Guide Dogs for the Blind

Puppy Raising Manual Road Map

(link to most current version of the Road Map)

POLICIES AND PROCEDURES

Welcome to Puppy Raising

- Welcome to Guide Dogs for the Blind - Mission, Vision, Values and Behaviors, Standards of Conduct
  - About Guide Dogs for the Blind
  - Guide Dogs for the Blind Fact Sheet
  - GDB FAQs for Puppy Raisers
- Puppy Raising Volunteer Application Process
  - Home Interview Guide
  - Puppy Raising Volunteer Co-Raiser Agreement

Puppy Raising Club Structure and Leadership

- Effective Leadership
- Puppy Club Structure - Leadership Structure, Club Requirements, Meeting Attendance, Club Decisions
- Puppy Raising Club Fundraising
- Providing for a Safe and Ethical Puppy Raising Environment - Youth Safety, Confidentiality, Incident Reporting, Visits to Volunteer Homes, Puppy Evaluations, Reasons for Removal of a Puppy, Reporting to PFMs, Humane Treatment, Other Dogs or Animals in Home
  - GDB Harassment Policy
  - Child Abuse Reporting Laws in GDB Puppy Raising States

Public Access for Guide Dog Puppies

- Access and Etiquette for Guide Dog Puppies - Meeting Sites, Facility Policies, Puppy Coat and Equipment Guidelines
  - Puppy Club Insurance Certificate Request Form

Marketing and Social Media

- Marketing and Social Media
- Puppy Raising Branding Guidelines
- Puppy Raising Facebook Account Instructions
- GDB Social Media Guidelines for Volunteers
  - Social Media Best Practices
- Puppy Raiser Media Tips and Talking Points

After Puppies are Recalled to Campus

- Beyond Puppy Raising - Recall, Training, Class, Graduation, Breeder Evaluations
  - Training Phase Descriptions
    - Video playlist: Formal Guidework Training Phases
  - Ruff Notes Aug 2019 – Training Reports – Explanation of Why Dogs May Stay in a Phase or Jump Several Phases
  - PRP Training Evaluation Information for Raisers
- Career Change and Retired Guides
  - Common Medical Career Change Conditions
  - Dog Placements with Nonprofit Organizations
  - Canine Evaluation Committee Information for Raisers
    - Canine Evaluation Committee Q&A

PUPPY RAISING OVERVIEW

Puppy Raising Overview

- Puppy Raising R+ Training Philosophy
  - Modifying Inappropriate Behavior – Removal of Reinforcement & Corrections
- Final Goal Behaviors – Skills as of 14 Months of Age
  - GDB Puppy Raising Goal Behaviors Tracking Sheet
- Verbal Cues
- GDB R+ Vocabulary/Terminology
- FAQ on Using a Marker
- Order of Training: A Quick Reference Guide and Order of Training Chart
- Recognizing and Reporting Negative Behaviors in GDB Puppies
  - Ruff Notes Dec 2017 – Raiser Monthly Reports
  - Ruff Notes May 2019 – Puppy Behaviors to Report to the Leader
- Evaluations, Assessments, and Possible Outcomes
- Video: Journey vs. Genes – Who's steering this ship? (Nature vs Nurture)

Puppy 101: Getting Started as a GDB Puppy Sitter

- Puppy 101 Course Introduction
  - Video: Puppy Raising 101 Introduction
- Puppy 101 Class #1
- Puppy 101 Class #2
- Puppy 101 Class #3
- Puppy 101 Class #4
- Puppy 101 Class #5
- Puppy 101 Review Chart – Syllabus of Puppy 101 course content

Puppy 102: Level Up! Skills to become a GDB Puppy Raiser

- Puppy 102 Course Introduction
- Puppy 102 Class #1
- Puppy 102 Class #2
- Puppy 102 Class #3
- Puppy 102 Class #4
- Puppy 102 Class #5
- Puppy 102 Class #6
- Puppy 102 Class #7
- Puppy 102 Class #8
- Puppy 102 Review Chart
- Puppy 102 Course – Additional Self-Study for New Raisers

PREPARING FOR A NEW PUPPY

Preparing for a New Puppy

- Human-only Training Games: No puppy necessary!
- Creating a Safe Environment for a GDB Puppy - Includes tips for keeping a puppy safe/foreign bodies/poisoning and lost puppy procedures.
- Puppy's Arrival
- Confinement - Fencing, kennel runs, crates, exercise pens (x-pens) and tie-downs
  - Crate Bedding
- Equipment
- Preparing a Puppy Emergency "Go Bag"
- Feeding Guidelines

Puppy Packet: General Information

- Sample Puppy & Raiser Information Sheet and Vaccine Schedule
- Puppy Packet Contents List

- Puppy Raiser Veterinary Care Intro Letter
- Veterinary Care Guidelines
    - Diarrhea Kit - Instructions on using the diarrhea kit (flow chart), fecal scoring guidelines
- FAQ for Common Guide Dog Puppy Medical Issues
- GDB Veterinary Care Contact Information for Puppy Raisers
- Puppy Raiser Reports (Monthly & Final)
- Ear Care, Teeth Cleaning, and Heartgard-Nexgard Guidelines
    - Prescription Label Heartgard
    - Prescription Label Nexgard
- Puppy Raising Nutritional Policy
- Veterinary Expense Reimbursement Request Form (Sample)
- Veterinary Expense Reimbursement Request Form

Puppy Packet: Handouts to Share with Your Local Veterinarian

- Veterinary Care Orientation Packet Cover Sheet
- Veterinarian Intro Letter
- Health Care & Reimbursement Guidelines
- W9 Form for Local Veterinarian

Puppy Packet: Handouts for Special Circumstances

- Discharge Instructions for Puppies with Base Narrow Canines
- Discharge Instructions for Puppy with Extraction of Base Narrow Canines
- Heathy Habits Reminder about Puppy Poop Safety
- Alter Schedule for GDB Puppies
- Discharge Instructions for Puppy with Entropion Tacking
- Healthy Habits Reminder: Salmonella
- Information about Undescended Testicles
- Kennel Cough-General Information
- Kennel Cough-Puppy Exposure
- Parvovirus Exposure
- Puppy Going to Puppy Raiser Home on Hill's i/d
- Recessed Vulva Guidelines
- Umbilical Hernia Information Sheet

PUPPY CARE

Health

- Veterinary Care Guidelines
    - Veterinary Care Flow Chart
    - Diarrhea Kit - Instructions on using the diarrhea kit (flow chart), fecal scoring guidelines
        - Diarrhea Kit Flow Chart
    - Puppy Vaccine Schedule Chart
    - Veterinary Expense Reimbursement Request Form
    - Instructions for Submitting Veterinary Invoices for Reimbursement
- Feeding Guidelines
    - Puppy Raising Nutritional Policy
    - Body Condition Scoring (BCS) Guidelines
- FAQ for Common Guide Dog Puppy Medical Issues
- GDB Veterinary Care Contact Information for Puppy Raisers
- Ear Care, Teeth Cleaning, and Heartgard-Nexgard Guidelines
    - Video: Ear Cleaning
    - Video: Teeth Brushing Tutorial
- Nexgard FAQ
- Frontline Gold
- Flea Prevention Information
- Policy: Boarding Female Dogs In Season
    - Ruff Notes Feb 2022 - Raising an Intact Puppy (PDF) (Accessible WORD)

    - Ruff Notes April 2020 - Socialization & Puppy Training Special At Home Edition
- Common Medical Career Change Conditions

Handling
- Puppy Body Handling Exercises
    - Video: Puppy Body Handling Exercises Part 1
    - Video: Puppy Body Handling Exercises Part 2
- Grooming
- Nail Trimming
    - Video: Nail Trimming

Exercise and Play
- Toy Policy
    - Food Containing Toys for GDB Puppies - stuffed Kong, Wobbler, Mango
- Exercise and Play
    - Retrieving Game
    - Dog to Dog Interaction - In the home; at puppy meetings; in public; what to do around loose dogs.
    - Ruff Notes June 2017 – Fear of Dogs and Dog Distraction
    - Ruff Notes March 2021 – Yard Time for GDB Puppies
- Fun Canine Conditioning Games for Guide Dog Puppies 12 Months & Older
- Swimming and Wading for GDB Puppies
    - Ruff Notes June 2021 – Summer Socialization
- Watercraft Guidelines

HOUSE BEHAVIOR

House Behavior
- Teaching Good House Behavior
- Teaching Settled (Calm) Behavior in the Home
    - Ruff Notes May 2018 – Someone's at the Door!
- Food Containing Toys for GDB Puppies - stuffed Kong, Wobbler, Mango
- Confinement - Fencing, kennel runs, crates, exercise pens (x-pens) and tie-downs
    - Crate Bedding
    - Ruff Notes Aug 2017 – Crating Issues
    - Ruff Notes Nov 2019 – Settling Behavior
- Crate Introduction Game
- Home Alone
- Preventing Destructive Behavior
- Preventing Counter Surfing and Scavenging
- Relieving and Housebreaking
    - Ruff Notes Oct 2018 – Relieving Review
- Dog to Dog Interaction - In the home; at puppy meetings; in public; what to do around loose dogs.
    - Ruff Notes June 2017 – Fear of Dogs and Dog Distraction

PUPPY SOCIALIZATION

Puppy Socialization
- Puppy Socialization - Public access; safety considerations during socialization; puppy jacket guidelines.
  General tips for socializing and teaching the puppy to be comfortable on surfaces, confident around traffic and to ride calmly in vehicles. Tips for introduction to public transportation and the policy regarding puppies in strollers, shopping carts and other carriers.
    - Ruff Notes Nov 2020 – Alternative Young Puppy Socialization
    - Ruff Notes June 2021 – Summer Socialization
    - Video: Fearful Behavior in GDB Puppies Raiser Webinar
- Chart: Steps to a Well Socialized Puppy

- GDB Puppy Sitting Fillable Form (Word)
    - GDB Puppy Sitting Form Printer Friendly
- Travel Guidelines - General rules for travel; Career Change dogs; transporting GDB puppies in vehicles; airline travel.
    - Air Travel for Puppies in Training
    - Form: Travel Request for GDB Puppies (Word)
- Dog to Dog Interaction - In the home; at puppy meetings; in public; what to do around loose dogs.
    - Ruff Notes June 2017 – Fear of Dogs and Dog Distraction
- Building a Confident Puppy with R+ - Behaviors indicating fear; explanation of desensitization and counter-conditioning; the three "D's" as applied to these procedures.
- Puppies with Sensitive Temperaments
    - Body Language of Fear in Dogs: Signs of Fear and Anxiety - A pictorial chart.
- Ruff Notes Feb 2018 – Surviving Puppy Adolescence

TRAINING AND GAMES

Section 1: Starting Off Right

- Human-only Training Games: No puppy necessary!
- Crate Introduction Game
- Relieving and Housebreaking
    - Ruff Notes Oct 2018 – Relieving Review
- Food Reward Games - Puppy's introduction to polite food reward taking and problem-solving techniques for hard taking of food.
- Food Reward Basics Part 1
    - Video: Food Reward Basics Part 1
- Food Reward Basics Part 2 Multiples
    - Video: Food Reward Basics Part 2 - Multiples
- Pezzing & Luring
    - Ruff Notes Mar 2019 – Fading the Lure
- Puppy Body Handling Exercises
    - Video: Puppy Body Handling Exercises Part 1
    - Video: Puppy Body Handling Exercises Part 2
- Grooming
- Nail Trimming
    - Video: Nail Trimming

Section 2: First Lessons and Games

- Introducing The Gentle Leader to Guide Dog Puppies
    - Video: Introducing the Gentle Leader to Guide Dog Puppies
- Food Induced Recall
    - Video: Food Induced Recall, Part 1
    - Video: Food Induced Recall, Part 2
- Ground Tether Game #1
    - Video: Ground Tether Game #1
- Ground Tether Game #2 Impulse Control
    - Video: Ground Tether Game #2 Impulse Control
    - Video: Ground Tether for Greeting Manners
- Hand Tether Game
    - Video: Hand Tether Game
- Hand Tether in Motion Game
    - Video: Hand Tether in Motion Game – Brief Introduction
- Paw Pad Game #1 - Introduction to the Paw Pad and duration in the stand position.
    - Video: Paw Pad Game #1
- Paw Pad Game #2 - Introducing handler movement and increasing distance; moving the pad away from the wall and first introduction of the 'stay' cue.
    - Video: Paw Pad Game #2
- Paw Pad Games – Dropped Food

    - Video: Paw Pad Games Dropped Food, Part 1
    - Video: Paw Pad Games Dropped Food, Part 2
    - Video: Paw Pad Games Dropped Food, Part 3

Section 3: Settling and Leash Manners

- Collar Cues Game
    - Video: Collar Cues Game
- Rewarding Calm and Settled Behavior
    - Video: Rewarding Calm and Settled Behavior
    - Ruff Notes Jan 2020 – Smart Use of Reinforcement for Calm/Settled Behavior
- Loose Leash Walking Guidelines
    - Video: Loose Leash Walking Guidelines
- "Go to Bed" Game
    - Video: "Go to Bed" Game
    - Ruff Notes May 2018 – Someone's at the Door!

Section 4: Foundation Positions (Stand, Sit, and Down)

- Signals for Stand, Sit and Down
    - Video: Signals for Stand, Sit and Down
- Introducing Foundation Position Sit
    - Video: Introducing Foundation Position Sit with Luring and Physical Prompt
- Paw Pad Game #3 - Sit on the pad and introducing the signal for stand; duration in position and changing positions – sit and stand. Explanation of negative punishment – time outs. How to positively teach a 'stay' and introduction of the verbal cues.
    - Video: Paw Pad Game #3
    - Video: Luring with prompts on the Paw Pad
- Introducing Foundation Position Down
    - Video: Introducing Foundation Position Down with Luring and Physical Prompt
- Paw Pad Game #4 - Down on the pad and changing positions – down, stand, sit. Duration in position and review of: negative punishment – time outs; how to positively teach a stay. Introduction of the verbal cue for down.
    - Video: Paw Pad Game #4
    - Video: Luring with prompts on the Paw Pad

Section 5: Real World Challenges

- Dog to Dog Interaction - In the home; at puppy meetings; in public; what to do around loose dogs.
    - Ruff Notes June 2017 – Fear of Dogs and Dog Distraction
- Working with Guide Dog Puppies Around Distractions
    - Video: Working with GDB Puppies Around Distractions Part 1
    - Video: Working with GDB Puppies Around Distractions Part 2
- Emergency Lure Technique
    - Video: Emergency Lure Technique
    - Video: Modified Emergency Lure/Rapid Fire Reinforcement

Section 6: Extra Training Resources

- Paw Pads Suggestions and Guidelines
- Building a Confident Puppy with R+ - Behaviors indicating fear; explanation of desensitization and counter-conditioning; the three "D's" as applied to these procedures
    - Body Language of Fear in Dogs: Signs of Fear and Anxiety - A pictorial chart.
- Guidelines for Use of High Value Food Rewards
- Video: Southern California Puppy Raiser Workshop
- Video: Fearful Behavior in GDB Puppies Raiser Webinar

RUFF NOTES

Ruff Notes Archive
Permanent archive of quarterly reminders and supplemental information based on frequently asked questions and puppy behavior challenges. Dates reflect when the Ruff Note was originally shared. The information

continues to be useful and relevant. These Ruff Notes are also linked within other sections of the manual where they supplement the main instructional documents and offer additional troubleshooting ideas.

- Ruff Notes June 2022 - “Here Comes the Sun”: Socializing GDB Puppies During Warm Weather (PDF) (Accessible WORD)
- Ruff Notes Feb 2022 - Raising an Intact Puppy (PDF) (Accessible WORD)
- Ruff Notes Dec 2021 - Getting Guide Dog Puppies Fit for Recall (PDF) (Accessible WORD)
- Ruff Notes Oct 2021 – Socializing Puppies During Spooky Season: Halloween Edition (PDF) (Accessible WORD)
- Ruff Notes June 2021 – Summer Socialization
- Ruff Notes March 2021 – Yard Time for GDB Puppies
- Ruff Notes Nov 2020 – Alternative Young Puppy Socialization
- Ruff Notes April 2020 – Socialization & Puppy Training Special At Home Edition
- Ruff Notes Jan 2020 – Smart Use of Reinforcement for Calm/Settled Behavior
- Ruff Notes Nov 2019 – Settling Behavior
- Ruff Notes Aug 2019 – Training Reports – Explanation of Why Dogs May Stay in a Phase or Jump Several Phases
- Ruff Notes May 2019 – Puppy Behaviors to Report to the Leader
- Ruff Notes Mar 2019 – Fading the Lure
- Ruff Notes Dec 2018 – Getting the Most Out of the Instructional Videos
- Ruff Notes Oct 2018 – Relieving Review
- Ruff Notes May 2018 – Someone’s at the Door!
- Ruff Notes Feb 2018 – Surviving Puppy Adolescence
- Ruff Notes Dec 2017 – Raiser Monthly Reports
- Ruff Notes Aug 2017 – Crating Issues
- Ruff Notes June 2017 – Fear of Dogs and Dog Distraction

Guide Dogs for the Blind

Puppy Raising Manual
Change Log 2023

The following is an ongoing list of all changes to the PR Manual in calendar year 2023. Most recent changes are at the top. All updated documents also have their footers updated with the month/year of the change.

July 2023

- Updated Welcome to Guide Dogs for the Blind with Nexgard® information
- Updated Puppy Packet Contents List with Nexgard® information
- Updated Veterinary Care Guidelines with Nexgard® information
- Updated Ear Care, Teeth Cleaning, and Heartgard and Nexgard Guidelines
- Updated Health Care & Reimbursement Guidelines with Nexgard® information
- NEW Nexgard FAQ
- NEW Frontline Gold – instructions moved from previous version of *Ear Care, Teeth Cleaning, and Heartgard and Frontline Guidelines*
- Removed Flea Prevention Checklist and Nexgard Order Form

May 2023

- NEW Retrieving Game as an option for interactive play

April 2023

- Updated Air Travel for Puppies in Training to reflect new guidance from Alaska allowing vaccine record or health certificate to fly as a service dog in training in-cabin.
- Updated Providing for a Safe and Ethical Puppy Raising Environment with most current language in the GDB Humane Treatment Policy for staff and volunteers.
- NEW Instructions for Submitting Veterinary Invoices for Reimbursement. Updated the following documents to reflect the ability to submit reimbursement requests by e-mail as well as no longer needing pre-authorization for after-hours (5pm-8am) emergency medical treatment under $3000:
    - Veterinary Care Guidelines
    - GDB Veterinary Contact Information for Puppy Raisers
    - Veterinary Care Flow Chart
    - Veterinarian Intro Letter for local vets
    - Health Care & Reimbursement Guidelines for local vets
- Updated Grooming document to reflect ear cleaning and teeth brushing updates from February.

March 2023

- NEW Crate Bedding document providing guidance on appropriate bedding that can be left in crates, even when puppies are unsupervised. Previous language that prohibited the use of crate bedding have been updated to reflect new guidelines in Confinement and Puppy 101 Class 1.

February 2023

- Updated GDB Social Media Guidelines for Volunteers with more specific clarification around the separation of personal business and commerce efforts and GDB-related activities and more details about Accessible Posting and Privacy Considerations
- NEW Social Media Best Practices quick reference sheet
- Updated Ear Care, Teeth Cleaning, and Heartgard/Frontline Guidelines so that ear cleaning instructions match what is taught to clients in class along with NEW video demonstrations of Ear Cleaning and Teeth Brushing

January 2023

- Added a direct link to the Diarrhea Kit Flow Chart from the Diarrhea Kit for quick reference

Guide Dogs for the Blind

Welcome to Guide Dogs for the Blind

Mission Statement
Guide Dogs for the Blind (GDB) empowers lives by creating exceptional partnerships between people, dogs, and communities.

Vision Statement
Guide Dogs for the Blind envisions a world with greater inclusion, opportunity and independence by optimizing the unique capabilities of people and dogs.

Values and Behaviors

- Mission First
  - Ensure that every action or decision is aligned with GDB's commitment to the mission
  - Provide superior service across all aspects of the organization

- Integrity
  - Demonstrate accountability, transparency (except when confidentiality applies), and honesty with all actions and decisions
  - Act with and assume positive intent

- Kindness and Respect
  - Treat every being with dignity and sensitivity
  - Balance professionalism with humor

- Teamwork and Collaboration
  - Encourage open communication
  - Practice proactive, thoughtful and inclusive interactions

- Empowerment
  - Promote personal development and self-reliance
  - Support learning and innovation through risk-taking

What Is Expected of You/Standards of Conduct
Guide Dogs for the Blind asks that all volunteers follow its values and the corresponding behaviors as well as the standards of conduct as they apply to puppy raising volunteers. All employees, volunteers and students in training at GDB follow this code.

Employees, volunteers and students are expected to observe certain standards of performance and conduct to ensure that the GDB mission and work is carried out in a safe and orderly way and to maintain high ethical standards throughout the organization.

GDB campuses and facilities are public places. Employees, volunteers and students are expected to conduct themselves as they would in any public area. Conduct which is not appropriate in public or which disrupts the

safe and orderly operation of business is considered inappropriate. Conduct that is unsafe, unethical or illegal will not be permitted at GDB functions or events. Types of conduct that could constitute grounds for immediate dismissal include: physical violence; illegal acts such as theft, use or possession of illegal drugs or weapons; sexual activity; and inhumane treatment of a dog.

The following are examples of the kinds of misconduct that will lead to disciplinary action, up to and including dismissal:

- Harassment in any form
    - See GDB's Harassment Policy in the Club Resources and Leadership section of the Puppy Raising Manual
- Animal abuse or neglect
- Falsification of records or other documents
- Possession or use of illegal drugs or controlled substances
- Permission must be granted by the Puppy Raising Manager for alcohol to be served at GDB functions or events
- Theft, destruction or abuse of GDB property or the property of others
- Possession of weapons, firearms, or other potentially dangerous weapons or materials on GDB property, or at any GDB function or event
- Involvement in or encouragement of illegal activities
- Acts of physical violence, or acts involving threats, intimidation or coercion
- Excessive absences or tardiness
- Repeated lack of cooperation or courtesy in working with others, or failure to perform reasonable duties assigned
- Unauthorized access to computer files or inappropriate use of computer networks
- Disclosing or misusing private, proprietary or confidential information about GDB
- Unethical business practices or conflicts of interest
- Undermining or subverting business decisions, unless they are reasonably believed to be illegal or unethical
- Failure to adhere to other policies and procedures at Guide Dogs for the Blind

The above list is not all-inclusive. GDB asks that everyone conduct themselves with reasonable and proper consideration for the welfare and rights of other employees, volunteers and students and for the best interests of this organization.

What is a GDB Puppy Raising Club?

The primary function of a puppy raising club is to safely and successfully raise puppies to be well-mannered socially and to be proficient at several skills. The goal is to have these dogs mature into the potential of becoming guides and partners for people who are blind and visually impaired. A puppy raising club meets under the supervision of its leader to develop the best attributes in Guide Dogs for the Blind puppies. Clubs schedule meetings, outings and events for the primary purpose of teaching skills to puppies and to socialize them to all the stimuli and distractions in the world.

A puppy raising club represents Guide Dogs for the Blind in the community. Sometimes a club or its members may formally represent GDB by taking part in publicity through their own initiative or at the request of Guide Dogs for the Blind. Publicity opportunities may include newspaper, television or radio interviews; event appearances; or presentations before businesses, schools, or other service clubs. GDB is proud of all puppy raising volunteers, and of their commitment, knowledge and professionalism.

A puppy raising club and its members also informally represent GDB every day. When people see a raiser out with "that cute puppy in its green coat" their perception of the program is based upon the appearance and behavior of the "puppy team." Many future students, donors and raisers are introduced to GDB programs

through a conversation with a puppy raising volunteer in their community. GDB thanks all of the raisers, leaders, and club assistants who have so positively represented GDB in their communities!

The Puppy Raising Team
Even before a puppy is placed in a new raiser home, there is a dedicated group of people to provide support and guidance for any problem or question that may arise. A combination of GDB staff and volunteers make up this great team.

Puppy Raisers
It takes a lot of people to produce a successful guide dog team. There are more than 2,000 puppy raising volunteers who donate their time and effort in the care and socialization of GDB puppies. GDB puppy raisers are youths, adults, and youths affiliated with the 4-H and FFA programs. Guide Dogs for the Blind places puppies with raisers living in ten states: California, Oregon, Washington, Arizona, Nevada, Idaho, Utah, Colorado, Texas, and New Mexico.

Puppy Raising Leaders
Puppy club leaders are volunteers who have a great breadth of responsibilities. They recruit new volunteers into their clubs and teach and support them as they learn their new roles, skills and responsibilities. They work with their Community Field Representative to maintain GDB guidelines for training puppies as well as keeping them healthy. Leaders also facilitate club meetings and outings to promote each puppy's development and learning. Depending on the size of a club, there may be one, two or more leaders to provide this support.

Community Field Representatives (CFRs)
CFRs are GDB staff members that provide hands-on training, advice and support to leaders and raisers in their territories to develop an understanding of the socialization and training standards required by Guide Dogs for the Blind. CFRs attend club meetings and outings. They also evaluate puppies, either at an evaluation site, in the puppy raisers' homes, at a GDB facility or in evaluation homes. CFRs determine if a puppy is a good prospect to become a guide dog and whether they should remain in the program.

California Campus Puppy Raising Office Team
The team working in the Puppy Raising office at the California campus is responsible for:

- Coordinating the naming of the puppies
- Assigning puppies to new raisers
- Issuing puppy raising supplies
- Scheduling puppy deliveries (air and ground) and local pick ups
- Scheduling the recall dates to the Oregon or California campus to begin their formal training
- Electronic communications with the puppy raising community, including "Leader Links" and "E-Barks."
- Maintaining the Puppy Raising section of the website: www.guidedogs.com/forms
- Maintaining the GDB Puppy Central Facebook page: www.facebook.com/gdbpuppycentral

GDB's Dogs
The breeding program at Guide Dogs for the Blind was established in the late 1940s. Labrador Retrievers represent the majority of dogs produced. GDB also breeds Golden Retrievers and Lab/Golden crosses.

The finest dogs are chosen for the breeding program. They have been carefully selected for the unique characteristics that are required to produce successful working guides. Only those dogs that have met the organization's highest physical and temperament standards are included in the breeding program at GDB. The selection of breeding stock is done by the Breeding Manager together with input from members of Puppy Raising, Training and Veterinary Departments and outside consultants.

Broods are retired from the breeding program by age 7 or after having a maximum of 5 litters. Only the most successful broods have 5 litters, with most broods having 4 litters during their breeding career. Stud dogs are used for breeding more frequently and are retired due to age or when their production does not meet the colony standards.

Life in the GDB Kennel
The Canine Welfare and Neonatal Department is responsible for the majority of dogs that are not in training, which includes: puppies, boarding dogs, the breeding stock, newborn puppies, and most career change dogs awaiting placement. The dogs and puppies are under the supervision of professional GDB staff 24 hours a day. This round-the-clock care allows for the monitoring of all births as they occur, care and feeding of newborn puppies, and the efficient administration of medications and veterinary care.

Puppies
The gestation period of the female is ~63 days. Expectant mothers are brought to the whelping kennel five days before the official due date of her puppies. The stall has a closed circuit camera allowing monitoring from the kennel kitchen or the on-campus studio apartment. During birth, the kennel staff assists when needed.

The puppies spend their first three weeks with their mother to nurse. Socialization begins shortly after birth with volunteers and staff gently handling and cuddling them daily. At 3 weeks of age, the wading pool is removed and the puppies are free to move about the floor covered with shredded newspaper. At this time they start eating solid food. The puppies' daily socialization with volunteer Toddler Puppy Socializers increases as well. They are exposed to new people, toys of different textures, as well as new and interesting scents.

At 6 weeks of age the puppies are brought to the puppy kennel. It then takes another 10 days to 2 weeks until the mother's milk has completely dried up and she can return home to her custodial family.

While in the puppy kennel, the pups share stalls with their littermates. Each puppy in a litter is identified by the mother's name, a shaved area on its coat that is unique to that puppy in its litter and a microchip. Generally, all puppies in a litter have names that start with the same letter of the alphabet. The puppies are given names taken from a list provided by the puppy raisers and breeding custodians of the sire and dam and other sources.

The puppy kennel is also the place where the puppies first experience the outside world. Seven days per week, they are socialized by volunteer Puppy Socializers. From age 6 weeks until they leave for their new homes, the puppies begin learning many new skills. Each puppy is introduced to polite taking of food rewards while walking on leash, going up and down stairs, as well as exposure to crates and different surfaces. Puppies also interact in a group play session to experience socialization with other pups, as well as playing on various play structures. Daily handling includes body massages and exposures to mouth, tail and paw handling. Puppies are discouraged from chewing on inappropriate objects, such as hands, clothing and leashes. When the puppies are about 8 weeks old, they are ready to be placed with their raiser families.

GDB's Training Methods
GDB is the foremost guide dog school in the world utilizing positive training techniques. The Training Department pioneered clicker training after trials showed that dogs trained operantly with food rewards, learned much faster and were more engaged in the training process than dogs trained in a traditional manner. Puppy raisers were introduced to the benefits of rewarding their puppies with food in addition to physical and verbal praise, shortly after the successful change of methods in the Training Department. Guide Dogs for the Blind is committed to maximizing the power of positive reinforcement in raising guide dog puppies. Raisers are shown how to modify the behavior of puppies by management techniques and an abundance of positive

reinforcement for desired behaviors. Emphasizing positive puppy rearing results in confident, willing puppies that bond closely with their handlers and grow into happy working guide dogs.

Veterinary Care
GDB has full-time veterinarians and other veterinary technician staff. The veterinarians and technicians are supported by outside specialists whenever needed, as well as volunteers. Veterinary staff is also on-call when emergency care is needed. Veterinarians assist in whelps by performing caesarian sections, if needed. When puppies are 3 weeks old, they are dewormed and given nasal drops to protect them from developing kennel cough. At 5-6 weeks, they begin receiving a series of vaccinations for Parvovirus and other diseases and they are microchipped. In the event that a GDB dog ever becomes lost or stolen, the microchip will alert any veterinarian or rescue organization to the fact that the dog is from Guide Dogs for the Blind. At 8 weeks, the pups are ready to be placed with raisers and will continue receiving vaccinations and care from veterinarians in their local areas.

When the pups return to the campus for formal training at 13-18 months, their hips and other joints are x-rayed, their eyes and hearts checked, and they are given complete physical exams including any needed vaccinations and heartworm tests.

How Puppies are Chosen for Placement with Raisers
Members of the Puppy Raising team generally place puppies on a first-come, first-serve basis. Placement by special request from raisers is discouraged because doing so may leave puppies unplaced during critical developmental stages.

Puppy Packets and Equipment Needs
Puppy raisers receive a puppy packet for each puppy they raise; however, the contents of the packet will vary based on whether they are raising their first puppy, and the location in which the puppy is being raised.

Ordering Additional Equipment and Supplies
If a club needs additional supplies or to replace faulty equipment, the leader will fill out a request on-line for the items via the Survey Monkey link available in the leader section of the Forms page (guidedogs.com/forms).

Important reminder about Heartgard® Plus and Nexgard® chewable tablets: heartworm prevention and flea and tick control are a year-round process. Raisers must give these preventatives at the first of every month. GDB initially supplies these materials; depending on the age of the dog at recall, raisers may need to get a prescription for additional Heartgard® and Nexgard® from their local veterinarian. Please try to get the least number of doses possible based on potential recall dates. Please return any unused Heartgard® and/or Nexgard® to GDB at the time the dog is recalled or returned to campus.

Additional leashes or tie-downs for subsequent puppies can be purchased via the online Gift Shop (guidedogs.com/shop).

Guide Dogs for the Blind

About Guide Dogs for the Blind

Guide Dogs for the Blind is more than an industry-leading guide dog school; we are a passionate community that serves the visually impaired. With exceptional client services and a robust network of trainers, puppy raisers, donors, and volunteers, we prepare highly qualified guide dogs to serve and empower individuals who are blind or have low vision. All of our services are provided free of charge; we receive no government funding. GDB is headquartered in San Rafael, California, with a second campus in Boring, Oregon. More than 15,000 teams have graduated since our founding in 1942, and there are over 2,200 active teams in the field. For more information, visit guidedogs.com.

Guide Dogs for the Blind

Guide Dogs for the Blind Fact Sheet

Who We Are:
Since 1942, Guide Dogs for the Blind (GDB) has empowered lives by creating exceptional partnerships between people, dogs and communities. GDB is the largest Guide Dog school in the country and is dedicated to providing high quality student training services and extensive follow-up support for graduates. Our programs are made possible through the teamwork of staff, volunteers and generous donors. Services are provided to students from the United States and Canada at no cost to them.

We operate two training facilities (one is headquartered in San Rafael, California—20 miles north of San Francisco, another in Boring, Oregon—25 miles east of Portland), and have more than 2,000 puppy raising volunteers throughout the Western states and Texas. More than 15,000 teams have graduated since our founding, and there are approximately 2,200 active guide dog teams currently in the field.

Whom We Serve:
Any person who is blind or visually impaired desiring enhanced mobility and independence can benefit from the skills a Guide Dog provides. The person must be legally blind, able to travel independently and suited to work with a dog. Typically, 6-8 students take part in each of our 2-week training classes. 98% of graduates surveyed in 2014 reported they were satisfied with our overall program and 97% would recommend our program to others.

How We Are Funded:
We are a nonprofit, tax-exempt organization supported entirely by private donations. We receive no government funding. Donors contribute through general contributions, bequests, grants, memorial and honor donations, charitable remainder trusts and other planned giving options.

Our Dogs:
Guide Dogs for the Blind breeds Labrador Retrievers, Golden Retrievers and Lab/Golden crosses from our own purebred stock, specially selected for excellent temperament, intelligence and health. Advances in research and technology help make it possible for us to continue to improve the quality and health of our dogs and ensure their success as guides.

Our Community:
Guide Dogs for the Blind has one of the nation’s largest volunteer networks with thousands of volunteers assisting in the success of our mission. The human/animal bond creates a ripple that adds meaning and enrichment to each of our lives and strengthens our communities.

Guide Dogs for the Blind

GDB FAQs for Puppy Raisers

Q: How does GDB's puppy raising program work?
A: Puppy raising volunteers raise our guide dog puppies in their homes from when the pups are approximately 8 weeks old until they are about 15 months old. The dogs then return to one of our campuses for formal guide dog training.

Raisers all belong to puppy raising clubs in their local areas that are led by trained volunteers, with oversight by a GDB staff member. The clubs have regular meetings, and provide puppy raisers with instruction, socialization outings, training support, camaraderie, and more! Our puppy raising program is made up of more than 2,000 puppy raising volunteer families in the following states: Arizona, California, Colorado, Idaho, Nevada, New Mexico, Oregon, Texas, Utah and Washington.

Puppy raisers are responsible for teaching the puppies good manners and basic obedience. You can have other pets in your home and if you are not able to commit to raising a puppy full time, there are still other ways to get involved with your local puppy club, such as puppy sitting. And, GDB's puppy raising program complements many FFA, 4H, home schooling, high school, and college programs.

Q: How often do puppy clubs meet?
A: Puppy clubs meet a minimum of twice a month and sometimes as much as four times a month.

Q: How do I become a puppy raiser?
A: Becoming a puppy raiser is a combination of learning puppy development techniques, attending club meetings, and having multiple opportunities to handle puppies.

Q: What costs are covered in GDB's puppy raising program?
A: Veterinary care is entirely paid for by Guide Dogs for the Blind. We also provide leashes, collars, and other training equipment.

Q: What supplies does a puppy raiser need to provide?
A: Puppy raisers provide food, toys, and sometimes crates for the puppy.

Q: Am I allowed to have other pets in the home while I raise a guide dog puppy?
A: Yes, as long as the other pets are well behaved and don't negatively impact the puppy's training. Our dogs need to learn to be comfortable around other animals so having other pets in the home can be extremely helpful.

Q: Is it necessary to have previous dog experience to be a guide dog puppy raiser?
A: No, it is not necessary to have previous dog experience. Part of becoming a puppy raiser is having time to learn and practice the training techniques learned in our puppy raising program.

Q: Do you have a youth puppy raising program and what are the age requirements?
A: No, we do not have a specific youth puppy raising program. The minimum age requirement to raise a puppy is nine years old.

Q: Can I raise a puppy if I work or go to school full time?
A: Yes, if you are able to take the puppy to work or school with you. If your work or school doesn't allow puppies in training to attend, we can facilitate a co-raising arrangement in which a single puppy can be raised in two different households to accommodate raisers' work schedules and time commitments.

Q: How soon can I get a puppy after applying?
A: It takes approximately three months of attending puppy club meetings to fulfill the pre-requisites required to receive a puppy.

Q: What type of training methods do you use with your puppies?
A: We use positive reinforcement as the basis for most of our puppy training exercises.

Q: Do puppies ever get to be "normal" and have fun?
A: Yes, every puppy has daily training exercises, but the rest of their day contains normal puppy activities such as playing and exercising.

Q: Do I need to have a fenced yard to raise a puppy?
A: No, a fenced yard is not absolutely required, but a puppy raiser must have access to a safe and secure outside area to relieve and exercise the puppy.

Q: What do I do with a puppy if I go on vacation or have an emergency?
A: Depending on the circumstances of the trip, a puppy may be able to accompany you on your vacation. If it is not appropriate or possible for the puppy to attend the vacation or there is an emergency, the puppy raising club leader assists with finding another puppy raising home to provide temporary care for the puppy.

Q: What happens if the puppy I'm raising doesn't make it?
A: Puppies that don't graduate as guide dogs or enter into our breeding colony are known as "career change" dogs. If a puppy is career changed, it is first considered for placement in GDB's K9 Buddy program (which places dogs as pets with children or youth who are blind or visually impaired and their families), or with one of GDB's partner service dog organizations. If neither are viable options, then the puppy raiser usually is given the option to adopt the dog as a pet.

Q: Will I get to meet the individual who received the dog I raised?
A: Usually, yes. Puppy raisers are invited to attend the graduation of the puppy they have raised, whether the dog becomes a guide dog or a member of our breeding colony. Graduation generally includes time to meet the dog's handler or breeder custodians. There are circumstances where guide dog teams are trained in-home and will not be present at a graduation ceremony.

Q: Is it hard to give the puppy up?
A: Yes. We are fortunate to have many puppy raisers who have raised more than one dog for us. They tell us that it is always hard to bring the dog back to campus but their emotions are outweighed by the exciting possibility that the dog they raised could provide enhanced safety, independence, and inclusion for someone who is blind or visually impaired.

