and begin introducing him to walking on the We Leash.

*Dogs traditionally walk on the left of their people. If you'd prefer in walk on the right, use your right hand rather than your left. If you'd like him to be equally as adept at walking on either side as we do with our service dogs, start with one side first (through all three areas) and then repeat the process on the other side.

Introduce your pup to the We Leash-Some puppies grab their end of the leash and trot right off while others need some encouragement. Be patient. It may take a few days for your dog to get used to using his We Leash but the chance to give your dog the feeling of freedom without sacrificing safety is well worth the effort. Promise!

If your puppy doesn't grab his end of the leash right away, please try these simple steps:

Step 1: Encourage your puppy to grab the crinkly handle by holding it in your hand and wiggling it on floor, or dangling it just above his head, or playing "keep away" showing it to him then quickly hiding it behind your back. Rubber band a narrow bone, like a Purina Rollhide (small/medium) into the handle as encouragement or loop the handle through a circular rawhide.

Step 2: Once your dog grabs his end of the leash, begin walking. You may find it easiest to begin with leash snapped together so his end is shortened. If he lets go, simply start over with Step 1. Stop when puppy isn't holding the leash and walk only when he is.

Step 3: Grab your puppy's handle and hold it in your hand while you let him take sniffing or potty breaks. When you stop walking for longer periods, such as car rides or even the walk is over, put the puppy's handle in glove box or on top of refrigerator until it is time to walk again. The puppy should only have his end of the leash when he is walking.

Once your pup holds his handle willingly, you can try introducing the other We Leash toys or Binkies.

Better Hurry or Go Potty- Take your dog on leash to a spot he often uses to potty and ask him to please, Better Hurry or Go Potty. Increase your chances of success by taking him out at times when it is likely he will have to go, such as first thing in the morning. Note his success...calmly so you do not startle him mid-stream!

Indicating Yes and No-Start by rubbing a yummy bit of treat on your left palm, carefully avoiding touch it with your right hand. Then place treat where your dog cannot reach it but can still see it. Ask your dog if he wants a treat (pointing at food) and ask “YES?” while extending your left palm and “NO?” while extending your right palm. When he sniffs the food on your left palm say “YES-okay” and hand him the food. As he begins to understand that touching your left palm means he is going to get the food you can start adding other items and/or opportunities (such as going outside) to the mix. (Note: You may find it easiest to allow the absence of a “YES” response to serve as “NO” and that works equally as well as the two-handed approach.) It is also acceptable to use two of the same objects (one held in your left and one in your right hand) in place of your palms or even two clearly different objects not being held. Once your dog can answer yes/no questions, you can begin to ask him other either/or questions using the same method. The ability to communicate his thoughts and feelings is critically important both for your relationship and his mental wellbeing.

Settle: Settle means for the next short while nothing exciting is likely to happen and nothing will be expected of you, so consider this an excellent time to rest. This is best taught, like many asks, through synchronization with you. Sit or lie down in a quiet place where you and your dog can indeed rest safely for a few moments, take a deep, noisy breath and exhale slowly. Relax your own muscles and close your eyes while saying SETTLE in the most Zen-like voice possible, drawing out the syllables in a lazy way. Although you can open your eyes again, keep your lids feeling heavy and do not look directly at your dog. When your dog relaxes (whether in a sitting or down position), take another deep, sighing breathing, and quietly note his success. Be patient, dogs unaccustomed to this exercise may initially be a bit unnerved and find it difficult to relax, but all dogs will eventually settle.

Gentle: Designate a particular toy with which your dog can play roughly, the rough toy. This toy can be tugged, shaken, thrown, or whatever else your dog wants to do with it. Then replace that toy with another. This second toy, the gentle toy (I call it “Baby”) is one with which your dog must be exceedingly gentle. Treat this item, like a baby bird. Protect it in your hands so your dog can’t put his mouth or paw on Baby. This toy should be used only for this specific exercise, so be certain to keep it safely out of your dog’s reach when you’re not using it. Alternate between playing with the rough toy and being calm and cautious with the gentle toy for about twenty to thirty seconds each. Play this game at least twice a day until your dog is proficient at being gentle when so directed. Remember to put these toys away when you are not interacting with your dog.

