



Training Policies

We strive to provide the best experience for service dog teams and pet owners during their time in training. We offer options on training styles and classes to better fulfill each team's individual needs. We do our best to work with your schedule and make good decisions to best suit your needs, but we ask that you adhere to the following policies at all times during the duration of your training. If you have any questions or concerns you may contact one of our owners at any time.

Owner/Trainer: Briaun Prichard
Trainer: Jacob Prichard & Kennedy Quintana

Owner/Financial Officer: Roman Shukshin

Criteria for Dogs Entering the Service Dog Training Program

- Minimum of 22 inches high for Stability, PTSD, or Mobile Impairment. (This is to assist with bringing items, helping owners from falling and opening doors)
- All handlers must be able to have control of their trained animal in public. Dogs are not trained for infants or toddlers.
- No history of aggression towards any people or animals
- No history of bites
- Must pass a behavioral evaluation prior to entering the program and pass further subsequent testing required per program or grant requests.
- Dogs must be physically able to perform tasking and have good overall health. Bone structure is important. Grant Veterans are required to bring animal in for orthopedic exam by a veterinarian unless dog was already otherwise pre examined prior to placement by Animal Humane through partnership with ACE.
- Ideal age for dogs is from 1.5 years to 4 years of age. Older/younger dogs are only accepted on a case by case basis and must be first approved by ACE staff.

Finding the Right Dog

We prefer you allow us to assist you in picking a dog that is suitable for the program to avoid attempting to enter a dog that cannot complete the training for service dog public access testing. Our primary goal is to give you the very best potential in training and success. We of course keep client's preferences in mind during the search. However, we do not place the following breeds with clients. If you already own one of these breeds, we are happy to work with them after an evaluation and temperament test.

Pit bulls and Pit mixes

Boxers and mixes

Huskies

Chihuahuas

Cattle Dogs

Equipment Regulations

- Acceptable Equipment to bring for training can include a slip lead, martingale, halti or K9 lifeline transition leads.
- Please remember to bring treats to every class. Try bringing a few different kinds of treats in case one doesn't work or you need a higher/lower value treat.
- Please bring a treat bag to make the training experience easier. These can be found at your local pet store.
- You may bring in your own water bowls and water is available to you at the building.
- That said, we ask you to refrain from displaying any patches saying service dog prior to being public access tested and approved by ACE staff.

A rental training vest and ID will be provided to you once you are cleared for public access. If the vest is damaged or lost there is \$50 fee. All training vests must be kept in good condition and returned to ACE on completion or withdrawal from the program. If your vest is returned damaged, dirty, or unusable there will be a \$50 replacement fee charged.

Signature _____ Date _____

EXPECTATIONS AND POLICIES FOR PARTICIPANTS BEFORE AND DURING LESSONS

•Please keep your dog leashed and under your control at all times unless directed by a trainer to remove or release the leash. There can be other dogs entering the building or present that are in different stages of training. When you arrive and leave please make sure to close the door behind you.

•If your dog relieves themselves please pick it up and properly dispose of it. We have poo bags available for your use anytime. If they have an accident indoors let us know right away. We have cleaning supplies and are happy to assist you clean the mess. Don't worry, it happens.

Initial _____ Date _____

VACCINATION AND HEALTH POLICIES

•All dogs that attend courses at The ACE must have complete and current vaccinations including rabies. Before you may attend any group class or private session you must submit verification of your dog's recent shot records and health check from a veterinarian.

Some dogs may be too old to join the program, our age cut off is 6 years old for

new starts. If your dog is older than 6 you might want to consider training with a younger dog or you will be asked to sign a waiver for us to accept your older dog into the program. Typically, retirement age for a service dog is between 8 and 10 years old. You may work them longer; however older dogs typically have less desire and enjoyment for the work.

- For safety and ethical reasons, we do not allow dogs with severe health issues such to train if they are not under the care of a veterinarian.

- If your dog is sick or experiencing unknown medical symptoms please reschedule your lesson.

- Puppies joining the program must be vaccinated with a minimum of 2 rounds of the parvo shot. Typically this is done by 10 weeks and every 2-4 weeks after that for between 4 to 5 rounds.