Q: Are there other ways to participate with Guide Dog for the Blind if I am unsure about making a 12-18 month commitment?
A: Yes, within the puppy raising program there are opportunities for volunteers to do more than raise a puppy full time. If you live near one of our campuses, there are many campus volunteer opportunities as well.

Q: Where is GDB located?
A: GDB has two campuses: one is headquartered in San Rafael, California (20 miles north of San Francisco), another in Boring, Oregon (25 miles east of Portland).

Q: Whom does GDB serve?
A: Any person who is blind or visually impaired living in the United States or Canada desiring enhanced mobility and independence. The person must be legally blind, able to travel independently (good orientation and mobility skills), and well-suited to work with a dog. All of our services are provided completely free of charge to our clients.

Q: Where does GDB receive its funding?
A: GDB is a nonprofit, tax-exempt organization supported entirely by private donations. We receive no government funding. Donors contribute through general contributions, bequests, grants, memorial and honor donations, charitable remainder trusts, and other planned giving options.

Q: Do you have to be totally blind to use a guide dog?
A: No. Many of our clients do have some vision; you do, however, need to be legally blind. Good orientation and mobility skills are also essential prior to getting a guide dog.

Q: How old do you have to be to train with a guide dog?
A: Because it takes a level of maturity, discipline, and commitment to work with a guide dog, the majority of our students are 18 and older, but there is no age requirement.

Q: How long is GDB's client training program?
A: Our in-residence training classes for our clients are two weeks long. We provide highly customized instruction; classes generally have 4-6 students and the ratio of students to instructors is 2:1. GDB also provides graduates with a lifetime of support.

Q: Are working guide dogs allowed to go everywhere a person can go?
A: Yes. According to the Americans with Disabilities Act, a guide dog is allowed any place a person can go.

Q: How many guide dog teams have graduated from GDB?
A: More than 15,000 teams have graduated since our founding in 1942, and there are approximately 2,200 active guide dog teams across North America.

Q: What does Guide Dogs for the Blind do differently than other schools?
A: Guide Dogs for the Blind is recognized worldwide as a model for innovative training, unprecedented support of guide dog partnerships after graduation, and the success rate of our graduates via a world-class alumni association and veterinary financial assistance, as needed. There is no other guide dog school in the country that offers the level of training and the degree of hands-on support for the partnership after graduation.

Q: Do the guide dogs ever get to play?
A: Yes! When a guide dog is not working and not wearing its harness, playing and relaxing is definitely encouraged. It's also a great way for a handler and dog to bond and strengthen their partnership.

Q: Is it okay to pet a working guide dog?
A: It's an essential courtesy to first ask for permission from the handler before petting a guide dog. It's important for a working dog to stay focused for the safety of the team and maintenance of training standards.

Q: Is it okay for a pet dog to greet a guide dog?
A: Before you consider allowing your dog to greet a working guide dog, please understand the importance of asking permission first, so the handler can be prepared. Your dog should also be on leash and under control. Guide dogs are also not trained to be protection dogs – they are busy safely guiding their partners when out in public.

Q: What should drivers do when they see a guide dog in training or a blind person using a dog?
A: We encourage drivers to be attentive, as you would with any other pedestrians, especially when turning right-on-red. GDB trains its guide dogs in real-world situations, so it's helpful that you continue going on about your business. Please don't stop and honk, yell out your window, or otherwise distract someone using a guide dog. The person is listening for traffic flow to determine when it is safe to give the command to go forward and cross the street.

Q. What unique skills does a guide dog have?
A: Leading a person in a straight line from point A to point B, stopping for all changes in elevation (including curbs and stairs), stopping for overhead obstacles (such as tree limbs), and avoiding obstacles in their path.

Q. What are some things guide dogs cannot do?
A: Read traffic signals and determine the route to a new destination.

Q: Do you train other types of service dogs?
A: We only provide highly trained guide dogs and are focused exclusively on working with people with vision loss. We do consult with, and donate selected career change dogs to, a number of other service organizations.

Q: What is GDB's position on fraudulent service dogs?
A: Guide Dogs for the Blind does not agree with, nor does it support the training or use of fraudulent service dogs. Personal testimonies from many of our clients demonstrate that fraudulent service dogs pose a variety of challenges for people with disabilities who travel with properly trained service dogs. Some of these challenges include safety, health, and dog attack risks, as well as the erosion of the positive image of a formally trained service dog in the eyes of business owners and the public. Fraudulent service dogs pose a fundamental threat to the access, independence, and mobility that service dogs enable.

Guide Dogs for the Blind is aware of the hazards and complications fraudulent service dogs pose to an officially designated working dog. A "fraudulent service dog," is any dog that is not formally trained to perform a specific service to assist a person with a disability. The three major laws that give access to a service dog and a person with a disability are the Americans with Disabilities Act; Fair Housing Act; and The Air Carrier Access Act. There is a lack of consistency between these major pieces of legislation, which provide incentives for people to train and use fraudulent service dogs. Apart from the California State Board of Guide Dog Schools, there is no established federal or state administration to set and enforce rules pertaining to service dog regulations.

Q: Why does GDB breed their own dogs and why don't they use shelter dogs?
A: In the past, GDB attempted to source dogs from local shelter and animal rescue organizations. We did this for several years and it was met with very minimal success. Many dogs did not qualify from the get go because they must be free from orthopedic and eye disease. It also took an enormous amount of manpower resources for our staff to find them. Many of the few dogs who did pass the basic health screen did not have the level of confidence for work in the environments that a guide travels. The temperamental traits that cause a guide to be suitable (high confidence, high manageability, low distraction, biddable, adaptable, friendly) are not always found in dogs at a shelter or rescue organization (especially given the unknown factor of their background and what they might have been exposed to). We also rely greatly on our puppy raisers' time and dedication they put in to create the best possible guide dogs that are socialized early on in life.

Q: What breeds does GDB use?
A. GDB currently only uses Labrador Retrievers, Golden Retreivers,, and Labrador/Golden crosses (as is common throughout the world). In the past, GDB used other breeds but found our current breeds to be the most suitable for due to health, temperament, size, coat type, and adaptability.

Q: Why doesn't GDB actively breed for chocolate Labs?
A: While most Labradors from GDB are either black or yellow, GDB does have dogs in our breeding colony that carry the gene for chocolate, and occasionally chocolate puppies are born. Chocolate puppies follow the same raising and training process as all other puppies and have the same opportunity to become successful working guides. To put it simply, the genes that determine if a puppy will be chocolate are recessive, which means both parents must have the gene to have a chance to produce chocolate offspring. Because GDB focuses primarily on choosing parents who will have puppies with the highest temperament and health qualities to succeed as working guides, GDB does not deliberately match up parents who carry the chocolate gene. On occasions where mate selection factors indicate that an ideal match would be between two parents carrying for the chocolate color there is still no guarantee that any puppies born will be chocolate, which is why it is so rare in the GDB population. For anyone wanting more information about coat color genetics you can visit the breeding department's favorite and informative website doggenetics.co.uk.

Q: How can I support GDB?
A: There are a lot of ways to support Guide Dogs for the Blind. You can volunteer on a GDB campus, help raise guide dog puppies, become a breeding stock custodian, provide a home to a retired dog, donate funds and services, or fundraise in your community. You can also introduce us to your friends, follow us on our social media channels, and if you know someone who is blind, please be sure to tell them about our program and free services.

Guide Dogs for the Blind

Puppy Raising Volunteer Application Process

Getting Started
Once a person interested in becoming a puppy raising volunteer has begun attending meetings with a local puppy raising group, they will be learning about the puppy raising process, including the basics of guide dog puppy handling, submitting an application to become an official volunteer, and reviewing the basic requirements of the program. In addition, the person may receive a club activity description that gives basic information about the club and its functions.

Program Participation Requirements
A Guide Dogs for the Blind (GDB) puppy raising volunteer must be at least nine years of age. For those under the age of 16, the following requirements must also be met:

- Those under 16 years of age will participate in volunteering and raise a puppy under the mentorship of a parent or other designated adult. This designated adult may be a leader or other screened adult member of the puppy club.
- Parent(s) or adult mentor(s) of youth under 16 will commit to ensuring that all program requirements for puppy raising are met.
- A parent or guardian must complete and sign the Parental/Guardian Consent & Release form in the Puppy Raising Volunteer Application.
- At least one parent/designated adult mentor will attend all events, meetings, and activities with the youth under 16.

All additional family or household members that will handle the puppy at home or on outings must attend at least one club meeting within each 3-month period. In this way, all members of the household receive the same instruction and support while raising the puppy.

Co-Raising a Puppy
Some volunteers are not able to raise a puppy full time due to a work schedule, family responsibilities, or other reasons. In such cases, the volunteer can work with the club leader to find another volunteer in the club with whom to co-raise a puppy. This kind of arrangement allows more individuals and families to raise a puppy in a way that suits their lifestyles. In addition, co-raising can help a puppy be more comfortable with transitions in its schedule and to become accustomed to different handlers, both of which are helpful for the development of a working guide dog. At the same time though, co-raising a puppy requires a great deal of cooperation and communication. For example, it is important to think about which raiser is going to make required vet care appointments and other such responsibilities. The Co-Raising Agreement located in the Puppy Raising Manual was designed to help both co-raisers make decisions and feel confident that the puppy they share will have its needs met in a consistent equitable way.

Guidelines for Puppy Raisers with Multiple Dogs

- The total number of dogs allowed in any GDB puppy raiser home will vary with each individual's home situation. The leader must give approval for multiple dog households with final approval by the GDB Community Field Representative (CFR).
- GDB puppies may not reside in a home containing another animal that GDB staff determines to present a hazard to the puppy's safety or development.
- The maximum number of GDB puppies allowed in any one raiser or puppy-sitting home is two.
- A GDB puppy and any other puppy being raised by the same household must be at least 6 months apart in age, or less at the CFRs discretion.
- Except in cases of a brief overlap, a single individual may raise only one GDB puppy at a time.

Submitting an Application

When a person interested in becoming a puppy raising volunteer has attended a minimum of three consecutive meetings, they may request an application from their club leader. The leader, upon approval, will provide the Puppy Raising Volunteer Application for completion. The applicant may be approved to raise a puppy after having met the following requirements:

- A successful home visit from club leaders (e.g., no further modifications to house or yard required).
- Demonstration of a minimum level of puppy handling skills, including appropriate use of cues, proper training techniques, appropriate use of head collars, etc.
- Completed a minimum of five days of puppy sitting of program puppies.

Compliance with GDB Guidelines, Policies and Procedures

All GDB guidelines, policies, and procedures are to be adhered to by all associated with the puppy raising program, including GDB employees, club assistants, raisers, leaders, raiser parents, and others participating in the program. GDB policies, guidelines, and procedures have been designed to ensure that all activities related to the organization are productive, safe, ethical, and legal. Failure to comply with any aspect of these policies and guidelines can lead to the suspension or termination of one's volunteer relationship with GDB.

Volunteer Term of Service

GDB is greatly appreciative of the time that all volunteers generously devote to its organization and mission. Personal commitments and goals may at times limit one's involvement. Volunteers are engaged for no definite period of time. Volunteers may terminate their relationship with GDB at any time, with or without reason or notice, and GDB may do the same.

Equal Opportunity

GDB believes that all people are entitled to equal opportunity under the law. GDB, its staff, and its volunteers may not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, ancestry, age, medical condition, disability, veteran status, marital status, or any other consideration that has been made unlawful by federal, state, or local laws.

Parental Support and Participation

Raising a puppy involves a great degree of responsibility and patience. Puppies can be challenging by exhibiting behaviors including jumping and mouthing. For this reason, parental support is critical for youth puppy raisers.

Parents need to realize the responsibility that their child is assuming when agreeing to raise a GDB puppy. While GDB puppies are bred to be more manageable and agreeable to handling and instruction, the level of good behavior that they must achieve surpasses that of most household pets. Traits and behaviors that are tolerable in the family dog may not be acceptable in a guide dog candidate and may lead to a dog being career changed or transferred.

Puppies, like children, develop best in an atmosphere of trust, encouragement, and praise. Parents are asked to provide strong emotional support for their children in the raising of GDB puppies. GDB asks that parents emphasize effective and consistent techniques and socialization as well as fair and humane treatment of the puppy that their child is raising.

GDB asks for assistance in providing a safe environment in which children can attend GDB functions. GDB strongly believes in promoting a safe environment for children and in providing carefully screened adults to work with children. To help us ensure success, parental support of all guidelines is needed, along with parental involvement in club functions and open conversation between parents and youth about what is and is not appropriate interaction by adults.

Parent and Other Custodian Responsibilities:

- Co-signing on their youth's volunteer application.
- Participating in a home interview with their child prior to a puppy being assigned to the home.
- If involved in a direct supervisory, teaching, or advisory role with youth, being screened for child welfare issues.
- Completing and signing any relevant documents as required by GDB.
- Being knowledgeable and supportive of GDB guidelines as they pertain to GDB prescribed interaction with youth.
- Following the written and verbal instructions of GDB regarding puppy raising, club management, ethical behavior, interactions with staff, volunteers, and the public.
- Positively representing GDB, both formally and informally, in their puppy raising clubs and communities.
- Reporting to GDB any deviation from prescribed guidelines for interaction with youth.
- Ensuring that their child attends the required club and GDB functions as designated by the leader or GDB staff.
- Transporting their child to and from required GDB events. Volunteer transportation to and from GDB events is not a GDB responsibility. GDB has no liability - legal, financial or otherwise - for such activities.
- Being participants and supporters in the raising process of their child’s GDB puppy and attending their child’s puppy club meetings and events.
- Ensuring that their child follows the written or verbal guidelines outlined by GDB concerning the raising and care of a GDB puppy.

Puppy Raising Leader Responsibilities:

- Completion of a leader application package.
- A successful background screening, and completion of orientation on child welfare issues.
- Minimum age of 18 years.
- Compliance with all GDB program requirements and guidelines.
- No actions that would negatively affect the wellbeing, physical or otherwise, of youth or animals.
- Initiating, receiving, and processing raiser applications.
- Conducting a thorough home interview with each applicant and family to determine suitability of the raiser and the home environment.
- Ensuring each raiser has access to all GDB puppy development and policy and procedures materials; thoroughly reviewing the contents of these materials with each raiser when the puppy first arrives home and on a regular basis thereafter.
- Teaching raisers the techniques and guidelines as established by GDB regarding puppy handling and socialization.
- Assist with the recruitment of new club members.
- Representing a positive image of GDB to the public.

- Working with their designated CFR to determine the best possible environment for the puppies.
- Notifying the CFR of any situation that may be potentially unsafe, contentious, litigious, harmful to the reputation of GDB, or otherwise harmful.
- Following all GDB protocols and policies for working with and protecting youth.
- Mediate conflicts between club members.

Length of Term

- All volunteers serve as needed at the discretion of the organization.
- Leadership is not transferable from club-to-club without GDB approval.

GDB Puppy Raiser Requirements:

- Minimum age of 9 years; no upper age limit.
- Completion of Puppy Raising Volunteer Application
- Successful home visit by a GDB approved leader (this includes all homes in which the puppy will reside).
- Using GDB approved training and management techniques when working with or caring for GDB puppies.
- Compliance with all GDB guidelines.
- Submission of monthly reports on puppy's progress and other reports, per program requirements.
- Communicating effectively with other volunteers, GDB staff, and the public.
- Direct one-to-one adult contact with youth requires a successful background screening, signing of a contract, and completion of orientation on child welfare issues.
- No actions that would negatively affect the wellbeing; physical or otherwise, of the volunteer, other raisers, or an animal.

Length of Term

- All volunteers serve as needed at the discretion of the organization.
- Raising a GDB puppy is not necessarily transferable between puppy clubs (e.g. when moving) and must be approved by the CFR.

Puppy Raising Volunteer Application Procedures and Guidelines

The following procedures outline the application process for both adults and youth volunteering to assist GDB in its puppy raising program.

All persons wishing to become puppy raising volunteers must request approval through the club leader. Once approved, the leader will provide the Puppy Raising Volunteer Application and the applicant must complete and sign all appropriate sections for submission.

Every person has a right to request an application, even if a leader has concerns regarding them as a viable applicant. With the CFR's approval, leaders approve or deny all volunteer applications for their club. The supervising CFR must be notified prior to a leader's approval or denial of any application (see the Recruiting Puppy Raising Volunteers section below).

Leaders will use the online Puppy Raising Community to submit information for new applicants and request the completion of Puppy Raising Volunteer Application(s). These members of the club will remain in the "Applicant" status until 1) the person becomes an official puppy sitter or puppy club volunteer in the puppy club; or 2) the person withdraws from the club and is no longer interested or involved in the program.

For more information and details about the Puppy Raising Application and Puppy Placement Questionnaire (PPQ) process, visit the Forms and Resources section of the Puppy Raising Community.

Outside Organization Application and Screening
Any volunteer who wishes to be concurrently enrolled in another organization (examples: 4-H, FFA) must meet all application and screening guidelines of that organization. These volunteers must contact the other entity as needed.

Applying for Leadership
CFRs and/or the Puppy Raising Manager have the responsibility of interviewing, evaluating, and selecting leader candidates. Leaders may not appoint additional leaders or successive leaders. Leaders who have recommendations for leader applicants should inform their CFR.

The training provided for new leaders takes place over a period of up to one year and is comprised of the following steps:

1. Submit completed Puppy Raising Leader Application to appropriate CFR.
2. Pass background screening.
3. Complete leader policies and procedures training presented by CFR.
4. Complete puppy handling training presented by CFR or designated leader.
5. Observe four puppy field evaluations with CFR.
6. Understand information needed in, and importance of, monthly puppy reports and the Final Report.
7. Observe an experienced leader on four home visits for Puppy Raising Volunteer Application approval and review the application. See the Home Interview Guide in the Forms and Resources section.
8. Attend three GDB training events approved by CFR.
9. Mentor with an experienced leader, designated by CFR.
10. Attend four meetings or outings of other puppy raising clubs.

If a leader will supervise a puppy raising club under the umbrella of 4-H, FFA, or other such program, he or she will be required to attend that organization's training sessions as well.

Confidentiality and Security
All records relating to a leader's application and screening process will be maintained as confidential. Only the following GDB staff will have access:

- GDB President and CEO
- GDB Vice President of Community Operations
- GDB Puppy Raising Manager
- GDB Puppy Raising Administration Manager
- GDB CCP Operations & Project Manager
- GDB Vice President of Human Resources

GDB at its sole discretion may contact legal counsel to review the appropriateness of a volunteer to work with youth or otherwise volunteer for GDB.

As part of required security:

- All applicable records will be stored in a secured part of the GDB database with restricted access.
- All applicable records will be accessible only to persons referenced above.
- All other reasonable attempts at confidentiality will be maintained.
- All applicable records will be maintained throughout a volunteer's service.
- As required by law, a volunteer can have access to their files.

Recruiting Puppy Raising Volunteers

GDB and individual clubs need puppy raising volunteers to continue providing guide dogs to people who are blind or visually impaired. The continued health of the organization and its mission depend on each club's recruitment efforts.

In addition to providing a number of raisers consistent with the number of puppies, continual recruitment has other benefits as well:

- An opportunity to select only the most promising candidates.
- A waiting list for puppies provides leaders more opportunity to:
    - thoroughly screen applicants
    - require an applicant to attend several meetings before assigning a puppy
    - train volunteers prior to puppy placement
    - assign volunteers to supportive roles other than puppy raising.

Volunteers, either while raising a puppy or not, may volunteer as other types of club volunteers. Leaders can assign a role to each person as appropriate (e.g. club event coordinator, Treasurer).

Factors that help qualify an applicant include, but are not limited to:

- Commitment to GDB's Mission and Values and Behaviors guidelines.
- Ability to learn and apply dog handling skills.
- Good communication skills.
- Willingness to follow instructions.
- Willingness to work cooperatively with club leaders, other club members, and GDB staff.
- Willingness to positively promote puppy raising and GDB to the public.
- Consistent attendance at meetings.

Factors that would disqualify an applicant or returning raiser include, but are not limited to:

- A history of actions that GDB deems inappropriate to be in a setting with youth.
- Inability to meet basic program guidelines outlined in the Puppy Raising Volunteer Application process and requirements.
- A person in the home who may be endangered by the behaviors of a GDB puppy.
- Other pets that may negatively impact the proper development of a GDB puppy.
- Too many other dogs or other pets in the home.
- Prior failure to meet GDB program requirements or lack of compliance with GDB values, behaviors, and standards of conduct.
- Use of non-GDB approved training techniques.
- Demonstrated consistent lack of ability to handle a dog in accordance with GDB standards.

Valid reasons for declining an application are performance-based and factual. Evaluation of an applicant may not include either speculation or personal feelings. Leaders should consult with their CFR whenever they have a question about an applicant's suitability for the program.

GDB does not discriminate against any applicant for volunteer service in any program based on race, religion, color, national origin, sexual orientation, ancestry, physical disability, marital status, veteran status, gender, or any other factor prohibited under local, state, or federal law. GDB leaders are expected to abide by this policy in all interactions with volunteers and staff.

Protected Information

- Date of birth

- Marital status
- Name of spouse
- Spouse's occupation, place of employment, or time on the job
- Number of children and ages
- Whether child care can be arranged for children
- Ancestry
- National origin or race
- Age
- Gender
- Sexual orientation
- Religion
- Union or political affiliations

The above information may be obtained only after retention of the volunteer's service and must not have any bearing on decisions regarding qualifications.

Guide Dogs for the Blind

Prospective Puppy Raiser

Home Interview Guide

Puppy Club Leaders use this form when interviewing prospective puppy raising volunteers in their homes.

Raiser name(s): _____

Home phone: _____ Work phone:_____

Email: _____

Parent (if raiser is a youth): _____ Phone: _____

Alt Phone: _____ Email: _____

Address: _____

City: _____ State: _____ Zip: _____

Other Contact Info/Directions to home: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Raiser and family responsibilities

- ✓ Review GDB expectations of volunteers and staff
  - ☐ Raiser Responsibilities
  - ☐ Leader Responsibilities
  - ☐ Parent Supporting Responsibilities
  - ☐ Staff Supporting Responsibilities
  - ☐ Agreement to Terms of Service
  - ☐ Consent and Release forms
  - ☐ All other application forms and processes
  - ☐ Parental Support
  - ☐ Raiser financial responsibilities
  - ☐ Volunteers serve at will of organization

- ✓ Review veterinary care of puppy
  - ☐ Basic, required vet care
  - ☐ Vaccination protocols
  - ☐ Emergency care
  - ☐ Veterinary billing procedure
  - ☐ Veterinary reimbursement
  - ☐ Food policy
  - ☐ Spay/neuter procedure

- ✓ Review GDB support
  - ☐ Supplies provided
  - ☐ Puppy Raising Volunteer Policies & Procedures Manual
  - ☐ Forms page online
  - ☐ CFRs, other GDB staff

- ✓ Review GDB expectations of club
  - ☐ Meeting attendance
  - ☐ Outings and event attendance
  - ☐ Absences
  - ☐ Puppy sitting
  - ☐ Fundraising and publicity
  - ☐ Interactions with the public
  - ☐ Other_____

- ✓ Review Post-Puppy Raising Options
  - ☐ Recall to training
  - ☐ Becoming a guide
  - ☐ Becoming a breeder
  - ☐ Becoming a K9 Buddy
  - ☐ Placement with another Service Dog organization
  - ☐ Career change
  - ☐ Retirement

- ✓ Discuss:
  - ☐ Family's willingness to follow all guidelines
  - ☐ Any family reservations about raising a puppy
  - ☐ Any inadequacies or potential problems in the home environment
  - ☐ Explain why there is a problem and what needs to be changed to remedy the problem
  - ☐ Explain about evaluations, transfer or career change

- ✓ Fencing
  - ☐ Secure
  - ☐ Adequate height
  - ☐ Appropriate gate latches
  - ☐ Free of hazards or poisonous plants

- ✓ Dog Run/Kennel
  - ☐ Securely fenced
  - ☐ Appropriate surface
  - ☐ Appropriate shelter
  - ☐ Appropriate height

- ✓ Pool present?
  - ☐ Adequately fenced

- ✓ Discuss
  - ☐ Where to relieve the puppy
  - ☐ Appropriate ways to confine the puppy when no one is home
  - ☐ Amount of time puppy will be left alone
  - ☐ Waste clean-up
  - ☐ Removal of hazards
  - ☐ Need for leash if yard is not fenced
  - ☐ Dangers of unfenced pools or bodies of water

Home Interior

- ☐ Free of hazards and poisonous plants
- ☐ Relatively free of clutter
- ☐ Area available for crate or tie down
- ☐ Secure doors

- ✓ Discuss
  - ☐ Difficulties with clutter
  - ☐ Need to "puppy proof"
  - ☐ The tie-down
  - ☐ Cleaning up accidents
  - ☐ Crates
  - ☐ Preventing escapes

Other pets or animals

- ☐ In good condition
- ☐ Non-aggressive and under control
- ☐ Have adequate shelter
- ☐ Young puppies in the household

Type of animal (dog, cat, etc): _____ Sex: M/F Altered/ Intact Age: _____
Lives in home/outside?

Type of animal (dog, cat, etc): _____ Sex: M/F Altered/ Intact Age: _____
Lives in home/outside?

Type of animal (dog, cat, etc): _____ Sex: M/F Altered/ Intact Age: _____
Lives in home/outside?

Any additional dogs: _____

Number of cats: _____
Live in home/outside?

Other animals: _____

_____

- ✓ Discuss
  - ☐ Prevention of fleas and ticks
  - ☐ Need to monitor dog-to-dog interactions
  - ☐ Possibility of different rules for pets vs. guide dog puppies (treats and forms of play)
  - ☐ Rules about getting a second puppy
  - ☐ Grooming needs

Other Household Members

Ages of children in the home: _____

Do other family/household members appear interested/supportive?	Yes	No
Do other family members agree to puppy management rules?	Yes	No
Do other family members agree to time commitment?	Yes	No
Is there someone available to help with housebreaking?	Yes	No
Is there an area suitable for confining the puppy when no one is home?	Yes	No
Were all family members present at the interview?	Yes	No
Have you met all family members?	Yes	No

Members not met/ages: _____

- ✓ Discuss
  - ☐ Issues that affect small children (the potential for being knocked down, the sharpness of baby puppy teeth, the recommended use of a dragline, the potential for chewed toys and food grabbing until the puppy learns the rules, the need for close supervision of interactions)
  - ☐ Management of the puppy by other family members
  - ☐ Consistent adherence to the rules
  - ☐ Time commitment
  - ☐ Family support requirements
  - ☐ Housebreaking requirements (someone home to relieve pup or somewhere to safely confine when no one is present)

Guide Dogs for the Blind

Puppy Raising Volunteer Co-Raiser Agreement

Co-raising a guide dog puppy in training can be a very rewarding experience; it can also involve some challenges. Outlined below are things to consider when entering into a co-raising experience.

Schedule

- Who gets the pup and when (trade once a week, once every other week, etc.)? This is most important when the pup is very small when consistency is especially important.
- How does pup get transferred between homes?
- If one raiser is going on vacation or out of town for work, does the puppy go with them if it means the other raiser will miss their turn with the pup?
- Who will take the puppy trade pup?

Veterinary Care

- Shots and general care should be done by same veterinarian.
- Decide which raiser will take the pup for its regular vet appointments.
- Leave vet forms at vet to make it easier for all co-raisers.

Food, Toys, and Supplies

- Each home has its own food supply.
- Each home should have its own crate, toys, etc.

Other

- Who handles pup at meetings?
- Who will handle the puppy on outings?
- When the other handler has the puppy, it is theirs to manage. You must agree at the beginning not to interfere with the learning process of the other handler.
- If things do not work out for one raiser family, would the other co-raiser be willing to finish the pup themselves, find another co-raiser or would the puppy need to be transferred?
- If the puppy needs to be taken to GDB, who is responsible to get it there?
- Keep in mind the importance of open communication between parties. Leaders will assist with questions about the proper handling and development of the puppy.
- Who gets to keep the puppy tags? Other memorabilia items?

Career Change

This is probably the most important conversation between co-raisers and it should occur before a puppy is even placed in a co-raise situation. Things may change during the course of the puppy raising experience, but having an agreement up front should alleviate problems later.

- If the puppy is career changed, which raiser has the first right to adopt?

Discussion and agreement on the topics above will help avoid frustration or confusion and make co-raising a puppy enjoyable and satisfying.

Co-Raiser Names

Name(s): _____ Phone # _____

Name(s): _____ Phone # _____

Name(s): _____ Phone # _____

Date of Agreement: _____

Things to Know
Each co-raiser will be responsible to complete a Monthly Puppy Progress Report every month. Open communication must be kept between co-raisers and leader. If issues occur, the leader must be consulted.

Schedule Agreement

First 3 weeks, where puppy spends the night (one family): _____

Second 3 weeks, where puppy spends the night (other family): _____

Trade agreement after the first 6 weeks: we strongly suggest 2 or 3 weeks intervals for the

next several months: _____

_____

How does the puppy get transferred between homes? _____

_____

Veterinary Care Agreement

Whose vet will be used? (It is important that you use the same vet for shots and general care.)

_____

Who is responsible to get the pup to the vet? _____

If the vet wants payment up front, who pays? _____

Breeder Custodian Agreement

_____ will be given first opportunity to become the breeder custodian, then the opportunity goes to the other raiser.

Additional information for the breeder custodian agreement: _____

_____

Career Change Agreement

_____ will be given first opportunity to adopt as their own pet, then opportunity goes to other raiser.

_____ will be given first opportunity to place the dog with a close friend or relative, if neither can keep as a pet, then opportunity goes to the other raiser.

Additional information for the career change agreement: _____

_____

Other Comments/Agreements

_____

_____

_____

_____

Co-raiser's signature: _____

Co-raiser's signature: _____

Leader's signature: _____

Guide Dogs for the Blind

Effective Leadership

A leader's responsibilities are tremendously diverse. CFRs and other puppy raising program staff are always happy to provide additional information and tools as needed.

There are many elements involved in providing effective leadership. A puppy raising leader is responsible for helping club members successfully raise puppies for GDB and for representing GDB in a positive manner to raisers and the public.

Primary Qualities of An Effective Leader

- Understanding of GDB's current dog handling techniques and the ability to apply and teach them
- Understanding of and commitment to GDB's mission, policies, and protocols
- Team building skills
- Ability to coach others
- Willingness to delegate
- Communication skills
- Ability to resolve conflicts
- Ability to lead by example

Understanding of the GDB Mission

The GDB mission as it applies to puppy club leaders is to have or create a club that provides the teaching and activities necessary for raisers to successfully raise their pups. This involves inspiring raisers to develop their dogs to their full potential. Along with communicating the mission, a good leader demonstrates through their own actions how others can achieve the mission.

Team Building

A successful leader builds a club into a cohesive team while at the same time encouraging each member according to their individual strengths and interests. A leader recognizes genuine teamwork by placing equal value on each team member's contribution. A leader is not simply delegating jobs. Rather, a true leader invites the input of others and allows discussion of club plans and activities. In this way all members of a club, raisers and leaders alike, feel valued and united as they work together in raising their puppies.

Coaching

Good leaders are also good coaches. Coaching helps raisers achieve their own and each puppy's full potential. A good leader gives praise and support, and acts as a sounding board when someone is working on a new idea. They help raisers develop new approaches to problems when they are facing discouraging situations.

Delegating

Leaders are doers. They enjoy working toward goals and also enjoy working with others to achieve those goals. In delegating a job or responsibility, a leader allows another person in the club to make a decision or perform a task independently. By delegating some of the tasks involved in leading a club, a leader will be less burdened by the work involved and will have more competent, confident, and satisfied raisers and co-leaders to work with.

Communication Skills

Communication is the key to effective leadership. Communication is a two-way street: one must be careful and clear, both when speaking and when listening to another.

A key to effective communication is listening. Active listening means that as someone is speaking, the leader is listening to what is being said as well as to what is not being said.

Allowing for feedback is another aspect of communication that an effective leader must promote. As a team, club members need to be able to share their opinions and suggestions freely.

Decision-Making Responsibilities
A leader and Community Field Representative share responsibility for the safety, emotional wellbeing, and skill development of the volunteers and puppies under their supervision. At times, decisions need to be made that a raiser or other volunteer may not regard as favorable. Some actions are within a leader's area of responsibility; others belong to the CFR. In order to avoid confusion of roles, the following details the duties of each position in possible stressful or confrontational situations.

A CFR's Responsibilities
- Transferring a dog from a home and into a new home
- Career changing a dog
- Sending a dog for health or behavior evaluation
- Denying an individual's participation in GDB activities
- Approving or denying all applications in consultation with the club leader(s)

A Leader's Responsibilities
- Assigning puppy sitting
- Temporarily removing a puppy from a home for evaluation
- Requesting the CFR to temporarily take a puppy for evaluation
- Temporarily removing a puppy from a home if it is in danger or in a situation unsuitable for its proper development
- Temporarily removing a puppy from a home if it is endangering other people or animals
- Submitting any letters of dispute, reprimand or any other sensitivity to the CFR for review prior to distribution

CFRs are responsible for supervising the leaders, raisers, club assistants, and puppies in their territory. GDB asks that all volunteers and their family members work with their CFR in a cooperative fashion. A CFR's decisions represent those of the organization. If any volunteer has concerns about a CFR's decision or actions, they should contact the Puppy Raising Manager.

Conflict Resolution
In spite of a leader's best efforts and skill, there is bound to be conflict within a club at some point. Conflict can actually lead to new ideas and highlight possibilities not yet explored. When a conflict surfaces it should be dealt with quickly and honestly.

If a leader is directly involved in a conflict it is even more important that they remain objective. If necessary, the leader should have a co-leader or the CFR help mediate so all involved know that the leader did not have undue influence over the resolution.

Sometimes an acceptable solution cannot be reached within the club regardless of attempts made to do so. In that case, a leader should follow the chain of communication described below, by following steps one through five:
1. Parties involved in conflict try to resolve problem together
2. If unsuccessful, ask for help from leader(s)
3. If unsuccessful, request assistance from the CFR
4. If unsuccessful, contact the Puppy Raising Manager
5. If unsuccessful, the Vice President of Community Operations may become involved

Supporting Community Change
The role of leader includes the task of helping club members understand and embrace changes in GDB's training methods or policies as they relate to puppy raising. This task is not always easy. It is a leader's job to first understand the rationale behind changes as much as possible, adjust to the change, present the change positively to the club, and help the group adjust to the change.

GDB has a commitment to continually improve its programs. It also has a commitment to its puppies and to all of its volunteers to provide them the support and resources required for full participation in the program. It is important that leaders trust that changes are being initiated for the improvement of GDB and convey that trust to their club members. The desired improvements from changes to methods and policies may not be readily apparent to an individual. GDB is an organization that values and depends on leaders' feedback. Leaders are encouraged to share their feedback with their Community Field Representative or through communication with the Puppy Raising Department.

Recognizing Raisers and Other Volunteers
Leaders are in a unique position to offer support and guidance to puppy raisers. They can help shape how their raisers respond to challenges associated with puppy raising. By maintaining a positive working atmosphere, fostering teamwork and support, and presenting puppy raising as much more than a simple pass or fail, the leader can guide, develop, and retain raisers and promote their skill and leadership in the club. By treating each raiser as an individual, leaders can make the puppy raising experience more personally rewarding.

Other volunteers can also be recognized for the tremendous support they provide to the leader and to the club. Their talents in publicizing club activities, fundraising, puppy sitting, planning events, etc. are crucial to the club.

Foster a Positive Environment
- Develop an atmosphere of trust and encouragement for both puppies and people
- Express all opinions and intentions with honesty, even unfavorable ones
- Be available to answer questions, instruct, or give emotional support
- Return all calls and emails within 48 hours; 24 hours if urgent or a complaint
- Recognize a person's potential and encourage their development
- Point out successes; small, as well as large
- Acknowledge attempts even though they may have not been successful
- Give a raiser a break from a challenging puppy by providing puppy sitting

Tools of Recognition
- Verbal praise at the time of the person's effort
- Praise in front of other volunteers or GDB staff
- A special phone call to say "thank you,", "good job"
- Thank you or recognition-of-effort card
- A certificate
- An award as part of a formal ceremony
- A silly or fun award that is rotated throughout the club to recognize special efforts
- a unique trophy
- a special shirt to wear at meetings
- Promote the club or a club member to the local media
- Ask the Community Field Representative to write a special letter of support or recognition

Providing Emotional Support
One of the most difficult aspects of raising a puppy for GDB is returning a dog for formal training (recall). Likewise, having a puppy career changed for a health or temperament issue is a great disappointment for a raiser and sometimes for a whole club. Leaders are the first line of response for raisers when these things occur. It is also important to remember that leaders can call on GDB for support as well. For example, asking a CFR to take a little extra time to explain the reason for a career change or requesting that veterinary staff answer the questions of a puppy raiser whose puppy is experiencing an illness or injury.

Guide Dogs for the Blind

Puppy Club Structure

LEADERSHIP STRUCTURE
All club leaders must be approved by the Community Field Representative (CFR) and complete the GDB leader training under their supervision. For clubs with more than one leader, a primary leader will be chosen with the approval of the CFR. GDB provides a leader with a basic list of responsibilities and support materials for their role as a puppy club leader.

An important puppy club leader responsibility is to be a liaison between GDB and the raisers in the club. Being a positive representative of GDB's puppy raising program is key to having a club that works in harmony with the mission. Strong leadership and clear communication are essential qualities in a club leader.

Likewise, open communication with CFRs is essential. Leaders must keep CFRs aware of all conflicts and problem issues with club volunteers and the puppies or with the public.

Communications regarding all issues should begin as soon as they surface. If GDB staff is aware of problematic situations as they arise, their support will be more timely and effective.

Multi-Leader Groups
Larger clubs with multiple leaders will determine how to assign responsibilities between them. Co-leaders are encouraged to assume roles based on their interests and talents, using the list of responsibilities provided by GDB. Leaders will provide raisers with a written list of each leader's responsibilities, as well as contact information.

The following guidelines are provided to maintain consistent communication amongst leaders:

- Monthly club leadership meetings are required.
- Agenda items for these meetings can be proposed or presented by all leaders.
- All communication about club matters will include all club leaders so all are kept up to date.
- When communicating by phone or informally in person, make sure to relay information to other leaders via email or follow-up telephone calls.

Community Field Representatives and Guide Dogs for the Blind will schedule periodic leader trainings to ensure all are kept current of changes in the organization, training techniques, and other topics. Leaders are required to attend 80% of these trainings per year. To facilitate attendance, CFRs and other GDB staff will schedule these trainings as early in advance as possible.