ICK: You can teach this by using twelve small pieces of some food substance that you know your dog does not like to eat at all, such as orange peel or cucumber, and twelve small pieces of something he loves to eat. Make a production of smelling a sample of the food she likes, while smiling and saying, yum. Hand her that piece of food. Next make a dramatic production of smelling a piece of the food she does not like, while making the repulsed face one makes when scenting sour milk, saying in a disgusted tone, lck. You can hold the piece out for your dog, but be sure she doesn't grab it. My dog Juliette slicked her ears back and stepped away from an object the very first time I used lck. Jules and I are very much in sync. Not every dog will learn as quickly, but it's a skill all dogs can acquire. Once your dog understands the more dramatic lck face, you can begin to minimize the expression, eliminating the verbal lck altogether. With Jules, I can say her name (ostensive cue) and barely wrinkle my nose, and she recognizes that as direction to leave it alone. Minimizing the signal is important when food is involved. Saying lck and making a disgusted expression when encouraging your dog to not grab the fried chicken, your mother-in-law made, might give the wrong impression... to the wrong person.

Freeze- When you are playing tug, fetch, or chase with your dog or even just out for a walk, call FREEZE! and stop moving completely. Your dog will probably keep moving at this point but that's okay. Count to five, say OKAY GO (or something similar) and play/move again. It may take weeks, but your dog will learn to stop when you say FREEZE. When he does, tell him he is the SMARTEST dog ever! Slowly encourage your dog to stay frozen until you walk over to him, put your hands on him, and say the phrase you choose to indicate it is okay to move. FREEZE is that only time we don't ask...we tell (though in a pleasant tone). This may very well save your dog's life one day so practice often!

Trade- Since one of the primary rules in the Canine Code of Conduct is that it's wrong to take something away from someone else until they invite you to, it is always better to offer a trade when your dog has something you'd like to get, otherwise you risk being really rude. Teach the meaning of this word by saying Trade when your dog has a toy or ball and showing him the item you wish to give him in exchange. Note his success when he releases the item in his possession and takes whatever you've offered in swap. Initially, offer something of equal or greater value in your dog's mind, for example a treat. As your dog begins to understand the meaning of the word, your Trade offers can become slightly less enticing, such as offering an exuberant thank you combined with a scratch on the chest. Remember, this is NOT a command so always ask your dog politely if he'd like to trade.

Like Me-Choose a behavior you can demonstrate for your dog that he can easily replicate, such as putting your foot or hand on something, turning in a partial circle, or nudging an object. Make certain these behaviors are simple processes rather than more complex ones requiring multiple steps. For example, dropping an item on the floor may seem like a one-step process, but it actually involves multiple steps: walking to the item, picking up the item, and dropping the item on the floor. Ultimately, your dog will be able to do multiple-step action replications, but it's best to keep things simple in the beginning. We have found that behaviors involving objects rather than simple body movements seem easier for dogs to replicate, but you may choose any single-step behavior you'd like.

Your dog must be able to wait long enough to watch you perform the behavior you are asking him to replicate. The dog is more likely to wait if he feels calm, which is why it's important that these exercises be done off leash in a quiet, safely enclosed area. If your dog struggles to watch you without participating, you may have someone else lightly restrain him while you demonstrate.

(Like Me Cont.)

Next, demonstrate a simple behavior your dog can easily copy such as jumping up, nudging a ball, or putting your hands on a chair. (Note-Most dogs seem to equate our hands with their mouths or front paws, depending on the type of behavior, and our feet with their back paws.) The performance of the behavior should not require you or your dog to move more than several steps to complete, so situate any needed objects accordingly. After you perform the behavior, applaud yourself—we clap and say, “Yay, Me!”!

“Yay, me!” Once you have demonstrated the behavior, say, “Can you do Like me?” You may look in the direction you’d like your dog to move, point with your finger or gaze, and even move toward the object if necessary. When your dog does the demonstrated behavior, clap for him, and say, “Yay, you!” If your dog doesn’t copy you, try another behavior.

When your dog is routinely able to copy single-step behaviors, you may move to two-step behaviors, and so on, until your dog is copying behaviors requiring even five or six steps. Your dog will tell you how much he can do. Keep in mind that this should be fun for you both so be sure you keep it low pressure!