- Puppies are evaluated at 3 weeks, 6 weeks, and 8 weeks before placement by ACE. Breeders are required to submit all health screenings prior to evaluations and have the parents on site to be viewed by the trainers at evaluations if possible.

- Any puppies placed the ACE program are required to complete a minimum of 10 continuous months of training in addition to the 2 months of puppy preschool. Dogs who do not complete the required training time will not be considered for graduation certification.

Initial _____ Date _____

INTACT DOG POLICY

- If you own an intact female dog please do not ever bring them to training during heat. Their scent can spread to parts of the yard and building and causes major distractions or stress for our intact male dogs even when your female is not present. If your female is pregnant she must first have approval for training from a veterinarian and ACE staff.

- If you own an intact male dog do not ever allow them to mount another dog during our sessions. It can be hard to separate a determined male from an intact female.

We recommend you spay/Neuter your dog at age 1 or if they show behavior concerns, however it is not a requirement for our program.

Initial _____ Date _____

AT HOME PRACTICE

All clients are required to keep training logs and to complete regular practice as assigned by their trainer. Failure to practice at home will result in a longer training period and can be detrimental to the success of you and your dog. In certain situations, teams that are failing to practice regularly, showing severe regression, or behavioral issues caused by environmental factors can be submitted to ACE staff for removed from the program. You should never take your dog to a place your trainer has not cleared; this can cause regression and fear. Your trainer will let you know when you should start public outings on your own.

Initial _____ Date _____

HUMANE AND HEALTH STANDARDS

Please always keep your dog well-groomed, and have any injuries or illnesses addressed by a vet immediately. We suggest Canine Culture Grooming and Juan Tabo Animal Clinic. We are happy to make other recommendations, or you may choose your own facility. Occasionally trainers or owners may notice dogs who are potentially suffering from conditions like food allergies, ear infections, yeast infections, worms, or fleas/ticks. If your dog is confirmed positive for any of these or other communicable conditions you must notify us immediately to update our records (Food allergies) and to avoid other dogs becoming exposed.

We have a **zero tolerance** policy for animal abuse of any kind. If we become aware of such a situation we reserve the right to remove any dogs placed by ACE through animal human or other partnerships without notice. Animal abuse is a crime and it will be reported. Failure to treat medical issues in a timely manner is considered abuse.

Initial _____ Date _____

ETIQUETTE AND BEHAVIOR

Clients are expected to maintain a respectful tone towards The Academy of Canine Excellence trainers and staff. Any behavior considered threatening, verbally abusive, aggressive, or harassment will be grounds for removal from the veteran's program or service dog program. This includes in person exchanges, social media, text messages, emails or voice calls to any staff, partnering organizations, or special event staff. Always respect the building, other teams in training, ACE staff, partnering

organizations, and special event staff. We have a **zero tolerance** policy for destructive, aggressive, or hateful behavior. This is a safe space for everyone.

Initial _____ Date _____

MISSED CLASSES AND CANCELATIONS

Please contact your trainer if you are running late. Clients are expected to be at their training sessions within 15 minutes of appointment time starting otherwise appointment will be considered completed and trainer may stop waiting. There will be no makeup session for clients who do not cancel at least 48 hours in advance. Failure to complete training or to show up to training may result in removal from the program with no refund on remaining classes. If you are unable to continue training for any reason we ask for a minimum 30 days notice prior to dropping out of the program, we reserve the right to bill for the month if notice is not provided in a timely manner. Paid invoices and Pre-paid billing charges are not refunded at anytime for any reason.

•If you need to reschedule a lesson, if possible, please contact us at least 48 hours before the scheduled time.

Due to COVID-19 limitations we must strictly enforce this policy.

If you do not let us know you will be late, miss your appointment, or need to reschedule at least 48 hours ahead of your lesson time your lesson will be considered completed and deducted from the total remaining lessons.

Initial _____ Date _____

ILLNESS

•If you are sick or getting over a recent sickness please reschedule your lesson. We work with a variety of immunocompromised clients and children who can become seriously ill if they are exposed to your illness. You may be asked to reschedule by your trainer if you show up with an obvious illness, such as a wet cough, running nose, stomach issues, fever, flu, or other bacterial or viral symptoms. Likewise your trainers will not hold lessons at all if they are sick.