Club Division
Occasionally a single club will re-form into two separate groups. There are two situations in which this might occur:

1. Membership in the club has grown to a point that meetings and outings have become unwieldy, or members live throughout a large area and travel to meetings has become too time consuming.
2. Differences in style or goals within the leadership and club make it difficult to move forward with regular club activities.

Splitting an existing club or creating a new club in an area in which a club already exists, is allowed only with the consultation and approval of the CFR and Puppy Raising Manager.

A number of factors need to be considered in this type of situation: are there enough raisers to maintain two clubs? If the instigating issue is an interpersonal one, is splitting the club the best way to resolve it?

Finances and Equipment
In the situation of a second club forming by splitting from an existing club, the question of whether club monies and equipment will be shared must be addressed. It is important to note that the new club is not automatically entitled to any funds or equipment. The original or pre-existing club is under no obligation to provide funds or equipment to the new group, but may choose to do so if the original club's leadership considers it appropriate. Club equipment in use by a raiser moving to the new club, remains the property of the original club and will be returned to that club when the current puppy returns for training or otherwise leaves the raiser's home.

REQUIREMENTS OF A GDB PUPPY CLUB

Requirements for the Formation of a New Club

- All new clubs must submit an Application to Establish a GDB Puppy Raising Club (this form should be requested from the CFR) prior to approval.
- All new GDB clubs are approved or declined by the CFR in consultation with the Puppy Raising Manager.
- All clubs must be supervised by a leader who meets the application, screening, training, and performance standards of GDB.
- All clubs must have at least three potential puppy raising homes, which may include the leader.
- Each prospective member must reside close enough to their leader and club meeting site to facilitate meeting attendance, monitoring, instruction and constructive intervention by the leader when needed.
- To best facilitate CFR supervision and instruction, clubs may be required to meet with other clubs at central sites of the CFR's choosing.
- A club does not have an exclusive territory. Other clubs that meet GDB requirements may form in the same geographical area.

Requirements for Maintaining a Club

- Leaders, raisers, and club assistants will meet all guidelines of GDB; including: attending group meetings, trainings, evaluation, or other sessions as requested by their CFR or the organization.
- Clubs that have fewer than three puppies placed with approved raisers will be individually evaluated to determine if the opportunity for growth warrants their continuation as a club.
- Clubs that are concurrently enrolled in other organizations (4H, FFA) must also meet the requirements of that organization.

Club Profile Document
All clubs are strongly encouraged to develop a document for distribution to all club members which gives basic information about the club and its functions. This information may also be made available to volunteers through a club website, Facebook page, or other electronic means. Information contained in this document includes:

- Calendar of Club Activities: regular meeting days, times and locations; detail of any other regular club outings and activities
- Attendance requirements
- Leader names and contact information
- Club and GDB website information
- Financial expectations and obligations: dog food, crate, toys, fees for outings, dues for incidental club expenses (postage, copies, etc.)
- Fundraising information: brief description of club fundraising activities and expected raiser participation

The club description document is to be updated annually. The CFR will be provided with a copy of each club's paper.

Meeting Attendance
Puppy raisers are required to attend 80% of required meetings and outings during each six month period of participation in the program. Raisers with puppies that are temporarily unable to attend club events due to a veterinary issue will still attend training meetings. Mandatory meetings include training meetings and

socialization outings. Fundraising meetings and events, and planning meetings for other events should generally be considered as optional. Individual clubs may, at their discretion, require attendance at a limited number of fundraising events or activities (80% attendance at this type of meeting would not apply).

For puppies over 5 months, the minimum number of required meetings/activities is two per month. For pups under 5 months, the minimum number of required meetings/activities is 4 per month. More activities can be offered as optional. It is important that puppies be present at 80% of meetings at a minimum. On the occasion that a raiser cannot attend a meeting, they are required to contact the leader and make other arrangements for the puppy to be at the meeting, if possible.

Club Activity Requirements for Club Volunteers Not Currently Raising a Puppy

- Puppy sitters and all other club volunteers that handle puppies as part of their club involvement, will attend a minimum of 80% of training meetings in each six month period. Participation in socialization outings may be required if the club leadership feels this is necessary to increase dog handling abilities.
- Those club volunteers that do not routinely handle dogs must attend all club meetings or activities as appropriate to handle their job function (example - a treasurer would need to attend all business meetings, but not socialization outings).

Puppy Exchanges

Puppy exchanges, or trades, are an integral part of the puppy raising program and participation by all raisers and their puppies is required. The following guidelines outline the minimum requirements for these exchanges within puppy raising clubs:

- Minimum frequency of six exchanges per year (more at discretion of the club leadership and CFR)
- Exchanges are to be coordinated and monitored by a leader or designated club member
- Raisers may not opt out of allowing the puppy they raise to be exchanged

Puppy Sitting

Puppy sitting is coordinated by a leader or designated club member. Raisers will not make arrangements for puppy sitting directly with the sitter.

Puppy Numbers

GDB may set a maximum number of puppies for individual clubs at its discretion.

Club Governance

Guide Dogs for the Blind strives to maintain consistency in the manner in which puppy raising clubs operate. Understanding that clubs and their members will vary in their needs and interests, a certain amount of flexibility in application of guidelines is appropriate.

Club Decisions

- Primary club leader will not have veto power over decisions made by the total club leadership.
- In the event that a majority vote cannot be reached, the issue in question will be taken to the CFR for resolution.
- When conflict occurs in a group that cannot be resolved by the leadership group, the CFR will help facilitate a resolution.
- Voting on club matters will take place through a simple majority vote of club members.
- Decisions regarding outings (ideas, locations, special dates and times) should be based on the leadership's decision and the consensus of club members.
- If a group chooses to fundraise, have dues or any kind of monies collected:
    - A treasurer will be designated.
    - There will be strict accountability of funds. Treasurer will make quarterly reports on expenditures and income to full club membership.
    - Receipts must be given and a set of books maintained to track every transaction. These documents remain with the club, even if there is a change of treasurer.
    - All GDB policies and practices for club fundraising and handling of funds must be followed; see the Club Fundraising section of this manual.
- Decisions regarding expenditures for general club benefit (equipment, outing and meeting expenses, operational expenses) can be made by club leadership without a general club vote, providing for the

dollar amounts discussed in the next bulleted item. Expenditures for items that benefit individuals must be voted on by general club membership.

- The primary leader may make or authorize expenditures up to a maximum total of $100 per month without club leadership or club approval. Expenditures between $100 and $250 must be authorized by club leadership (by vote or consensus). Expenditures over $250 must be approved by a vote of general club membership.
- Club dues and fees for use of club-owned equipment may be charged as long as the club membership approves and fees are assessed in a consistent manner.

Decision Making Format

- There is no specific format for all club decisions. A simple majority vote is recommended whenever feasible.
- A meeting agenda is strongly recommended for all club meetings. Agenda items may be proposed to a club leader by any club member. The leadership has the responsibility to approve, or not, all submitted agenda items. Agendas and meeting minutes help maintain clear records of discussions and decisions.

Club Websites, Newsletters & Social Media

- All information on the website, Facebook page or other club sponsored media site will be approved by the club leadership prior to posting.
- No personal phone numbers, email addresses, or home addresses are provided under any circumstances. The use of last names on club websites is discouraged. When necessary, refer to a person by job title or first name only.
- No personal information or photo will be posted on the website without approval of individual referenced.

For information on GDB's guidelines on social media, logo use and branding, please refer to the Marketing and Social Media section of this manual.

OTHER TYPES OF SERVICE PROGRAMS

GDB puppy raising clubs are to operate solely under the guidelines and expectations of Guide Dogs for the Blind, unless they are affiliated with another organization (i.e. 4H, FFA). In such situations, puppy raising management can identify the methods to best operate these types of clubs and activities, consulting with the other organization as appropriate.

Joint service dog clubs are not allowed within the GDB puppy raising structure.

If a leader or member of a GDB puppy raising club decides to raise a dog for another guide dog or service dog school, they are to maintain their work with that dog separate from the GDB club and puppies. Different programs have very different training methods and cues. To avoid confusion, it is necessary to keep the GDB puppy club activities for the training and socialization of its own program puppies.

Guide Dogs for the Blind

Puppy Raising Club Fundraising

Guide Dogs for the Blind is very proud of the essential contributions that its puppy raising volunteers make in raising puppies. GDB recognizes the other great contributions that these volunteers make daily in reaching out to their communities by doing public relations; educating about blindness and related issues such as access; teaching the public about positive and humane dog care and training through actions and words; and fundraising to support their local efforts and Guide Dogs for the Blind's mission.

The following document is designated for internal use at Guide Dogs for the Blind (GDB) only, GDB staff and participating clubs.

BACKGROUND

GDB provides puppy raisers with supplies such as leashes, puppy jackets, and collars, and approved veterinary care supplies and expenses. Additional expenses are incurred by raisers in the course of their volunteerism for purchases such as dog food, toys, equipment, and travel. Leaders may incur more substantial expenses through personal financial support for the clubs that they manage. Puppy raising clubs are expected to be financially self-supporting and may incur expenses for site rental, volunteer recognition, community recognition, stationary and office supplies, food, and other expenses. Puppy raising clubs support their operations and the puppy raising efforts of their raisers with donations from their members and from businesses and individuals in their communities.

Several basic principles apply to the functions of puppy raising clubs and volunteers. Puppy raising volunteers are agents and representatives of GDB. In a GDB-authorized function, GDB is accountable - legally and otherwise - for the acts of its volunteers. As a result, GDB is responsible for providing its volunteers with guidelines to ensure that club fundraising practices are practical, legally sound, and financially accountable.

As volunteers, GDB puppy raisers are provided certain protections under the Federal Volunteer Act of 1997. The primary element of this act stipulates that volunteers who act within the realm of their identified duties and without deliberate malice or willful neglect cannot be held liable for their actions (with the exception of operating a motor vehicle). In order to ensure that GDB volunteers receive the full benefits of the protections of this legislation, GDB is responsible to clearly define volunteer responsibilities in all functions, including fundraising.

GDB clubs not fundraising under the umbrella of 4-H or FFA must ensure proper legal protections by utilizing the GDB infrastructure to fundraise. Without utilizing GDB's non-profit status, tax identification number, accounting, and receipting, volunteers may be incurring personal tax and other liabilities.

4-H puppy raising clubs are governed by their state university systems through a set of guidelines that provide for fundraising under the state 4-H umbrella.

GDB leaders, puppy raisers, and other club members operate as volunteers for Guide Dogs for the Blind, a non-profit 501c3 organization. Club volunteers may not form a puppy club as a separate 501c3 or other such entity.

The decision by a puppy raising club to fundraise is entirely voluntary. Clubs are not required to engage in fundraising.

Benefits
This program is intended to produce benefits for both GDB and participating clubs including:

- Ensure proper legal and financial protections for volunteers in the solicitation and use of donated funds
- Defray the cost of raising a puppy
- Defray the cost of operating a puppy raising club
- Enhance local marketing efforts and media relations through use of promotional materials from GDB
- Enrich the youth development experience by allowing youth to be involved with marketing and fundraising activities
- Enhance protection of puppy raising club members against accounting errors by a club member(s) in the process of fundraising
- Utilize the existing GDB infrastructure for the deposit, receipting, and accounting of funds

Resources from GDB
In order to more effectively support the fundraising activities of clubs, GDB will dedicate increased organizational assistance to club fundraising, including creating an account at GDB for club funds and sending statements to verify club fund activity.

GUIDELINES
In fundraising as in all activities, GDB staff and volunteers will maintain high ethical standards and perform in accordance with local, state, and federal laws. All participating clubs, volunteers, and GDB staff agree to follow the guidelines and procedures in this document, other applicable GDB guidelines, and the instructions of supervising GDB staff or volunteers.

All puppy raising volunteers and clubs that collect or hold money utilizing Guide Dogs for the Blind resources (e.g., name, image, puppies, events, volunteers) are required to use the Club Fundraising program when doing so. This system protects the organization, clubs and volunteers as individuals.

GDB has developed fundraising and related accounting procedures for puppy raising clubs to protect the organization, the clubs, and the club volunteers. These policies are vital and staff and volunteers are expected to comply with their intent. GDB will consider suspension of fundraising by clubs or leaders who continue to disregard these policies. GDB puppy clubs may not maintain a local banking account. All funds in excess of the $400 petty cash limit must be deposited into a restricted account at GDB.

Professional and Legal Standards in the Solicitation of Funds
Guide Dogs for the Blind's volunteers are required to meet all pertinent legal and practical expectations in the course of their business, including fundraising. This includes but is not limited to accounting, receipting, reporting, and payment of local and state sales taxes. Donors must be informed that their funds are being restricted to the puppy club and not going to general GDB funds. If funds are not sent with a "Deposit Form," or are not accompanied by a note from the donor stating that the funds can be restricted to the puppy club, in most cases they cannot be moved to the club account.

Honoring the 4-H Relationship
Clubs affiliated with 4-H are required to meet the standards of that organization for all 4-H associated activities.

Building New Relationships
GDB encourages its volunteers and clubs to build relationships within their communities with like-minded businesses, organizations, and individuals. Any formal or legal collaboration between clubs and other businesses, organizations, or other legal entities must be approved by GDB.

Expectation of Club Member Support
All club members are expected to support the activities of their clubs including fundraising. It is expected that before undertaking fundraising or a particular fundraising project that consensus of support will be given by the club membership.

Defining Club Governance Authority
GDB-designated puppy club leaders have direct responsibility for control of club functions, volunteers, and puppies. Disputes regarding leader authority may be resolved through existing GDB protocols on conflicts and communications.

Loss of Fundraising Privileges
All fundraising by GDB clubs must be under the approval and protocols of GDB. GDB has the authority to suspend or rescind the fundraising privileges of a club or a volunteer.

Contracting Approval
GDB puppy raising clubs and volunteers may not enter into a contract in the name of GDB. Any contract entered into by a volunteer will be considered their act as an individual separate from GDB; and in this context, a volunteer is fully responsible for any resulting liability. Please contact the CFR before entering into any contract for club activities.

Ownership of all Funds
Funds are deposited into an account restricted for the use of the club that raised the funds. Funds raised by volunteers acting in GDB's name are GDB property.

Ownership of Equipment and Supplies
As GDB volunteers raise the funds, all equipment and supplies purchased with funds raised in GDB's name are GDB property.

Club Dissolution
Clubs may be dissolved only by the decision of GDB. All club assets are the property of GDB. Any funds or materials in club possession must be returned to GDB.

Upon reactivation of a club (by returning members, by the use of the same club name, by the establishment of a new club with the same leadership, or by the assumption of puppy raising within a community or region) funds may not be re-designated to the newly formed club.

Resolving Fund Conflicts
Any resolution of a dispute regarding the expenditure, distribution, or accounting of funds will be made at the sole determination of GDB.

Club Structure Guidelines
Refer to the Club Structure section of this manual for guidelines regarding the management of funds and voting of expenses within each puppy club.

Requirements for a GDB Club Account
Clubs are required to route all donations and expenditures through GDB's accounting system thereby meeting the requirements set forth by the IRS. The official recognition of donations will be sent directly from GDB; this is what donors will use for tax purposes. Clubs are encouraged to write personal thank you notes to donors, however these notes cannot include the GDB tax identification number or any specific information about the donation, i.e. amount or date of gift.

Puppy raising clubs are required to complete a Puppy Club Account Application available in the leader section of the Forms page online. Once approved the club must adhere to all guidelines.

PROCEDURES
All puppy club account forms are available in the leader section of the Forms page online.

Receiving and Depositing Donations
A club may solicit funds from individuals or companies for cash or in-kind donations for use by the club. However when soliciting from companies for funds other than matching donations, the club should ensure that this company is not one that GDB already has a formal relationship with. Refer to the appropriate use of funds for ideas on support items for the club. In order to receive, deposit, and ensure proper acknowledgement is made, follow these procedures:

Cash/Check Donations
All funds deposited to the club account must be accompanied by a Puppy Club Deposit Form. Checks must be made payable to "Guide Dogs for the Blind" and the puppy club's name and account number should be noted on the subject line of the check.

- If a club receives cash as a donation, the treasurer, leader, or other designated club member may deposit the cash into a personal bank account and use a personal check, money order, or cashier's check to deposit. If this is done the "Funds Replacement" box on the Puppy Club Deposit Form must be marked. Receiving funds personally and writing a personal check to GDB for the total amount could give the false impression that the volunteer has personally donated to GDB and it is against IRS guidelines to claim these donations on personal taxes. Checking the "Funds Replacement" box ensures that the check is not reported as a standard donation. NOTE: tax receipts cannot be provided to the donor who submitted the cash; if a donor giving cash wants a receipt, the puppy club can provide one via a standard receipt book purchased at an office supply store.

- Matching funds from employers are an excellent way to raise funds. However these are very difficult for GDB to track. All matching funds must include a separate correspondence or notation on the check stating that these are for the puppy club and must include the club name and account number. In most cases matching funds without these notations cannot be moved.

Credit Card Donations
Clubs can receive credit card donations online; direct donors to the following page: guidedogs.com/givetoclubs.

Clubs are listed first by state, then by name and account number.

In-Kind Donations
The donor completes the In-Kind Donation Agreement and submits to the CCP Operations Manager for proper donor acknowledgement. This applies to all goods and services, including items solicited for auctions. Although no monetary amount will appear in the club account for in-kind donations, GDB is required by law to declare the fair market value of all goods and services.

Expense Reimbursement
To receive reimbursement for club expenditures, complete the Puppy Club Expense Reimbursement Form. All expenditures must fall within the appropriate use of funds.

The Expense Reimbursement Form must be submitted with original receipts. All receipts must be submitted within 90 days of expenditure. Note that expense forms submitted without receipts will be returned for appropriate documentation. If there is no receipt for an expense, contact the CCP Operations Manager for approval of the expense. Once adequate funds are verified in the club account, a check is processed and mailed.

Transferring Funds
When a puppy club would like to use account funds to sponsor a harness at graduation or transfer funds to another puppy raising club account, complete the Transfer Form to identify the reason and amount to be transferred.

Documentation
All club account paperwork must be original; GDB auditors will not allow for faxed or e-mailed copies; this includes all forms and receipts. All receipts must be submitted within 90 days of purchase.

Account Balances
A puppy raising club is required to maintain their account balance including all deposits and expense submissions. GDB keeps a running record of the club's incoming deposits and expenses and a statement is e-mailed monthly to each account with activity recorded.

Petty Cash Fund
A club may maintain a petty cash fund of up to $400 to assist with small cash expenditures; all other club funds must be held within the club fundraising account at GDB. The petty cash fund is for small cash expenditure reimbursements or emergency purchases for the club. The petty cash fund must be held in cash only, no monies can be held in a bank account. The petty cash fund should only have expenditures; no monies should be "deposited" into the fund. If a club needs to have a cash drawer for any reason they can use a portion of the petty cash fund as change, however they must deposit all proceeds to their club account at GDB and return the original amount of the change back to their petty cash fund. To start or replenish a petty cash fund, clubs must submit a Puppy Club Expense Reimbursement Form.

Puppy clubs are required to designate a Petty Cash Coordinator (this person can also be the treasurer or a leader or this can be their sole responsibility) within their club to maintain the petty cash fund. The Petty Cash Coordinator undertakes the following responsibilities:

- Agrees to responsibility for the maintenance and accounting of the fund including keeping a ledger showing all expenditures and all original receipts
- Agrees to reconcile the account on a monthly basis
- Agrees to submit the petty cash ledger and all receipts and supporting document to GDB if audited
- Agrees to reconcile the account before terminating volunteer relationship

Appropriate Use of Funds

- In regards to puppy raising clubs, GDB has sole authority in determining appropriateness of expenditures.
- Questions regarding uses other than those referenced below should be directed to the CCP Operations Manager or the Puppy Raising Manager.
- Any use of funds must be specific to the mission of Guide Dogs for the Blind
- Puppy raising costs including dog food and equipment (i.e., crates, dog runs, x-pens, tie-downs)
- Boarding costs for females in-season
- Support for club activities including office supplies, rental of meeting rooms, and selected socialization outings
- Dog transportation, including transportation of career change dogs back to puppy raiser for adoption or placement
- Puppy raiser travel to GDB events including graduation ceremonies
- Materials to support the club including rental for event space, speaker fees, community events, etc.
- Club awards for puppy raisers; i.e. certificates, plaques
- Donations to GDB including, but not limited to, underwriting the harness or breeder package for client/dog at graduation or breeder dog graduation
- Publicity for club activities and/or recruitment
- Flowers, cards for bereavement or illness of a puppy raiser or family

Inappropriate Use of Funds

- Personal use
- Loans of any nature
- Items not directly related to puppy raising, GDB, or club functions
- Expenses for career change dogs or pets (only exception is initial transportation back to the puppy raiser for adoption or placement)
- Anything not approved by GDB or the club

FUNDRAISING IDEAS

Fundraising Special Event
Host a fundraising special event in the community that may include ticket sales, sponsorships or auctions. Note that local and state laws may apply.

Business Fundraising Night
Coordinate a fundraising night with a restaurant that offers a percentage of sales to benefit non-profits. Clubs promote their fundraiser locally and invite people to dine at the restaurant. A percentage of the dining proceeds are donated back to the puppy club. For example, Chevy's is located in most puppy raising states and offers 25% of the dining proceeds back to the charity. Ben & Jerry's Ice Cream offers a similar program.

Entertainment Fundraising
Selling Entertainment Books, Sally Foster products, See's Candy, or other sales programs can be an excellent way to fundraise. Profit margins and policies vary for each state or program.

Service Club Presentations
Clubs can arrange for presentations at local service club meetings as a way to connect with the community. Consider local Lions Clubs and Rotary Clubs as a way to educate people on the GDB mission and the need for club funding.

Corporate Matching Gift Programs
Club volunteers can double a donation to their puppy club by checking with their employers' Human Resource Department about matching gift programs. Fill out the company's matching gift form and send it along with a personal contribution. Also ask about company programs that recognize employees' volunteer hours with a gift to the employee's charity of choice.

Raffles and Other "Games of Chance"
GDB recognizes the history and success of raffles and opportunity drawings in the past. However, the regulations and registration requirements from the Attorney General and reporting requirements on the IRS Form 990 regarding these forms of fundraising has become increasingly burdensome. Due to the difficulty of meeting the requirements for this type of fundraising, puppy clubs cannot hold any raffles, opportunity drawings, 50/50 drawings or any "game of chance". The only acceptable forms of drawings are a door prize or a giveaway that requires no donation or purchase; clubs may also consider silent or other auctions as an alternative.

Facebook Fundraising
Due to the nature of the Facebook fundraising feature, all funds raised for GDB through Facebook by a puppy raiser or puppy club cannot be directed to a puppy raising club's individual fundraising account. Rather, all Facebook fundraising goes to the general fund at Guide Dogs for the Blind; we are unable to modify or change this aspect of the platform. Please ensure that any language used in a Facebook fundraising campaign clearly states that the funds will be directed to GDB, not to a puppy club specifically.

Any specific questions regarding the Club Fundraising program should be directed to the CCP Operations Manager.

Guide Dogs for the Blind

Providing for a Safe and Ethical Puppy Raising Environment

Raising a puppy is a demanding job, and GDB appreciates and supports its volunteers in their efforts and involvement in activities that strengthen the puppy raising program. The information in this section should provide clarity and guidance for volunteers in their role with GDB.

Compliance with GDB Guidelines, Policies, and Procedures
All GDB guidelines, policies, and procedures are to be adhered to by all associated with the puppy raising program, including GDB employees, club assistants, raisers, leaders, raiser parents, and custodians. GDB policies, guidelines, and procedures have been designed to ensure that all activities related to the organization are productive, safe, ethical, and legal. Failure to comply with any aspect of these policies and guidelines could lead to the suspension or termination of one's volunteer relationship with Guide Dogs for the Blind.

Volunteer Term of Service
GDB is greatly appreciative of the time that all volunteers generously devote to its organization and mission. Personal commitments and goals may at times limit one's involvement. Volunteers are engaged for no definite period of time. They may terminate their relationship with GDB at any time, with or without reason or notice, and GDB may do the same.

Equal Opportunity
Guide Dogs for the Blind believes that all people are entitled to equal opportunity under the law. Guide Dogs for the Blind, its staff and its volunteers may not discriminate on the basis of race, color, religion, gender, sexual orientation, national origin, ancestry, age, medical condition, disability, veteran status, marital status, or any other consideration that has been made unlawful by federal, state or local laws.

Non-harassment
GDB will not tolerate harassment of its employees, students, graduates, volunteers, or others on any basis including, but not limited to, gender, sexual orientation, age, race, color, physical or mental disability, marital status, veteran status, national origin, and/or religion. While it is not always easy to define precisely what harassment is, it certainly includes slurs, epithets, threats, derogatory personal comments or visual depictions, unwelcome jokes and teasing, or unwanted physical contact or gestures.

Any volunteer who feels they are a victim of harassment, including sexual harassment, should immediately report the matter to their leader or CFR. All complaints will be promptly investigated and appropriate action will be taken.

No volunteer or employee who has in good faith reported suspected cases of child abuse, neglect, or endangerment will face any disciplinary action by GDB or legal penalties under the law even if the resulting investigation does not substantiate their claims.

ENSURING THE SAFETY OF YOUTH

Adult Volunteer Screening Process

Adults enrolled as puppy raising volunteers who instruct, advise, or otherwise supervise youth (under 16 years of age) must also successfully complete a background screening to determine their ability to safely interact with youth.

Everyone who serves Guide Dogs for the Blind has an obligation to ensure that youth volunteers are safe from emotional and physical harm not only at GDB functions but in other environments as well. See the tips below to help volunteers recognize and report suspicions of child abuse, neglect, and endangerment.

GDB will offer additional instruction in child abuse prevention, recognition, and reporting as part of both its Introductory Leader Training and other periodic training sessions.

The following information on the recognition and reporting of child abuse is based on information from the Washington State University, Cooperative Extension and the United States Department of Justice.

Providing a Safe Environment

To ensure a safe environment for GDB youth volunteers, all volunteers and parents of youth volunteers must adhere to the GDB guidelines, policies, and instructions.

All youth must be supervised at all times by a qualified, screened adult.

- Youth are not allowed to supervise other youth without a qualified, screened adult present.
- All adults who interact directly with youth must undergo orientation and periodic training in proper interactions with youth including the recognition, prevention and documentation of child abuse.
- In a private setting a GDB adult volunteer supervising a youth must have an additional adult present.
- At meetings the number of youths to screened adults should not exceed 12:1.
- On outings the number of youths to screened adults should not exceed 8:1.
- A youth volunteer may not visit the home of an adult volunteer or staff member except under the guidelines of established in this manual.
- An adult may not visit a youth volunteer at the youth's home without the youth's parent or designated adult guardian present.
- Volunteers may not transport staff, members of the public, or other volunteers. GDB bears no responsibility or liability for transportation to and from GDB events, meetings, outings, or other functions.

Defining Child Abuse

- Child abuse and neglect are defined as the injury, sexual abuse, sexual exploitation, negligent treatment, or maltreatment of a child by any person that harms the child's health, welfare, mental well-being, and/or safety.
- Physical abuse includes a non-accidental physical injury.
- Sexual abuse includes sexual exploitation and other sexual conduct or contact performed to gratify sexual desire.
- Neglect is defined as an act or failure to act that constitutes a clear and present danger to a child.
- Emotional maltreatment includes belittling, rejecting, failure to provide a positive atmosphere, and/or causing emotional distress.

Recognizing Child Abuse*

**Note that these signs are not only indicative of abuse*

- Physical indicators of physical abuse include:
- Unexplained bruises, welts or burns in various stages of healing
- Injuries reflecting the shape of an object, electrical cord, belt, bite, cigarette, etc.
- Unexplained injuries
- Injuries inconsistent with information from the child
- Injuries inconsistent with information from the parent/guardian/caretaker/other adult

Behavioral indicators of physical abuse include:

- Reluctance to have physical contact with adults
- Behavioral extremes such as aggression or withdrawal
- Complaints of discomfort or soreness
- Wearing of clothing inconsistent with the weather
- Reporting of injuries by parents or other adults
- Avoidance of home

Physical indicators of neglect include:

- Consistent hunger
- Poor hygiene
- Inconsistent dress
- Consistent or prolonged lack of supervision
- Abandonment
- Unattended physical, medical, or hygiene needs

Behavioral indicators of neglect include:

- Craving food
- Stealing food
- Constant fatigue, listlessness or exhaustion
- Substance abuse
- Delinquency
- Self-destructiveness (cutting, burning, etc.)
- Frequent absence or tardiness
- Reports of no caretaker in the home

Behavioral indicators of sexual abuse include:

- Withdrawal, chronic depression, poor self-esteem, or suicide attempts
- Fear of physical contact or closeness
- Inappropriate sexual knowledge or behavior
- Reports of sexual abuse by adult
- Poor peer relations
- Chronic attempts to runs away
- Avoidance of home

Physical indicators of emotional maltreatment include:

- Delayed physical development
- Substance abuse
- Ulcers, asthma or severe allergies

Behavioral indicators of emotional maltreatment include:

- Habit disorders (sucking, rocking, self-mutilation, etc.)
- Antisocial or withdrawn behavior
- Destructiveness
- Neurotic behaviors (developmental regression, obsessive behaviors, excessive cleanliness, unrealistic fears, etc.)
- Behavioral extremes (aggressive, passive)
- Overly adaptive behavior (unrealistic willingness to agree, obsessive compliance, etc.)
- Delayed emotional development
- Suicide attempts

A single indicator or occurrence may not be proof that abuse occurs, but one should be alerted to:

- The repeated presence of an indicator
- Multiple indicators
- The severity of a single indicator
- The knowledge that often no visible indicators may be present

If a child reports abuse, one should always:

- Listen to the child
- Be supportive
- Reassure the child that it is acceptable to give information
- Use the child's language and vocabulary
- Tell the child that help is available
- Let the child know that the information must be reported
- Trust "gut instincts"
- Report the information to an immediate supervisor or another manager
- Report to 4-H, FFA, or appropriate educational staff if so affiliated
- Report to the appropriate governing agency if so required by state law

If a child reports abuse, one should never:

- Blame the child
- Doubt the child
- Promise secrecy or confidentiality
- Panic
- Express shock
- Ask leading or suggestive questions
- Make negative comments regarding the alleged perpetrator
- Disclose information indiscriminately

Reporting of Child Abuse

State laws vary regarding child abuse reporting; see Child Abuse Reporting Laws in GDB Puppy Raising States in the Forms and Resources section. A volunteer who works with youth has the responsibility to understand the laws in their state. Some states have legal penalties, including prosecution, for individuals who do not report cases of suspected child abuse. States will not prosecute or otherwise penalize a person who in good faith reports child abuse. If one is uncertain if they are mandated to report, they should report with the wellbeing of the youth being foremost.

What To Do if Abuse is Suspected

- Report to the appropriate governing agency if required by state law. Again, state laws vary; see Child Abuse Reporting Laws in GDB Puppy Raising States in the Forms and Resources section. The phone number can usually be found by searching “Child Abuse Reporting” and including the county name.
- Report the information to an immediate GDB supervisor or another manager.
- Report to any other organization or entity that the raiser may be affiliated with (4-H, FFA, school, church, etc.)

What Not To Do if Abuse is Suspected

- Investigate the case yourself
- Question the alleged perpetrator
- Release information to uninvolved third parties
- Question one’s own judgment or otherwise delay reporting
- Contact the media

Retaliation by an employee or a volunteer toward an individual who in good faith reports suspected cases of child abuse will be considered harassment and may lead to dismissal of that employee or volunteer.

No volunteer or employee that reports neglect or endangerment will face any disciplinary action by GDB or legal penalties under the law even if the resulting investigation does not substantiate his or her claims.

CONFIDENTIALITY
During the course of service, volunteers may have access to confidential and proprietary information. To respect and protect confidentiality, such information may not be used or disclosed except when authorized. In all such instances, disclosure should be approved in advance through the CFR or other member of GDB employee management.

The following are examples of confidential information:

- Graduate/student information: health and training records, publicity files
- Personal and personnel information about employees, volunteers, donors, applicants, and clients
- Breeding records (e.g., pedigrees, health records)
- Mailing lists
- Media lists
- Donor lists
- Invoices referring to personal or confidential issues
- Individual and group donor information
- Dog health and training history
- Administrative and financial documents

CONFLICTS OF INTEREST/UNETHICAL CONDUCT
GDB expects its volunteers to avoid situations that could be construed as a conflict of interest or as unethical conduct, as illustrated by the following examples:

- Engaging in business conduct that is damaging to GDB's reputation.
- Promising or giving something of value to anyone doing or seeking to do business with GDB in order to influence them in matters relating to GDB.
- Accepting gifts, entertainment, services or other benefits where the purpose is to unduly influence business decisions.
- Selecting vendors based on non-business reasons, such as personal or former relationships.
- Directing business to a relative, friend or company in which the employee or family member has a direct or indirect financial or personal interest.
- Undermining business decisions.
- Breeding, selling, boarding or giving away GDB dogs for personal gain or influence.
- In addition, volunteers are not authorized to enter into any contract in the name of Guide Dogs for the Blind. Any contracts entered into by a volunteer are their own financial or other liability.

FINANCIAL LIABILITIES
GDB requires that all who participate in its programs provide reasonable care and control of GDB dogs to prevent injury or harm, such as dog bites or property damage to third parties. GDB's breeding program, selection process and training programs are designed to minimize these risks; however, nothing replaces the care and attention of the volunteer to prevent risky situations and to ensure proper control of the dog at all times.

Volunteers raising dogs for GDB have been outstanding in their control of the animals entrusted to their care. Claims have been rare because prevention through good handling, good control and the exercise of "good common sense" have been the hallmark of program participants. However, individuals do assume some risk in their roles as custodians.

Guide Dogs for the Blind does maintain insurance to help cover program participants. Legal protections are also provided to volunteers under the Federal Volunteer Protection Act of 1997, minimizing volunteers' civil liabilities. To further minimize the potential for personal liability, volunteers are advised to maintain insurance coverage to protect themselves from claims arising from third parties for the action of the dogs they are handling. Volunteers who maintain standard homeowners or renters packages of insurance will generally find their coverage sufficient. GDB suggests that volunteers review their policies or contact their insurance agency for a review.

If a third party has been injured (or their property damaged) volunteers may receive a claim for damages. If an injury or property damage claim occurs, please notify all of the below immediately:

- The volunteer's own insurance company
- Guide Dogs for the Blind

A volunteer is personally financially liable for any damages incurred:

- By non-compliance with GDB guidelines, policies and protocols
- By negligence or disregard for safety
- In the course of their involvement in a non-GDB sponsored (or organized) event, meeting or other activity
- In transportation to and from any GDB activities
- By any outside contract entered into by a volunteer
- Driving a motor vehicle

INCIDENT REPORTING

Sometimes a volunteer will need to notify GDB about an incident; use the following guidelines when reporting incidents.

Emergencies

If an emergency occurs involving a GDB volunteer or puppy, Guide Dogs for the Blind must be notified immediately. A volunteer should attempt to contact their Community Field Representative first. If the CFR cannot be reached, the volunteer should contact the Puppy Raising Department in San Rafael from 8:00 a.m. to 5:00 p.m. at (800) 295-4050. If the emergency occurs after 5:00 p.m. or on a weekend, the volunteer should notify GDB at the same number by selecting option 1 in the afterhours voicemail menu about what to do in an emergency.

Other Incidents That Need To Be Reported

- Suspected child abuse or neglect
- Harassment, including sexual harassment
- Injuries to people
- Any injury caused to a person by a GDB puppy, including but not limited to dog bites
- Any injury to any other animal by a GDB puppy
- A lost, injured, ill or deceased puppy
- Dog fights
- Abuse or neglect of a GDB puppy or dog
- Abuse of any animal by a GDB employee or volunteer
- Any lack of compliance with guidelines established by GDB

Any of the above incidents must be reported to the CFR the next workday. If the CFR cannot be reached, report the incident to the Puppy Raising Department at (800) 295-4050.

USE OF GDB MATERIALS AND LICENSED MATERIALS

Negligence in the care and use of GDB property or conversion to personal use is not allowed. GDB stationery may not be used for raiser and leader correspondence.

Please refer to the GDB Branding Guidelines for Puppy Raisers in the Forms and Resources section for detailed information on the use of the GDB logo.

FUNDRAISING

Refer to the Club Fundraising and Club Structure sections of this manual for the policies and protocols for fundraising and the handling of funds.

EXPENSES AND REIMBURSEMENTS

GDB does not provide any financial or in-kind compensation to raisers and leaders for hours worked. GDB does not reimburse travel or other expenses to raisers and leaders except at the discretion and pre-authorization of the Vice President of Community Operations.

GDB offers reimbursement for authorized veterinary expenses for GDB puppies; refer to the Veterinary Care Guidelines in this manual. GDB offers no other financial reimbursements for raising puppies.

Puppy raising volunteers share none of the employment benefits or legal protections provided to paid staff.

COMPLIANCE WITH OTHER ORGANIZATIONS AND GOVERNMENT ENTITIES
Some government entities and organizations may have policies that differ from GDB. For example, schools may require stronger screening guidelines than GDB for those who use their facilities. GDB advises its staff and volunteers to be aware of laws that may govern their actions and to comply with all local, state and federal laws or regulations.

COMMUNICATIONS
Raisers and leaders are also asked not to contact staff in other departments, such as the Training, Breeding or Veterinary Departments, unless directed to do so by a Community Field Representative or other member of GDB management.

All communications made by GDB employee and volunteer staff to the public, media or GDB persons that they supervise, should be positive and supportive of GDB. In cases of sensitive communications or incidents, volunteers should notify their CFR prior to communication with others or other involvement.

STAFF OR PUPPY CLUB LEADER VISITS TO A RAISER'S HOME
To ensure both the safety and the proper development of GDB puppies, GDB staff or leaders at times visit puppy raising homes. The following guidelines help ensure that GDB goals for its puppies are met; that volunteers' privacy is respected, and that a cooperative attitude is maintained among all program participants.

- Prior to the placement of a puppy, all homes must undergo a visit by club leaders or by puppy raising staff to ensure safety and productivity for a GDB puppy.
- If a youth raiser resides part-time or for vacation periods of over two weeks within another household, that home may require a visit at the discretion of the supervising CFR.
- A staff member or volunteer should be accompanied by another adult when visiting the home of a puppy raising applicant with whom he or she is unfamiliar.
- A raiser may receive additional visits as requested by their leader or GDB staff.
- A raiser who believes that requests for additional visits are excessive can address concerns by contacting their CFR.
- A staff member or leader must attempt to contact a raiser prior to visiting that raiser's home. "Surprise" visits are discouraged and should be initiated only if a raiser is not responding to communications or if a puppy's welfare is a concern.
- A staff member or volunteer may not enter another's yard or home without the permission of that person.
- An adult may not visit a youth volunteer at the youth's home without the youth's parent or designated adult guardian present.