Other Exercises-There are countless labels (nouns) and verbs (actions or action/demeanor changes) you can teach your dog, but keep in mind that this isn't really about teaching your dog a task. It is about helping him understand the meaning of the words, which, in turn, enhances the level of communication between you. Use the words when you need to communicate a specific request. It isn't good for the bond if you constantly ask your dog to do things so please use the requests RARELY. When you do use the verbs or nouns you have taught your dog to ask him to do something, don't forget to ASK instead of demanding. Be polite. Use please and thank you. Remember, your dog is your friend, not your servant.

Socialization and Habituation-Socialization is the acclimation of dogs to the people and animals with whom they may be expected to interact through exposure. Habituation is acclimation to various environments. Pleasant exposures create positive feelings. Dogs must be allowed to interact with benevolent people and animals of various ages, sizes, and appearances. This is an ongoing process that is optimally started in puppyhood to avoid future difficulties though care must be taken to avoid exposing your dog to other dogs until he has had at least two sets of shots.

Socialization and Habituation (cont.)-The critical time for socializing puppies (often called the socialization period) is thought to be from 3 weeks of age through 12 weeks of age—though in softer breeds like Labs and Golden many believe the window for socialization and exposure doesn't close until 16 weeks of age or after. It is during this time that puppies learn what are 'normal' environments and who is a 'normal' part of those environments. They also learn what is expected of them in terms of behavior with regard to those environments and individuals. But, this process cannot end after 12 or 16 weeks.

It must be an ongoing effort whereby dogs are afforded positive social exposures to people and animals well into adulthood with particular attention being paid to the time many call the 'secondary fear period' (which can begin at 6 to 14 months of age and last for several months) as this is the time when dogs begin accessing their environment and other who inhabit it not as a happy-go-lucky pup but as a young adult aware that danger exists.

SUGGESTED EXPOSURES

Children of as many ages, ethnicities, and activity levels as possible

Men of as many sizes, shapes, ages and ethnicities as possible. Be sure some have facial hair/deep, voices/hats on, etc.

Women of as many sizes, shapes, ages and ethnicities as possible

People using wheelchairs, canes and crutches

People in uniform

People riding bicycles

People wearing raincoats/heavy coats, using umbrellas, etc.

People clapping and whistling

People shouting

People knocking at door and ringing doorbell

People swimming

As many vehicles as possible including cars, trucks, motorcycles, tractors, buses and golf carts

Garage door openers

Elevators

Stairs of all types

Toilets

Hairdryers

Washers/Dryers

Hula hoop

Jump ropes

Jack-in-box toys

Remote control toys

Tricycles

Big Wheels

Bean bag chairs

Vacuums

Dishwashers

Rolling suitcases

Hammocks

Mop

Broom

Shower

Bath tub

Lawn Mowers

Weed Eaters

Power tools

Garden hose

Wheelbarrows

Shovels

Rakes

Tractors

Televisions

Music

Mirrors as various types

Footings of as many types as possible including carpet, slick floors, sidewalks, and grates

Nail grinders

Brushing

Tooth-brushing

Helium balloons

Busy streets

Crowded parking lots

Asphalt

Cement

Gravel

Wood Mulch (careful not to let them eat cocoa mulch as it is poisonous)

Wood floors

Tile floors (including patterned tile if possible)

Shiny floors

Carpet

Sand

Mud

Walking after dark

Sporting events

Flags/Banners

Gas Station

Automatic doors

Ringed phones

Doorbells

Hairdryers

Parks

(Keep your pup in your arms if he isn't fully immunized*.)

Playgrounds

(Keep your pup in your arms if he isn't fully immunized*.)

As many other animal species as possible

Bridges

Tunnels

*After final round of vaccinations at 16 weeks, puppy should be introduced to as many kind dogs of various ages, breeds, and sizes as is possible.

Scent Recognition Preparation- In order to have a dog alert (recognize and report) the presence of a medically relevant odor, she must know the scent signature or smell of target odor as well as what action to take (alert behavior) if she detects the target odor. To make it possible for dogs to alert to the presence of more than one odor, s/he must also know the name given a particular odor. The ability to answer ‘yes/no’ questions is also a critical skill as that allows us to confirm an alert by asking, “Do you smell _____?”

We can best prepare our dogs by teaching them the needed skills in this order:

- Games to encourage them to use their noses such as ‘which hand’

- Labeling games

- That the verb NUDGE means use your nose to forcefully push against my hand (This can be taught as part of ‘which hand.’ When your dog finds the hand with the treat, ask him/her to ‘NUDGE.’)