Due to COVID-19: PLEASE DO NOT COME TO CLASS IF YOU ARE SHOWING ANY SYMPTOMS OF COVID-19. IF YOU TEST COVID POSITIVE AT ANY POINT PLEASE LET US KNOW. We work with high risk clients and fast contact tracing can help us save lives.

We follow all CDC recommendations and state mandates for Covid safe procedures.
Initial _____ Date _____

COVID -19 Policies:

We follow CDC and NM state rules and regulations. If there are no restrictions in place the mask policy does not apply. If restrictions are re-introduced please follow the outlines rules below.

All clients must wear a mask at all times during lessons, unless eating, drinking, or taking medication. We adhere to all local regulations as well as CDC recommendations regarding COVID-19. If you are unable to wear a mask during lesson for a medical reason we are happy to offer online sessions. When you come to class you are assuming all risk and liability for exposure to COVID-19 in public. If you are uncomfortable at any point with a public lesson, please let your trainer know and we will find an alternative training method. Please keep a minimum of 6 feet away from all other teams and trainers.

Initial _____ Date _____

SERVICE DOG PROGRAM TEST REQUIREMENTS

All Dogs in the Service Dog programming must complete the following test requirements.

Entrance Evaluation – Schedule with a trainer to have your dog evaluated to see if it can join the program for service. Should you not have a dog, this evaluation will be completed on a number of dogs to choose the best one for your family.

1)The SAFER Test – Have your dog scheduled with a trainer to be SAFER tested for behavior and any other potential issues or changes in behavior during the program.

2)The AKC CGC Test – All dogs in the program are required to complete a Canine Good Citizen Test within the first four to six months of training.

3)The AKC Urban Canine Test – Extended Testing prior to Public Access that will be additional proofing of good training done with teams enrolled in the program.

4)The AKC Canine Advanced Test –The final round of canine good citizen tests through the AKC. Dogs are tested in this area only once they have completed the previous tests.

5) Tasking and Behaviors Test – Four part test to evaluate the completion and understanding of the tasking and behaviors in a variety of situations.

6)The ACE Public Access Test – The final test before graduation for all teams. This test covers all the expected standardized public behaviors as set forth by the IIADP as well as the standards of the ACE Program.

Passing initial evaluations or subsequent tests before the final Public Access test is done does not guarantee your dog will graduate this program. **Behavior can change over time due to a variety of reasons, because of this we reserve the right to re-evaluate all dogs at any point for any reason during training. No guarantees on completion, specific tasks, or graduation are offered. Refunds are not offered for any reason at anytime for services or adoption fees.**

Signature _____ Date _____

Replacement of Fail out Dogs

If a dog is removed from the program due to behavioral or health issues, there are no refunds offered or training credits provided. If you have prepaid for training the remaining balance will be credited to a new dog, but no refunds for pre-paid services are offered. Dog replacement costs, evaluations, or transportation are not covered by the ACE program.

Signature _____ Date _____

Partial/Incomplete Training & Yearly Testing

Dogs are required to pass all our testing criteria before any ACE staff will sign off on the completion of the program. This included FHA housing letters, Airline and TSA flight certifications, ADA representation in access issues, school/work assistance, and issuing of graduation certifications. Dogs are required to re-test once a year after completion of training program, failure to do so will result in inactive status on your dogs ID.

Signature _____ Date _____

Red Flag Removal

Dogs must always meet the minimum federal standards for service dog behavior. Dogs who have a history of bites on animals or people are removed immediately and listed as ineligible for service work. Dogs who display aggressive behavior toward people or other dogs regularly are subject to removal from service and moved to a behavioral program. Intense fear based reactivity or food/toy possession aggression are causes for removal and placement in the behavioral program. Dogs in the behavioral program are not allowed in public situations and must re-test every 2 months for reentry into the service program.

Signature _____ Date _____

I HAVE READ ALL OF THE EXPECTATIONS AND POLICIES SET FORTH HERE BY THE ACADEMY OF CANINE EXCELLENCE STAFF. I WILL ADHERE TO ALL POLICIES AND UNDERSTAND THAT I MAY BE REMOVED FROM THE PROGRAM WITHOUT REFUND IF I FAIL TO COMPLY WITH THESE POLICIES.

Signature _____ Print Name _____ Date _____