PUPPY EVALUATIONS
Community Field Representatives have a responsibility to evaluate puppies in the field periodically or as requested by raisers, leaders, GDB veterinary staff, outside veterinary staff or the GDB Breeding Department. Raisers and leaders have a responsibility to make the puppy available at the location and time requested by the CFR.

The Puppy Raising Department evaluates puppies in the field for the following purposes:
- Recording the behaviors and physical traits of puppies
- Relaying information to the Breeding, Veterinary and Training Departments
- Evaluating a puppy raiser's handling techniques
- Producing individualized instructions for the improvement of raiser techniques or dog behaviors
- Evaluating puppies for the consideration of transfer, career change or recall
- Opening productive and positive direct communication between CFRs, leaders and raisers
- Systematic review of the development of puppies to make improvements to the puppy raising program
- Ensuring the well-being of a puppy and the home in which it lives

When a medical, behavior or temperamental problem develops or is observed with a puppy, the CFR will talk with the leader and the family to develop a plan of action. The puppy may return to GDB, or be moved to an evaluation home, for a medical or training evaluation.

REASONS FOR REMOVAL OF A PUPPY FROM A PUPPY RAISING HOME

GDB reserves the right to remove a puppy from a home at the organization's discretion.

A puppy may be removed if GDB is concerned that the puppy is in danger of death, injury or other health problems. A puppy may also be removed if the organization determines that it is not being socialized or trained in a manner that best develops it as a potential guide.

Possible reasons for the removal of a GDB puppy from a home include, but are not limited to:

- Physical abuse of the GDB puppy, or of another dog or animal
- Use of unapproved training methods and equipment
- Lack of proper health care, including veterinary, nutrition, parasite control or grooming
- Lack of adequate socialization or training
- Inability of the raiser or significant family members to control the puppy
- Repeated instances of the puppy getting loose or lost
- Lack of compliance with requirement to keep puppy on leash
- Poor attendance by the raiser at required GDB group activities or requested evaluations
- Unsafe living or housing conditions
- Behavioral problems of other dogs within the raiser home or with access to the GDB puppy
- Poor compliance by the raiser or family member with GDB guidelines, procedures, or recommendations
- Relocation of the raiser to an area that is not supervised by a CFR or leader

GDB guidelines and procedures provide for puppies' safety and well-being. They also support the positive socialization and training needed for every puppy to reach its full potential as a guide dog.

If a puppy's immediate health or safety is in jeopardy, a leader may temporarily remove a puppy from a raising home. Non-emergency or permanent transfers must be handled by the CFR. The CFR and the leader will set reasonable goals and deadlines for attaining them with everyone in the raising home so that everyone understands what is expected of them. GDB prefers to keep a puppy in the original home, whenever possible. However, when a problem persists and reasonable goals cannot be met by the raiser and family, the CFR may determine that the puppy should be placed in another home. This decision will be made with careful thought, consideration and open communication with the leader and the raiser home. The raiser and family will be treated with dignity and respect.

DEATH, SEVERE INJURY, OR LOSS OF A GDB PUPPY

GDB acknowledges that the death, severe injury or loss of a GDB puppy is devastating for everyone involved. It is a loss for the raiser, the family, the leader, the club, the community and Guide Dogs for the Blind.

GDB will not automatically replace a deceased puppy or return an injured puppy to the raiser. The raiser, leader and CFR will discuss all circumstances prior to any decision. The leader and CFR will evaluate, when and if, it is appropriate for another puppy to be placed in the home.

REPORTING TO COMMUNITY FIELD REPRESENTATIVE STAFF

Incidents involving GDB staff, volunteers and dogs that require a leader to notify the CFR include but are not limited to:

- A person applying for a volunteer role that directly involves teaching or supervising youth
- Suspicion of possible child abuse or neglect
- Suspicion of possible animal abuse by a GDB volunteer or staff member
- Suspicion of possible abuse or neglect of a GDB dog or puppy
- Misuse of funds
- Uncertainty about approving a volunteer applicant
- Accepting or denying a volunteer application
- Scheduling of an event
- A conflict within a club
- A conflict with a member of the public
- A conflict with a collaborating agency, school or organization
- Receipt of a complaint from the public about a volunteer, staff member, puppy, program, policy or incident

- Contact with the media regarding extensive or potentially controversial coverage
- An access issue where a puppy's access to a socialization setting is questioned or denied
- Any potentially litigious situation
- The intention to request information or materials from another department
- Harassment, including sexual harassment
- Injuries to people
- Any injury caused to a person by a GDB puppy, including but not limited to dog bites
- Any injury to any other animal by a GDB puppy
- A lost, injured, ill or deceased GDB puppy
- Dog fights involving a GDB puppy
- Any puppy illness or injury not responding to treatment
- Any major or chronic lack of compliance with GDB guidelines
- Any ongoing behavior or temperament problem in a puppy
- Any other incidents involving GDB dogs, volunteers and/or employees and the public which may be regarded as unsafe, negative or sensitive

If a volunteer feels that an adequate or timely response from the Community Field Representative is not being given, or if the volunteer feels that contacting the CFR is inappropriate, they can contact the Puppy Raising Manager. GDB's goal is to ensure efficient communication that enables all volunteers to benefit from the full range of the diverse knowledge and support of the many experts who work for Guide Dogs for the Blind.

HUMANE TREATMENT OF DOGS AND OTHER ANIMALS

The purpose of this section is to explicitly define our position on how our dogs should be treated, trained, and otherwise cared for. Although the following policy is written with employees as the primary audience, we want to communicate that this policy applies universally to anyone interacting with our puppies or dogs. We appreciate you being a member of our volunteer community and we want to make sure everyone involved with our dogs understands what Humane Treatment means at GDB and is prepared to uphold these standards.

Humane Treatment Policy

The purpose of this policy is to foster a humane, enriching, and positive reinforcement-based environment for the dogs we breed, train, and care for. Our organizational values and behaviors demand the highest ethical standards in the work we do, with a shared commitment to treat every being with dignity and respect.

Standards of Humane Treatment

GDB is committed to ensuring our dogs are humanely trained and receive the highest quality of care. We believe dogs are sentient beings that have consciousness and emotions who thrive through proper socialization, attention to their well-being, positive emotional experiences, and compassionate human contact. This commitment includes the expectation that our employees, volunteers, adopters, and clients will uphold our standards of care by providing for humane handling using positive reinforcement, proper veterinary care, high quality nutrition, access to clean water, appropriate and safe living conditions, proper exercise, and intentional measures to meet the emotional needs of each individual dog throughout the entire life of the dog. Decisions regarding dog placement, quality of life or end of life should be made considering an individual dog's best interests/needs.

An employee who enjoys the privilege of bringing a personal dog to work is expected to uphold the standards of humane treatment outlined in this policy, whether the personal dog is on one of our GDB campuses or is being utilized for supportive work within our programs and community.

GDB does not condone any act, or omission of an act, that causes physical or psychological harm to an animal. If you are unsure about what constitutes correct and humane animal care, it is your responsibility to seek assistance and guidance from a supervisor.

Any employee who believes a dog's wellbeing is in question should immediately provide a written or verbal report regarding such incidents to their supervisor, any other member of management, to Human Resources, or to the CEO. After a report is received, a thorough and objective investigation by management will be undertaken. The investigation will be completed, and a determination made and communicated to the employee as soon as practical. Guide Dogs for the Blind expects all employees to fully cooperate with any

investigation conducted into a complaint regarding this policy and during the investigation, to keep matters related to the investigation confidential.

If we determine that this policy has been violated, remedial action will be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future mistreatment of a dog as prohibited by this policy. If a complaint regarding this policy is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

Retaliation is prohibited against any person by another employee or by Guide Dogs for the Blind for using this complaint procedure, reporting perceived mistreatment of dogs, or for filing, assisting, or participating in any manner in any investigation. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

An employee should report any retaliation prohibited by this policy to their supervisor, any management team member, to Human Resources or to the CEO. Employees can contact Human Resources to report such incidents of retaliation. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

PROTECTING GDB PUPPIES

In order to better protect puppies, raisers or other individuals supervising GDB puppies are required to comply with the following guidelines:

- GDB puppies must always wear the GDB identification collar.
- GDB puppies are never to be allowed off-leash except when in a completely enclosed and secure area.
- GDB puppies are not allowed at dog parks on or off leash.
- Provide good kennel, fence and gate security. Fences and kennels should be at least five feet high and should be escape-proof.
- “Invisible” or electronic fences are not acceptable under any circumstances.
- Gates and doors to outside exits should be checked before letting a puppy out.
- Fence or kennel perimeters should be inspected frequently. Holes, weak areas or failed latches should be repaired immediately.
- Fences should be secured with a chain and snap bolt to lock kennel gates and fence gates whenever possible. Gates should be secured with a chain and snap bolt.
- Young children may forget to close gates when busy playing and their friends may not know the rules. Whenever possible, padlock gates that are not regularly used and could lead to a puppy's escape.
- Remind all household members and visitors to close doors and gates behind them.
- Take extra precautions when friends, relatives and workers are visiting. Keep the puppy on leash, crated, or in a kennel run if there is a lot of activity in which people are coming and going.
- Teach the puppy to wait at doors, gates and when exiting vehicles.
- CFRs or leaders may require that an enclosure be made more secure.

APPROVED GDB PUPPY HANDLERS

Puppies develop and prosper with handling and instruction that is consistent from one handler to another. Lack of consistency between handlers may lead to confusion or inappropriate behaviors in a puppy. All persons handling GDB puppies must have received previous instruction and be approved by a GDB puppy raising club leader or staff member.

If a youth raiser and their puppy reside part time or for vacation periods of over two weeks within another household, that household's custodial person must be in contact with the supervising CFR to ensure compliance with general GDB guidelines or those training, socialization or reporting guidelines prescribed for that raiser/puppy team. Please consult the CFR with any questions about this policy.

OTHER DOGS OR ANIMALS IN THE PUPPY RAISING HOME

Many guide dog puppies are successfully raised in homes where there are other dogs, pets or livestock. GDB puppies may in fact prosper by being properly introduced to and successfully raised with other family pets.

Certain guidelines are necessary to ensure the proper development of GDB puppies and the welfare of all animals within the home. To promote the safe and successful raising of a puppy within a home, GDB, its employees and volunteers must be sensitive to situations that may potentially be unproductive or unsafe. When after careful evaluation, a home is found not to be safe or productive for a GDB puppy or other family pets, GDB staff and volunteers may find it necessary to deny placement of the puppy or to remove the puppy from the home. Such determinations will be made at the discretion of GDB staff. Factors to consider within the home may include but are not limited to:

- The number of other animals
- The housing of non-family pets in the home either informally or formally through pet care, training, boarding, foster care, or breeding provided within the home
- The behaviors of the other animals
- Energy and activity level of the other pets
- The interaction between the GDB puppy and other animals
- Accessibility of the GDB puppy to the other animal's toys and food
- Accessibility of the other animals to the GDB puppy's toys and food
- Division of family member's responsibilities between the GDB puppy supervision and care and other animal care
- The health, vaccinations and care of the other animals

In placing or retaining a GDB puppy within a home, GDB requires that:

- GDB puppies may not reside within a home containing another animal or a person that GDB staff determines presents a hazard to the puppy's safety or development.
- GDB puppies may not reside within a home containing another animal or a person that GDB staff determines may be endangered by the puppy.
- If staff determines that a career change dog that a raiser wishes to accept into their home is an unsuitable match for a GDB puppy, the raiser must either decline the career change dog or return the puppy.
- A GDB puppy and any other puppy being raised in the same household must be at least 6 months apart in age.
- A single individual may raise only one GDB puppy or other service dog at a time, unless approved by the Community Field Representative.
- A GDB puppy may not be left unattended with another dog.
- A GDB puppy may not be left in an enclosure that provides fence-to-fence access to other dogs with behaviors that may affect those of the puppy.

Guide Dogs for the Blind

GDB Harassment Policy

Sexual and Other Unlawful Harassment
Guide Dogs for the Blind's policy prohibits harassment, and we are committed to providing a work environment free of sexual harassment or other unlawful harassment based on the following characteristics, or the perception of these characteristics:

- Age (40 and over)
- Ancestry
- Color
- Religious Creed (including religious dress and grooming practices)
- Denial of Family and Medical Care Leave
- Disability (mental and physical) including HIV and AIDS
- Marital Status
- Medical Condition
- Genetic Information
- Military and Veteran Status
- National Origin (including language use restrictions)
- Race
- Sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding)
- Gender, Gender Identity, and Gender Expression
- Sexual Orientation

This anti-harassment policy applies to all persons involved in the operation of Guide Dogs for the Blind, including employees, volunteers, and students; regardless of whether the harassment involves co-workers, supervisors, managers or third parties with whom an employee comes into contact.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs based on any protected characteristic;
- Visual displays such as derogatory posters, photography, cartoons, drawings or gestures;
- Physical conduct including unwanted touching, assault, impeding or blocking movement or any physical interference with normal work or movement because of any protected basis; and,
- Unwanted sexual advances which condition an employment benefit in exchange for sexual favors.

Abusive Conduct Prevention
It is expected that the Company and persons in the workplace perform their jobs productively as assigned, and in a manner that meets all of managements' expectations, during working times, and that they and refrain from any malicious, patently offensive or abusive conduct including but not limited to conduct that a reasonable person would find offensive based on any of the protected characteristics described above.

Examples of abusive conduct include repeated infliction of verbal abuse, such as the use of malicious, derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the intentional sabotage or undermining of a person's work performance.

Complaint Procedure
If you believe that you have been unlawfully harassed or subject to abusive conduct, submit a verbal or written complaint to your department manager or, if they were involved, to their manager, the Human Resources Department and/or the CEO. Employees are strongly encouraged to report any incidents or complaints of harassment forbidden by this policy immediately. Supervisors are required to report any complaints of misconduct to the Human Resources Department. Guide Dogs for the Blind will maintain confidentiality to the extent possible.

All complaints will be followed by an impartial, fair, thorough and timely investigation by qualified personnel, which will be documented and tracked for reasonable progress. The investigation will provide all parties appropriate due process and reach reasonable conclusions based on the evidence collected. Remedial action will be taken if any misconduct is found, up to and including discharge.

The Federal Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, and the Oregon Bureau of Labor and Industries investigate and prosecute complaints of prohibited harassment in employment. An employee who feels they have been harassed or retaliated against for resisting or complaining may file a complaint with the appropriate agency. Information may be located by visiting the agency website at www.eeoc.gov, www.dfeh.ca.gov, or www.oregon.gov/boli.

Prohibition Against Retaliation
Guide Dogs for the Blind will not retaliate against an individual for filing a complaint and will not tolerate or permit retaliation by management, employees, or co-workers against any person by another employee or by Guide Dogs for the Blind for using this complaint procedure, reporting harassment, or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.

Please report any retaliation to your supervisor or the Human Resources Department. Any report of retaliatory conduct will be investigated promptly in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including discharge, will be taken.

Guide Dogs for the Blind

Child Abuse Reporting Laws in GDB Puppy Raising States

All information below is excerpted from "Mandatory Reporters of Child Abuse and Neglect" by the Child Welfare Information Gateway.

All States, the District of Columbia, American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands have statutes identifying persons who are required to report suspected child maltreatment to an appropriate agency, such as child protective services, a law enforcement agency, or a State's toll-free child abuse reporting hotline.

In approximately 18 States and Puerto Rico, any person who suspects child abuse or neglect is required to report. Of these 18 States, 16 States and Puerto Rico specify certain professionals who must report but also require all persons to report suspected abuse or neglect, regardless of profession. New Jersey and Wyoming require all persons to report without specifying any professions. In all other States, territories, and the District of Columbia, any person is permitted to report. These voluntary reporters of abuse are often referred to as "permissive reporters."

ARIZONA

Professionals Required to Report Rev. Stat. § 13-3620
The following persons are required to report:

- Physicians, physician's assistants, optometrists, dentists, behavioral health professionals, nurses, psychologists, counselors, or social workers
- Peace officers, child welfare investigators, or child protective services workers
- Members of the clergy, priests, or Christian Science practitioners
- Parents, stepparents, or guardians
- School personnel or domestic violence victim advocates
- Any other person who has responsibility for the care or treatment of minors

Reporting by Other Persons Rev. Stat. § 13-3620

- Any other person who reasonably believes that a minor is a victim of abuse or neglect may report

Inclusion of Reporter's Name in Report

- The reporter is not specifically required by statute to provide his or her name in the report

CALIFORNIA

Professionals Required to Report Penal Code § 11165.7
Mandated reporters include the following:

- Teachers, teacher's aides, administrators, and employees of public or private schools
- Administrators or employees of day camps, youth centers, or youth recreation programs
- Administrators or employees of licensed community care or child daycare facilities; Head Start program teachers
- Public assistance workers
- Foster parents, group home personnel, and personnel of residential care facilities

- Social workers, probation officers, and parole officers
- Employees of school district police or security departments
- District attorney investigators, inspectors, or local child support agency caseworkers
- Peace officers and firefighters, except for volunteer firefighters
- Physicians, surgeons, psychiatrists, psychologists, dentists, residents, interns, podiatrists, chiropractors, licensed nurses, dental hygienists, optometrists, marriage and family therapists, or social workers
- State or county public health employees who treat minors for venereal diseases or other conditions
- Coroners and medical examiners
- Commercial film and photographic print or image processors; computer technicians
- Child visitation monitors
- Animal control or humane society officers
- Clergy members and custodians of records of clergy members
- Employees of police departments, county sheriff's departments, county probation departments, or county welfare departments
- Employees or volunteers of a Court-Appointed Special Advocate program
- Alcohol and drug counselors
- Employees or administrators of public or private postsecondary institutions
- Athletic coaches, athletic administrators, or athletic directors employed by any public or private schools
- Athletic coaches, including, but not limited to, assistant coaches or graduate assistants involved in coaching at public or private postsecondary institutions

Reporting by Other Persons Penal Code §§ 11165.7; 11166

- Volunteers of public or private organizations whose duties require direct contact with and supervision of children are not mandated reporters but are encouraged to obtain training in the identification and reporting of child abuse and neglect and are further encouraged to report known or suspected instances of child abuse or neglect.
- Any other person who reasonably suspects that a child is a victim of abuse or neglect may report.
- For the purposes of this section, 'any other person' includes a mandated reporter who acts in his or her private capacity and not in his or her professional capacity, or within the scope of his or her employment.

Inclusion of Reporter's Name in Report Penal Code § 11167

Reports of mandated reporters shall include:

- The name, business address, and telephone number of the mandated reporter
- The capacity that makes the person a mandated reporter

Reports of other persons do not require the reporter's name.

COLORADO

Professionals Required to Report Rev. Stat. § 19-3-304

Persons required to report include:

- Physicians, surgeons, physicians in training, child health associates, medical examiners, coroners, dentists, osteopaths, optometrists, chiropractors, podiatrists, nurses, hospital personnel, dental hygienists, physical therapists, pharmacists, registered dieticians
- Public or private school officials or employees
- Social workers, Christian Science practitioners, mental health professionals, psychologists, professional counselors, marriage and family therapists
- Veterinarians, peace officers, firefighters, or victim's advocates
- Commercial film and photographic print processors
- Counselors, marriage and family therapists, or psychotherapists
- Clergy members, including priests; rabbis; duly ordained, commissioned, or licensed ministers of a church; members of religious orders; or recognized leaders of any religious bodies
- Workers in the State Department of Human Services

- Juvenile parole and probation officers
- Child and family investigators
- Officers and agents of the State Bureau of Animal Protection and animal control officers
- The child protection ombudsman
- Educators providing services through a Federal special supplemental nutrition program for women, infants, and children, as provided for in 42 U.S.C. § 1786
- Directors, coaches, assistant coaches, or athletic program personnel employed by private sports organizations or programs
- Persons registered as psychologist candidates, marriage and family therapist candidates or licensed professional counselor candidates
- Emergency medical service providers

Reporting by Other Persons Rev. Stat. § 19-3-304
- Any other person may report known or suspected child abuse or neglect

Inclusion of Reporter's Name in Report Rev. Stat. § 19-3-307
- The report shall include the name, address, and occupation of the person making the report

Disclosure of Reporter Identity Rev. Stat. § 19-1-307
- The identity of the reporter shall be protected

IDAHO

Professionals Required to Report Idaho Code § 16-1605
The following persons are required to report:
- Physicians, residents on hospital staffs, interns, nurses, or coroners
- Teachers or daycare personnel
- Social workers or law enforcement personnel
- Other persons

Reporting by Other Persons Idaho Code § 16-1605
- Any person who has reason to believe that a child has been abused, abandoned, or neglected is required to report

Inclusion of Reporter's Name in Report
- The reporter is not specifically required by statute to provide his or her name in the report

Disclosure of Reporter Identity
- This issue is not addressed in the statutes reviewed

NEVADA

Professionals Required to Report Rev. Stat. § 432B.220
Mandatory reporters include:
- Persons providing services licensed or certified in this State pursuant to, without limitation, hospitals, physicians and other medical personnel, psychologists, therapists, social workers, and counselors, as described in chapters 450B, 630, 630A, 631, 632, 633, 634, 634A, 635, 636, 637, 637A, 637B, 639, 640, 640A, 640B, 640C, 640D, 640E, 641, 641A, 641B, and 641C
- Any personnel of a licensed medical facility engaged in the admission, examination, care, or treatment of persons or an administrator, manager, or other person in charge of the medical facility upon notification of suspected abuse or neglect of a child by a member of the staff of the medical facility
- Coroners
- Members of the clergy, Christian Science practitioners, or religious healers
- Persons working in schools

- Persons who maintain or are employed by facilities that provide care for children, children's camps, or other public or private facilities, institutions, or agencies furnishing care to children
- Persons licensed to conduct foster homes
- Officers or employees of law enforcement agencies or adult or juvenile probation officers
- Except as otherwise provided below, attorneys
- Person who maintain, are employed by, or serve as volunteers for agencies or services that advise persons regarding abuse or neglect of a child and refer them to persons and agencies where their requests and needs can be met
- Persons who are employed by or serve as volunteers for a youth shelter
- Any adult person who is employed by an entity that provides organized activities for children

Reporting by Other Persons Rev. Stat. § 432B.220

- Any other person may report

Inclusion of Reporter's Name in Report

- The reporter is not specifically required by statute to provide his or her name in the report

Disclosure of Reporter Identity Rev. Stat. § 432B.290

Except as otherwise provided below, before releasing any information maintained by an agency that provides child welfare services, the agency shall take whatever precautions it determines are reasonably necessary to protect the identity and safety of any person who reports child abuse or neglect and to protect any other person if the agency reasonably believes that disclosure of the information would cause a specific and material harm to an investigation of the alleged abuse or neglect of a child or the life or safety of any person. A person who is the subject of an unsubstantiated report of child abuse or neglect who believes that the report was made in bad faith or with malicious intent may petition a district court to order the agency that provides child welfare services to release information maintained by the agency. If the court finds that there is a reasonable cause to believe that the report was made in bad faith or with malicious intent and that the disclosure of the identity of the person who made the report would not be likely to endanger the life or safety of the person who made the report, the court shall provide a copy of the information to the petitioner.

NEW MEXICO

Professionals Required to Report Ann. Stat. § 32A-4-3

Professionals required to report include:

- Physicians, residents, or interns
- Law enforcement officers or judges
- Nurses
- Teachers or school officials
- Social workers
- Members of the clergy

Reporting by Other Persons Ann. Stat. § 32A-4-3

- Every person who knows or has a reasonable suspicion that a child is an abused or a neglected child shall report the matter immediately

Ann. Stat. § 32A-4-5

- The identity of the mandated reporter will be verified before any investigation is initiated

Disclosure of Reporter Identity Ann. Stat. § 32A-4-33

- Any release of information to a parent, guardian, or legal custodian shall not include identifying information about the reporter

OREGON

Professionals Required to Report Rev. Stat. §§ 419B.005; 419B.010
A public or private official is mandated to report. Public or private officials include:

- Physicians, physician assistants, naturopathic physicians, interns, residents, optometrists, chiropractors, dentists, nurses, nurse practitioners, pharmacists, nurse's aides, home health aides, or employees of in-home health services
- School employees, including employees of higher education institutions (such as community colleges and public and private universities)
- Employees of the Department of Human Services, Oregon Health Authority, Early Learning Division, Youth Development Council, Office of Child Care, the Oregon Youth Authority, a county health department, a community mental health program, a community developmental disabilities program, a county juvenile department, a licensed child-caring agency, or an alcohol and drug treatment program
- Peace officers
- Members of the clergy
- Psychologists, social workers, professional counselors, marriage and family therapists
- Certified foster care or child care providers
- Attorneys or court-appointed special advocates
- Firefighters or emergency medical technicians
- Members of the Legislative Assembly
- Physical, speech, or occupational therapists
- Audiologists or speech-language pathologists
- Employees of the Teacher Standards and Practices Commission directly involved in investigations or discipline by the commission
- Operators of preschool or school-age recorded programs
- Employees or a private agency or organization facilitating the provision of respite services for parents pursuant to a properly executed power of attorney
- Employees of organizations providing child-related services or activities, including youth groups or centers, scout groups or camps, or summer or day camps
- Coaches, assistant coaches, or trainers of athletes, if compensated and if the athlete is a child

Reporting by Other Persons Rev. Stat. § 419B.015

- Any person may voluntarily make a report

Inclusion of Reporter's Name in Report

- The reporter is not specifically required by statute to provide his or her name in the report

Disclosure of Reporter Identity Rev. Stat. § 419B.015

- The name, address, and other identifying information about the person who made the report may not be disclosed

TEXAS

Professionals Required to Report Fam. Code § 261.101
Persons required to report include professionals, for purposes of the reporting laws, who are licensed or certified by the State or who are an employees of facilities licensed, certified, or operated by the State and who, in the normal course of official duties or duties for which licensure or certification is required, have direct contact with children. Professionals include:

- Teachers or daycare employees
- Nurses, doctors, or employees of a clinic or health-care facility that provides reproductive services
- Juvenile probation officers or juvenile detention or correctional officers

Reporting by Other Persons Fam. Code § 261.101

- A person who has cause to believe that a child has been adversely affected by abuse or neglect shall immediately make a report

Inclusion of Reporter's Name in Report

- The reporter is not specifically required by statute to provide his or her name in the report

Disclosure of Reporter Identity Fam. Code §§ 261.101; 261.201

- Unless waived in writing by the person making the report, the identity of an individual making a report is confidential and may be disclosed only: as provided by § 261.201
- To a law enforcement officer for the purposes of conducting a criminal investigation of the report
- A report of alleged or suspected abuse or neglect and the identity of the person making the report are confidential. A court may order the disclosure of such confidential information, if after a hearing and an in camera review of the requested information, the court determines that the disclosure is:
- Essential to the administration of justice
- Not likely to endanger the life or safety of a child who is the subject of the report, a person who made the report, or any other person who participates in an investigation of reported abuse or neglect or who provides care for the child
- The Texas Youth Commission shall release a report of alleged or suspected abuse if the report relates to abuse or neglect involving a child committed to the commission. The commission shall edit any report disclosed under this section to protect the identity of:
- A child who is the subject of the report
- The person who made the report
- Any other person whose life or safety may be endangered by the disclosure

UTAH

Professionals Required to Report Ann. Code § 62A-4a-403

- Any person licensed under the Medical Practice Act or the Nurse Practice Act is required to report

Reporting by Other Persons Ann. Code § 62A-4a-403

- Any person who has reason to believe that a child has been subjected to abuse or neglect must report

Inclusion of Reporter's Name in Report

- The reporter is not specifically required by statute to provide his or her name in the report

Disclosure of Reporter Identity Ann. Code § 62A-4a-412(3)(b)

- The name and contact information of the reporter shall be deleted prior to any release of records to the subject of the report

WASHINGTON

Professionals Required to Report Rev. Code § 26.44.030

The following persons are required to report:

- Practitioners, county coroners, or medical examiners
- Law enforcement officers
- Professional school personnel
- Registered or licensed nurses, social service counselors, psychologists, or pharmacists
- Employees of the Department of Early Learning
- Licensed or certified child care providers or their employees
- Employees of the Department of Social and Health Services
- Juvenile probation officers
- Placement and liaison specialists, responsible living skills program staff, or HOPE center staff
- State family and children's ombudsman or any volunteer in the ombudsman's office
- Persons who supervise employees or volunteers who train, educate, coach, or counsel children or have regular unsupervised access to children
- Department of Corrections personnel
- Any adult with whom a child resides

- Guardians ad litem and court-appointed special advocates

The reporting requirement also applies to administrative and academic or athletic department employees, including student employees, of public and private institutions of higher education.

Reporting by Other Persons Rev. Code § 26.44.030

- Any person who has reasonable cause to believe that a child has suffered abuse or neglect may report

Inclusion of Reporter's Name in Report Rev. Code § 26.44.030

- The department shall make reasonable efforts to learn the name, address, and telephone number of the reporter

Disclosure of Reporter Identity Rev. Code § 26.44.030

- The department shall provide assurances of appropriate confidentiality of the identification of persons reporting under this section

Child Welfare Information Gateway. (2013). Mandatory Reporters of Child Abuse and Neglect. Washington, D.C.: U.S. Department of Health and Human Services.

Guide Dogs for the Blind

Access and Etiquette for Guide Dog Puppies

PUBLIC GOODWILL
Guide Dogs for the Blind is extremely proud of its puppy raising volunteers, not just for the work they do and the contributions they make to developing GDB's puppies into guide dog candidates, but for how well they represent the GDB program to the public. Leaders, raisers, and other volunteers are the best advocates that the program could hope for. It would be impossible for GDB to establish a presence in so many communities without its amazing volunteers.

Puppy raising volunteers represent not only the club but also GDB's programs, dogs, students, and graduates. It is important that they represent Guide Dogs for the Blind in a positive way.

Etiquette
Please remember that volunteers are GDB representatives; whether at a formal presentation, on the street, at a mall, or wherever they go. Puppy raisers should:

- Be prepared to answer questions about their puppy and about GDB
- Remember to relieve puppies in appropriate areas, not on other people's property
- If a puppy does have an accident, raisers will clean it up promptly. A clean-up kit should always be on hand.
- Only puppies that are ready for the experience should be socialized in public
- Emphasize positive training methods in public
- Keep puppies carefully groomed and in clean puppy coats (see additional Puppy Coat and Equipment Guidelines at the end of this section)
- Present themselves in a positive manner to the public by being conscious of their own appearance, actions and speech.

Access
Guide Dogs for the Blind benefits greatly from public access into businesses, schools, workplaces, restaurants, and other sites as this provides a wide range of experiences for program puppies. Public access for working guide teams and other service dog teams however, can be damaged by a volunteer who demands access to a site where a puppy is not welcome.

State laws vary regarding granting public access to guide dog puppies. GDB policy states that regardless of permission granted by state laws, GDB puppies may only have access to public or private places where they are granted willing admittance or inclusion by the proprietor, manager, or staff of the business, facility, or service. GDB will not lobby or otherwise attempt to achieve access for puppies in any setting where the puppies are not welcome. Raisers and leaders may not demand, coerce, lobby, argue, litigate, or otherwise attempt to force issues of access for GDB puppies.

If a puppy raiser is denied access, they may briefly explain their role and what they believe the state or local ordinance regarding access to be and then politely leave if still asked to do so. There are many places where puppies are welcome. It is best to enjoy those sites rather than possibly having a conflict in public. A puppy's development has never been harmed by a few instances of denied access. Creative raisers and leaders can always find socialization opportunities. If a raiser is repeatedly denied access in the community, they should contact their Community Field Representative.

It is a good idea to contact the management of a place of business prior to visiting. This creates a positive impression and may very well allow access where an unannounced visit may have raised questions. Whether they agree to permit entry or not, thank them for their time.

Reminder: puppies are never to be left unattended in a public place even if it is only for a moment to run inside and ask for permission to enter. Unfortunately puppies left alone may be stolen, mistreated, or get into mischief.

Career change dogs may never wear a GDB harness or puppy coat to gain access to a means of transportation, event, facility, or business which by law or courtesy provides access to program-active dogs.

FINDING MEETING SITES
Finding locations for meeting sites can be challenging. Some site managers are reluctant to make their facilities available to dogs. This reluctance may be due to previous negative experiences with dogs at the facility or from public perceptions about dogs. Leaders and raisers may best change this perception by complying with the facility rules, courteously managing their puppies' behaviors, and cleaning up after them, both from relieving and shedding.

Suggested Meeting Sites
- Club members' homes
- Schools
- Churches
- Government maintained buildings
- Government maintained parks
- Local businesses that maintain public access meeting rooms
- Local service organization (Lions, Elks, etc.) facilities

Suggested Outing Sites
In addition to a regular meeting site, a club should also utilize a variety of outing sites that would be both fun for raisers and productive for socializing puppies.
- Grocery stores
- Malls
- Parks
- Public transportation
- Restaurants
- Theaters
- Concerts
- Guide Dogs for the Blind campuses
- Public squares
- Tourist attractions
- Fairs

Please also refer to puppy socialization guidelines provided by GDB when selecting venues for club outings.

Facility Policies
Organizations and government agencies have different regulations regarding adult supervision of youth. For example, a school's adult volunteer screening process for people using its facilities may be more stringent than GDB policy. If this is the case, leaders and other adults working with raisers at the school site need to be screened using the school's standards. Leaders have the responsibility of learning the policies of the facility that they are using and following those policies in addition to GDB’s.

- Make sure that the facility manager knows how many dogs will be at the site.
- Respect facility rules such as "no smoking."
- Always clean up messes made by both people and dogs and return the facility to the same condition or better than when the club arrived.
- If required to do so, please remember to lock doors and turn out lights when leaving.

Some sites require proof of insurance before they will allow a club to use their facilities. Guide Dogs for the Blind provides such insurance for its raisers and leaders. A copy of the policy may be obtained by request from the CFR.

Providing for Safety
Puppies under 17 weeks of age cannot be in a high dog-traffic area, which would include parks and pet supply stores. Puppies' needs for training and socialization opportunities must be balanced with protecting them from the possibilities of infectious disease.

Meeting and outing sites should be safe for both puppies and raisers. The ideal meeting place is one that is well-located, comfortable and welcomes people and dogs.

When taking youth on an outing, special considerations must be made. Leaders should ensure that they have adequate supervision for the number of children participating. Keeping track of young raisers and their puppies in a crowd can be challenging. GDB discourages taking children to events where alcohol is consumed. If a leader supervises youth raisers, they need to refer to the guidelines regarding protecting youth, providing transportation, and other relevant safeguards in the Providing for a Safe and Ethical Puppy Raising Environment section of this manual.

Thank Yous
It is always a good idea to periodically thank those who provide the use of their facilities for puppy club meetings and outings. A thoughtful card or certificate of gratitude is a great way to create a positive association with GDB and the business owner or manager.

PUPPY COAT AND EQUIPMENT GUIDELINES
Guide Dogs for the Blind provides the leader of each group with green puppy coats in a variety of sizes. Puppy raisers will receive a puppy coat when their puppies are ready to be socialized in public and with each successive size as the puppy grows. Puppies should wear this coat whenever they are in public, especially in a place where dogs are not normally allowed. The coat provides a visual explanation to the public as to why the puppy is in an area where dogs may not normally be allowed. These guidelines are not meant to discourage raisers from having fun with their puppies at special club meetings/parties and at GDB Fun Days. It is not appropriate for GDB puppies to wear costumes in public, but at special events, such as a puppy club Halloween party, dressing up a pup is allowed.

- The coat is also a symbol of the work of Guide Dogs for the Blind. Only GDB puppies may to wear a puppy coat. It is never to be used on a career change dog or any other family pet.
- Puppy coats should be kept clean and in good condition with no obvious wear and tear
- Puppies should wear only the puppy coats, collars, head collars, and other approved items provided by GDB; no additional items should be worn or added (i.e. bandannas, other patches, etc.) without the approval of the CFR
- Head collars may only be tan, green, or black
- No additional items should be added to the puppy coat, including pins, buttons, or other adornments
- Puppy coats are the property of GDB and must be returned to the leader when the puppy leaves the group.

Guide Dogs for the Blind

Puppy Club Insurance Certificate Request Form

Complete the following information and return this form to ipuppy@guidedogs.com.
Please allow at least five days for processing.

Puppy raiser/leader requesting insurance:

Email address:

Certificate Holder Name:

Certificate Holder Official Address:

Event - Date, Time and Location (include set-up time):

Schools - List the district and all schools within the district that puppy raisers will be attending:

Club Meetings - List the usual time/day of the week that meetings are scheduled and room where meetings are held:

Other Details:

Guide Dogs for the Blind

Marketing and Social Media

Puppy raisers play a huge role in building the GDB brand, whether it is serving as an ambassador in the community or sharing news via social media. It is important that puppy raisers and GDB work together to build GDB's brand in a consistent and compelling way.

GDB has developed some tools to help puppy raisers become well-versed in the our organization. Please review the following materials available in the Policies and Procedures section of this manual:

- About GDB
- GDB Fact Sheet
- GDB FAQs for Puppy Raisers

Media Opportunities
Puppy raisers should always let GDB's marketing team know if they have been approached by a reporter or have been offered a media opportunity. Marketing staff can either work with the reporter directly or coach volunteers on the best way to manage the opportunity. If a club is interested in having the media cover a puppy delivery or other special event, please contact marketing@guidedogs.com.

Also, puppy raisers should review and be conversant in the Puppy Raising Media Tips and Talking Points prior to speaking with the media. The document is available in the Marketing and Social Media section of this manual.

Social Media
Please see the comprehensive Social Media Guidelines for Volunteers document in the Marketing and Social Media section of this manual.

To follow GDB on social media, here are our official channels:

- GDB's main Facebook account: facebook.com/guidedogsfortheblind
- GDB's Puppy Central Facebook account: facebook.com/gdbpuppycentral(feel free to share posts)
- Twitter: @GDB_official
- Instagram: @GDB_official
- YouTube: youtube.com/guidedogsaregreat
- LinkedIn: linkedin.com/company/guide-dogs-for-the-blind
- Blog "No Bones About It": guidedogs.com/blog
- Flickr images:
    - Group Photo Pool (for uploading/sharing images) - flickr.com/groups/guidedogsfortheblind
    - Public GDB Galleries (for accessing GDB photos) - flickr.com/photos/guidedogsfortheblind

Branding
Please see the comprehensive GDB Branding Guidelines for Puppy Raisers in the Marketing and Social Media section of this manual.

Corporate Partners
GDB continues to develop exciting partnerships with corporations. Often times, there will be opportunities for puppy raisers to enjoy the benefits of these partnerships and/or help advance them. These relationships must be managed carefully, and clubs and volunteers are asked to consult with Marketing first, rather than contacting the partner directly.