- Teaching ‘yes/no’

Introduce a scent

Put on plastic gloves and remove one Ainese (or other scent*) swab from a sealed container.

Allow the dog to smell the scent a few times, saying “This is your smell or this is _____ (name of smell)”

*You can use any scent that isn’t one your dog will commonly smell. Ainese and birch work well.

Show me your smell-Put the scent swab in the designated SCENT ONLY stainless steel jar.

Remove the plastic gloves and dispose outside of the classroom

Hold the SCENT ONLY jar in one hand, and an empty SCENT FREE jar in the other.

Say to the dog “Where is your smell?” When the dog touches the correct jar, say, “Yes - That’s your smell”

With your hands behind your back, switch hands holding jars and ask, “Where’s your smell?”

Once your dog clearly makes the correct choice with scent container in your hand, move the containers to floor. You can add another jars or two with ‘blank’ scent if you’d like.

When your dog seems to recognize which container has the live scent sample, ask your dog to nudge you and show you the smell. Pick up the live sample and put it on table or similar. Point to the container and ask, “Is that your smell? Yes or No?” using your hands as you normally do when asking yes/no questions.

DO NOT ask “Show me your smell” more than 3 times.

Dispose of all scent samples in outdoor trash can and thoroughly wash hands.

*If you are collecting scent samples for use, be sure to keep samples in sealed container and use within 5 days.

HOME SAFETY

DOG-PROOFING

House

Poisonous Houseplants

Cleaning Supplies

Electrical Cords

Small Items

Toilets

Dangerous Toys

Beloved Items (shoes etc.)

Edible Items

Garage and Yard

High Decks or Balconies

Antifreeze

Swimming Pools

Poisonous Plants

Cocoa Mulch

Fencing

(NEVER invisible fencing)

Chewable Treasures

CONTAINMENT FOR SAFETY WHILE YOU ARE AWAY

Use exercise pens and baby gates to create 'safe spaces' for your dog.

Make the enclosed space a POSITIVE happy experience for the dog! Leave a favorite toy, delicious edible etc.



HOUSEBREAKING

When:

After eating

After sleeping

After playing

Before a car ride

After a car ride

Before entering a building

First thing in the morning

Every 3-4 hours during day

PLEASE REMEMBER: You are the key to successful house-training. When your dog has an accident, it is quite likely the result of your mistake rather than his.

Never fuss at your dog if you catch him going in the house. You can say, “oops!” and encourage him to run outside but avoid frightening him. The last thing you want is for your dog to be afraid of pottying in front of you.

Watch carefully for sniffing or circling which may indicate an oncoming potty accident!

PUBLIC ACCESS

- Elevators
 - Enter & exit side by side
 - Use your leg/wheel to block door
 - Escalators
 - Be careful getting on and off
 - Build up his activity tolerance slowly
 - Give him time to rest during the day
 - Give him time to play during the day
- Getting Your Car In and Out of Car
 - **Loading:**
 - Approach vehicle together
 - Open the door for dog
 - Load dog
 - Secure dog
 - You load
 - **Unloading:**
 - Open door
 - Ask your dog to be patient
 - Unload
 - Secure dog

BETTER HURRY IN PUBLIC

Where and How:

Look for out of the way areas

Avoid lawns, walkways, sidewalks, or roadways

Always carry a clean up kit

Clean up poop!

If you can't clean up have dog go in ivy or in remote area



ACCIDENTS IN PUBLIC

Clean up immediately

Throw away OUTSIDE

Notify management



FLYING WITH YOUR DOG



Keep a copy of your dog's vaccination history in his/her pack and check with airline regarding any other paperwork needed.

Bring along a favorite toy or two.

Limit food to kibble only 12-18 hours before flying and watch your dog's water intake.

Make sure your dog does ALL of his/her business before go into airport

DENIED ACCESS



- Always remain calm and polite
- Explain laws-both ADA and state
- Give or send copy of laws
- Same right as Guide Dogs
- Call Police for help if needed

THE LAW REGARDING ASSISTANCE DOGS

U.S. Department of Justice
From the Civil Rights Division
Disability Rights Section

Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

This publication provides guidance on the term “service animal” and the service animal provisions in the Department’s new regulations.

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.

A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.

Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go. Service Animal” Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the State attorney general’s office. Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating

rooms or burn units where the animal's presence may compromise a sterile environment. Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed,

staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.

