PATRIOT ASSISTANCE DOGS

VETERAN CERTIFICATION PROCESS

VETERAN APPLICATION

Via Mail, In Person or Online

INCOMPLETE APPLICATION

Send Leter asking for Missing Documents

COMPLETE APPLICATION

Includes: DD214 (honorable), letter from Mental Health Provider, Two letters of Reference, letter from Veterinarian

CALL REFERENCES

We call and conduct an interview with both people that sent letters of reference in regarding the application

LETTER OF ACKNOWLEDGMENT

Send letter letting the Veteran know we have received their complete application and that the interview committee will be contacting them

INTERVIEW COMMITTEE

We forward the complete application to the interview committee. Interviews done by zoom or similar platform. Approx 1 hour.

former dath a complete condition to

This is rare, but occasionally a Veteran has needs that do not match what our dogs are trained to do, at which time we will refer them to a suitable agency

APPLICATION DENIED

APPROVED FOR PROGRAM

Interview Committee forwards their documentation to the office, and we send a letter to the Veteran regarding their acceptance, start date, and RSVP form

WELCOME PACKET #1

3 months prior to class (Welcome letter, lodging info, thinks to know, cost of maintaining a service dog, obligations and a list of items we provide with the dog

WELCOME PACKET #2

2 months prior to class (Letter, Dog placement questionnaire, sponsor contract, and an emergency contact informational form)

WELCOME PACKET #3

1 month prior to class (Letter, cancellation policy and command list)

MEET & GREET

The Meet & Greet is conducted by Mentors and other program graduates, the evening before the class at PAD HQ.

CLASS AT HQ

Currently at 6-7 month waiting period Monday - Friday from 9am-4pm Veterans meet dogs and they will take their matched dog home on a foster contract

CHECK IN

Quarterly Sponsor Reports are sent to HQ for 2 years, either by mail or online. Weekly Mentor Check-Ins. Trainers and staff are on call to help with questions or issues that arise

PUBLIC ACCESS TEST

All Veterans must return to PAD HQ to take their Public Access Test within 6 months so that we can review the match, and make sure the dog is performing well with the Veteran

GRADUATION

All paired service dogs teams that have passed the Public Access Test and are Certified in the last year are invited to a graduation event.

DEFINITIONS:

SPONSOR: Person in the community where the Veteran lives, chosen by the Veteran, that is there to provide PAD with quarterly updates regarding their observations of the team out in the community.

MENTOR: One of our current PAD Veteran/Service Dog teams, who volunteers to help the new team by providing advice, answering questions and checking in with them. The new Veterans meet the mentors at the Meet & Greet or during class, or may know them from previous interactions.

ANNUAL SURVEY

All Veterans are required to complete an annual survey via mail, on the phone or online. This must include an opportunity for the trainers to see the dog perform tasks.

2 YEAR TESTING

The Veteran/Service Dog team are required to repeat Canine Good Citizen testing so that we can continue to assess the team and how they work together. Various test locations.

VETERINARIAN RECORDS

All Veterans are required to submit their dog's veterinary records annually. They also sign a form that allows us to contact the veterinarian for information.

HEALTH ISSUES

If the dog is not up to date on vaccinations, or is either over or under weight, or if it has developed health issues, we address these immediately via phone call and/or letter

NO HEALTH ISSUES

The Veteran/Service Dog team will continue as is, and continue to be monitored.

2 YEAR TRANSFER

Veteran has an option to apply for transfer of ownership. Dog must be current on vaccinations, at a healthy body weight, and be working well with the Veteran for approval. Veteran must be consistently compliant with all contractual obligations and requirements with PAD.

TRANSFER APPROVED

Veteran will receive a letter stating that their ownership transfer has been approved.

Microchip will be transferred to their name.

Contract requires continued veterinary record submission and annual survey.

TRANSFER HELD

If there are any health issues, missing veterinary records or the Veteran has not been using the dog as service dog, these issues will be addressed with the Veteran and must be rectified before approval.

ADDITIONAL CONTACT OPTIONS

MAINTENANCE TRAINING

We offer 3 or 4 (based on need) Maintenance Training opportunities at PAD HQ to keep the teams brushed up on their skills

AIRPORT TRAINING

We offer training through Delta 3 times per year at the Mpls/St Paul Airport to all Veterans wishing to travel via plane with their service dog

4 YEAR TESTING

The Veteran/Service Dog team are required to repeat Canine Good Citizen testing so that we can continue to assess the team and how they work together. Various test locations.

COMMUNICATION

The entire PAD staff remain on call to assist, help or work with all of our PAD Veterans when needed.

SUCCESSOR DOGS

When a Veteran's PAD Service Dog is ready to retire, or has passed on, they are allowed to submit an application for a successor service dog. Once reviewed, they are placed in class as quickly as they are ready, so that they are not left without a service dog for long.