For any questions or comments about marketing, please contact marketing@guidedogs.com.

Guide Dogs for the Blind

Puppy Raising Branding Guidelines

Thank you for your ongoing support of GDB. We love that our puppy raisers are helping us build our brand and we want to make sure we all work together to do that in the most consistent and compelling fashion possible. These guidelines will address the following:

- Puppy Club Name Guidelines
- Written Style Guidelines
- Advertising and Media Opportunities
- Apparel and Materials for Media and Public-Facing Events
- Use of Existing Materials
- Puppy Raising Logos
- Guide Dogs for the Blind's Corporate Logo
- Explanation of Logo File Types
- Puppy Club Logo Usage Guidelines
- Design Guidelines, including the Approval Process
- GDB Brand Colors and Fonts
- Online Channels, Including Puppy Club Websites, Facebook, and Instagram Accounts

Puppy Club Name Guidelines

To keep consistency for all puppy clubs, the names of the clubs follow the same format. There are no abbreviations.

Example: Guide Dogs for the Blind – Austin Puppy Raisers.

We ask that you follow these guidelines:

- Please always use the full name of the club in writing, online, or when speaking about your club (especially with media opportunities). Please do not shorten to exclude either element of the club name (Guide Dogs for the Blind or the city descriptor). Similarly, please do not shorten the club name to use the acronym GDB in place of the organization's full name. Examples of what not to do:

  ~~Guide Dogs for the Blind-Austin~~ ~~GDB-Austin Puppy Raisers~~ ~~GDB Austin~~

  Please note: there are exceptions in terms of social media handles and website URLs, outlined in the Online Channels section of these guidelines, to follow.

- Please use a dash in the name (not a comma, slash, space, or any other character or marker). Examples of what not to do:

  ~~Guide Dogs for the Blind, Austin Puppy Raisers~~ ~~Guide Dogs for the Blind/Austin Puppy Raisers~~

Written Style Guidelines
It is very important that puppy raising clubs distinguish themselves and their activities (especially fundraising), from that of Guide Dogs for the Blind. As such, we ask you follow these guidelines:

- When referencing your puppy club, please always use the club's complete name. Example: Guide Dogs for the Blind - Austin Puppy Raisers.

- When referencing our organization, please always use our complete name on first mention: Guide Dogs for the Blind. The abbreviated GDB can be used in subsequent mentions. If you abbreviate, use GDB, not Guide Dogs.

- Please capitalize the organization's name as follows: Guide Dogs for the Blind.

- If you are referring to our wonderful puppies and dogs use lowercase as this is the more general use of the word, not our proper name e.g., guide dogs in training, guide dogs are awesome, GDB guide dogs rock…

Advertising and Media Opportunities
Often, opportunities arise for puppy clubs to advertise in local publications, and/or participate in media stories (print, television, or radio). These can be wonderful tools for puppy raising recruitment, general awareness, a means to publicize an event, and more. We want to help you represent GDB in the best possible light, and determine if/when these opportunities are appropriate.

When you are presented with an advertising or media opportunity, prior to committing to or proceeding with the request, please contact GDB's Marketing Department at marketing@guidedogs.com for approval and assistance. We will work with you to determine if the opportunity is a good fit for our brand, as well as help to coordinate/provide assets (ad copy, photos, logos, etc.), as appropriate.

Please note: Representation of Guide Dogs for the Blind, including its intellectual property (photos/video of its puppies, dogs, and people; as well as any version of its logo – including puppy raising logos), is not allowed for commercial use or personal gain in any circumstance.

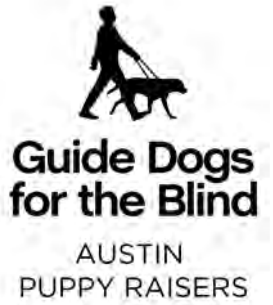
Apparel and Materials for Media and Public-Facing Events
We respectfully ask that for any media appearances, or participation in any events that are open to the public, that puppy raisers wear only apparel that reflects the most current puppy club branding.

In addition, please only have materials on hand that reflect the current branding as well. That includes signage, banners, pop-up tents, posters, flyers, handouts, etc.

Use of Existing Materials
At this time, please retire the use of any materials that contain or display outdated branding and/or puppy club names. We are asking that the use of any outdated materials be discontinued by August 31, 2019.

Puppy Raising Logos – USE THESE LOGOS FOR EVERYTHING YOU PRODUCE

Each puppy club has been provided with two versions of a club-specific logo, as per these examples:



In addition, there are two versions of a generic puppy raiser logo (plural and singular) that can be used for items/materials that are not club-specific:

Guide Dogs for the Blind's Corporate Logo – PLEASE DO NOT USE

Guide Dogs for the Blind's corporate logo CANNOT BE USED BY PUPPY CLUBS FOR ANY PURPOSE, including but not limited to: apparel (t-shirts, hats, etc.), in marketing materials (puppy trading cards, postcards, banners, pop-up tents, etc.), hard goods (sales or promotional items), or for online channels (social media accounts, websites, etc.).

So what is the GDB corporate logo? The corporate logo is a "plain" version of the puppy raising logos. If the logo does not include "Puppy Raiser," "Puppy Raisers," or your club name ("Austin Puppy Raisers") – IT IS INCORRECT FOR PUPPY RAISING USE.

In other words….

Use this:

Not this:

The following version of the GDB corporate logo (with the **dot** in between the words "Guide" and "Dog") should also never be used in any circumstance – it is completely outdated:

Explanation of Logo File Types
Three different digital file types are available for each version of the puppy raising logos: JPG, PNG, and AI.

- JPG FILES – Best all-around file type for most business-related needs, like Word documents and Excel spreadsheets. Also appropriate for web-based needs.

- PNG FILES – Best to use when you need a transparent background, like in Powerpoint presentations or Publisher documents. Also appropriate for web-based needs, and can be used in Word/Excel as well.

- AI FILES – For professional printing only (unless you have vector illustration editing software, like Adobe Illustrator, you will not be able to open these files). They are the best file type to send to print vendors for projects like banners, promotional items, and commercial print projects.

Puppy Club Logo Usage Guidelines
Everything that puppy clubs produce needs to use the puppy raising logos (either your club specific logo, or one of the generic puppy raising logos). This includes logos on apparel, hard goods (including promotional items or sales items), websites, social media accounts, etc.

When using the puppy club logos in your materials, we ask that you please adhere to the following:

- The elements of the puppy club logos CANNOT BE SEPARATED FROM EACH OTHER, NOR CAN THOSE ELEMENTS BE USED ON THEIR OWN FOR ANY PURPOSE. The person/dog icon and all text must remain together AS PROVIDED.

- Please do not rearrange or otherwise alter the elements of the logos.

- Please do not reproduce or recreate different versions of the logos, including hand-drawn versions.

- Puppy raising logos must be reproduced in either black or white. Exceptions must be approved by GDB's Marketing Department.

- For any/all club materials or merchandise, please keep ample white space around the puppy raising logo to maximize visual effectiveness. Puppy raising logos should be separate and distinct from other graphic elements in your design, if applicable.

Puppy Club Logo Usage Guidelines, continued

- For apparel, we highly suggest using two imprint areas to ensure that the club logo remains clear and distinct from any other graphic elements.

  Examples* of a t-shirt design using two imprint areas; club logo on the front chest or sleeve, and a separate design on the back:

  **Sample design is used for illustrative purposes only; it is not artwork that GDB is providing for production.*

Design Guidelines

We want puppy clubs to be able to express their own personalities in their materials. We do have a few guidelines to keep in mind:

- Please use your best judgment about product branding. Items should be both relevant and appropriate to represent Guide Dogs for the Blind.

- A puppy raising logo should appear on all puppy raising merchandise or materials in at least one location.

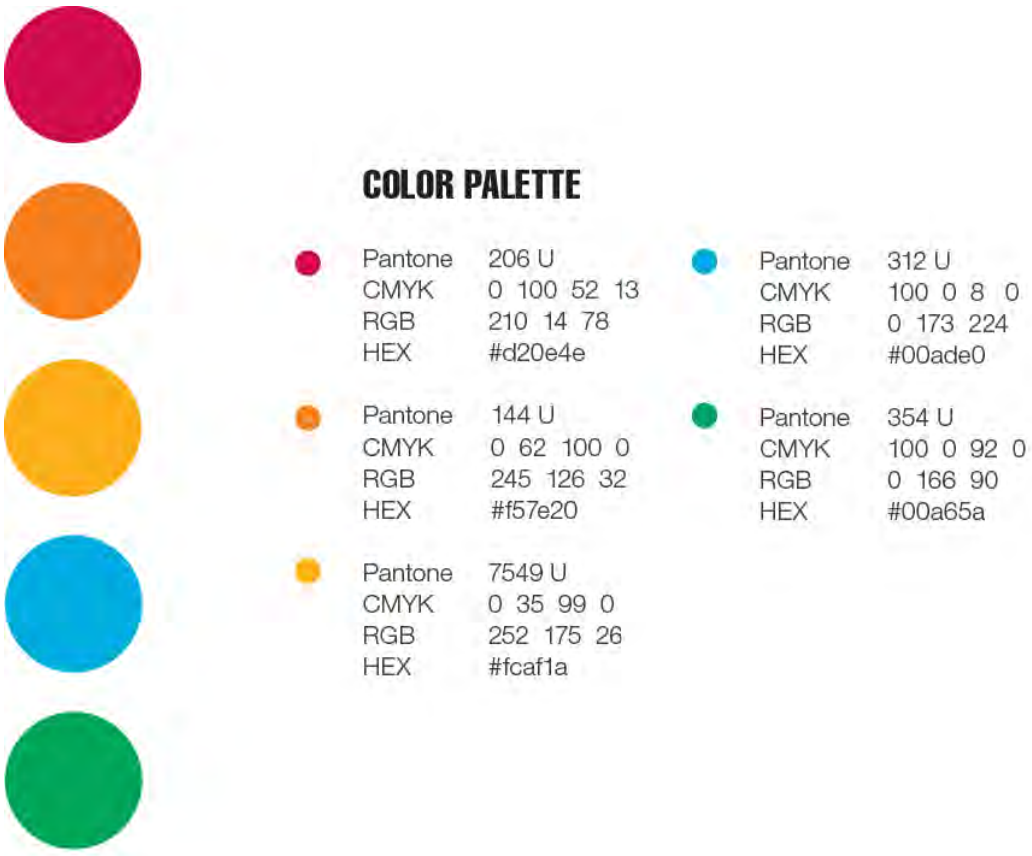
- If you are using photos to produce items, make sure you are using high-resolution images that feature breeds we are currently working with – Labrador Retrievers, Golden Retrievers, and crosses. Please also be certain that the pups depicted in photos are wearing the most current puppy coats and other approved gear/equipment.

- If you are using graphics or illustrations, we'd prefer that you use realistic looking artwork – line drawings are ok, but no stick figures. As with photos, images need to accurately include/depict current GDB breeds – Labrador Retrievers, Golden Retrievers, and crosses.

- When creating new puppy club materials (especially clothing or items intended for sale), please share your designs with us for approval before they get produced. We are excited to see what you come up with. Please send your designs to the GDB Marketing Department at marketing@guidedogs.com.

GDB Brand Colors
The following is a chart of GDB's brand colors that puppy clubs are welcome to incorporate into their club's printed materials. Please note that the green color in the palette is what we use most in relation to puppy raising, and you are welcome to do the same.

For apparel, clubs ARE NOT limited to this color palette – you can choose any color in the rainbow for your club shirts, or any apparel/sales items.



GDB Brand Fonts
The following are the fonts used in GDB's corporate brand that puppy clubs are welcome to incorporate into their club materials.

- Main font: Gotham. A .zip file of the typeface is available in the online Puppy Raising Manual (Policies and Procedures > Marketing and Social Media).
- Secondary font: Arial (widely available on most computer operating systems).

Online Channels

Puppy Club Email addresses
It is our recommendation that puppy clubs create new email addresses that reflect their club names, and we suggest that you use gmail as a free, easy way to create an account. We ask that all new club email addresses use the following naming convention:

gdbaustinpuppyraisers@gmail.com

Puppy Club Websites

In order to present consistent and cohesive branding of all puppy clubs online, it is our strong recommendation that puppy clubs not maintain independent websites, and focus any online efforts to Facebook and/or online tools such as Google Docs instead. We realize however, that is not the ideal solution for all clubs. If you do maintain a website, we ask that your site's URL reflects your club's name with the naming convention used in this example:

gdbaustinpuppyraisers.com

Other club website requirements:

- The website must be regularly maintained, and always reflect the most current Puppy Raising Branding Guidelines.
- Your club's name and logo need to appear on the site.
- All images on the site must be current and reflect the most up-to-date puppy raising equipment (puppy coats, head collars, leashes, toys, etc.).
- The site must adhere to GDB's Social Media Guidelines for Volunteers, available in the online Puppy Raising Manual (Policies and Procedures > Marketing and Social Media).
- Please do not promote or market an independent puppy club website to people outside of your club. In puppy club materials intended for audiences other than your immediate club members, we ask that you include GDB's main website, guidedogs.com, since it is the most robust, up-to-date place for information about our programs.

Facebook

Detailed instructions for updating or creating a GDB Puppy Club Facebook page can be found in the online Puppy Raising Manual (Policies and Procedures > Marketing and Social Media).

Instagram

Please use the following naming convention for Puppy Club Instagram accounts:

@GDBAustinpuppyraisers.com

- Please use the exact capitalization and punctuation shown in the example.
- **Bio** - please add the following, customizing the highlighted area:

  Volunteer puppy raising club for Guide Dogs for the Blind (@gdb_official) located in City, CA.

- **Website URL** – please add guidedogs.com.

Note: Instagram usernames/account handles are restricted to 30 characters, and bios are restricted to 150 characters. If your city name is too long, we'll need to get creative! Please contact GDB's Marketing Department to discuss options.

Please let us know if you have any questions about these Puppy Raising Branding Guidelines at marketing@guidedogs.com.

THANK YOU!

Guide Dogs for the Blind

Puppy Raising Facebook Account Instructions

We are strongly suggesting that every puppy raising club have and maintain a Facebook account. Facebook provides a place where the puppy club branding and representation of GDB's overall brand and mission can be cohesive and unified. Maintaining a puppy raising Facebook account also assists with overall awareness of our mission, puppy raiser recruitment, and online search engine optimization for our brand.

This document includes step-by-step instructions for the following:

- **Updating an existing puppy club Facebook page**
- **Creating a NEW puppy club Facebook page**
- **Updating existing Facebook group accounts for those clubs who do not have Facebook pages.** (If your club has a Facebook group instead of a page, the URL for your account will include "group" in the website address, such as: facebook.com/groups/GDBBoulderpuppyraisers.) We recommend having a page instead of a group, so these guidelines will not include instructions for creating a new Facebook group.

GDB will be linking to club Facebook accounts whenever possible in the puppy club directory on guidedogs.com/puppy. With that being the case, please make sure of two things:

1. That you have adequate contact information in the "Additional Contact Info" and "More Info > About" sections of the page. (Please see steps 4 and 5 of the instructions to follow.) Keep in mind that people visiting your Facebook page do not have to have a Facebook account to see and access the information on the page, so having contact information readily available is crucial. If they do have a Facebook account, they can interact with you directly on the page itself by posting on your timeline, or sending you a direct message via Facebook Messenger.
2. That you consistently monitor and respond to requests for information that come to you via Facebook. Ideally, your club's Facebook page administrator(s) should monitor the page daily, since not everyone who finds you on Facebook will reach out via email or phone, even though it's included in your contact info. You will likely get inquiries posted directly to your page or via Facebook Messenger. Please be prepared to respond in a timely manner.

Please keep in mind that a Facebook page can have multiple administrators. If it makes sense to share or delegate the responsibilities to other club members, Facebook pages are built to handle that. Also keep in mind that you don't have to be prolific on Facebook in order for it to be an effective marketing and puppy raiser recruitment tool. As long as you are responding to inquiries in a timely manner, the frequency of your posts is not as important. Our goal is to present consistent and cohesive branding of all puppy clubs online, and Facebook is a simple way to accomplish that. Please don't be intimidated or overwhelmed by the platform; use it how it will work best for you, while helping GDB with our goals as well.

Since we're aiming for consistency across all clubs, your attention to detail regarding the following information is much appreciated.

Please note: the following instructions work best when using a web browser on a computer – not a mobile device or tablet; the screenshots that are included in the instructions use Guide Dogs for the Blind's Facebook page as reference.

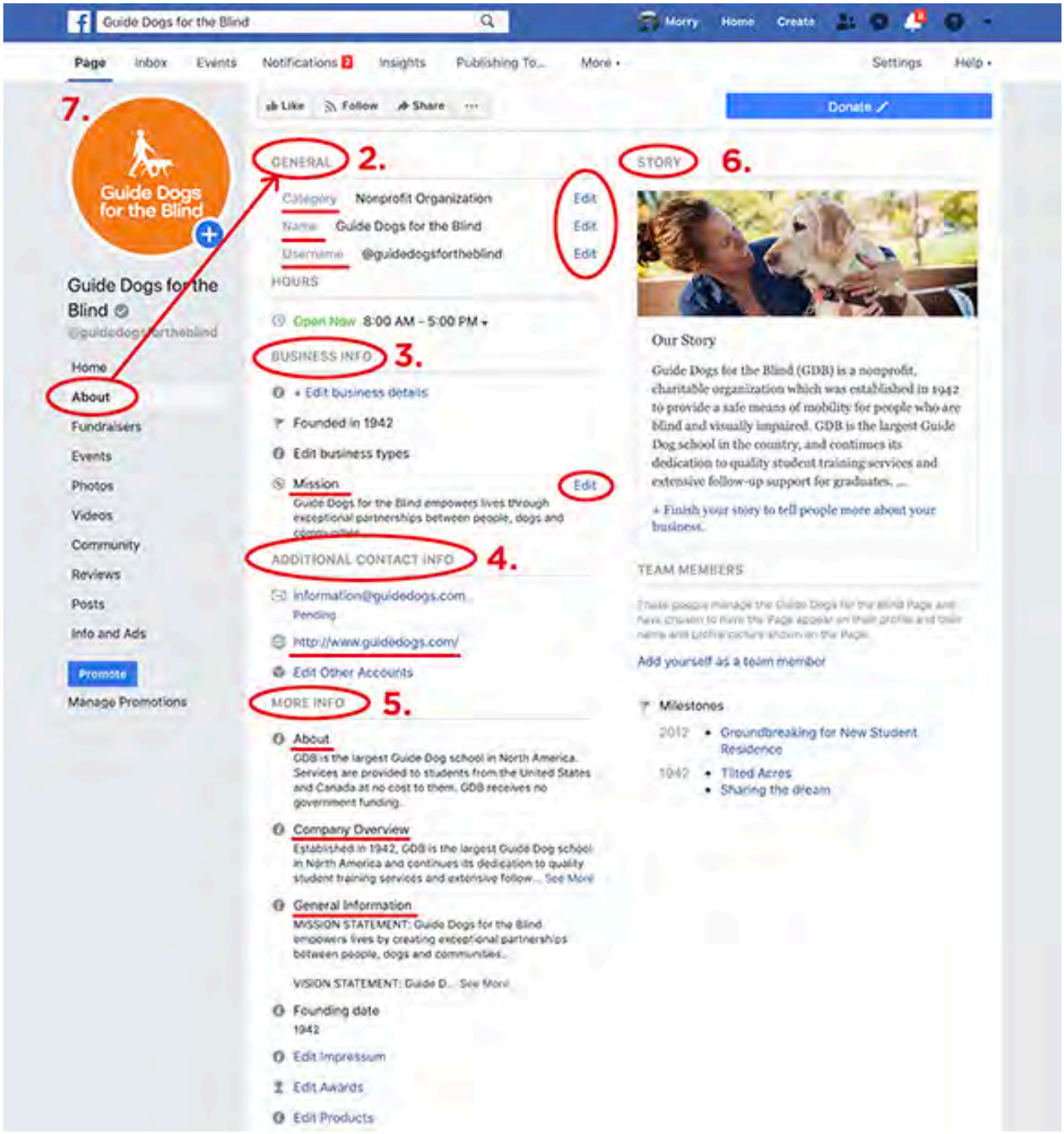
Good luck with your Facebook account, and if you have any questions, please contact GDB's Marketing Department for assistance at marketing@guidedogs.com.

Thank you!

Instructions for Updating an EXISTING Puppy Club Facebook Page

1. Go to the **ABOUT** section on the left hand side of your Facebook page (you must be an administrator of the club's page in order to make changes).

Screenshots continued next page….



Instructions continued next page….

2. **GENERAL section**, please change three things:

   CATEGORY: Should be “Nonprofit Organization” only.

   NAME: This is the name for your page, and changing it takes several different steps in order to comply with Facebook’s page naming/renaming requirements, as follows:

   Step 1:
   Add your "[City/State] Puppy Raisers" to your existing club's page name. In this instance, it’s important that your club’s page name includes your state in addition to your city. Use the two-letter postal code to indicate your state. Please use the exact capitalization, punctuation, and spacing shown in the example below.
   Example: The page name "Pups4partners" becomes "Pups4partners - Wenatchee, WA Puppy Raisers"

   Step 2
   Wait the 7 days Facebook requires between page name changes

   Step 3
   Change your existing club name to "Guide Dogs for the Blind". Please use the exact capitalization, punctuation, and spacing shown in the example below.
   Example: The page name "Pups4partners - Wenatchee, WA Puppy Raisers" becomes "Guide Dogs for the Blind - Wenatchee, WA Puppy Raisers"

   USER NAME: Please change to @GDBCitypuppyraisers (e.g., @GDBAustinpuppyraisers). Please use the exact capitalization and punctuation shown in the example.

3. **BUSINESS INFO** section, update the **MISSION**. Please copy/paste the following:

   Guide Dogs for the Blind empowers lives through exceptional partnerships between people, dogs and communities.

4. **ADDITIONAL CONTACT INFO**
   - Please include your club/club leader’s email address
   - For the website section, please use Guide Dogs for the Blind’s web site: guidedogs.com.

5. **MORE INFO** section

   ABOUT - please copy/paste, but also customize your club's location in the highlighted space indicated; use the 2-letter postal abbreviation for your state:

   Guide Dogs for the Blind – [Insert your club City, State] Puppy Raisers are proud to raise guide dog puppies for the largest guide dog school in North America.

COMPANY OVERVIEW - please copy/paste:

Guide Dogs for the Blind (GDB) provides exceptional guide dogs for individuals who are blind or low vision. Volunteer puppy raisers receive a guide dog puppy at approximately eight weeks old, and the pup will return to one of GDB's campuses for formal training between 15 and 17 months old. We are responsible for teaching the puppies good manners and providing them with comprehensive socialization experiences. Puppy raisers can have other pets in their home and if you are not able to commit to raising a puppy full time, there are still other ways to get involved with our local puppy club, such as puppy sitting. And, GDB's puppy raising program complements many FFA, 4H, home schooling, high school, and college programs.

GENERAL INFORMATION - please customize
Use this space to add club-specific information, such as where and when you meet, your club size, etc. Anything you think would be pertinent to someone who might be interested in joining your club.

6. **STORY** - please copy/paste:

   Guide Dogs for the Blind (GDB) is a nonprofit, charitable organization that was established in 1942 to provide a safe means of mobility for people who are blind and visually impaired. GDB is the largest guide dog school in the country, and continues its dedication to quality student training services and extensive follow-up support for graduates. Our programs are made possible through the teamwork of staff, volunteers and generous donors. GDB receives no government funds. Services are provided to students from the United States and Canada at no cost to them. We operate two training facilities (one is headquartered in San Rafael, California—20 miles north of San Francisco, another in Boring, Oregon—25 miles east of Portland), and have more than 2,000 volunteer puppy raising families throughout the Western states. More than 15,000 teams have graduated since our founding, and there are approximately 2,200 active guide dog teams currently in the field.

   This page is moderated in accordance with the Facebook Community Standards (facebook.com/communitystandards) and we will remove posts and/or ban accounts that violate these standards, or are:
   - Abusive or threatening towards any individual;
   - Violating any law or individual's rights;
   - Fraudulent or deceptive;
   - Repetitive postings or spam;
   - Off-topic or not relevant;
   - Solicitations or advertisements.

7. **Update your Facebook Profile Picture** - please use the Facebook icon provided by GDB (green square with the generic puppy raising logo in white). The file is available in the Puppy Raising online manual (Policies and Procedures > Marketing and Social Media).

Please note: The cover photo and content of a club's Facebook page are entirely the domain of the page's administrator. Please just use your best judgment about your Facebook content, making sure it is appropriate to represent Guide Dogs for the Blind, and follows the GDB Social Media Guidelines for volunteers.

Instructions for Creating a NEW Puppy Club Facebook Page

Please note: A Facebook brand page needs to be tied to a real person's own Facebook account. You must be logged in to Facebook as yourself; you then personally become the administrator of the puppy raising club page. You can add/delete other administrators for the page as necessary once it has been created.

Step-by-Step Instructions

1. Choose "Create > Page" from Facebook's top navigation menu.
2. Choose the "Business or Brand" option.
3. Give your page a name. Customize your Page Name exactly as follows (do not alter the capitalization or punctuation in order to be consistent with all puppy clubs):

   Guide Dogs for the Blind – City, 2-Letter State Puppy Raisers.
   Example: Guide Dogs for the Blind – Austin, TX Puppy Raisers.

4. Enter "Nonprofit Organization" as the category, then hit "Continue."
5. Upload a profile picture. Please use the Facebook icon provided by GDB (green square with the generic puppy raising logo in white). The file is available in the Puppy Raising online manual (Policies and Procedures > Marketing and Social Media).
6. Upload a cover photo. This can be anything you'd like - preferably an appropriate photo from your club. Please make sure that the photo reflects current GDB branding, including the most recent puppy coat.
7. Go to the "About" section of the new Page (2nd item in the left hand column under the Profile Photo).
8. Create a username (third item in the "General" category). Please change to @GDBCitypuppyraisers (please customize “city” in the name to reflect your club’s location, e.g., @GDBAustinpuppyraisers). Please use the exact capitalization and punctuation shown in the example.
9. Complete the remaining sections in the "About" portion of the page as per the following (refer to the screenshots contained in this document for reference):

   BUSINESS INFO section, update the **MISSION**. Please copy/paste the following:

   Guide Dogs for the Blind empowers lives through exceptional partnerships between people, dogs and communities.

   ADDITIONAL CONTACT INFO
   - Please include your club/club leader’s email address
   - For the website section, please use Guide Dogs for the Blind’s web site: guidedogs.com.

   MORE INFO section

   ABOUT - please copy/paste, but also customize your club's location in the highlighted space indicated; use the 2-letter postal abbreviation for your state:

   Guide Dogs for the Blind – [Insert your club City, State] Puppy Raisers are proud to raise guide dog puppies for the largest guide dog school in North America.

COMPANY OVERVIEW - please copy/paste:

Guide Dogs for the Blind (GDB) provides exceptional guide dogs for individuals who are blind or low vision. Volunteer puppy raisers receive a guide dog puppy at approximately eight weeks old, and the pup will return to one of GDB's campuses for formal training between 15 and 17 months old. We are responsible for teaching the puppies good manners and providing them with comprehensive socialization experiences. Puppy raisers can have other pets in their home and if you are not able to commit to raising a puppy full time, there are still other ways to get involved with our local puppy club, such as puppy sitting. And, GDB's puppy raising program complements many FFA, 4H, home schooling, high school, and college programs.

GENERAL INFORMATION - please customize
Use this space to add club-specific information, such as where and when you meet, your club size, etc. Anything you think would be pertinent to someone who might be interested in joining your club.

STORY - please copy/paste:

Guide Dogs for the Blind (GDB) is a nonprofit, charitable organization that was established in 1942 to provide a safe means of mobility for people who are blind and visually impaired. GDB is the largest guide dog school in the country, and continues its dedication to quality student training services and extensive follow-up support for graduates. Our programs are made possible through the teamwork of staff, volunteers and generous donors. GDB receives no government funds. Services are provided to students from the United States and Canada at no cost to them. We operate two training facilities (one is headquartered in San Rafael, California—20 miles north of San Francisco, another in Boring, Oregon—25 miles east of Portland), and have more than 2,000 volunteer puppy raising families throughout the Western states. More than 15,000 teams have graduated since our founding, and there are approximately 2,200 active guide dog teams currently in the field.

This page is moderated in accordance with the Facebook Community Standards (facebook.com/communitystandards) and we will remove posts and/or ban accounts that violate these standards, or are:
- Abusive or threatening towards any individual;
- Violating any law or individual's rights;
- Fraudulent or deceptive;
- Repetitive postings or spam;
- Off-topic or not relevant;
- Solicitations or advertisements.

Instructions for Puppy Club Facebook Groups

Please note: Facebook group accounts do not offer the same functionality as a Facebook page, so the instructions and screenshots previously in this document will not apply. Please be sure that you have set your group to be public, so that people interested in puppy raising and/or Guide Dogs for the Blind can find you and that GDB can link directly to your group from our website.

1. Please update the **Description** section to the following (cut/paste), customizing the highlighted areas:

   Guide Dogs for the Blind – City, 2-Letter State Puppy Raisers are proud to raise guide dog puppies for the largest guide dog school in North America. If you are interested in becoming a puppy raising volunteer, please contact us at [email address and/or phone number].

   Guide Dogs for the Blind (GDB) provides exceptional guide dogs for individuals who are blind or low vision. Volunteer puppy raisers receive a guide dog puppy at approximately eight weeks old, and the pup will return to one of GDB's campuses for formal training between 15 and 17 months old. We are responsible for teaching the puppies good manners and providing them with comprehensive socialization experiences. Puppy raisers can have other pets in their home and if you are not able to commit to raising a puppy full time, there are still other ways to get involved with our local puppy club, such as puppy sitting. And, GDB's puppy raising program complements many FFA, 4H, home schooling, high school, and college programs.

   Guide Dogs for the Blind (GDB) is a nonprofit, charitable organization that was established in 1942 to provide a safe means of mobility for people who are blind and visually impaired. GDB is the largest guide dog school in the country, and continues its dedication to quality student training services and extensive follow-up support for graduates. Our programs are made possible through the teamwork of staff, volunteers and generous donors. GDB receives no government funds. Services are provided to students from the United States and Canada at no cost to them. We operate two training facilities (one is headquartered in San Rafael, California—20 miles north of San Francisco, another in Boring, Oregon—25 miles east of Portland), and have more than 2,000 volunteer puppy raising families throughout the Western states. More than 15,000 teams have graduated since our founding, and there are approximately 2,200 active guide dog teams currently in the field.

   This page is moderated in accordance with the Facebook Community Standards (facebook.com/communitystandards) and we will remove posts and/or ban accounts that violate these standards, or are:
   - Abusive or threatening towards any individual;
   - Violating any law or individual's rights;
   - Fraudulent or deceptive;
   - Repetitive postings or spam;
   - Off-topic or not relevant;
   - Solicitations or advertisements.

2. **Upload a cover photo.** This can be anything you'd like - preferably an appropriate photo from your club. Please make sure that the photo reflects current GDB branding, including the most recent puppy coat.

Guide Dogs for the Blind

800.295.4050 | guidedogs.com

GDB Social Media Guidelines for Volunteers

Updated December 2022

Social Media Channels

- **Facebook – Official GDB**: https://www.facebook.com/guidedogsfortheblind
- **Facebook - GDB Puppy Central:** www.facebook.com/gdbpuppycentral
- **Twitter**: @GDB_official
- **Instagram**: @GDB_official
- **TikTok**: @GDB_official
- **YouTube**: www.youtube.com/guidedogsaregreat
- **LinkedIn**: www.linkedin.com/company/guide-dogs-for-the-blind
- **Blog "No Bones About It"**: https://www.guidedogs.com/blog
- **Flickr images:**
    - Group Photo Pool (uploading images) - www.flickr.com/groups/guidedogsfortheblind
    - Public GDB Galleries (accessing GDB photos) - www.flickr.com/photos/guidedogsfortheblind

Helpful Way You Can Help Strengthen Our GDB Brand on Social Media

Social media is a powerful brand-building tool and a great way to shine a light on the amazing things happening at Guide Dogs for the Blind. It's wonderful that volunteers, employees, and other constituents connect using social media, because it ultimately creates a stronger network and community that supports the GDB mission. ***This document outlines guidelines for social media accounts related to your role as a volunteer for GDB.***

PROFILE GUIDELINES

Profiles

- In your social media profiles, it's helpful to disclose that you are a volunteer for GDB.
- Please feel free to engage and be part of the GDB online community, especially when it comes to liking and sharing posts as this helps expand the GDB footprint.

Profile Photos

- Please do not use GDB's primary logo or any commemorative logos (for example, the 80th anniversary logo) as your personal profile picture. Doing so can be confusing or potentially misleading because every time you post, the logo will appear and imply the post is being published by GDB.

Puppy Raising Club Accounts

- For a club's social media accounts, please clearly reference that the club raises puppies **for** GDB and link to our official account and/or website.
- Puppy Raising clubs will be provided with a specific icon to use as your club's Facebook account profile photo. Club accounts may not promote any non-GDB related products (toys, dog equipment, etc.) as it should not appear that GDB itself is endorsing those products. Raisers and current guide dog puppies in training are not permitted to serve as brand ambassadors for any companies or products that are not GDB partners.
- Clubs may tag local businesses and locations using both location tagging and direct tagging (using @businessxyz in their captions) to recognize and acknowledge businesses that allow access for service dogs in training. There should never be an exchange of goods, services, or fees for tagging a business.
- Do not use social media to communicate the status of program dogs (e.g., career change, passing final test) until you receive word through official GDB channels. These formal communication channels exist for the purpose of sharing

information when appropriate (e.g., phase reports and Pupdates). Phase reports and Pupdates can be posted on social media if the update includes only dogs that have been raised by or are affiliated with the raiser or club. Please do not post the entire list of phase reports for littermates, for example.

Special Considerations for Volunteers

Volunteers are welcome and encouraged to share their volunteer journey and important milestones with their friends, family, and networks via social media when appropriate. Social media is a great way to share our mission and help recruit new volunteers.

Please note, that if your social media account regularly features branded content (for example, lifestyle or business branding), commercial, or e-commerce activity (including affiliate marketing and brand ambassadorship), volunteers are asked to create a separate account exclusively for GDB-related activities and updates. *GDB pups may not be used directly or indirectly in the promotion of personal business interests or commerce activities.*

Example 1: You are a volunteer and you also run a small business. **GDB Guidance:** GDB program dogs should not be featured in promotional images or marketing posts. Please avoid misrepresenting or implying a relationship with GDB for the reputational benefit of your business or brand.

Example 2: Your pet dog is a brand ambassador for a pet gear retailer, and you offer a discount or promo code in your highlights and in your profile as well as occasional sponsored giveaways. **GDB Guidance:** GDB program dogs should not appear on this account as it would create an implied relationship between GDB and your affiliate efforts. We ask that you create a separate account for volunteer activities.

SOCIAL MEDIA GUIDELINES

General

- GDB clients, employees, volunteers, and visitors to campus, as well as GDB puppies and dogs, should not be photographed, cited, or obviously referenced without the person's approval. Please do not post pictures of clients until they have completed class.
- Make sure photos and videos depict dogs being handled in an appropriate manner (e.g., don't show a puppy being held upside down or a dog looking scared or with "squishy eye" when wearing a gentle leader).
- Consider the situation/setting: avoid posting images of a dog with medical conditions, undergoing surgery, recovering from anesthesia, or wearing an e-collar, for example.
- Avoid showing things that are too graphic, polarizing, or potentially damaging to our reputation, including medical procedures and sensitive clinical scenarios. For example, there is often poop and vomit when dogs are involved– but neither are appropriate to show in social posts.
- It is ok to show dogs exercising and playing the community runs or interacting with staff in kennels. Please do not show dogs alone in a stall in the kennel or training van as that may be polarizing for the public.

Puppy Raisers

- GDB puppies should only be shown with GDB-approved toys, food, and equipment. Equipment includes puppy coats, leashes, and collars.
- Do not obscure the branding on the GDB puppy coats or add extra adornment to the dog. This includes the pup wearing bandanas, adding pins or decals to the coat, etc. Exceptions may include GDB Fun Days and holidays when themed costumes are appropriate in controlled environments. It is not appropriate to go on walks and regular outings with the dog in costume.

Breeder Custodians

- Be sure to show the dog wearing its Breeder scarf in your photos and social posts when possible.
- Please consider context and language: avoid vulgar or overly descriptive or clinical language about our breeding program.
- Do not use social media to communicate the status of dogs or puppies until you receive word through official GDB channels. These formal communication processes exist for the purpose of sharing information with the appropriate parties in a timely and official manner.

Foster Care Providers

- Please use discretion when posting pictures of dogs in foster care or dogs that have previously been in foster care – especially if they are placed there because of a medical challenge.
- In order to maintain client privacy, do not identify the handler of any dogs that are currently in foster care or have previously been in foster care.
- Do not include the dog's name when posting any pictures of dogs currently in foster care or previously in foster care.

Campus Volunteers

- Taking photos in the course of your work on campus – if approved by your supervisor – is allowed and encouraged provided you use your best judgment. Disruptive activities, such as staging formal photo shoots; lingering beyond the scope of your work to capture candid photos; or interrupting staff and/or other volunteers to participate in personal photography is not appropriate.
- Do not use social media to communicate the status of program dogs (e.g., career change, passing final test) until you receive word through official GDB channels. These formal communication channels exist for the purpose of sharing information when appropriate (e.g., phase reports). Phase reports can be posted on social media as long as the update includes only dogs that have been raised by or are affiliated with the raiser or club. Please do not post the entire list of phase reports.
- Please do not send photos directly to GDB constituents. It's important that GDB staff communicate directly with the appropriate parties prior to this type of information being released in a public forum.

PHOTOGRAPHY and VIDEO GUIDELINES

Photo and Video Guidelines: On Our Campuses

- GDB allows photography for personal use on our campuses (limited to the areas included on our public tours) and at our graduation ceremonies.
- Do not take photos and/or post images of people on our campuses without their explicit permission. That includes staff, volunteers, and clients.
- When taking photos of dogs on our campuses, please do not use the names of puppies, breeders, dogs in training, or dogs in the care of our vet clinics in your post.

Photo and Video Guidelines: Graduations

- We ask that you refrain from taking photos that would disrupt the graduation ceremony or distract other attendees. Photos taken from your seat in the audience are fine (no roving photography please).
- We respectfully request that you not take or post photos of GDB puppy raisers, volunteers, clients, staff, or attendees at graduation without their explicit permission.