Staff are not required to provide care or food for a service animal.

In addition to the provisions about service dogs, the Department's revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and

(4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

State Laws

Most states now allow assistance dogs in school the same legal access as dogs who have graduated. Below is the Georgia law taken from animallaw.info:

West's Code of Georgia Annotated. Title 30. Handicapped Persons. Chapter 4. Rights of Persons with Disabilities.

§ 30-4-2. Equal accommodations for blind persons, persons with visual or physical disabilities, and deaf persons; use of guide or service dogs

(a) Blind persons, persons with visual disabilities, persons with physical disabilities, and deaf persons are entitled to full and equal accommodations, advantages, facilities, and privileges on all common carriers, airplanes, motor vehicles, railroad trains, motor buses, streetcars, boats, or any other public conveyances or modes of transportation and at hotels, lodging places, places of public accommodation, amusement, or resort, and other places to which the general public is invited, subject only to the conditions and limitations established by law and applicable alike to all persons.

(b)(1) Every totally or partially blind person shall have the right to be accompanied by a guide dog, and every physically disabled person and every deaf person shall have the right to be accompanied by a service dog, especially trained for the purpose, in any of the places listed in subsection (a) of this Code section without being required to pay an extra charge for the guide or

service dog; provided, however, that he or she shall be liable for any damage done to the premises or facilities by such dog. In addition, if such totally or partially blind person, physically disabled person, or deaf person is a student at a private or public school in this state, such person shall have the right to be accompanied by a guide dog or service dog subject to liability for damage as provided in the preceding sentence. The guide dog or service dog must be identified as having been trained by a school for seeing eye, hearing, service, or guide dogs.

(2) Every person engaged in the training of a guide dog or service dog for the purpose of accompanying a person as provided in paragraph (1) of this subsection shall have the same right to be accompanied by such dog being trained as the totally or partially blind person, deaf person, or physically disabled person has under paragraph (1) of this subsection, so long as such trainer is identified as an agent or employee of a school for seeing eye, hearing, service, or guide dogs.

(Emphasis added)

(3) Every person engaged in the raising of a dog for training as a guide dog or service dog for the purpose of accompanying a person as provided in paragraph (1) of this subsection shall have the same right to be accompanied by such dog being raised for training as the totally or partially blind person, deaf person, or physically disabled person has under paragraph (1) of this subsection, so long as:

(A) Such dog is being held on a leash and is under the control of the person raising such dog for an accredited school for seeing eye, hearing, service, or guide dogs;

(B) Such person has on his or her person and available for inspection credentials from the accredited school for which the dog is being raised; and

(C) Such dog is wearing a collar, leash, or other appropriate apparel or device that identifies such dog with the accredited school for which such dog is being raised.

(c) Every totally or partially blind person operating a vending stand shall have the right to be accompanied by a trained guide dog on the entire premises of his or her vending operation.

§ 30-4-3. Renting, leasing, or purchasing housing accommodations; use of guide or service dogs

(a) Blind persons, visually disabled persons, physically disabled persons, and deaf persons shall be entitled to rent, lease, or purchase, as other members of the general public, all housing accommodations offered for rent, lease, or other compensation in this state, subject to the conditions and limitations established by law and applicable alike to all persons.

(b) Every totally or partially blind person, every physically disabled person, and every deaf person who has a guide dog or service dog or who obtains a guide dog or service dog and every person engaged in the training of a guide dog or service dog shall be entitled to full and equal access to all housing accommodations provided for in this Code section, and he or she shall not be required to pay extra compensation for such guide dog or service dog. However, he or she shall be liable for any damage done to the premises by such guide dog or service dog.

(c) Nothing in this Code section shall require any person renting, leasing, or otherwise providing real property for compensation to modify his or her property in any way or provide a higher degree

of care for a blind, visually disabled, physically disabled, or deaf person than for a person who is not so disabled.

§ 30-4-4. Violations

Any person, firm, corporation, or the agent of any person, firm, or corporation who denies or interferes with admittance to or enjoyment of the facilities enumerated in this chapter or otherwise interferes with the rights of a totally or partially blind person, physically disabled person, or deaf person or person engaged in the training or raising of a guide dog or service dog as provided by this chapter shall be guilty of a misdemeanor of a high and aggravated nature and, upon conviction thereof, shall be punished by a fine not to exceed \$2,000.00, imprisonment for not more than 30 days, or both.

