Design Document - Service Dogs: How to Train Your Own

Business Purpose

The Four Paws County Animal Shelter noticed an increase in the disabled community requesting references for organizations that provide service dogs to those in need. Unfortunately, the waiting list for these organizations is often years long. Due to the fact that many in the county could not access their own trained service animals, some were using untrained and potentially unsafe dogs in the community. To assist and educate its disabled community members in obtaining safe and trained service dogs in an economical and timely manner, the county shelter in conjunction with the county sheriff's office, deemed it necessary to make a training course.

This training will educate the disabled and/or their loved ones regarding how to safely and properly train a service animal to meet the needs of the disabled and be a safe assistive animal in public places.

Goals:

- To make sure those who have service dogs in public are utilizing properly trained animals
- To provide knowledge about and access to the necessary training programs
- To lessen the frequency of untrained and unsafe dogs being used as service animals in the county

Target Audience

Disabled people or family/friends of the disabled who need to train a service animal

Training Time

30 minutes

Training Recommendation

This course will be an eLearning training module, which is the best format because shelter workers can direct those who come into the shelter and those who call the shelter to the training as needed. Online training will also assist those who are disabled by eliminating any travel needs.

The learning will consist of both legal information and training information.

A mix of scaffolded interactivity followed by knowledge checks and scenario-based interactions will be included.

Deliverables	

	• Storyboard
	• Voiceover clips completed in WellSaidLabs.com
	• Learning Course
	   ○ Developed in Articulate Storyline 360
	   ○ Voiceover narration script
	• 4 Job Aides
	   ○ Three Key Areas of Service Dog Training
	   ○ Canine Good Citizen Test
	   ○ Public Access Test
	   ○ Service Dog Tasks

Learning Objectives	By the end of this course the learner will be able to: 1. Distinguish between companion animals, emotional support animals, and service animals. 2. Identify the two questions that may legally be asked of a person accompanied by an animal in a public setting. 3. Recognize whether a dog seen in a public place may potentially have passed the Canine Good Citizen Test. 4. Identify whether a dog seen in a public place may potentially have passed the Public Access Test.

Training Outline	I. Welcome
	   ○ Recognize learners as disabled persons or relatives who plan to train their own service animal
	II. Navigation
	   ○ Make sure this is clear to the learner as many of our county residents are elderly and may not be computer literate
	III. Learning Objectives
	IV. Classification of Animals Overview
	   ○ *companion animals* – pets; not allowed in pet restricted areas
	   ○ *emotional support animals* – prescription from healthcare provider; limited access to public places
	   ○ *service animals* – well-trained, well-behaved, perform specific tasks related to owner's disability
	V. Knowledge Check 1
	VI. Service Dog Training Overview
	   Three key areas:
	   ○ *ADA and the Law* – 2 legal questions
	   ○ *Canine Good Citizen Test* – ten subtests; where to train; where to take
	   ○ *Public Access Test* – ten subtests; how to train; how to document
	VII. ADA and the Law
	   ○ ADA Expectations of business owners
	   ○ ADA Expectations of service dogs and their handlers

Training Outline (continued)	VIII. Canine Good Citizen Test
	     ○ Define each of the 10 subtests
	IX. Knowledge Check 2
	     ○ Specific to Canine Good Citizen Test
	X. Public Access Test
	     ○ Define each of the 10 subtests and task training
	XI. Summary/Review
	XII. Assessment
	XIII. Congratulations

Assessment Plan	Knowledge Checks embedded after key pieces of information provided
	
	Final Graded Assessment
	  ● 5 graded questions
	  ● 80% or higher passing score (4 out of 5 questions)
	  ● Learner will have three attempts to pass
	  ● Bring printout of passing certificate to animal shelter to get 50% discount on microchipping service animal in training