Photo and Video Guidelines: Commercial Photography and Media

- The sale, rental, or commercial use of GDB-related photography is prohibited (this includes photos or video of our facilities/grounds, dogs, clients, volunteers, and staff).
- Professional editorial photography or videography must be approved in advance by GDB's Marketing Department.
- Similarly, please do not provide images to media without explicit permission from GDB's Marketing Department.
- GDB's grounds are not available for staged photo shoots.
- We would greatly appreciate it if you notify GDB if you have been contacted to be part of a media opportunity, so that we can support you (provide talking points, logos, imagery, etc.).

CONTACT INFORMATION

Need Help?

Contact Guide Dogs for the Blind's Marketing Department at marketing@guidedogs.com

- Social media questions or concerns
- GDB Social media policy questions
- Interesting story ideas

These guidelines are not exhaustive. Policy violations will be evaluated and potentially subject to disciplinary action.

Thank you for supporting the GDB brand in the best possible way!

Guide Dogs for the Blind

800.295.4050 | guidedogs.com

Social media is a powerful brand-building tool and a great way to shine a light on the amazing things happening at Guide Dogs for the Blind. It's wonderful that volunteers, employees, and other constituents connect using social media, because it ultimately creates a stronger network and community that supports the GDB mission. ***This document outlines guidelines for social media accounts related to your role as a volunteer for GDB.***

SOCIAL MEDIA BEST PRACTICES

Observe Copyright Laws

- It is critical to properly respect the laws governing copyright and fair use or fair dealing of copyrighted material owned by others.
- Always attribute content you share to the original author/source.
- It is good general practice to credit or link to others' work rather than reproduce it.

Respect the Audience and Guide Dogs for the Blind

- The public in general, and GDB's volunteers, employees, and constituents, reflect a diverse set of customs, values, and points of view. Please be respectful when posting and commenting.
- We will not tolerate racist, sexist, homophobic, ableist, transphobic, or hateful language or comments.
- It is important that all posts by volunteers are consistent with GDB's website, policies, or publications.

Accessible Posting:

- The GDB community is large and diverse. We strongly encourage volunteers to use best accessibility practices when posting on social media:
- Add alt text (short for alternative text) or image descriptions to your post to describe the image or video that you are sharing.
- Avoid text as image whenever possible, and if you must, be sure to copy the text of the image into your caption so everyone can access the same information.
- Avoid special fonts and overuse of emojis as they are hard for screen readers to detect

Appropriate Hashtags:

- Hashtags can set either a positive or negative tone in a social media post. Please be mindful when using them.
- Examples of preferred hashtags; #IAmGDB #RaiseAPuppyChangeALife #GuideDogsForTheBlind
- Examples of discouraged hashtags #guidedogfail #gdbdropout
- Whenever possible, consider using CamelCase (or capitalizing the first letter in each word) to make your hashtags more accessible and easier to read. #GuideDogsForTheBlind not #guidedogsfortheblind

Handling Controversial Issues

- Avoid online arguments relating to GDB; don't try to settle scores or bring others into inflammatory debates.
- Ensure that what you are posting is factually correct. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of GDB.
- Refrain from sharing medical and/or training advice regarding GDB puppies or dogs.
- GDB puts a lot of time and expertise into matching the right dogs with the right people, so it's good to remember that if/when a volunteer thinks that a certain puppy/dog might be a good match for someone, to refrain from any "matchmaking" and leave those decisions to the staff at GDB.

Protect the Privacy of GDB Clients, Employees, Volunteers, Visitors, and Dogs

- Never identify a client, employee, or volunteer by name without permission.

- Please do not use the names of dogs that have not yet graduated; might have been recently career changed; are in foster care; have been removed from class, or have just retired. It's important that GDB staff communicate directly with the appropriate parties prior to this type of information being released in a public forum.
- Do not post images or use names of dogs that are in the kennels and reminder to not send photos directly to GDB constituents. It's important that GDB staff communicate directly with the appropriate parties prior to this type of information being released in a public forum.

Protect Your Own Privacy

- Set privacy settings to "limited access" to avoid allowing others to post information or view personal information.
- Be mindful of posting information that you would not want the public to see.

Be Honest

- Do not post or blog anonymously about GDB, using pseudonyms or false screen names, or say anything that is dishonest, untrue, or misleading.
- What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

Be the First to Respond to Mistakes

- If you make an error, please be upfront about your mistake and correct it quickly.
- If an earlier post is modified, make that clear. Remember, you have the option to edit or delete posts.
- If someone accuses you of posting something improper (copyrighted material or a defamatory comment), deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.
- It is never a bad idea to have someone proofread to catch any spelling/factual errors.

CONTACT INFORMATION

Need Help?

Contact Guide Dogs for the Blind's Marketing Department at marketing@guidedogs.com

- Social media questions or concerns
- GDB Social media policy questions
- Interesting story ideas

These guidelines are not exhaustive. Policy violations will be evaluated and potentially subject to disciplinary action.

Thank you for supporting the GDB brand in the best possible way!

Guide Dogs for the Blind

800.295.4050 | guidedogs.com

Puppy Raiser Media Tips and Talking Points

Media Tips:

- If a media opportunity arises, please inform the GDB marketing team (marketing@guidedogs.com), so that we can provide media outlets with appropriate imagery, logos, etc.
- Always use our full name, Guide Dogs for the Blind, when speaking with reporters.
- Use people first language e.g., a person who is blind or visually impaired instead of blind or visually impaired person.
- Do say: guide dogs help our clients lead more safe, independent, and inclusive lives; do not say they help our clients lead normal lives.
- Refer to yourself as a raiser vs. trainer. Trainer or instructor refers to staff at Guide Dogs for Blind who provide formal instruction in guidework.
- Do say: guide dog puppy in training; do not say PIT as some may not understand our acronym or think you are referring to Pit Bulls.
- If an interviewer asks you something you don't know or makes you uncomfortable, you can direct them to contact marketing at Guide Dogs for the Blind or bridge to another topic, e.g., that's not my area of expertise, but what I can tell you is…
- Note: as always, please be cognizant of how you are handling your puppy in public. In particular, please avoid "squishy eye" with your gentle leader.

Puppy Raising-Specific Talking Points:

- Our main job as puppy raisers is to teach the puppy good manners and provide socialization experiences.
- Volunteer raisers receive the puppies when the pups are about two months old and care for them until they are between 15 and 17 months old. They then go to Guide Dogs for the Blind's San Rafael, California or Boring, Oregon campus for several months of formal training.
- Through puppy clubs, puppy raisers help each other with training, take their puppies on outings, and socialize together along with their puppies. They might take puppies on public transportation, to the movies, or other public places in order to get them comfortable in many different environments.
- Guide Dogs for the Blind's 2,000-plus volunteer puppy raisers are located throughout the Western and Southwestern United States.

Overarching Talking Points About Guide Dogs for the Blind:

- Since 1942, Guide Dogs for the Blind has been serving individuals who are blind and legally blind across North America.
- Guide Dogs for the Blind is the largest guide dog school in North America, with over 2,200 active guide dog teams in the field. More than 15,000 teams have graduated since its inception.
- It is important to note that Guide Dogs for the Blind provides unparalleled support to its clients, but doesn't charge anything for its services. Support consists of veterinary financial assistance, dedicated field service representatives and support center, an alumni association and more. (If necessary: It costs over $100,000 to create and support a team throughout their working life together.)
- Guide Dogs for the Blind receives no government funding, so relies on the generosity of donors. People interested in donating, becoming puppy raisers, or volunteering in some other fashion can visit the web site guidedogs.com for more details.

Guide Dogs for the Blind

Beyond Puppy Raising

RECALL
Generally, puppies are recalled to campus for formal training and breeding evaluation between 13-18 months; however, the age of recall will vary depending on a variety of factors. Puppy raisers should anticipate receiving notification that a puppy is being recalled any time after 13 months of age.

About two weeks prior to the recall date, the puppy raiser will receive an email from GDB stating that the dog is being recalled. Those raisers living near one of the GDB campuses will make arrangements to transport their dogs to campus. For dogs farther away from campus, GDB staff will make arrangements for dogs to ride the puppy truck or fly. Puppy raisers that have difficulty meeting the scheduled pick-up time, date, or place should call their leader immediately.

Upon notification of recall, puppy raisers will ensure that all veterinary records for the dogs (including alter certificate and vaccination records) are submitted to the GDB vet clinic; these procedures are detailed in the e-mail sent to puppy raisers prior to recall. This streamlines the process for getting dogs settled into the kennel and scheduled for their vet check-in. It also prevents the need to administer unnecessary vaccines.

Items That Need To Be Returned With The Puppy

- Puppy collar and head collar
- Puppy coats (return to club leader)
- A completed Fun Things About My Puppy form - raisers are encouraged to be informative and positive in the information provided; a link to an online version of this form is included in the recall e-mail sent to raisers
- Veterinary records not yet submitted to GDB
- Any unused heartworm preventative
- Any unused flea or tick preventative

ON CAMPUS
Once on campus, GDB staff settles each dog into the kennel with the rest of the dogs arriving for training and breeder evaluation. Within a few days, most dogs will have a roommate. This section details the processes for evaluating and selecting both altered dogs for the training program and intact dogs for the breeding program.

Medical Examinations
During the first week on campus, all dogs will have their initial health screenings that include:

- Orthopedic x-rays and exams
- A formal in-for-training physical by a GDB veterinarian
- An eye exam by a veterinary ophthalmology specialist
- An accurate weight
- Any vaccinations needed

If a dog does not clear any of the above exams, it may result in a career change or being removed from consideration as a breeder. For information regarding common medical career change reasons, see Common Medical Career Change Conditions in the Forms and Resources section.

TRAINING FOR ALTERED DOGS
Dogs that have already been altered (spayed or neutered) are recalled for guide training. Those dogs that pass all the initial health exams are assigned to an instructor with a training string. A string is a group of dogs all trained by one team of instructors. These dogs then begin the training program and are given systematic evaluations as they progress through the eight training phases.

Each dog's most recent phase number is accessible on the Forms page of the website. Information is updated each week on Thursday (see GDB Training Phases below).

Throughout training each dog is continually evaluated by training and veterinary staff. If a problem (physical, temperament, behavior or cosmetic) arises that is evaluated as being chronic, reoccurring and/or impossible to correct, the dog will be dropped from the program. It is important to understand that GDB's high standards are necessary to ensure the safety of a partner who is blind and the long-term health and well-being of the dog.

Puppy raisers often want to share the progress of their dogs in training and they are encouraged to do so. Because the full description of the training phases is a copyrighted document, GDB asks its raisers to share the more abbreviated version that follow.

GDB TRAINING PHASES
The GDB training program is designed to maximize a dog's potential for success. Each dog is taken through the phases with the end goal of having all of the dogs in a string ready for class at the same time. There are eight phases of training through which the dogs progress during their training cycle.

Phase 0
Health screenings (x-rays/eyes); agility; kennel enrichment; campus walks, community run intros

Phase 1
Load clicker, tethering / collar response; food reward and refusal intros; obstacle course; 1st up-curb exercise; "over here"; agility; back-up chute; harness exposure; treadmill; off leash recall; begin formal obedience and pattern training

Phase 2
Pattern training continues; 2nd up-curb exercise; distraction route in town; responsible lead exercise; food protocol continues

Phase 3
3rd up-curb exercise; sidewalkless technique intro; preliminary obedience & guide work testing (instructor under blindfold)

Phase 4
Building work begins; intelligent disobedience and overhead introduction; traffic introduction; natural traffic checks begin

Phase 5
Natural traffic checks continue; formal traffic training; total barricades; city routes; escalator intros; city bus route

Phase 6
City routes continue; sidewalkless; platform training; light rail route; begin leash relieving

Phase 7
Advanced overhead training; more complex routes

Phase 8 - Finishing/Maintenance Routes; Class Preparation
Final tests – a blindfolded GDB instructor tests the dog in the following: obedience, guide work, work inside buildings and final traffic. Dogs that pass these tests are deemed "class ready." Other work: finishing routes; pre class phone meetings with clients; hand & chair targeting intros; pole targeting on route; dormitory

building exposure; pre-class physicals; pre-class meeting: instructor team, supervisor, dorm manager, and nurses.

For a more comprehensive description of each of the eight phases of training, refer to the Training Phase Descriptions in the Forms and Resources section.

Dogs that complete the training phases are assigned to a class. Class assignment occurs when the instructor feels that a dog has the qualities needed by a particular person who is in class.

CLASS

By the time the dogs finish their final exams in Phase 8, clients have already been scheduled to arrive for the next class. Instructors conduct pre-class phone meetings to begin the matching process between client and dog. Matches are finalized once students arrive at campus and class training has begun. To make the best matches possible, GDB has more class ready dogs than clients. This means that there are always a handful of dogs remaining for placement in a future class. These dogs continue in training with the next group of instructors and dogs.

There are different class-training program options available to clients. GDB offers two week classes for in-residence client training. On occasion, for either health or other compelling personal reasons, some clients do best with training in their own home area. In these instances, the client does not train at a GDB campus. This is called an in-home training. Most in-home training clients do not participate in a formal graduation ceremony, unless they live close to one of the GDB campuses and are able to attend. For those clients unable to attend a ceremony, see the information in the Graduation section below for special arrangements afforded to raisers whose dogs are trained in-home.

Depending on whether they are training in California or Oregon, clients begin training with their prospective guide dogs in residential areas of San Rafael or Gresham, respectively, and transition to routes in San Francisco or Portland. The new teams encounter many different situations together: public transportation (cars, city buses, subway systems, and ferries), heavy traffic, construction, escalators, areas with no sidewalks, etc.

GRADUATION

When the pups graduate as guides, raisers are invited to the graduation ceremonies to help celebrate the life-changing partnerships they helped create. If raisers plan to fly to attend a graduation ceremony, GDB recommends purchasing refundable airfare, in case something happens to cause the dog to be career changed, passed back or taken out of class at the last moment. On graduation day, puppy raisers arrive and receive a staff presentation about each dog's experience in training, an overview of the ceremony and other activities taking place that morning. Following this presentation, each raiser will have an opportunity to meet with the client who has been paired with the dog they raised. The raiser(s) and guide dog team then spend time together until the ceremony begins. During the ceremony, after the client speaks, the raiser has an opportunity to share a few words about their experience raising the dog. Raisers are sent a DVD of the graduation as a keepsake.

For in-home clients unable to attend a graduation, raisers may have the opportunity to visit the dog they raised on campus before it leaves for training. The in-home instructor takes photos of the working team for the raiser's keepsake. Those raisers whose dogs have been matched with clients who receive in-home training are welcome to attend graduation. Their name, the dog's name and the client's name are mentioned during the program even though the team is not present. If the raiser chooses to attend graduation, he or she also has an opportunity to make a statement at the microphone when introduced. With their consent, a statement composed by the client may also be read at the same time. Also with the client's consent, a phone call can be arranged between the raiser and graduate.

Tips for a Relaxing and Enjoyable Graduation

- Puppy raisers will receive information about the opportunity to contact the student on a specific day and time prior to graduation; puppy raisers are encouraged to take advantage of this opportunity to break the ice and speak to the student prior to meeting at graduation.
- Address the graduate first (not the dog).
- Clients may offer the leash to the raiser to visit with the dog for a few minutes. Be respectful of the team's relationship and hand the leash back within a few minutes.

- When visiting with the dog, stay gentle and calm to minimize the dog's excitement. The dog is working on this day. Expect and encourage him to behave as he would in a working situation involving a crowd.
- Indicate an open seat to the client, and ask them about their class experience.
- Feel free to share positive and/or humorous stories about the dog's puppyhood. Keep in mind that the student has only begun to develop their trust and confidence in their new guide. While sharing normal puppy "challenges" with the student is fine, try not to focus on any negative subjects about raising their dog.
- Inquire about the student's lifestyle, plans or hobbies/career. Keep in mind, the client may not want to share.
- Please do not offer any training advice, even if asked.
- When it is time for the team and raiser to be recognized, it is slightly different on the two campuses:
- California: the client is given the choice to either work the dog to the front of the room, or to have the raiser act as their human guide. If needed, raisers will be instructed on how to be a human guide prior to the ceremony in case that is the option that the client chooses
- Oregon: the instructors of the class will be human guides due to the more complex approach to the stage including a longer distance and navigation of stairs
- There is no obligation to share personal information or to ensure communication going forward between the client and the puppy raiser(s). Puppy raisers are sent the client's contact information in the email announcement informing them of the graduation. Please respect any privacy wishes that the client may express.

BREEDER EVALUATION FOR INTACT DOGS

Upon recall to a GDB campus, all mature puppies that have not yet been altered will be evaluated for breeding. The breeding evaluation process can take up to two months (or longer, depending on how quickly test results are received). Any dogs on the breeding evaluation list that have mild health or temperament issues that preclude them from being breeding stock may still be eligible for training; if so, they are then neutered or spayed and prepared for a training string.

Over the years, through the judicious inclusion and generous donation of many fine specimens from outside breeders, Guide Dogs for the Blind has been able to establish an excellent breeding colony of dogs especially suited to the program. At this time, 95 percent of all dogs produced for the program are bred from GDB's own breeding stock. The other 5 percent consist of dogs that are the result of co-breedings with other guide and service dog organizations as well as an occasional dog from an outside breeder. These breedings through outside or co-bred sources enable GDB to diversify its gene pool and to continue to improve its colony of breeding animals.

Today, the breeding colony consists of approximately 200 active breeders and is comprised of approximately 80 percent Labrador Retrievers, 10 percent Golden Retrievers and 10 percent Labrador and Golden cross breeds.

PHASES OF BREEDER EVALUATION

Breeding stock selection is based on the results of estimated breeding value calculations, behavior assessments, health screenings, and the needs of the colony in terms of pedigree and temperament type. The dogs that have met the highest physical and temperamental standards are considered for inclusion in the colony. A thorough review of the individual dog's health and temperament history and those of its littermates, as well as its sire and dam's previous production complete the selection process.

Every raiser of a new breeding stock dog is invited to attend a graduation ceremony at the San Rafael campus to formally present the dog they raised and be recognized by GDB for their hard work and tremendous contribution. Raisers of male and female breeders are notified via email each time the breeder sires or whelps a litter and are invited to submit names for the puppies. Raisers also have the opportunity to schedule puppy visits with each new litter.

Phase A: Arrival Period

Dogs are introduced to the GDB kennels, campus walks and begin breeder assessment. Each dog is assigned to an individual Canine Welfare Training Technician (CWTT) for specialized attention and training

during the breeder evaluation process. CWTTs report weekly directly to the breeding department staff on the health and wellbeing of each breeder evaluation dog.

Phase B: Initial Health Screening and Kennel Socialization
During this important transitional period, each dog receives a preliminary physical exam, performed by a Canine Welfare Training Technician. The CWTT thoroughly inspects each dog from head to tail and checks the nose, teeth, eyes, ears, coat, skin and feet. Any ailments, abnormalities or concerns are noted and brought to the attention of GDB's veterinary staff. Most recalled dogs are in excellent condition, although some may require medication for minor ailments such as an ear or eye infection. During the first week on campus, dogs receive the following:

- Orthopedic x-rays and exams
- A formal in-for-training physical by a GDB veterinarian
- An eye exam by a veterinary ophthalmology specialist
- An accurate weight
- Any vaccinations needed

Activities throughout all phases

- Walks on campus and playtime in an enclosed grass paddock
- Doubling kennelmates that play well together
- Daily grooming
- Medication administration, as needed
- Human and dog interactive play or cuddle sessions
- Introduction to community run playtime
- Kennel enrichment activities

Kennel enrichment is anything that stimulates the senses and puts the dogs at ease in a kennel environment. The primary focus of the Canine Welfare Training Technicians (CWTTs) is to care for and provide kennel enrichment for the dogs. Some enrichment activities take place daily for every dog, other activities are done intermittently. Enrichment activities are many, including:

- Bones and chewable toys; food stuffed Kongs and ice cubes
- Hanging toys with or without food in them
- Plush and squeaky toys – closely monitored (not recommended for raisers or clients)
- Interactive toys (rings, etc.)
- Baby pools filled with water or a toy and/or playground equipment
- Scents: vanilla, peppermint, anise, lemon, almond, etc sprayed in the kennel
- Bubbles, mirrors, wind catchers, sound machines, music
- T-Touch, Pilates, massage and Reiki
- Behavior training for dogs that need additional socialization, or for career change dogs or breeder dogs awaiting placement
- Exercise: walks, treadmill, enclosed grass paddocks
- Cuddle time

The Breeding Manager carefully reviews the results from initial health screens and begins making decisions to alter during this phase. Because breeder dogs affect many future generations of potential guide dogs, health criteria for breeding stock dogs can be stricter than the criteria for a dog to enter formal guide dog training. Thus, while a dog may not meet the criteria for breeding they may still qualify to enter formal training.

Phase C: Cardiology, Temperament and Pedigree Analysis
Dogs under breeder evaluation receive an echocardiogram performed by a board certified canine cardiologist. This typically takes place the second week after recall. Dogs with minor heart abnormalities may be excluded from breeding due to the potential to produce more severe defects in their offspring. Minor abnormalities which do not affect the individual dog's health and ability to work will not prevent that dog from entering formal training.

An in town temperament assessment walk is performed during this phase and staff provide a recommendation to the Breeding Manager based on manageability, confidence, temperament, willingness, and kennel adjustment

GDB works with a population geneticist at the University of California, Davis to calculate Estimated Breeding Values or EBVs. EBVs describe the relative genetic value of each member of a breeding population. EBVs are built on quantitative data (that which can be measured by a number). EBV profiles are commonly used in livestock in reference to specific, measurable traits and only recently used with companion animals.

Preliminary decisions to include dogs in the breeding colony take place during this phase. CFRs are notified of the preliminary decision and raisers will also receive a communication directly from the breeding department staff. At this time, raisers who live within a 75 mile radius of the San Rafael campus who are interested in becoming the dog's custodial home are invited to apply.

Phase D: Final Health Screening
Dogs selected for breeding undergo a final round of health clearances. An additional set of x-rays are taken to examine shoulders and hocks for potential inherited orthopedic diseases. Another type of hip evaluation takes place called PennHIP (an acronym for "University of Pennsylvania Hip Improvement Program"). This is a diagnostic technique for evaluating the hips of dogs for laxity (looseness) which can cause degenerative joint disease. The PennHIP assessment consists of three radiographs taken from different angles, which are then analyzed in order to make an assessment.

Depending on breed and gender, specific DNA tests may also be used to further assess an individual dog. Once all tests results are received and evaluated the final decision is made for breeding selection and dogs are ready for placement into a custodial home.

Phase E: Placement
Breeding department staff matches breeder dogs to custodian families in the same manner that instructors match guide dogs with handlers who are visually impaired. Staff get to know potential custodians during the application process and their goal is to create a lifelong placement. Custodians must reside within a 50-mile radius of the San Rafael campus. Puppy raisers of breeders are given special consideration to serve as the breeder custodian if they live within a 75-mile radius of San Rafael and can meet all other custodial requirements. Raisers must complete the same process as all potential custodians due to differences in volunteer responsibilities and commitments from the puppy raising program.

GDB carefully reviews and thoroughly screens each potential custodial family's application and home environment in order to ensure comfortable, safe and secure homes for these valuable breeding stock dogs. Applicants are required to complete an on-campus dog management class that covers behavior, health care, grooming, and dog handling. The ultimate goal is to obtain the best possible home for each individual dog being placed.

Once placed, breeding stock dogs are required to be kept in peak physical condition. This includes daily exercise, grooming, flea control and formal obedience training. The dogs must sleep indoors and be treated as beloved members of the family. To ensure their safety, there is a requirement that breeder dogs are always kept on leash when out-of-doors and only allowed to run freely in a securely fenced area.

Phase T: Waiting for Training
A decision to alter a dog can occur at any time during the breeder evaluation process. Once that decision is made the CFR, Training and Veterinary Departments are notified. The Veterinary staff schedule the alter surgery as soon as time is available. Once the dog has been altered and has recovered for surgery the Training Department will schedule the dog for the next available training string and the dog will begin receiving training phase numbers.

K9 BUDDY PROGRAM

The K9 Buddy Program matches specially selected dogs to become wonderful companions to children and young adults with visual impairment. A K9 Buddy can make a remarkable difference in any child's life by fostering a sense of caring, companionship and a sense of responsibility through the human/animal bond. A dog can contribute to sensory development, motivating a child to learn and enhancing self-esteem. K9 Buddy dogs come from Guide Dogs for the Blind's own colony, but are not qualified to work as mobility assistance dogs; K9 Buddies are not trained to perform a service and are not considered service dogs as defined by the ADA (January 2010). K9 Buddies are offered free-of-charge.

Dogs identified as candidates for the K9 Buddy program are evaluated for the program prior to being offered to the puppy raiser for adoption. When there is a suitable application and the dog is a good match for the child, a new K9 Buddy team is formed. As with other placements, contact information for the puppy raisers is shared with the K9 Buddy family and communication is encouraged.

The K9 Buddy program may also connect the child/family with GDB's community of puppy raisers and other supporters. This connection is as beneficial for raisers and other constituents as it is for the child and their family.

All dogs placed as K9 Buddies are recognized at a subsequent campus graduation and the puppy raiser is invited to attend and participate in that event. The DVD and photos of the ceremony are available to the new K9 Buddy's puppy raisers. The K9 Buddy youth and family may or may not attend the graduation, often based on their place of residence.

K9 Buddies are generally placed in the ten states in which there are puppies being raised and the staff to support these programs.

AFTER GRADUATION

For dogs selected as breeders, GDB notifies the puppy raisers any time the dog has a litter of puppies and invite the puppy raisers to submit names for the newborn litter. When possible, raisers are also invited to our California campus to meet the young puppies.

For dogs who graduate as a guide dog or K9 Buddy, many, but not all, clients choose to keep in touch with the puppy raising families. During the course of the dog and client partnership, GDB offers extensive follow-up support to our guide dog and K9 Buddy recipients. To honor and respect client confidentiality, any updates to the puppy raisers are at the client's discretion.

When a guide dog is retired, and/or when we receive news of a guide dog or retired guide dog's passing, we will send a notification or a sympathy card to the puppy raisers. GDB will also notify puppy raisers when, on more rare occasions, a guide dog has been returned to the training program and could be matched with a new client.

Guide Dogs for the Blind

Training Phase Descriptions

Video Playlist: https://www.youtube.com/playlist?list=PL8S71gBnLo9_Yx6raRMqnendZFinckeiO

FORMAL GUIDEWORK TRAINING PHASES
In an effort to keep raisers and leaders informed about the progress of dogs in formal training, Guide Dogs for the Blind (GDB) provides a weekly report showing the training phase of each dog. There are currently eight phases of training. A dog is placed in a phase once all of the exercises in that phase have been completed; i.e. when a dog is in Phase 3, it has completed all of the exercises listed in Phase 3.

The descriptions of activities included in each phase are listed below. Puppy raisers can track the dog they raised by the phase number and then refer to the matching phase narrative to better understand GDB's training process and the individual dog's role in it.

Guide dog training is a systematic and often seamless process; each dog is treated as an individual and progresses at their own pace from one phase to the other as skills are learned.

Phases generally last a week or so, depending on the individual dog. At times, it may seem like some dogs advance quickly through phases and others linger. Neither situation necessarily indicates success or failure in the program. If a dog remains in a certain phase longer than average, it may mean that the dog is working on proficiency in one area, or training or veterinary staff are investigating a potential behavioral or health issue that needs extra time. Puppy raisers are encouraged to be flexible and refrain from either being discouraged if progress seems slow or overly eager if progress seems quick.

Puppy raisers are also advised against plotting out on a calendar an anticipated graduation date. Once a dog begins formal training, it can last three to five months, and some dogs may be at GDB longer. GDB's training model allows Guide Dog Mobility Instructors (GDMIs) to spend comprehensive, one-on-one time, every day, developing each dog. Extra time spent in training likely means that GDB training staff like the dog very much and they are doing their best to give the dog all the love, care, and training that it needs to become a guide dog prospect.

In some ways, today's guide dog needs to be "Super Dog." The world has become an increasingly more demanding environment for guide dogs. Cars are faster and quieter, noise has increased (construction equipment, concerts, movie theaters), and intersections are varied with different designs of intersecting paths, slopes, and angles. Take a walk on a busy city street and study it from the perspective of a guide dog needing to travel it safely, calmly and confidently. Quite amazing, isn't it?

At times, dogs that may have been ideal guides in the more slowly-paced, straightforward world of yesteryear might be career changed today. GDB believes in the breeding of better dogs, having high screening standards for both health and temperament, and having raisers and instructors that are working harder than ever to prepare each dog... all in an attempt to keep up with a world that seems to be getting more complex.

In the following phase descriptions, GDB shares training exercises and verbal cues that are not taught in the raiser homes. The success of the GDB program depends on all raisers' support. It is important for puppy raisers to refrain from using these words and teaching these exercises in their homes. Raisers who attempt to give their dogs "a head start" by teaching the guidework discussed in this package may, in fact, negatively impact the dog's potential to become a guide. Raisers are expected to only teach the behaviors outlined by their leader, CFR and GDB puppy raising materials.

Dogs recalled intact (not spayed or altered) will be evaluated for breeding and will not show up on the weekly phase reports. The breeding evaluation process can take up to two months (or longer, depending on the circumstances). Not all dogs evaluated are chosen as breeders. Those dogs with mild health or temperament issues that preclude them from breeding stock may still be eligible for training; if so, they are then neutered or spayed and prepared for a training string.

“Career change” dogs are those that are released from the program for temperament, behavioral, work or health reasons. GDB facilitates strategic placements of career change dogs as well as placement into loving, caring adoptive pet homes. Dogs can be career changed for many factors not in a raiser's control. A raiser's success is measured by the amount of love, effort, and time spent with their puppy, not whether the pup becomes guide or not.

Some of these dogs may be evaluated for a different formal career path such as helping someone with diabetes, seizures or hearing deficits, being a K9 Buddy dog for a young person who is blind or vision impaired not yet old enough to work with a guide dog, search and rescue, law enforcement, and even cancer detection. Many other dogs go on to do more “recreational” activities such as agility, tracking, or pet therapy with their adoptive families.

GDB is successful due in large part to its puppy raising volunteers. Puppy raisers socialize and teach very important fundamental aspects that are the foundation for a compatible guide dog. Mature puppies come into formal training reliable in the home, relieving on cue, responsive to obedience verbal cues, are comfortable in the environment, and loving and trusting of people. Puppy raisers are commended for their valuable contributions to GDB’s mission!

PHASE ZERO: ARRIVAL PERIOD
Before formal training begins, the new dog is introduced to the GDB kennels, campus walks and the formal training program.

Health Screening and Kennel Socialization
During this important transitional period, each dog receives a preliminary physical exam, performed by a Canine Welfare Training Technician (CWTT). The CWTT thoroughly inspects each dog from head to tail and checks the nose, teeth, eyes, ears, coat, skin and feet. Any ailments, abnormalities or concerns are noted and brought to the attention of GDB’s veterinary staff. Most dogs that enter training are in excellent condition, although some may require medication for minor ailments such as an ear or eye infection.

During the first week on campus, dogs receive the following:

- Orthopedic x-rays
- A formal in-for-training physical by a GDB veterinarian
- An eye exam by a veterinary ophthalmology specialist
- An accurate weight

During the veterinary physical examination, each dog also receives any needed vaccines based on the veterinary records submitted by puppy raisers.

Once physical examinations are finished, each dog is formally assigned to a group of dogs (called a “string”) and a specific training kennel. Instructors train four dogs at a time, which enables them to get the dogs out approximately twice a day, every day, Monday through Friday. A string can range from 8 to 16 dogs, depending on the campus, staffing capabilities and overall class matching needs.

During this introductory period, each dog’s personality and manageability are evaluated to help prepare instructors in how to motivate and teach each dog most effectively.

Phase Zero normally coincides with the team of instructors returning from a session in class followed by visits to clients in their home areas. Prior to the team’s return, CWTTs, core support instructor staff, and qualified volunteers care for the new dogs helping them to adapt to the kennel environment in an engaging and positive manner. Dogs are initially put into a kennel by themselves, which is conducive to cuddling and ice cube enrichment. Once x-rays and physicals are done, dogs are often paired (“doubled”) together in a kennel.

Week Zero Activities

- Walks on campus and playtime in an enclosed grass paddock
- Doubling kennelmates that play well together
- Daily grooming
- Medication administration, as needed
- Human and dog interactive play or cuddle sessions
- Introduction to group community run playtime
- Kennel enrichment activities

Kennel enrichment is anything that stimulates the senses and puts the dogs at ease in a kennel environment. The primary focus of the CWTTs is to care for and provide kennel enrichment for the dogs. Some enrichment activities take place daily for every dog, other activities are done intermittently, and others still are targeted towards specific dogs (for example, dogs that are slow to adjust to kennel life; boarding or retired guides; career change dogs, and breeding stock dogs waiting for homes). Kennel enrichment activities are continuously evolving and the CWTT staff is always coming up with ways to entertain and stimulate the dogs. Enrichment activities are many, including:

- Bones and chewable toys: food stuffed Kongs and ice cubes
- Hanging toys with or without food in them
- Plush and squeaky toys – closely monitored (not recommended for raisers or clients)
- Baby pools filled with water or a toy and/or playground equipment
- Scents: vanilla, peppermint, anise, lemon, almond, etc. sprayed in the kennel
- Bubbles, mirrors, wind catchers, sound machines, music
- T-Touch, Pilates, massage and Reiki
- Behavior training for dogs that need additional socialization, or for career change
- dogs or breeder dogs awaiting placement
- Exercise: walks, treadmill, enclosed grass paddocks
- Cuddle time

Training staff carefully observes each new string of dogs to make sure that each dog makes as smooth an adjustment to the kennels as possible. Selected dogs may receive any additional attention in the following areas as needed:

- Agility programs
- Extra play sessions in community run
- Frequent walks on campus
- Consistent, supervised time in offices
- Overnights spent supervised by training staff in the student residence
- Any specialized programs specific to the needs of that dog (vet care, extra time in the office, etc.)

PHASE 1: FORMAL TRAINING BEGINS – ON CAMPUS AND IN TOWN

Food Reward and Clicker Techniques

Food rewards are used in the GDB training program as a powerful motivation and reinforcement tool for learning and maintaining desired behavior.

Clicker training is the popular term to describe a training method that uses operant conditioning -- the animal intentionally performs a behavior in order to gain a desired reward. GDB uses clicker training as a tool for teaching various aspects of guidework and obedience responses. The clicker serves as a “marker” for the exact behavior the instructor would like to see the dog perform and repeat (e.g. targeting a curb, stair, escalator, elevator, crosswalk button, seat, etc.). It is a positive reinforcement-based system that associates high value rewards (food) with desired behaviors. The use of the clicker in guidework training encourages the dog to be an active participant in the learning process.

Enjoyable consequences (“rewards”) and the entire reward process is called “reinforcement.” Clicker trained dogs will actively try to learn new behaviors and will remember those behaviors years later. Clicker trained behaviors are performed by the dog with confidence and enthusiasm because the dog plays an active role and has control over when it receives rewards. They are enthusiastic because they understand that their performance will be rewarded with something very pleasurable.

With these training techniques, dogs in training learn faster and demonstrate higher levels of confidence in the work, and clients experience quick and encouraging results with food use as a supplement to praise.

NOTE: Unless otherwise indicated, puppy raisers do not use the clicker with their puppies. This allows dog to enter training with a 'clean slate' regarding clicker associations.

Obedience Responses and Teaching Focus Around Distractions
In order to both successfully teach guidework and for the client to easily manage their guide, collar response is important. Collar response means that a dog readily follows or yields to even slight tension on the collar. For example, it is a useful tool that allows the instructor to physically cue the dog from its following position to move left or right in guidework. Alternatively, it discourages a guide from pulling in the collar on leash with a client.

Formal Obedience
The verbal cues "sit," "down," "heel" (both moving and stationary), and "stay" are introduced as precise positions in relation to the handler. Precision is important so the dog does not interfere with or disorient the client. The "come" recall is practiced on leash in a variety of areas and off leash in enclosed areas.

Focus is taught before and during basic obedience work. Distractions are used to teach focus and concentration toward the job. Distractions may include: other dogs, food, solicitous people, scents, and balls. Any dog that demonstrates below average ability to progress around distractions may receive additional attention in the following areas: different types of play sessions; higher value food reward to increase the dog's motivation to work for the handler; extra time relaxing with their instructor to develop a closer relationship; extra abbreviated obedience sessions without distractions to improve collar response.

Food Refusal Protocol
All dogs learn how to politely accept food rewards and how to refuse food in all other situations. This specialized food protocol training is designed to handle the delicate balance of using food as a motivator while ensuring that no negative behaviors develop around food. In addition, the dogs are taught how to avoid and refuse food on the ground or offered by others.

Socialization
Dogs are introduced to riding in the van crates prior to actually riding in the training vans. A configuration of crates, identical to those in the vans, is located in the kennel complex. All dogs are introduced to jumping in and out of this "mock" crate set before being put in an actual training van. Dogs then experience loading and unloading from crates in the van, riding comfortably and quietly, and waiting quietly in the van for their turn at a training route. If a dog makes a slow adjustment to the van crates, they are given additional or specialized socialization programs.

Body Handling Acceptance
Dogs are exposed to comprehensive, hands-on body handling, which includes grooming and paw handling, pilling, bathing, ear and teeth cleaning, feeding, and play sessions that are conducive to interaction with a handler who is vision- impaired (e.g. no excessive vocalization, no jumping up or running into a person). Any issues with body handling are evaluated and programs developed to improve issues are implemented as needed.

Introduction to the Harness
Dogs are given a calm introduction to being harnessed. They initially stand, then walk around in harness as well as wear it in relaxed settings. Dogs with above average sensitivity to wearing the harness are put on a socialization program to improve their response and comfort level while wearing the harness.

Treadmill Training
Treadmill work introduces the dogs to the biomechanics of pulling into the harness and how to maintain a lead. Dogs are introduced to the verbal cues of "forward," "halt," and "hopp-up" as they learn to pull with a straight body position. A comfortable gait and speed are identified for each dog. Most dogs adjust quickly to the treadmill through a systematic and careful introduction, food reward use and lots of support and praise. Staff ensure the dogs are not only safe, but also enjoy their time on the treadmill. The introduction techniques are so successful that it's common to see dogs trying to get on the treadmill whenever they walk past one!

Dogs receive two treadmill sessions before beginning harness workouts (pattern training) downtown with their instructors.

NOTE: Do not put pups on treadmills or escalators.