Additional state laws can be found at animallaw.info.

TROUBLESHOOTING

Manners are ALWAYS of paramount importance.

So how can you help your dog behave appropriately and stay true to the Bond-Based® approach?

First, let's talk about what not to do.

Do not attempt to control behaviors using cues and directives.

The goal of the Bond-Based® Approach is to help the dog learn to control his own behavior – not to do it for him.

Cues and commands are counterproductive.

The first step in preventing an unwanted behavior is always to understand what is causing the behavior in the first place.

Once you know why your dog is doing or not doing something, you can come up with a fair, effective way to help him change.

Stalling on Leash

“Why?” is the first question to ask when your dog is stalling or refusing to move from his current position be that in a car or in a parking lot...or anywhere else, for that matter.

Is he tired? Is he in pain? Is he afraid?

If fatigue, pain, or fear can be ruled out to a reasonable degree of certainty, then it is most likely that your dog's stalling/refusal is coming from his need to exert control over his circumstances.

It is not uncommon for dogs to use the refusal to move as a way of communicating that they feel out of control and powerless – both in the moment and overall.

Dealing with this issue, requires a three-pronged approach:

Get him moving immediately.

Keep him moving long enough to get where you need to go.

Help him feel he has adequate control in his life in general.

How to Get a Stalled Dog Moving:

If you are sure no fear is involved, your best bet is to use your dog's tendency to reflexively chase moving targets.

Toss a treat or toy for him (remember to always carry treats and toys!) and he will likely go after it, thus forgetting he was going to stay still.

Tricking him in such a way is okay when it is urgent that he move, but should never be used as a teaching method.

Once he moves, change your direction slightly as a way as a way of altering the situation in his mind.

How to Keep Him Moving:

Start by asking him to move.

Rather than saying, “Let’s go, buddy” try saying, “Do you want to walk out to the car with me?” and then continue speaking to him in a happy but matter-of-fact way about anything and everything pausing only to respond as if he has answered any questions you’ve asked.

You can do this very quietly or even silently if you are in public.

It is the engagement and mood conveyed by your facial expressions and body language that are important.

Friendly question and answer talks have a way of holding a dog’s attention without making him anxious.

How to Empower Him:

Giving choices whenever possible is CRITICAL for the wellbeing of all creatures.

There is nothing scarier than the belief you have no control whatsoever when faced with unpleasant events or circumstances.

The damaging effects of this feeling produce a pathology called learned helplessness.

Learned helplessness occurs when one or more inescapable negative events are so impactful that one begins to believe all negative events are inescapable.

The negative events don't always have to be significant for this to happen; they can be something as simple as having to do something you'd prefer not to do.

Obviously learned helplessness is incompatible with a happy, healthy life and can, at times, be incompatible with life itself.

The belief that we can influence our own circumstances, at least to some extent, is a necessary component of the will to live.

Teaching your dog to indicate yes or no and asking for his opinion or permission whenever possible will go a long way toward giving your dog the power he needs to be happy and well-mannered.

Pulling Back on Leash

Dogs who use front-hook harnesses will often pull backward when they are bored or want to get your attention.

If your dog pulls away when you sit for a period of time, pencil sized rawhide twists might lessen his boredom.

If that doesn't work or doesn't work for long enough, pat your leg to get your dog to come closer and then shorten your leash.

Just pat your leg and call him closer. Resist the urge to lure him with a treat.

Make sure the leash is long enough for your dog to lie down but too short for him to move far from you.

Go two-hands-all-in for a minute or two and then say something like, "You rest."

If he pulls back, just stay still. Ignore him completely. Do not look at him. Do not talk to him.

It may take you a few sessions, but he will soon figure out that pulling backwards doesn't succeed in getting your attention...or food!

Unwillingness to Get In or Out of Car

Many dogs feel very carsick without actually vomiting.

If your dog WILL NOT get into or out the car, contact Karen about carsickness medications.

Your intention must be clear in your own mind when you ask your dog to “get in, please.”

Look where you want him to go rather than at him.

You can encourage your dog to get into the car by sneaking a yummy treat or two or fabulous toy into car before you approach with your dog.

Show him what great stuff awaits him and then just wait.

Don't coo or coax or tell him he can do it.

You may repeat “get in, please” occasionally if needed.

Be sure you aren't blocking the door.

AND wait.

