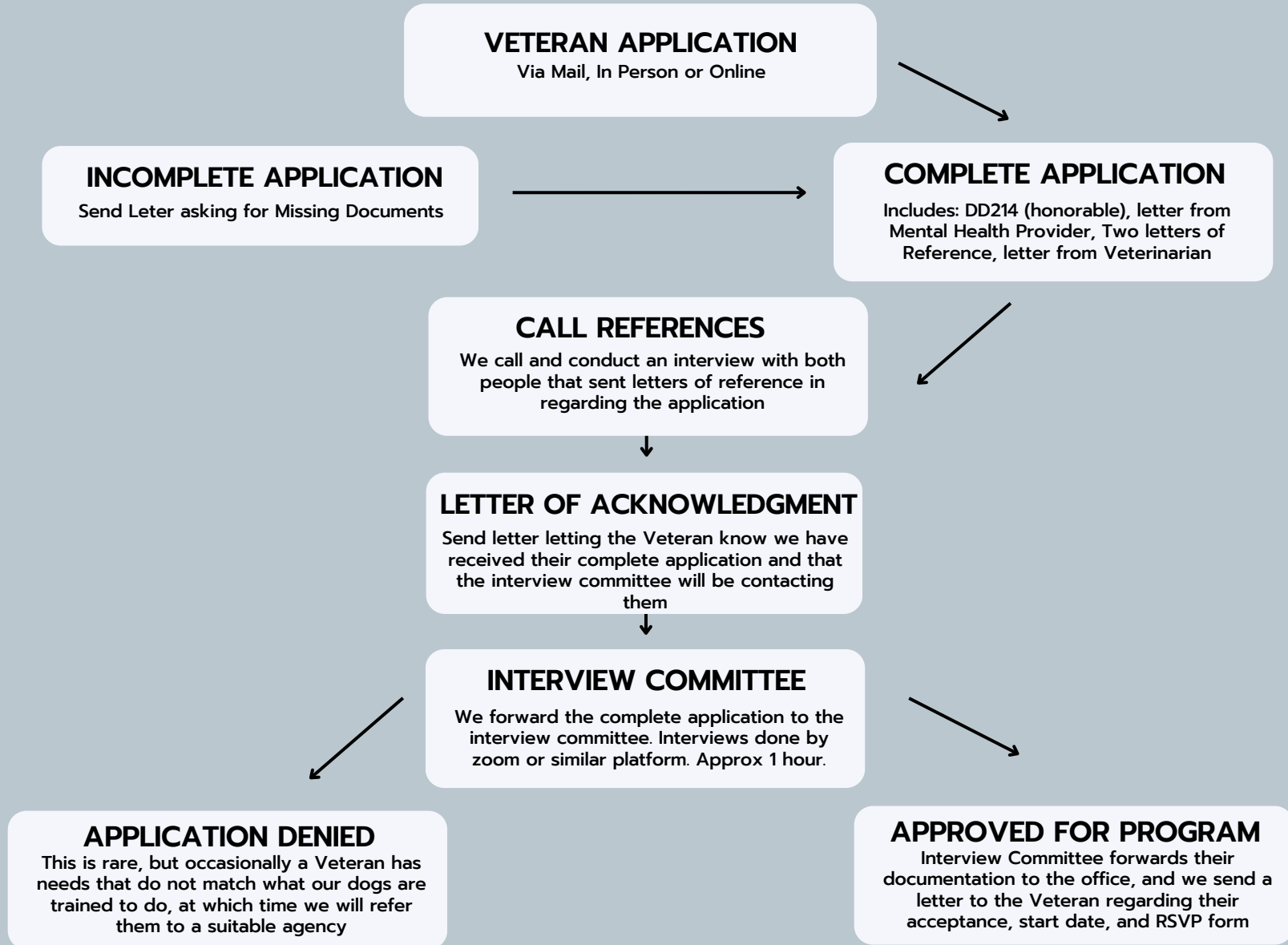


# PATRIOT ASSISTANCE DOGS

## VETERAN CERTIFICATION PROCESS



## WELCOME PACKET #1

3 months prior to class  
(Welcome letter, lodging info, things 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)



## 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.



## MEET & GREET

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



## 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.



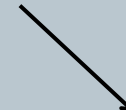
## 2 YEAR TESTING

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.

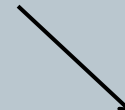


## HEALTH ISSUES

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.