Pattern Training
Pattern training is a method of introducing guidework behaviors to the young dog in a very positive manner. The instructor cues the correct guiding behavior to the dog, allowing the dog to complete the exercise without any mistakes. In this way the instructor keeps all guidework-related learning very upbeat for the dog. Obedience is used during guidework to regain attention on the work as needed. Once the dog is attentive, guidework pattern training resumes. Pattern training lasts for several sessions (approximately two weeks) and is gradually weaned off as the dog gains a better understanding of its responsibility. During pattern training, dogs are worked in a variety of environments, even challenging areas. However, advanced environments, such as heavy urban area with crowds, loud noise, etc., are avoided.

Dogs are introduced to the following guidework behaviors during patterning:

- Stopping at streets, regardless of the type of curb or wheelchair ramp
- Clearing for the handler on the right and left sides as well as above dog's head
- Crossing streets on a line that efficiently reaches the up curb on the other side
- Maintaining consistent pace and drive with the verbal cue "forward"
- How to respond to the various uses of the 'hopp-up' verbal cue – resuming or increasing pace; moving closer to a stopping point; or for re-focus
- Stopping and standing calmly after the verbal cue "halt"
- Leading the handler in a 90 degree turn to the right and picking up the new travel line on "right"
- Leading the handler in a 90 degree turn to the left and picking up the new travel line on "left"

Up Curb Exercise #1
Dogs are taught to target up curbs via clicker training and food reward by placing their front feet on the curb. The first up curb exercise is done on campus, and subsequent exercises are done on route in town.

Developing Physical Agility

- Back Up Chute
  Dogs do not know how to naturally move backwards. Coordination training in how to physically back up is introduced at this time and continues for several weeks to prepare the dogs for future traffic avoidance training. In traffic avoidance, dogs are taught to speed up or stop, hold, and back up (if needed) in a straight line while facing the oncoming vehicle. The backup chute activity teaches dogs the mechanics of backing up in a very positive and fun way.

- Obstacle Course
  On campus obstacle courses are convenient opportunities for the dog to learn how to safely navigate past objects. The instructor patterns the dog to move past the obstacles with caution. Dogs are encouraged to walk slightly ahead of the instructor. Early on, the courses are designed so that new dogs do not need to stop on the course.

PHASE 2: IN TOWN AND RESPONSIBLE LEAD

Obedience and Distraction Training
General collar responses and formal obedience responses continue to develop. More challenging distractions are introduced at a closer proximity, including: various dog breeds, food, solicitous people, and unusual scents.

The verbal cue "over here" is introduced. This cues the dog to move from heel position, behind the handler's back, to the right side of the handler in order to walk safely through a door that opens to the left (hinge on left). This is also helpful when going through revolving doors and store turnstiles.

Body Handling Acceptance
Body handling acceptance continues to be developed and improved. Grooming, pilling, bathing, ear cleaning, teeth cleaning, feeding, and playing are done to simulate client handling. The dog is taught to lie down and roll over in a variety of settings for inspection and care as needed.

Kennel Adjustment and Routine
CWTTs continue to focus on kennel enrichment activities, relaxing time in community run, grooming and campus walks. Specialized programs continue, such as kennel enrichment, harness socialization, etc.

Wearing the Harness
By now, the dogs are comfortable wearing and working in the harness. Any dogs with sensitivity to wearing the harness are put on specialized programs.

Pattern Training Progression
Instructors now allow the dog more freedom to make decisions and make some mistakes. When errors begin to occur, instructors show the dog the correct answer before the dog gets confused. Basic level guidework responses are directed as a client might do. The dog experiences all guidework behaviors and the instructor still patterns any advanced responses.

Guidework responses progress to the extent that the dog can respond to each verbal cue consistently with minimal leash gestures or leash use, and maintain a straight line of travel with the instructor under blindfold. The dog learns to ignore the handler's body position or movements, and to compensate for same as needed.

Planned Dog Distraction Route
While everyday routes in town present natural distractions to the dogs in training, these distractions are variable and often unpredictable. Also, not all dogs may have the opportunity to encounter that same distraction nor have the ability to use it in a productive manner. For example, if a pet dog comes around the corner suddenly yet also leaves suddenly, the dog in training does not have an opportunity to either make a choice to ignore the distraction or re-focus in the midst of that distraction. To afford all dogs in training the opportunity to develop this important skill, instructors work a route that includes two or three "set up distractions"– staff-held pet dogs in pre-determined areas on a route. These distractions can be seen from a distance, and the dog in training learns to remain focused both leading up to and passing the distraction.

Up Curb Exercise #2
The second up curb exercise is incorporated into a route in town. This exercise teaches and reinforces the "curb" verbal cue, which is used only in the street to indicate to the dog to move to the up curb as efficiently as possible.

Physical Agility
Programs continue as in Phase 1.

Obstacle Course Progression
Most dogs are ready to guide through the clearance course, and are collar cued by the instructor to move as a finished guide might move. If not ready to work in harness, dogs continue to walk through the obstacle course on leash. NEW! Course design becomes more difficult, requiring more angled clearance moves by the dogs but not requiring a stop.

PHASE 3: PRELIMINARY TESTING

Notable Accomplishment - Preliminary Obedience Testing
Focus and responses of the following are assessed. Experienced GDMIs will assess these areas independently, while Apprentice GDMIs will complete a formal test.

- Dogs are expected to understand and respond to "sit", "down", "heel", "come", and "stay" amid mild distractions with consistency and a single verbal cue
- Demonstration of food refusal
- General ease of body handling

Obedience and Distraction Training
Collar and praise responses continue to develop. Reliable responses and focus continue to develop in various environments (formal, informal and during guidework). Dogs generally require minimal repeat verbal or leash cues. Instructor starts to mimic client handling more.

Notable Accomplishment - Preliminary Blindfold Testing
Dogs must demonstrate an understanding of safe guidework skills and focus on work and handler. Experienced GDMIs will assess these skills independently during daily workouts, while Apprentice GDMIs will complete a formal test. The instructor works a dog under blindfold on an urban/suburban area route, a distance of approximately 8-10 blocks.

Dogs that pass preliminary blindfold testing progress to advanced guidework training. Dogs that do not pass or demonstrate major weaknesses in the basic fundamentals are given additional training time and are re-tested when ready.

Difficult Distractions
Continues as in Phase 2.

Body Handling Acceptance
Continues as in Phase 2.

Guidework Training
The dogs are comfortable wearing and working in the harness. Individual dogs that still have problems wearing a harness would be a concern, but are still kept on socialization programs to improve behavior.

Pattern Training
Most dogs assume the majority of the basic responsibilities of guidework at this point and no longer need patterning. The dogs generally respond to “forward,” and lead out and maintain drive on their own or with an occasional leash or verbal prompt as needed. They respond to turn cues; pivot and drive out of turns; and they maintain line during movement. Responsibility in work responses is gradually increased and tested.

Responsible Lead Session
In order to reinforce what the dog has learned, responsible lead lessons for each dog occur at the end of pattern training. This session occurs on a long straight path. As in the planned distraction route, responsible lead involves “set-ups” as a means to reinforce a dog’s good focus past distractions or remind a dog how to achieve the same.

Up Curb Exercise #3
The third up curb exercise is incorporated into a route in town.

Physical Agility Programs
Continues as in Phase 2.

Sidewalkless Technique Introduction
Dogs learn how to work in areas without sidewalks or a reasonable shoulder on which to walk. The travel line is the left side of the street facing oncoming traffic. Dogs learn how to respond to intersecting streets and parked cars along their travel line.

Intelligent Disobedience Training Begins
All dogs guide in harness through a challenging obstacle clearance course with leash cues as necessary to move as a finished guide. Course design becomes increasingly more difficult, requiring problem solving skills.

Some clearances require a stop. Intelligent disobedience responses are introduced after successful preliminary testing. Intelligent disobedience is when a guide dog purposely does not respond to a handler’s guidework verbal cue because it is either unsafe or impossible to follow through with the response.

Addressing errors is now introduced for basic clearance work. Dogs are given an opportunity to re-do the area (“re-work”) after being shown the error.

Obstacle Course Progression
All dogs guide in harness through the obstacle course with leash/collar cues as necessary. Course design becomes more difficult, requiring even more angled clearance moves by the dogs.

CWTTs continue to focus on kennel enrichment, relaxing time in community run, grooming and campus walks.

PHASE 4: BUILDING WORK & TRAFFIC INTRODUCTION

Formal Harness Training
The dogs now have full freedom to make decisions and some mistakes with normal guidework responses. When errors occur, instructors continue to show the dog the correct answer before confusion sets in. Instructors still pattern challenging and advanced guiding decisions and responses. Dogs are worked past open parking lot areas and difficult travel lines to further establish responsible line stability. Working past challenging animal and food distractions continues.

Instructors often “spot” each other (for safety), and practice short blindfold sessions with their respective dogs. This gives them valuable information regarding what guidework behaviors are strong and what need further development in an individual dog. Practice routes that follow these blindfold sessions focus on development of needed areas and reinforcement of established responses.

After preliminary testing, more extensive work inside buildings begins.

Body Handling Acceptance
Continues as in Phase 3. NEW! New handlers are added to assess the dog’s comfort and willingness with strangers.

Physical Agility Programs
Continues as in Phase 3.

Obstacle Course Progression Continues
NEW! An overhead clearance is any obstacle that is above the dog’s head. Dogs are initially taught to target this type of clearance. The dogs are then taught to look up for overhead clearances through a graduated approach (teaching bar starts low, and is gradually raised as dog gains proficiency).

Escalator Introductions and Training - Boarding/Riding/Exiting
Dogs are taught how to safely step onto moving stairs (escalators), acquire a safe stance, ride the escalator in a stationary position, and exit safely with the appropriate energy.

NOTE: Puppies are NOT to ride escalators.

Notable Accomplishment - Traffic Introduction
First, during an exposure lesson, dogs are introduced to traffic safety problems and shown how to respond to them via leash and collar cues. Dogs learn to stop, hold their line when stopped, and back up on their line when a vehicle gets too close. They are also introduced to increasing their pace for any vehicle that approaches too close to the rear of the team.

Socialization
Extra socialization assignments are done with individual dogs as needed. Some examples: harness or surface sensitive dogs; dogs that are reluctant to relieve on leash; or dogs that have questionable kennel behavior that needs “proofing” or further development in a “house” (office or dorm) setting (dogs that vocalize on tie down or crate, chewing propensities, etc.).

CWTTs focus on additional relaxation sessions for all dogs as training progresses. These sessions could include one or several of the following activities: community run time, kennel enrichment programs, grooming, individual play sessions, office time at staff desks, and relaxing campus walks.

PHASE 5: CONTINUED TRAFFIC TRAINING AND CITY WORK

Formal Traffic Training
During a subsequent lesson, dogs are taught responsibility in making emergency decisions with traffic problems. Dogs learn to decide when to stop, hold their line, back up or even move forward on their travel line for safety of the team. Dogs learn to maintain position, face the vehicle, and to proceed on the original line when danger has passed. Lots of support, praise and food reward are provided on these routes to reinforce the decisions and instill confidence in the dogs.

For dogs that need to either build confidence or create more of a buffer from the vehicle, supplemental training in backing up are done on campus (with a large cardboard or slow moving vehicle).

Advanced Obedience and Distraction Training
New animal and common dog interest distractions (scent, cat, etc.) are sought out and responses are evaluated.

Distraction interests for individual dogs are worked on separately (i.e. squirrels for some, birds for others).

Advanced Guidework Training
Routes continue in suburban areas and may progress to downtown urban areas. Building exposure continues (stair work, elevators, tight clearance work on slick floors, etc.),

Focus on improving any weak responses noted at preliminary blindfold testing and working the dogs at a pace and pull that is appropriate for a client.

City Routes (San Francisco/Portland)
New work areas include difficult crossings, clearances, and challenging line and curb approaches, animal distractions, surface issues, and pedestrian islands.

- Heavy urban environment: crowded sidewalks, heavy/close traffic, different pedestrian climates
- Large government and business building work
- City bus ride

Intensive Indoor Mall and Store Training
- Slower pace for more cautious work past store displays and shoppers
- Crowded aisles
- Elevators
- Multiple stairways (up and down)
- Various colors and textures of slick, shiny floors
- Patience is reinforced for standing in line, working with a cashier, etc.
- Work past food held low, on seats/benches, or on ground (food court)

Total Barricade Training
Dogs are taught to show the handler any objects (most often parked vehicles in driveways) that completely block the travel path (sidewalk), and are then taught how to work safely around them.

Obstacle Course Progression
Dogs guide through challenging clearance courses as more finished guides. Course design becomes increasingly more difficult and requires continued development of problem solving skills and intelligent disobedience responses.

Advanced clearance problems that were first introduced to the dogs on the campus obstacle course are now sought out on real environment routes. Situations continue to be set up to reinforce both cautious navigation and intelligent disobedience.

Body Handling Acceptance
New handlers are regularly added to body handling sessions. Any issues that are still present at this stage are concerning and may interfere with a dog’s viability as a guide dog.

Light Rail, Subway systems
Dogs practice edge avoidance when train is absent, and boarding/riding on available trains.

Socialization Programs
As training progresses, individual dogs may require supervisor-directed specialized socialization programs to overcome any fear, distractive, or other type of reaction as needed.

CWTTs continue to focus on kennel enrichment, relaxing time in community run, grooming and campus walks during the progressively more challenging stages of formal guide dog training.

Vet Meeting – Review of Health
Each dog's health history to date is reviewed by the staff vet. Viability for care by a client is assessed. Health release decisions may be made for individual cases on some dogs; however, most dogs have timelines for improvement or other medical procedures/testing prior to such a decision.

PHASE 6: URBAN CHALLENGES

Obedience and Distraction Training
Continues as in phase 5.

Advanced Guidework Training
Dogs work in both residential area without sidewalks and downtown urban areas with challenging environments. Focus on working the dogs at a pace and pull that is appropriate for a client.

Introduction of Revolving doors.

Platform Edge Intro and Exposure Work
Dogs learn to avoid significant drop-offs that mimic subway and rail platform edges.

Obstacle Course Progression
Continues as in phase 5.

Pre-Matches for Select Clients
Dogs are identified for applicants with special needs or requirements in a guide.

Socialization Programs
CWTTs continue to focus on kennel enrichment and relaxing time away from guidework lessons (community run, grooming, play sessions, campus walks, dog massage, Reiki).

PHASE 7: ADVANCED TRAINING

Obedience and Distraction Training
Continues as in phase 6. Dogs are handled by different instructors to teach them good responses are expected with new handlers.

Guidework Training
Advanced training includes work in both suburban and urban areas, and requires forward- looking decision-making (initiative). These routes can consist of:

- City traffic patterns
- Difficult crossings
- Difficult clearance situation
- Areas with a challenging line
- Animal distractions
- Surface issues
- Curb approach challenges
- Pedestrian islands

- Crowded sidewalks
- Different pedestrian climate
- Additional city bus exposure
- Additional rapid transit ride exposure
- Additional and multiple escalators
- Rounded corners

Escalator Training Continues
Dogs now independently board, ride and exit.

Platform Training Continues
Avoidance of drop-off edges on pedestrian platforms of subway and rail systems and boarding and exiting trains.

Overhead Obstacle Clearance Training
Advanced overhead training occurs both on campus and in town, when available.

Socialization
Continue as in previous phases, as needed.

PHASE 8: FINAL TESTING, FINISHING, AND PRE-MATCHING

Notable Accomplishments – Final Testing

- **Final Obedience Test**
  The instructor is under blindfold, and performs a series of obedience exercises with the dog, which includes an off-leash recall in an enclosed indoor setting.

- **Final Blindfold Test**
  Instructor works a route under blindfold on an urban street and sidewalk route of 40 to 50 minutes in a challenging work area. Dog performs sits and downs in harness at any point on route.

- **Final Building Test**
  Instructor works a dog under blindfold through a mall setting. Each dog is tested on their overall caution and work on escalators, elevators, stairs and focus past food court areas.

- **Final Traffic Test**
  Instructor is under blindfold on a guidework route, and encounters several staged (choreographed) traffic checks that require the dog to demonstrate all types of traffic avoidance responses. Instructor is spotted by a teammate, but is not cued to the traffic situations in order to simulate client travel.

NOTE: Dogs that pass these tests are considered “class ready.” These dogs are fully qualified and ready to be issued to a client.

“Finishing” Routes
Dogs work on relaxing residential or country routes, sidewalkless areas, and less difficult/more straightforward routes for confidence building before class. Obedience responses are maintained and practiced in a variety of areas with a variety of handlers.

Practice with Less Experienced Handlers
With either supervisory and/or instructor oversight, unfamiliar (and often novice) handlers (O&M seminar or lifestyle workshop participants, mock student instruction practice for apprentices, etc.) work dogs that are (or nearly) at class ready status. This serves two purposes: it gives the handler an opportunity to experience what it feels like to work a guide dog and it gives staff a chance to assess the dogs’ abilities to successfully and reliably transfer to a new handler both from a work performance and manageability perspective.

Specialized Training

All dogs are introduced to hand and chair targeting. Instructors introduce pole targeting (for crosswalk buttons) on a few different routes.

If needed, select dogs may do custom work for identified clients (slower pace or fast pace, compromised balance -- client who travels with a support cane, toed-out gait, etc.)

Pre-Class Physicals
All class ready dogs receive pre-class vet physical exams, which includes a height measurement at the withers (ground to shoulders).

Final Class Preparations
Instructors size all dogs for new class collars, boots, head collars and harnesses. Pre- matches are done based on information gathered from home interview and pre-class phone call meeting.

Student Residence Exposure
Dogs are walked through the Student Residence building in preparation for their in- residence training.

Socialization
All specialized programs are complete for class ready dogs. CWTTs focus primarily on relaxing walks, kennel enrichment and play sessions for the dogs.

CLASS
By the time the dogs finish their final exams in Phase 8, blind and vision-impaired clients have already been scheduled to arrive for the next class. Instructors conduct pre-class phone meetings to confirm the pre-matches between client and dog. Matches are finalized once students arrive at campus and class training has begun. To make the best matches possible, GDB has more dogs than clients. This means that there are always a handful of dogs remaining for placement in a future class. These dogs continue in training with the next group of instructors and dogs.

There are different class-training program options available to clients. GDB offers two week classes for in-residence client training.

On occasion, for either health or other compelling personal reasons, some clients do best with training in their own home area. In these instances, the client does not train at a GDB campus. This is called an in-home training. Most in-home training clients do not participate in a formal graduation ceremony, unless they live close to one of our campuses and are able to attend. Whenever possible, the raisers are given the opportunity to visit with the dog they raised prior to the in-home if the client is unable to attend the corresponding graduation ceremony.

Accepted applicants receive their instructional lectures prior to their class instruction. These lectures include the following topics:

- Creating a Safe Environment for Your Guide Dog
- Equipment
- Promoting Independence
- Transitioning to a Successor Guide (for returning students, also called ‘retrains’)
- Welcome and Dormitory Orientation
- Communicating with Your Guide Dog
- Managing Your Guide Dog, Obedience
- Guidework
- Class Feeding, Watering and Relieving
- Street Crossings
- Playing with Your Guide Dog
- Addressing Guidework Errors
- Orientation and Learning Routes
- Advanced Management
- Working in Buildings
- Total Barricades and Traffic Encounters

- Dog Encounters
- Leaving Your Guide Dog Alone
- The General Public
- Customizing Your Dog's Vocabulary
- Special Travel Conditions
- Working on Platforms
- Working without Sidewalks
- Transitioning from Our Campus to Your Home
- Care of Your Guide Dog
- Going on a Trip with Your Guide Dog
- Working Rounded Corners

GDB also has additional lectures that discuss client services; veterinary information – both care and veterinary financial assistance; alumni association and donation information.

Depending on whether they are training in California or Oregon, clients begin training with their new guide dogs in residential areas of San Rafael or Gresham, respectively, and then transition to routes in San Francisco or Portland. The new teams encounter many different situations together: public transportation (cars, city buses, light rail systems, and ferries), heavy traffic, construction, escalators, areas with no sidewalks, etc.

GDB clients come from many different geographical areas and walks of life. Clients customize their training and do routes that are similar to their home areas. The lecture titled "Special Travel Conditions" offers tips to help prepare clients and their new guides to travel in extreme climates (snow travel or hot temperatures).

Class instruction and graduation are a culmination of a lot of hard work by many people. From staff who breed these special dogs, to the volunteers who love and house the breeder dogs, to the volunteers that socialize the young puppies and work in other areas on campus, to the immense efforts and commitment of the puppy raising community, to the dedicated and talented training and client service staff, and to our generous donors…it takes an involved and caring community to create and support, a guide dog team. All of these efforts provide the foundation to shape a wonderful dog into a highly trained guide dog and companion, and then pair that dog with a partner to become an effective team. This is the mission of Guide Dogs for the Blind.

GRADUATION AND MORE

See Beyond Puppy Raising in the After Puppies Are Recalled to Campus section of this manual.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – August 2019

Training Reports – Explanation of Why Dogs May Stay in a Phase or Jump Several Phases

We are occasionally asked why some dogs remain in a training phase for a long time and why some dogs jump several phases of training (for example going from Phase 2 to Phase 5). Here are some answers from the Training Supervisors:

- A dog in training may need some basic skill development or extra polishing. This can be common at the end of Phase 3 and Phase 7, right before preliminary and final testing.
- A medical issue (like pano or Kennel Cough) may keep a dog from progressing if the veterinary staff recommends a break in training for a dog with a health issue.
- Some dogs take longer to learn and benefit from extra practice. Dogs with sensitive temperaments may progress more slowly. The instructor will introduce skills and tailor training sessions to the needs of the individual dog.
- All areas of a specific phase must be completed and a dog must pass testing before they can advance to the next phase. This can lead to stalling in a phase followed by a seemingly big 'jump.' For example, a dog in Phase 3 may struggle on the preliminary blindfold test, but do well in everything else (obedience, distraction, body handling, guide work training, curbs, etc.). The instructor may then start work on teaching the dog the next set of skills in Phase 4, while also continuing to work on finishing up Phase 3. The dog won't be able to officially move up phases on the report until it has passed the preliminary blindfold test, but once that is accomplished the dog can speed through the next phase or two and catch up.
- A behavioral concern (such as inappropriate relieving or discomfort riding in a vehicle etc.) may need further evaluation.
- An instructor may be sick, on vacation, or not get the phase updated in time. While human error may occur on a rare occasion, most likely if the dog is lingering for a few weeks in a phase, it is for a different reason. Reports are updated weekly.
- Phase 8 'class ready' dogs: A dog may be in Phase 8 for a while waiting for a perfect match, or, perhaps the dog has been matched to a client but in-home training or class is subject to scheduling and coordinating with the client.

If a dog is stuck in a phase for more than 4 weeks (5th week in a phase) the leader may check with the CFR who will consult with the Training Department for any insight. Sometimes information can be shared with volunteers, sometimes not. It is not unusual for a dog to remain in a phase for up to four weeks; if raisers have concerns about a dog being in a phase for less than four weeks they can be reminded of the reasons above.

The phase report guidelines also sums it up nicely: "Phases generally last a week or so, depending on the individual dog. At times, it may seem like some dogs advance quickly through phases and others linger.

Neither situation necessarily indicates success or failure in the program. If a dog remains in a certain phase longer than average, it may mean that the dog is working on proficiency in one area, or training or veterinary staff are investigating a potential behavioral or health issue that needs extra time. Puppy raisers are encouraged to be flexible and refrain from either being discouraged if progress seems slow or overly eager if progress seems quick."

https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Training-Phase-Descriptions.pdf

Guide Dogs for the Blind

PRP Training Evaluation Information for Raisers

Reasons a GDB Puppy of Recall Age May Undergo an Evaluation by the Training Department
CFRs evaluate puppies in the field on a regular basis and communicate with leaders and raisers about the puppies' progress. As a young dog approaches recall age, there are occasionally situations where the dog may be on the borderline of traditional temperament and behavior standards for recall and the CFR may consult with the Canine Resources Manager to discuss next steps. Very occasionally, it is decided to approach the Training department about an on-campus evaluation for a dog to see how it will do in a training environment with professional handling.

Procedures

- Should it be determined to bring the dog to campus for an evaluation, the CFR will confirm that all relevant documents are available to the Training department. This includes the raiser monthly reports, final report, Fun Things and CFR evaluations and reports
- Transportation will be arranged (truck, fly, raiser transport etc.)
- The dog will be assigned to an instructor and supervisor
- An intake medical check will be completed shortly after arrival
- Depending on the dog's arrival date in relation to recall, veterinary IFT exams may be completed

The typical evaluation takes 2-4 weeks, but this varies depending upon the concerns being evaluated and staffing availability. Should the evaluation continue past 4 weeks, the CFR will update the leader on the dog's status. The CFR will inform the leader when the evaluation is complete, and a decision has been made.

Possible Outcomes

- Should it be decided that the dog meets the requirements to enter guide training it will be added to the next available string. Should it be some time before the next available space on a recall, the dog will continue being worked with by Training staff on campus, or may be placed in foster care locally
- Other outcomes include K9 Buddy evaluation or assessment for placement with one of our partner organizations:
    - Should the dog be considered for K9B, it will not be career changed and may be evaluated for up to 60 days
    - Should the dog be considered for CP/offer to partner organizations it will be career changed and Dog Placement has 3 working days to make the decision to offer the dog to a partner organization. The organization then has 3 weeks to evaluate the dog to determine if the dog is suitable for their program
- Should the dog become available for adoption, the most recent puppy raiser has the first option to adopt the dog as a pet. Further details on adopting or placing a GDB career change can be found here: Career Change and Retired Guides

Guide Dogs for the Blind

Career Change and Retired Guides

All dogs bred by Guide Dogs for the Blind go on to do wonderful things, whether by becoming a guide dog, a breeder, a K9 Buddy, a service dog for another organization, or a beloved pet. They are wonderful ambassadors for the program, and make friends throughout the world for themselves and for GDB. Their gifts of love, companionship and service are invaluable in any situation.

CAREER CHANGE GUIDELINES

The following criteria will be used in career changing dogs:

- No puppy will be career changed without an evaluation by a GDB staff member
- Prior to being career changed, the CFR may develop a planned program of improvement
- Transfer to a different puppy raising home may be considered as an alternative to career change
- Developmental stage, sex, raiser ability, socialization opportunities, and health will be considered prior to a career change
- All puppies will be given every opportunity to succeed
- All career changes will be approved by a Canine Resources Manager, the Puppy Raising Manager or the Vice President of Community Operations

Upon being career changed, some dogs will be identified as candidates for another strategic placement by GDB as described below.

GDB STRATEGIC PLACEMENTS

Guide Dogs for the Blind places GDB career change dogs with a select number of nonprofit organizations that have been evaluated and screened by GDB (for more information, see Dog Placements with Nonprofit Organizations). These organizations will primarily consist of service dog organizations but may also include other nonprofit organizations such as agencies for people who are blind, canine search and rescue organizations, and other organizations that GDB believes enhance people's lives.

GDB will offer suitable career change dogs to these designated organizations prior to the puppy raisers being offered the option to adopt the dog. Though they vary in mission and size, these organizations all have training methods, veterinary care, and other practices that are consistent with GDB's expectations. A GDB Strategic Placement is defined as a placement which enables our retired or career change dog to work in a service capacity such as, but not limited to, with another service organization, with an Orientation & Mobility professional or other allied professional, or in a professional working role within another organization. GDB Agency Placements include dogs placed to provide emotional support, and community bridge building, within an agency whose constituents would benefit from stress relief through positive interaction with a dog. Examples include, but are not limited to, Police and Fire Departments, schools, and community support agencies. In the details regarding placements below, all of these possibilities are listed as "GDB Strategic Placement".

PLACEMENT OF RETIRED GUIDES AND BREEDERS

In an effort to respect the love and commitment of all dog custodians, there are policies that guide the placement of retired guides and breeder dogs.

Retired Guides

Working guide dogs retired with *less than* one year of service:

1. K9 Buddy
2. GDB Strategic Placement

3. Puppy Raiser (most recent first): personal adoption
4. Client adoption or placement with a close friend or family member
5. Puppy raiser (most recent first): placement with a close friend or family member

Working guide dogs retired with *one year of service or more:*

1. Client adoption or placement with a close friend or family member
2. K9 Buddy
3. GDB Strategic Placement
4. Puppy Raiser adoption or placement with a close friend or family member

Health Check & Transportation Costs for Retiring Guides Returning to their Puppy Raisers

One of the greatest gifts a puppy raiser can give is to provide a loving home to the guide dog they raised as a puppy when it is retired. In order to facilitate these placements, GDB will provide a complete veterinary exam of the dog and, as possible, assist with the logistics of the transport of the dog to its "retirement home."

In the case of a graduate and puppy raiser who are in contact at the time of the guide dog's retirement and arranging the adoption themselves (and assuming the dog will not be coming to either campus), GDB will pay for a comprehensive veterinary exam at a vet clinic local to the graduate, so that the puppy raiser has up-to-date information on the dog's health. Transportation will then be arranged by the puppy raiser and the graduate, at their own expense. If additional logistical help is necessary, GDB will assist with these arrangements to the greatest extent possible.

If the puppy raiser and the graduate are not in contact and the dog is returned to a GDB campus for placement, the dog will receive a thorough veterinary examination by one of the GDB veterinarians. Upon notification of retirement, if the puppy raiser wishes to adopt the dog, staff will assist in making transportation arrangements for the dog. While staff will make every effort to find the most cost- and time-efficient way home (e.g. puppy truck), it will be the puppy raiser's responsibility to pay for the cost of transportation, if necessary.

Retired Breeding Stock

When a breeder is retired from that role, there are different paths they may take depending on their health, temperament, and length of time in the breeder custodian home.

The policy below applies to dogs placed with volunteer Breeder Custodians prior to July 1, 2022:

Breeders who are retired *after less than one year:*

1. Guide Dog Training
2. K9 Buddy
3. Breeder Custodian: personal adoption
4. Puppy Raiser adoption or placement with a close friend or family member

Breeders who are retired *after one year or more:*

1. Breeder Custodian: personal adoption
2. K9 Buddy
3. Puppy Raiser adoption or placement with a close friend or family member

The following policy applies to dogs placed with volunteer Breeder Custodians beginning on July 1, 2022:

Breeders who are retired *after less than one year:*

1. Guide Dog Training
2. K9 Buddy
3. GDB Strategic Placement
4. Breeder Custodian: personal adoption
5. Puppy Raiser adoption or placement with a close friend or family member

Breeders who are retired *after one year or more:*

1. Breeder Custodian: personal adoption
2. K9 Buddy
3. GDB Strategic Placement
4. Puppy Raiser adoption or placement with a close friend or family member

GDB has the discretion to make exceptions to all dog placement guidelines.

Exceptions may include but are not limited to the following:

- The dog's temperament
- The dog's health
- The dog's compatibility with people and pets in the custodial or adopter home
- The dog's possible effect on a GDB puppy in the home
- Instances of abuse or neglect in a home
- Incidents of dogs running loose at the home
- Questions regarding the raiser or breeder custodian's ability to effectively care and manage the dog
- Inadequate fencing or other housing needs
- Previous agreements between transfer homes, leaders, and CFR's
- Other determinations by GDB in consideration for the well-being of the dog and/or the household

WHO RECEIVES CAREER CHANGE DOGS?

For dogs that are considered to be healthy manageable companions, GDB assesses the dog to determine if the dog is a possible GDB Strategic Placement. If the decision is that the dog will be offered in one of these capacities, the puppy raiser is notified.

If the dog is available for adoption, the most recent puppy raiser has the first option to adopt the dog as a pet. If the most recent raiser does not wish to keep the dog personally, the previous raiser has the next choice to adopt the dog personally.

If the dog has had more than two raisers and neither of the previous two wish to keep the dog personally, other previous raisers are offered the dog in the reverse order that they raised. Example of a dog that's had four raisers: 4th raiser = 1st choice, 3rd raiser = 2nd choice, 2nd raiser = 3rd choice, 1st raiser = 4th choice. If no raiser wishes to keep the dog personally, raisers have the option of placing a career change dog only with a close family member or a close friend and in the order described above (see further guidelines for placing with a close friend or family member – below), going in the same order as described above.
As discussed above, GDB has the discretion to make exceptions to the above placement guidelines.

PUPPY RAISER ADOPTION OF A CAREER CHANGE DOG

How does a puppy raiser decide to keep a dog they raised?

Raisers have a great deal of attachment to the puppies that they loved, cared for, and trained, often watching them grow from cute, cuddly puppies into mature dogs. As a result of these heartfelt emotions, a raiser may feel drawn to taking a career change dog back even if adopting the dog does not really suit their personal situation. GDB staff understands a raiser's feelings of love and responsibility to the dog yet place no responsibility on raisers to keep a dog that they have raised. Unless a raiser is sure that they can provide a lifetime quality home for a dog, GDB prefers to place the dog through its Dog Placement program (see GDB's Dog Placement Program below).

Things to Consider Prior to Adopting a Career Change Dog

- Is there a sense of obligation to adopt the dog?
- The dog may be a larger size or have different behaviors than when it entered training.
- Is this the best possible home for this dog?
- Will the dog get enough stimulation (playtime, exercise)?
- Does the entire family agree on adoption?
- For youth raisers: do the parents want the dog as well? Is the youth going to college soon or moving out on their own? What are the plans for the dog if this is the case?

- Will the dog get along well with all family members: adults, small children and pets?
- If there are other dogs - a GDB puppy, other career change dogs, or pets – will each animal get sufficient individual love and care?
- Can the puppy raiser afford the food and veterinary care of a large-breed dog?
- Is the yard or dog run securely fenced and at least 5 feet in height?
- If the home has a pool, is it safely fenced?
- Will the dog have adequate shelter from both the rain and sun?
- Will the dog be inside the house (at least at night)?
- How much time will the dog be alone?
- If renting, does the landlord approve?

If any of the preceding questions cause doubts, it might be best to let GDB place the dog.

Raisers Who Decide to Adopt a Career Change Dog as a Pet

- GDB legally transfers the dog to the raiser after the Agreement Confirming Gift of Dog contract has been completed
- Any transportation costs are paid by the raiser
- With the exception of a small number of pre-approved cases, veterinary and all other expenses are the responsibility of the raiser
- If at any time the adopter cannot keep the dog, the adopter should notify and return the dog to GDB
- If at any time in the dog's life it transfers to a new home, please complete and return to GDB a Supplemental Dog Transfer Form (included with the adoption packet)
- Raisers are not allowed to sell career change dogs
- If concerns about a dog's behavior or health arise, please contact GDB Dog Placement program staff

Raiser Placement of a Career Change Dog

If a raiser decides to not personally keep the dog, they also have the option to place the dog. In these cases, the puppy raiser may only place the dog with a close friend or close family member. GDB has found that the placements of dogs by raisers with people whom they do not know extremely well are often not successful. If a raiser cannot keep a career change dog as their own or place the dog with a very trusted person, GDB will happily place the dog.

GDB takes great care, reinforced by years of experience, in the placement of career change dogs. GDB has two Dog Placement offices, one in California and one in Oregon, that are staffed by professionally trained people whose sole jobs are to screen, select, and educate prospective homes. GDB offers not only these preliminary services but also follow-up services to ensure that the dog is happy in the new home.

Things for the Puppy Raiser to Consider Prior to a Close Friend or Close Family Member Placement

- Does the dog have temperament, management, or behavior concerns that make it a challenging candidate for placement?
- If the dog has problems in the adopters' home, can the puppy raiser offer resources to help work through the problem?
- If the dog does not work out in its new home, is the puppy raiser willing to take it back or return to GDB?
- Would this dog be better placed by GDB's experienced Dog Placement staff?

Things for the Puppy Raiser to Consider about the Prospective Home

- Are the prospective adopters receptive to and understand how to manage any potential negative behaviors and/or health problems?
- Does everyone in the home want the dog?
- Is the potential adopter making a decision on impulse or as a surprise gift for someone else? This is not a good way to make such an important decision.
- Will the dog get along well with all family members (adults, small children, pets/livestock)?
- Is anyone in the home allergic to dogs?
- What is the prospective adopter's motivation in wanting this dog as a pet?
- Are they interested in this dog because they really know and like it?
- Have they spent any substantial amount of time with the dog?

- Do they only want the dog because he is a "good deal?"
- Do they only want the dog as a favor?
- Do they only want the dog because it has come from Guide Dogs for the Blind?
- Do they understand that all dogs have dog behaviors, good and bad, even dogs from GDB?
- Do they understand all the responsibilities involved in providing a lifetime, loving home?
- Are all their current pets well cared for, including grooming, housing, and vaccinations?
- Have they had dogs in the past? What became of these dogs?

These factors can often best predict a dog's happiness in a new home.

Once a raiser can confidently recommend a prospective close friend or family member, the puppy raiser should refer to the earlier section Things to Consider Prior to Adopting a Career Change Dog. In addition to these considerations, is the close friend or close family member able and willing to obtain and use a crate? Are they willing to take the dog through obedience classes or private training to better understand and manage the dog? Are they familiar with the grooming needs of this breed? Are they willing to provide flea control and heartworm preventative? And lastly, are they planning to move in the near future? If there are any concerns about the success of the proposed placement, please let GDB select a home instead.

Once Satisfied with a Particular Close Friend or Close Family Member Placement

- Introduce the dog to the adopters at their home
- Make sure that no family members are intimidated by the dog
- Make sure that all family members are gentle and kind, yet consistent
- Make sure that there are no possible conflicts with other pets, inside and outside the home
- Double check the yard for safety and security

If all goes well…

- Any transportation costs to transport the dog to the new home are the responsibility of the puppy raiser or the adopters.
- With the exception of a small number of pre-approved cases, veterinary and all other expenses are the responsibility of the adopters.
- If questions arise in the new home, please ask the adopters to contact the GDB Dog Placement program for a consultation.
- If it doesn't work out with the adopters, have them contact the puppy raiser or GDB directly to return the dog.

GDB'S DOG PLACEMENT PROGRAM

The GDB Dog Placement staff individually screen and select a home for each dog. GDB receives countless inquiries each year from people interested in receiving a career change dog.

- Potential homes are screened to determine their suitability to adopt a career change dog, including a home visit/fence check.
- Potential adopters must come to GDB to meet the available dogs.
- Individual dogs are matched to individual homes.
- Dog Placement staff personally interview and introduce dogs to their potential adopters.
- GDB charges an adoption fee of $2,000.
- GDB provides follow-up information: booklets and training references.
- GDB welcomes back any dog that is not compatible with the new home.

It is difficult for raisers when they, or a close friend or family member, are not able to provide a home for a career change dog. When this happens, the dog's placement becomes the responsibility of GDB's Dog Placement program. GDB spends a great amount of time, effort, and love with each adoption.

Members of the public express interest in adopting a GDB career change dog by filling out and submitting a Career Change Application. Adoption is generally only open to those living in the same states in which GDB has the puppy raising program. After careful review, only those individuals who qualify are kept on file. Acceptable applications are entered into GDB's computer database.