You can pick him up or give him a boost if he approaches car but can't figure out how to get all the way inside it. He will soon hop it without you asking.

Unwillingness in General

Don't coax. EVER.

You can make cars and bathtubs fun place by sneaking in treats ahead of time, but don't lure him unless it is an urgent situation.

Be matter of fact in your tone.

Look where you want him to go.

Make your intention clear in your own mind.

After giving time and distance, feel free to resort to a little insistence!

Food Stealing

For behaviors like counter-surfing and food stealing, the underlying cause of the behavior can be as simple as the desire to eat accessible food.

Addressing the cause of the behavior in this situation is as simple as making the food inaccessible for the dog. Problem solved.

Sharing your food when you can and telling your dog clearly when you cannot share, seems to reduce food stealing.

Jumping

Social animals often try to lower their anxiety levels in social settings by seeking to increase their feelings of social support.

For our dogs, that can translate into a need to make physical and/or eye contact with the people in their immediate environment.

If you are at the other end of a dog's leash, it is **YOUR RESPONSIBILITY** to provide enough social support so that he can put/keep his paws on the ground.

If your dog jumps on you, go two-hands-all-in with him by rubbing softly under his ears and telling him what a good boy he is until he relaxes enough to keep four paws on the ground.

When someone else approaches your dog, YOU go two-hands-all-in until you are certain that your dog is relaxed enough not to need to jump on new person.

Mouthing

When a dog puts his mouth on you, you have three jobs:

Yip loudly and say, “gentle-like Baby” or “That hurts!” so he realizes human skin is VERY fragile.

Find something safe, other than you, he can put in his mouth for comfort.

Help him feel connected to you by going two-hands-all-in.

Remember you are ALWAYS responsible for making certain your dog can behave appropriately in any given situation. **BAD MANNERS ARE NEVER OKAY.**

Housebreaking Accidents

PLEASE REMEMBER: You are the key to successful house-training. When your dog has an accident, it is quite likely the result of your mistake rather than his.

Never fuss at your dog if you catch him going in the house. You can say, “oops!” and encourage him to run outside but avoid frightening him. The last thing you want is for your dog to be afraid of pottying in front of you.

If an accident happens, clean the area well without saying anything to your dog. If the accident involves poop, use a plastic bag to transport the pile outside to the potty area if possible.

Dogs generally have to potty within 2 minutes of waking up, after eating, and after playing.

You can begin teaching your dog to ring a bell on a string around your doorknob by jiggling the string to ring the bell yourself as you take him out to the bathroom.

It is helpful to take your dog out the same door and to the same location each time he goes to potty.

While it is true that dogs don't want to soil their living space, remember they consider their living space those places where you hang out together. Rarely used formal living, dining, or guest rooms do not count as living spaces. Please keep those areas blocked off so that your dog cannot decide those out of the way spots are good bathrooms.

If you think your dog has to potty when in public, DISTRACT him with food as you quickly make your way to an exit.

Reactivity on Leash

The keys to eliminating your leashed dog's inappropriate reaction to visual stimuli is to increase their feeling of control and/or narrowing their visual field of focus.

Increasing Feelings of Control:

Imagine for a moment walking next to your best friend in all the world – with your hands duct-taped behind your back.

It would be scary, wouldn't it? Here you are in a place where you don't speak much of the language basically unable to defend yourself or your friend.

That must be what our dogs feel like when they are leashed to us – vulnerable and largely helpless.

Is it any wonder our leashed dogs react strongly to things they fear might be dangerous?

They love us and want to be with us. Yet, they are most certainly aware that they are trapped.

Even extraordinarily well educated dogs aren't safe in open areas unless they are on a leash.

The We Leash keeps your dog safe while also giving him a sense of control and freedom.

The section of leash your dog holds is slightly longer than the section that goes to the collar or harness making it impossible to feel any pressure.

Additionally, the connection from his mouth to your hand as well as the feeling of the toy in his mouth provides him a sense of comfort.

Finally, the toy in his mouth, allows him to feel as if the "hunt" has been successfully concluded so he can relax a bit.

Helping Your Dog Hold Their End of the We Leash

Encourage your dog to sniff the handle or toy by holding toy in your hand and using enticements such as wriggling toy on floor, wagging the toy just above his head, or playing “keep away” by waving the toy briefly then quickly hiding it behind your back.

If your dog isn't interested in the handle, toy, or binkie alone, wrap a small rawhide in handle or tennis ball in a binkie and secure with rubber bands and repeat the enticement process. Be creative and keep trying different treats/bones/toys. You can try securing a roll hide type treat perpendicular to the handle so they are holding most of the bone/treat in their mouth. There is something every dog won't want to leave behind – that's what you need to find. Don't give up!

Encourage your dog to grab and hold toy. The second he grabs it, walk briskly while praising him. Move your hand close to the toy and play a bit with it if needed, almost like you are playing tug. You may only move a step or two at first but that's a great start.

BEFORE your dog can drop the toy, ask him to give it to you. Wiggle the toy on ground, wave it over his head, or hide it behind your back for a second, then let him grab it.

If your dog drops the toy before you ask, stop walking for a count of three, take the toy and entice him to grab it, and try the Walk, Ask, Wiggle, Grab sequence again.

Be sure your dog ONLY has access to her handle, toy, binkie while you are walking together so that her end of the leash stays exciting and he can't chew it up!

It's fine for you to hold your dog's end of the leash when he needs to go Better Hurry or to sniff around but when you two are actively walking, he MUST be holding his end of the leash whenever you aren't food sharing.

Narrowing Their Visual Field of Focus

Dogs, much like people, have two forms of visual inspections. One is a lantern-like focus which includes their entire visual field. Lantern focus isn't very crisp, yet it affords significant opportunity to perceive problems. The other type of visual inspection is beam-like, where attentional focus is narrowed to a particular sight with only vague awareness of the remainder of visual field.

Food-Sharing to Narrow Their Focus

It is best if your dog learns to narrowly focus on you.

How can you help them want to focus on you? Food-share!

Share a tiny amount of cheese or other safe food with she as you walk. Start by taking a bite (or pretending to do so) and then breaking off a tiny bit and handing it to your dog.

Continue food-sharing at VERY slowly increasing intervals never going longer than 15 seconds.

If she loses focus, speed back up a bit.

You can stretch time by making a big production of the whole process by smacking as you pretend to eat and briefly holding her bite in your closed hand for her to nuzzle before letting her have it.

During those slowly increasing intervals, talk to your dog about your day, your plans, or anything at all. She needs to know that you are with her – that you and she are a team.

So, should you use the We Leash or food-share?

The ultimate solution is definitely the We Leash. But when someone other than her primary handler is holding the leash or she is particularly anxious, food-sharing to narrow attentional focus is the best bet.

In those cases, her end of the We Leash shouldn't be offered at all. When her end of the We Leash is present, you will not walk unless she is holding her end of the leash (other than during sniffing walks* or potty breaks when you hold both ends in your hand.)

This way a fantastic habit is created wherein you both have a sense of security and control.

*Let your dog take you on sniffing walks for at least a few minutes each day areas where you are quite certain you will not run into other dogs. During these walks, let your dog set the path and pace as you keep up.

Begging for Food

Food-share more! The dog is begging because he doesn't yet trust that he doesn't have to do something to 'get you to share.'

Once your dog realizes that you will share when you can, you can easily hold up your hands, palms out, and explain "No more for you." It may take a few times but your dog will get it.

You can explain, "None for you" with your palms up and out whenever your dog expressing interest in food that is unsafe or inappropriate.

Remember...

It isn't easy to live in a foreign culture in which you don't understand any of the moral codes or much of the language and have little to no control. Please be patient.

Another Way to Teach Gentle

Our dogs should be careful when using your mouth or paws. Some dogs tend to get excited and take treats too roughly or tend to paw. This exercise will teach your dog to take things gently.

You can also use Gentle for interactions with children, puppies and other animals.

One of easiest ways to teach Gentle is to begin teaching this word by putting some form of mush-like, sticky food, such as a dab of peanut butter or squirt cheese, in the palm of your hand so that your dog must lick at the treat rather than biting and grabbing it.

As the dog licks, say Gentle in a soft, slow manner matching the tone of the word with the concept.

Note his success with verbal praise.

After the lick-able item is gone, put a piece of kibble in the palm of your hand and repeat

Gentle in the same tone as you extend your hand toward your dog.

It is fine if your dog uses his teeth to take the kibble (since we aren't teaching lick) provided he does it gently.

Note his success. Next repeat the exercise with kibble placed between your thumb and forefinger. Note his success.

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