GDB Dog Placement (DP) has a lot of information on each dog: the puppy history (monthly reports, the Final Report, Fun Things About my Puppy, CFR reports, etc.); training and health information; and release reason. If relevant, those involved in the formal training of the dog at GDB are also consulted for their first-hand knowledge of the dog. All of this information gives GDB a basic profile of the type of home and handler (retired couple, family with young children, a home with or without other pets, an experienced dog person, etc.) that would match best with a particular dog.

By searching the available applications in the database, GDB develops a list of potential matches. Then, considering the dog's strengths and weaknesses, DP staff spends hours reviewing the applications and talking on the phone with several potential adopters to find a home that seems best suited for a particular dog. Once GDB feels there is a possible match, the potential adopter is notified of an available dog. The dog is described in detail, both the positives and negatives. It is very important that GDB is straightforward about the dog. GDB's success depends on giving full disclosure on a dog to avoid surprises in the adoptive home.

If the potential adopter is interested, the individual and/or family are required to meet the dog on campus. During this 1-2 hour visit and showing of the dog, DP staff discusses dog behavior, demonstrates training techniques/tools, and discusses the need to set limits as well as praise the dog. GDB encourages the whole family to participate, especially if there are young children or other pet dogs in the household.

Not all meetings end in an adoption. Sometimes the adopter is just not a match for the dog, and the process begins again.

It takes time to find the right match. It is never the case of just assigning a dog to the next applicant on the list. As dogs wait for new homes, most adjust well to life in the kennels, continue to mature and learn from their assigned Canine Welfare Training Technician who continues to groom, train, and exercise them.

When it appears that there might be a likely match between adopter and dog, a mandatory fence check is done prior to placement. This check provides GDB with an opportunity to observe the home environment. Fence checks are done by GDB staff, leaders or volunteers.

GDB's primary goal in placing a dog is with a family or person who will provide a lifetime of love, care, and companionship. Since these dogs were raised to enjoy active involvement with their people, GDB encourages applications from those who want dogs for agility, obedience, tracking, pet facilitated therapy, or other disciplines and hobbies.

RETURNING A CAREER CHANGE DOG TO GDB

Guide Dogs for the Blind will gladly take back any dog that it has whelped or raised. As would any reputable breeder, GDB feels responsible for the welfare of all of its dogs. GDB will provide transportation for the dog's return to us. This is the case for dogs adopted by puppy raisers and clients, outside adopters or other organizations.

If a volunteer ever has doubts about keeping a career change dog of their own, or hears of any GDB dog adopter that is no longer able to care for their dog, for whatever reason, they are encouraged to notify GDB Dog Placement staff immediately.

Guide Dogs for the Blind

Common Medical Career Change Conditions

CATARACT

What is a cataract?
A cataract is an opacity in the lens of the eye. The lens is normally a clear structure in the pupil. It allows light into the eye and focuses that light on the retina.

What causes a cataract?
Cataracts can form for several reasons. Breed typical, or hereditary cataracts, can be present at birth (congenital cataract) or form during the first year of life (juvenile cataracts). These are the most common types of cataracts found either during the puppy exams or ophthalmologist exams prior to training, and generally do not affect a dog's life as a pet.

Atypical cataracts can develop due to an injury to the eye, form later in life (age-related), or be a result of certain diseases, such as diabetes.

Does a cataract affect a dog's vision?
The degree to which a cataract will affect a dog's vision depends on the size and location of the cataract. Very small cataracts may cause a small blind spot in the dog's vision, but will not impact a pet dog's lifestyle. Small cataracts may or may not progress to larger cataracts during the dog's life. Larger cataracts will obscure more of the dog's visual field, and can cause blindness if both eyes are affected.

What other impact can cataracts have on a dog's health?
Cataracts can cause inflammation in the eye. Inflammation in the eye can also lead to glaucoma (elevated pressures in the eye). Symptoms such as increased redness on the whites of the eyes (the sclera) or squinting are possible signs of eye inflammation or pain. If these signs are observed it is important for a dog to be seen by a veterinarian. Breed typical cataracts usually do not cause secondary inflammation in the eye.

What treatment is needed for a cataract?
If a cataract is very small, typically treatment is not needed. Often we recommend having small cataracts rechecked by a veterinary Ophthalmologist who can then recommend how often the cataract should be monitored. For larger cataracts surgery is available, and a veterinary Ophthalmologist can remove the cataract. If inflammation or glaucoma develops, medical treatments are used to manage these conditions.

Dog Name: _____ ID Number: _____

Cataract observed in _____ eye(s) Cataract Size: _____

Breed typical Cataract: _____ Atypical Cataract _____

Any treatment currently needed: _____

Next recheck with veterinary Ophthalmologist recommended: _____

GRADE 1 PATELLAR LUXATION

What is patellar luxation?
The patella is a small bone often called the “knee cap”. Normally the patella sits in a groove in the knee joint, moving up and down as the back limbs bend and straighten. If the groove or anatomy of the knee joint is not ideal, the patella can move sideways outside of the normal groove. This is an abnormal position for the patella called patellar luxation.

For more information about patellar luxation and grading, please visit the American College of Veterinary Surgeons (ACVS) website: acvs.org/small-animal/patellar-luxations

How does patellar luxation impact a dog’s health?
Repetitive abnormal side-to-side movement or luxation of the patella can lead to arthritis of the knee joint over time. The muscles of the affected limb can also experience strain from trying to stabilize patella against luxation. The degree to which arthritis and muscle strain occur is greatly influenced by the grade of the patellar luxation and the dog’s lifestyle.

Is surgery needed for patellar luxation?
Surgery is not recommended for Grade 1 Patellar Luxation. Surgical recommendations for Grades 2, 3, & 4 Patellar Luxation vary depending on the frequency and severity of luxation.

What lifestyle is recommended for a dog with patellar luxation?
Lifestyle is very important for helping to prevent arthritis and muscle strain in a dog with patellar luxation. It is crucial for the dog to maintain a lean body condition throughout his/her life, because being overweight strongly predisposes a dog to arthritis. Regularly performing exercises to strengthen the muscles of the rear is highly recommended. Keeping these muscles toned can help stabilize the patella and decrease the risk of injury.

Exercise can include:

1. Sit to stand - On a walk practice this regular behavior training. To increase difficulty perform on a slight incline or hill
2. Stepping over poles – Place 2-3 poles on the ground (half the dog’s body length apart), and use the leash to encourage the dog to walk over them without stepping on the poles
3. Walking backwards – while on leash position the dog between you and a wall (to create a “chute”). Place a toy or small treat into a corner. Encourage and reward the dog for taking a few steps backwards

These exercises can be performed daily for 2 weeks then tapered down to 2-3 times a week. If the dog becomes sore from doing these exercise please discuss this with your regular veterinarian.

Dog Name: _____ ID Number: _____

Patellar luxation observed in _____ stifles (knees)

HIP DYSPLASIA

What is a hip dysplasia?
The hip joint is a “ball and socket” type joint. The round head of the femur bone is the “ball” and part of the pelvic bone called the acetabulum is cup shaped, acting like a “socket”. In the normal hip joint there is a smooth, close fit between these two parts. In some dogs, the bones of the hip joint do not grow to achieve this ideal fit. This type of abnormal hip joint development is called hip dysplasia.

How does hip dysplasia impact a dog’s health?
Most young dogs with hip dysplasia do not show any symptoms. Occasionally, even young dogs with hip dysplasia can show signs of hip discomfort or muscle strain, because the hip muscles may have increased effort to stabilize the hips.

As dogs with hip dysplasia walk and exercise over their lifetime, the poor fit of the hips causes an increased risk of developing arthritis. Arthritis is the most common reason for mature or geriatric dogs with hip dysplasia to show signs of discomfort. Signs of hip discomfort can include reluctance to exercise, difficulty rising or laying down, difficulty with stairs, or “bunny hopping” while running.

Will surgery be needed for a dog with hip dysplasia?
The vast majority of dogs with hip dysplasia will not need surgery. Rarely, surgery may be indicated in a young adult dog if he is already showing significant lameness due to serve hip dysplasia. Total hip replacement is sometimes recommended for elderly dogs that have developed severe arthritis due to hip dysplasia. However, given this is a major surgical procedure it is reserved for cases where the potential benefit of the surgery greatly outweigh the recovery time, risks, and potential complications.

What lifestyle and treatments are recommended for hip dysplasia?
Lifestyle is very important for helping to prevent arthritis and muscle strain in a dog with hip dysplasia. Maintaining a lean body weight throughout the dog’s life is the most important factor in helping to decrease arthritis formation and the symptoms of hip dysplasia. Also, low-impact exercise is recommended for joint health, such as leash-walking and muscle strengthening exercises.

Exercise can include:

1. Sit to stand - On a walk practice this regular behavior training. To increase difficulty perform on a slight incline or hill
2. Stepping over poles – Place 2-3 poles on the ground (half the dog’s body length apart), and use the leash to encourage the dog to walk over them without stepping on the poles
3. Walking backwards – while on leash position the dog between you and a wall (to create a “chute”). Place a toy or small treat into a corner. Encourage and reward the dog for taking a few steps backwards

These exercises can be performed daily for 2 weeks then tapered down to 2-3 times a week. If the dog becomes sore from doing these exercise please discuss this with your regular veterinarian.

If signs of hip discomfort develop (see the symptoms described above), there are a variety of non-steroidal anti-inflammatory medications, pain medications, and joint supplements available for treating the symptoms of arthritis. It is important to only give medications at the recommendation of a veterinarian and to give medications specifically designed for dogs.

Dog Name: _____ ID Number: _____

Hip Dysplasia observed in _____ hip(s)

TRACHEAL SENSITIVITY

What is tracheal sensitivity?
The trachea is the “windpipe” connecting the nose and mouth to the lungs. Tracheal sensitivity is identified when mild to moderate pressure from a normal neck collar causes a dog to cough. Some dogs with tracheal sensitivity will also start to cough when they are very excited. The cough is typically described as sounding dry, harsh, or “honking”.

What causes tracheal sensitivity?
Tracheal sensitivity can be seen when a dog gets a respiratory infection, commonly called kennel cough. This type of coughing and tracheal sensitivity typically resolves in a few days to weeks. Some dogs, however, cough with tracheal pressure without ever having a respiratory infection, or continue to cough long after the respiratory infection has resolved. If the trachea is sensitive, walking on a neck collar can cause a dog to cough.

Why is a dog with tracheal sensitivity career changed?
A guide dog must be able to work wearing both a harness and a neck collar. If a dog has tracheal sensitivity, he may have the urge to cough while working. Regularly coughing can be distracting to the dog, and takes his attention away from safely focusing on guide work. Additionally, this might draw concern about the dog’s health while working or traveling in public places.

What care does a dog with tracheal sensitivity need?
The most important part of caring for a dog with tracheal sensitivity is to avoid walking the dog on a neck collar or slip leash whenever possible. The less often pressure is applied to the trachea, the less likely the dog is to cough. Causing a dog with tracheal sensitivity to frequently cough by using a neck collar can lead to inflammation and irritation in the trachea, which then in turn can make the trachea more sensitive. This is why walking on a dog with tracheal sensitivity on a gentle leader or chest harness is HIGHLY recommended. Wearing a neck collar for identification tag purpose only is typically not a problem.

Does a dog with tracheal sensitivity need any special veterinary care?
With use of a gentle leader or chest harness, dogs with tracheal sensitivity typically cough infrequently, or only when pressure is accidentally applied to the neck. For these dogs no special veterinary care is needed. If the dog develops a more frequent cough, or if the coughing changes from its typical sound, then it is important to have the dog seen by a veterinarian.

Dog Name: _____ ID Number: _____

ALLERGIES

What are canine allergies?
An allergy is an over-reaction of the immune system to a substance, or allergen. In dogs there are three typical types of allergies: 1) flea saliva allergy, 2) food allergies, and 3) environmental allergies (such as grasses, weeds, dust mites, etc.). Dogs can have allergies to one or more categories, and just like people, their allergy sensitivities may change as they age.

What are the symptoms of allergies?
Allergies in dogs will typically cause itchiness of the skin, ears, and paws. Symptoms can include excessive licking, scratching, hair loss, and redness of the skin. Allergies also make a dog more susceptible to skin and ear infections. Some dogs with food allergies may also experience diarrhea and vomiting.

What treatment is available for allergies?
As with people, allergies are a condition that is managed rather than cured. The amount of treatment and management that is needed depends on the type and severity of the individual dog's allergies. The most effective way to manage allergies is to prevent exposure to the allergen. If this is not possible, as in the case of some environmental allergies, then several options of oral and topical medications are available to decrease itching and help prevent skin or ear infections. Your veterinarian will tailor a management plan to your dog's individual needs, but here are some general recommendations for managing a dog with allergies:

- It is very important to use effective flea control every month on ALL the pets in the house to prevent flea bites.
- If food allergies are suspected, your veterinarian may suggest a hypoallergenic dog food trial. If the dog's allergy symptoms improve, then it may be recommended to continue feeding a hypoallergenic dog food long-term.
- If the allergy symptoms are mild or only occur seasonally, your veterinarian may prescribe anti-allergy medications, ear cleaners, and medicated shampoos to use as needed for symptomatic relief and prevention of infections.
- If the allergy symptoms are persistent despite the above treatments and recommendations, your veterinarian may recommend referral to a veterinary dermatologist for allergy testing and desensitization injections (immunotherapy)

What should I consider when adopting a dog with allergies?
A dog with allergies can make a wonderful part of the family; however, he/she does need someone willing to be proactive about allergy management. At a minimum this means year-round flea prevention and regularly monitoring the condition of the skin, ears, and paws. For some dogs this may also mean feeding a specific diet, regular bathing, or giving anti-allergy medications. Working with your veterinarian to prevent allergy symptoms is important in preventing secondary skin and ear infections, and helping to keep your dog happy and healthy.

Dog Name: _____ ID Number: _____

Current allergy treatments:_____

Guide Dogs for the Blind

Dog Placements with Nonprofit Organizations

All dogs bred by Guide Dogs for the Blind go on to do wonderful things, whether by becoming a breeder, a guide dog, a K9 Buddy, a service dog for another organization, a GDB Ambassador dog with an Orientation & Mobility professional or other allied professional, a GDB Agency Placement, or a beloved pet. The gifts of love, companionship and service are invaluable in any situation.

Upon being career changed, some dogs will be identified as candidates to become a K9 Buddy, a GDB Ambassador dog, or a dog that provides a service for people through one of our partner organizations. To facilitate these placements, Dog Placement staff has developed relationships with a number of nonprofit organizations that wish to receive these well-bred and trained dogs into their programs. With the recommendation of puppy raising and training staff, GDB will attempt to identify a placement with one of these organizations within approximately thirty days. If no match is found, these dogs will be placed in another role by GDB, returned to their puppy raisers for adoption or placement if the raiser requests, or adopted to another loving, caring home. Individuals who wish to adopt a dog for use as a therapy dog or companion will not be prioritized before puppy raisers.

Our Nonprofit Partners:
Guide Dogs for the Blind places its career change dogs with a select number of nonprofit organizations that have been evaluated and screened by GDB. These organizations will primarily consist of service dog organizations, but may also include organizations such as canine search and rescue organizations, and others that GDB believes enhance people's lives. GDB will offer dogs to these designated organizations for adoption prior to the dogs' puppy raisers being offered the option to adopt the dogs. Though they vary in mission and size, these organizations all have training methods, veterinary care, and other practices that are consistent with our expectations.

Our Nonprofit Partners:

- Assistance Dogs Northwest: assistancedogsnorthwest.org
- Dogs for Better Lives (formerly Dogs for the Deaf): www.dogsforbetterlives.org
- National Institute of Canine Service and Training (NICST) Dogs4Diabetics: https://ourdogssavelives.org/programs/d4d/
- Early Alert Canines: www.earlyalertcanines.org
- Freedom Service Dogs: freedomservicedogs.org
- Next Step Service Dogs: www.nextstepservicedogs.org
- Paws Assisting Veterans (PAVE): www.paveusa.org
- Sam Simon Foundation: www.samsimonfoundation.com
- Service Dogs, Inc.: www.servicedogs.org
- Working Dogs for Conservation: wd4c.org

GDB staff has a very thorough application and review process for organizations that wish to receive career change dogs for their programs. To qualify for consideration, all applicants must be nonprofit organizations and, when applicable, members of Assistance Dogs International (ADI). In addition, each organization must have a minimum of three years of successful operation and submit three years of financial statements or other evidence that demonstrate its ability to maintain operations and adequately care for its dogs and constituents.

Finally, all organizations that wish to receive dogs form GDB, must:

- Provide indoor/outdoor sheltered housing for its dogs
- Practice primarily R+ training methods
- Provide monthly updates to GDB puppy raisers on each dog's progress and invite the raiser to any graduation ceremony (if applicable)
- Return to Guide Dogs for the Blind any career change dog that is not successful in its training with them

Career change dogs that become K9 Buddies and those that are placed with another organization are recognized at designated GDB graduations. This includes:

- Invitation to the puppy raisers of each dog to attend and participate in an upcoming graduation
- Announcing the name of the dog, the name of its raiser(s), and the name of the recipient organization during the ceremony
- A slideshow of photos showing each dog in its new placement
- Inclusion of the name of the dog, the name of its raiser(s), and the name of the recipient organization in the graduation program

Please note that dogs placed with another organization will not be able to attend the graduation, as they will be in training with that organization or client. K9 Buddy recipients may be able attend the graduation, depending on the distance they live from campus.

GDB knows that puppy raisers love the dogs they have worked so hard to develop, and appreciates the trust puppy raising volunteers have for GDB staff to place dogs as K9 Buddies, as companions, or in other roles that benefit people. GDB is committed to finding high quality placements for all dogs to have comfortable and meaningful lives.

Guide Dogs for the Blind

Canine Evaluation Committee Information for Raisers

What is the Canine Evaluation Committee (CEC)?
The CEC is a cross-departmental collaborative group that reviews cases where GDB dogs at any stage (puppy raising, formal training, guides, career changes, etc.) display threatening behavior towards people and/or other animals. The committee evaluates behavior and develops behavior modification plans. The goal of the CEC is to build behavior management tools and, where appropriate, determine recommended parameters for an adoptive home that will be the best match for continued success.

Reason for CEC for a GDB Puppy/Dog
Should a puppy/dog in the field display threatening behavior, the PFM immediately contacts the Canine Resource Managers (CRM). Examples of threatening behavior are:

- Resource guarding toward either dogs or people. Resources guarded may be
  - Food
  - Toys/bones
  - Space
  - People
- Threatening behavior toward people. Examples of behavior may include
  - Snarling
  - Growling
  - Lunging with aggressive display
  - Snapping
  - Biting
- Threating behavior toward dogs
  - Snarling
  - Growling
  - Lunging with aggressive display
  - Snapping
  - Biting

Procedure in the Field
Raisers must report any threatening behavior to their leader as soon as it occurs. Behaviors occur in context; it is very helpful to have a clear record of the situation and who was involved (people and animals). The raiser should describe the situation in as much detail as possible when informing their leader, who will pass the information along to the PFM. If there is uncertainty on whether something constitutes threatening behavior, the raiser should discuss with their leader immediately.

The PFM and CRM will determine if the behavior is serious enough to warrant CEC involvement. Bites that break skin, even accidental, should be reported. Accidental bites do not warrant CEC involvement. Any dog career changed for threatening behavior is reviewed by the CEC.

Dogs that have either bitten and/or displayed threatening behavior may be moved to a leader/other experienced volunteer until the dog can be returned to campus. Often, if a bite has broken skin, local authorities will dictate some kind of home quarantine for 10 days.

On Campus

- Upon arrival at either campus, the dog will be assigned a special handling team. This is to ensure that the dog is only handled by experienced staff who are aware of the dog's history.
- A medical check by veterinary staff is undertaken.
- An assessment is completed, and the results and other paperwork compiled.
- The PFM will be informed when the assessment is completed and will inform the leader.
- The dog is put on a management plan that involves behavior modification, protocols, and training to address specific concerns.
- An initial review by the CEC is undertaken.
- A third-party consultation with a veterinary behaviorist may be scheduled as needed

While the dog progresses through the management plan it may also participate in:

- Community run
- Campus walks
- Relaxing in office with designated handler(s)
- Kennel enrichment

The PFM will update the raiser once per month on the dog's progress. The CEC will discuss the dog at scheduled meetings.

A release review will be conducted by a member of the CEC and the results reported to the committee. Should they agree to release the dog, the CRM will inform the respective PFM of the parameters of the dog's release. Should the raisers be interested in adopting the dog, or have a placement, it may be necessary for the raisers/potential adopter to submit an application to Dog Placement. It will be reviewed and considered as to whether the placement is suitable under the parameters defined by the CEC.

If you have additional questions about the CEC or the process for dogs under evaluation, please review the accompanying document Canine Evaluation Committee Q&A or ask your leader/PFM for clarification.

Guide Dogs for the Blind

Canine Evaluation Committee Q&A

For a general overview of the CEC, please review Canine Evaluation Committee Information for Raisers.

What is the Goal of the CEC?
The goal of the CEC is to take dogs that exhibit threatening behaviors towards people or other dogs and develop a specialized training plan with a focus on building a positive association to whatever the dog may show fear, discomfort, or anxiety with. To do this, we utilize a variety of positive reinforcement and counterconditioning training in an effort to help change the dog's emotional response. For dogs with resource guarding, it might be getting them to drop a toy or bone, exchange prized items for treats, or go happily into a crate for mealtime. For dogs who are reactive around other dogs, it may be helping them be more relaxed and calmer when other dogs pass. For dogs who show fear or anxiety with body handling, it may be getting them comfortable having their feet touched, accepting a muzzle, or allowing grooming or nail clipping. Dogs may even go on occasional trips to the vet clinic, to increase their comfort with body handling and the medical equipment they may encounter at a local vet's office. In some cases, dogs may be referred to see a Veterinary Behavioral Specialist, or the dog could be prescribed a medication to help regulate their emotional response.

Without this intensive training and behavioral management, a dog may continue to have aversive or fearful responses throughout their lifetime and/or these behaviors could escalate, creating a safety or management concern. Our responsibility is to best prepare the dog for a successful placement, and ensuring quality of life, by modifying the behavior to a manageable level.

What does it mean when a CEC dog is on a "management plan?"
Each dog is evaluated once they arrive on campus. First, they are assigned a special handling team, with our experienced staff. By having an assigned team work one-on-one with the dog, the dog learns to trust and work with their handlers. The dog is then given a thorough medical check by our skilled veterinary team members to ensure there is not a medical cause for why the dog may be exhibiting threatening behaviors. All members of our vet team on both campuses are certified as fear free. This means we focus on understanding, recognizing, and alleviating fear and accompanying stress on dogs in veterinary settings.

Once the dog has been assigned a team and completed health examinations, it's time for their individualized training plans. Daily trainings are tailored to each dog and are focused on helping them build confidence in the areas they need. In addition to training sessions focused on behavior modification, each dog also participates in fun training games. These can be basic obedience, platform training, or even tricks. We find that interchanging behavioral training alongside fun training games can help a dog be more relaxed, engaged, and open to learning. Kennel enrichment includes campus walks, grass time, recreational "sniffy" walks on the campus hiking trails, stuffed Kongs, toys, scent enrichment, bubble machines, music, calming lights, and snuggles. And of course, plenty of play and exercise with members of their care team, and other dogs when appropriate. Rest assured, each dog gets out of the kennel for daily training, exercise, and enrichment like the training dogs do, and are well-loved and cared for by the staff working with them.

How long will the puppy I raised be on the GDB campus?
We are unable to give a specific time frame for how long a dog will be on campus. A dog must show improvement and no longer be displaying concerning levels of threatening behaviors before they are released for adoption, and we must proceed at the dog's pace. Behavioral modification takes time and patience. When big emotions like fear, anxiety, and hyperarousal are involved, it is beneficial to progress at a slow and steady pace, only moving to the next level of training when the dog demonstrates they are ready. It is not uncommon for dogs to stay on campus between 3-5 months, with some dogs requiring longer stays.

How often will I get updates on the puppy I raised?
It can take 4-6 weeks before a first update is provided. The first report may take extra time as the dog gets settled on campus, goes through health examinations and in some cases fully recovers from a spay or neuter. Once a dog has settled in and begins training, a puppy raiser will get their first report. After that, reports should arrive monthly. If you do not receive a report in this period, please reach out to the PFM so we can request an update on your behalf.

Can I or another club member foster the puppy I raised?
Consistency is key when working through a dog's management plan. With this in mind, we do not allow puppy raisers or other club members to foster a dog while they are on campus. If we feel a dog would benefit from foster care, we will arrange for one of our local experienced foster care providers to care for them. Regular visits to campus for training, and close communication with the team working with the dog, are part of this.

What is the adoption policy for dogs on the CEC?
Once the dog completes training and is ready to be adopted, the Canine Evaluation Committee will meet to determine any factors that may be necessary in determining final placement. For some dogs, it may be recommended they live in a child-free home. Other dogs may be required to go to a home without other dogs, pets, or GDB puppies. If a puppy raiser expresses interest in adopting or placing a dog, an application may need to be submitted, and a potential adopter interviewed to see whether the placement is suitable under the parameters defined by the CEC. A placement may be denied if the potential family cannot meet the necessary parameters. Interested adopters will only be contacted once the Canine Evaluation Committee releases the dog for adoption, at the end of their campus stay.

Guide Dogs for the Blind
Puppy Raising Department

Puppy Raising R+ Training Philosophy

Maximizing positive reinforcement and judicious use of punishment (corrections) in an R+ program

A Brief History

In 2013, Guide Dogs for the Blind initiated a five-year project to systematically change all departments that handled dogs in any capacity to maximize positive reinforcement. Following the successful transition of the Training department to positive reinforcement (R+) methods, this project saw procedural changes across the Breeding Department, Veterinary Department, Canine Welfare Training and Neonatal Departments, and of course the Puppy Raising program.

As we provided our puppy raising volunteers with the skills required for effective R+ training and encouraged a mental shift from reactive to proactive handling, raisers took on the challenge with enthusiasm. The transition to teaching new behaviors with sophisticated luring, shaping, and selective reinforcement has seen vast improvements in not only dog behavior but also raiser engagement and public perception. Our program is positive, but not permissive. The aim of this document is to clarify when, why, and what techniques may be appropriate in an R+ training program, and the steps to help determine what tool(s) are available.

GDB's R+ Training Philosophy

GDB follows a training philosophy that maximizes positive reinforcement (R+) and setting dogs up for success to minimize the use of punishment (corrections). In the canine behavior world, this type of training philosophy has been coined the LIMA (Least Intrusive Minimally Aversive) philosophy for training and behavior modification. This approach encourages a maximally humane method of prioritizing positive reinforcement and a focus on what you want the animal TO DO and enabling a "right answer".

<u>Health and Wellness</u>

GDB's training approach begins with ensuring a dog's health and wellness. As many raisers have experienced, puppies often act up when they are feeling unwell (e.g. whining in the crate due to a GI upset). It is important to first rule out medical concerns to ensure a training/behavior modification plan is not used to cover up symptoms of underlying pain or illness.

Management

This entails setting puppies up for success, and can take many different forms. People commonly think of management in the house: crates, tie downs, and baby gates to prevent the puppy from accessing inappropriate items before s/he has learned how to behave around them. The following are also examples of appropriate management choices:

- Working on puppy handling with a calm, sleepy pup rather than one that is eager for play time.
- Using a Gentle Leader head collar on the puppy if the raiser anticipates a high distraction environment.
- Choosing not to take the puppy on an inappropriately challenging outing.

Food Rewards for Desirable Behavior (R+)

Rewarding with food is what generally comes to mind when we think of R+ training. When we are training a new behavior or trying to change an existing behavior, food is generally the most practical reward for the dogs in our program. The Training department also uses food rewards when teaching formal guidework skills. It is important that puppies learn that their behavior can earn food rewards.

Note: Throughout puppy raising, praise/petting should also be used generously to reward good choices, so that puppies enter formal training enjoying praise and petting in addition to food rewards.

These tools are all that are necessary when teaching puppies new commands and skills, in the absence of unwanted behaviors. When training new behaviors, managing the training environment is important to develop confident puppies that are eager to try to earn food rewards for offering correct choices.

What About the Real World?

Of course, we acknowledge that training sessions don't always go as planned. If the puppy isn't learning skills as quickly as expected, the raiser should go back to the first three tools (ensuring the pup is physically comfortable; management to prevent undesirable behavior and rewards for desirable behavior).

Considerations When the Puppy Isn't Progressing

- A higher rate of reinforcement or better reward timing may help the puppy understand what is being requested.
- Puppies are individuals and learn at different rates: a puppy may pick up one skill quickly but may struggle with other behaviors.
- As long as puppies aren't practicing inappropriate behaviors, it often helps to lower expectations and make the exercise easier for the puppy.

A puppy that fails to perform a requested cue is either insufficiently motivated or does not know the cue as well as the raiser thinks! Corrections are not an effective way to teach new skills and should not be used while teaching a new behavior.

Dealing With Inappropriate Behaviors

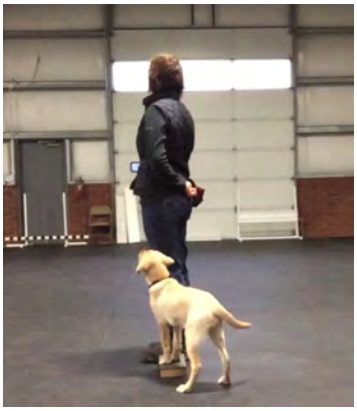
Sometimes, even with the best foresight, puppies display inappropriate behaviors. “Positive” training is not “permissive” training. Inappropriate behaviors still crop up, even with very creative management. This is especially common when it comes to house behavior and behavior in high distraction situations. In fact, as the puppy matures, the occasional slip-up is not unusual as the pup is given more freedom and responsibility to make correct choices on its own.

Reward Alternative Behavior

The first tool when dealing with inappropriate behaviors is to proactively reward an alternative behavior; teach the puppy an appropriate behavior that is incompatible with the behavior they naturally want to exhibit. For example, if a puppy jumps up on visitors, the raiser can teach the pup to lie calmly on a dog bed instead. Lying on a bed away from the visitors is physically incompatible with jumping on visitors. These alternative skills should first be taught in a non-distracting environment before being introduced to more and more difficult situations (e.g. introducing Go to Bed when there are no distractions, then doing set ups with a training partner practicing entrances and exits, eventually working up to strangers knocking on the door.)

Removing Reinforcement (P-)

What if the puppy does exhibit an unwanted behavior? We start by removing reinforcement (i.e. removing what the puppy wanted). For example, puppies often vocalize to seek attention from the raiser. They have learned that these behaviors are rewarded by attention. Actively removing attention (i.e. turning away or even walking out of the room, if it is safe to do so) when the puppy vocalizes, teaches the puppy that this behavior results in the removal of the thing the puppy wanted (attention), and decreases the likelihood the puppy will choose to vocalize the next time it wants attention. And if the raiser has done a good job of teaching an alternative behavior (e.g. sitting quietly), it is likely the puppy will choose to offer that behavior instead.



Correction (P+)

Lastly, sometimes circumstances require immediately stopping an undesirable behavior, whether because of the puppy or raiser’s safety, or the undesirable behavior itself is rewarding (e.g. chewing on inappropriate items, or counter-surfing). Other times, puppies become frustrated when something that was previously rewarded now results in the removal of rewards, causing unwanted behavior to occur with more and more intensity and vigor. These situations require correction to stop the behavior to prevent further escalation and to help the puppy choose a more appropriate response. The type and intensity of correction may vary based on the situation and the puppy’s prior training history. Raisers should receive instruction from their leader/CFR on how to determine and implement the lowest level of effective correction required in a given situation. The goal of a correction is to stop the unwanted behavior so that the raiser can quickly go back to rewarding the

puppy for making an appropriate choice instead. It is critical to always maintain an emotionally neutral demeanor if a correction is required.

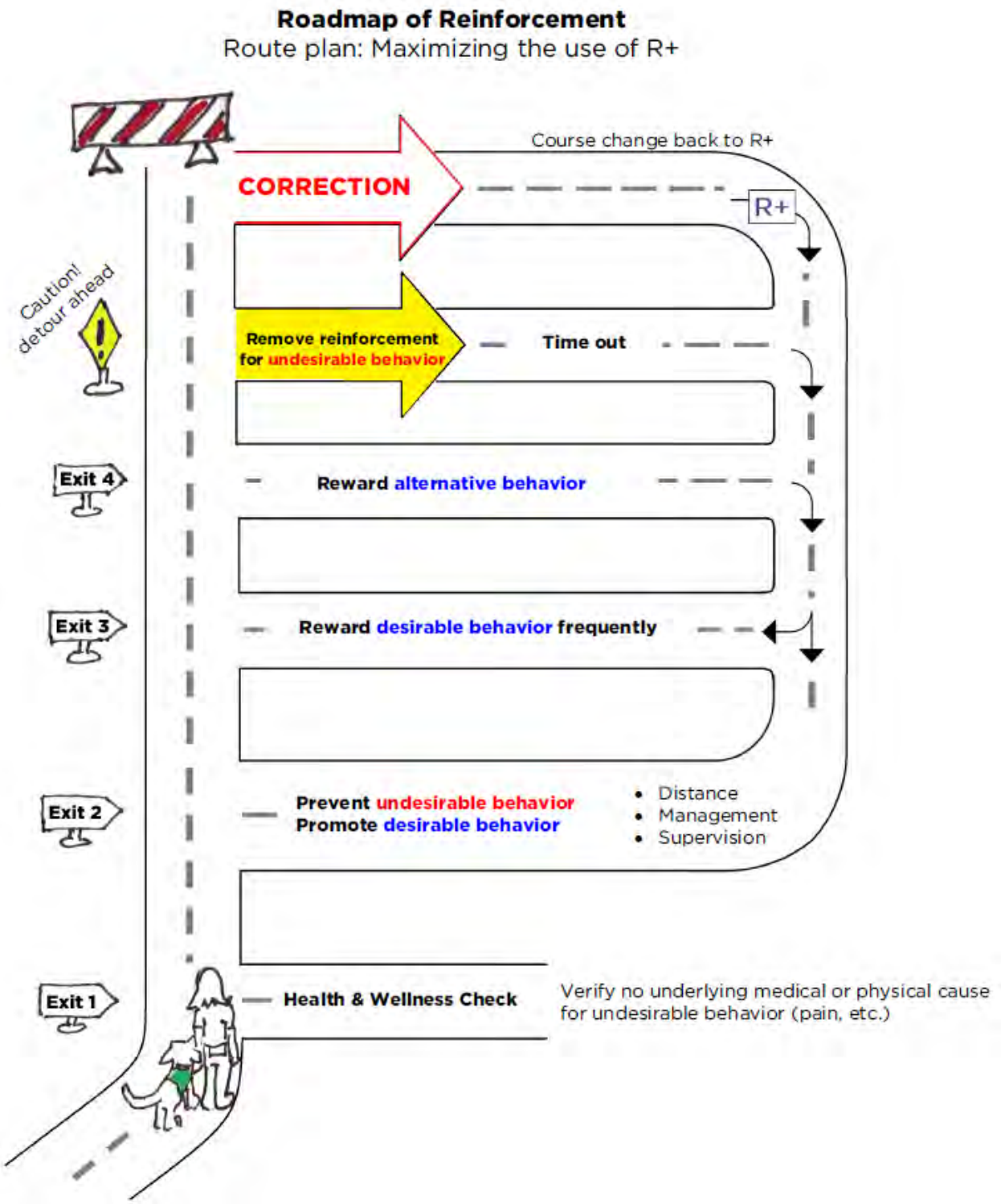
If raisers find it necessary to apply corrections repeatedly to stop a behavior, this indicates a need to change the environment and/or review handling techniques. If a raiser is giving frequent corrections, they should seek help from a leader/CFR.

In no instance is it ever acceptable to correct a puppy by verbally intimidating, hitting, or kicking the puppy.

(For house behavior issues that occur when the puppy is home alone, leaders can reach out to their CFR for special protocols.)

Summary

GDB's training philosophy maximizes positive reinforcement and encourages a proactive training approach. R+ training emphasizes setting puppies up for success by teaching appropriate behaviors and managing challenging situations to give the puppy the best chance to make correct choices (and be rewarded for doing so!). There are also a number of tools in our toolbox for situations where puppies do perform undesirable behaviors in order to teach them how to behave instead. Raisers are encouraged to speak with their leader (who may consult with the CFR) if the puppy is not responding appropriately or progressing as expected.



A visual representation of the GDB Puppy Raising Roadmap of Reinforcement, inspired by Dr. Susan G. Friedman's Hierarchy of Behavior Change Road Map (http://www.behaviorworks.org/files/downloadable_art/Hierarchy%20Road%20Map%20curve.png)

Guide Dogs for the Blind
Puppy Raising Department

Modifying Inappropriate Behavior

Removal of Reinforcement & Corrections

Raisers should review the document "Puppy Raising R+ Training Philosophy" and the accompanying graphic "Roadmap of Reinforcement" for an overview of the place of corrections in our training philosophy.

At Guide Dogs for the Blind we teach puppies appropriate behavior utilizing reward-based training methods and by managing the environment to make it easy for the puppy to make appropriate choices. All skills are taught using positive methods; corrective training techniques are not appropriate when teaching a puppy new skills, even if a puppy is not progressing as quickly as expected. However, there may be times during a puppy's raising that inappropriate behaviors arise and need to be stopped immediately with a correction, either for puppy or raiser safety, or because the behavior itself is rewarding and other methods have been ineffective in curbing the behavior. Some inappropriate behaviors are self-reinforcing for the puppy and can quickly become habits which are then more difficult to change. The raiser stepping in with a timely correction may be necessary to prevent bad habits forming.

We have three approaches to modifying inappropriate behavior (these are described in more detail in the "Philosophy" document):

- Rewarding Alternative Behavior (using R+ or positive reinforcement)
- Removing Reinforcement (P- or negative punishment)
- Correction (P+ or positive punishment)

In this document we are going to focus on the latter two and give examples of situations a raiser might use either P- or P+.

Removing Reinforcement

For removing reinforcement to work as a technique to stop undesirable behavior, there has to be something that the puppy really desires, so that the removal of that thing is an effective punishment. For example, a puppy accidentally mouths the raiser when playing tug with a toy. As soon as this happens, the toy is removed and the game stops. As long as this consequence is consistently applied, the puppy learns that mouthing the raiser will result in removal of the thing that the puppy wanted (playing tug) and will decrease the likelihood the puppy will mouth the raiser the next time they play tug.

A 'time-out' is another example of removing reinforcement and can be effective in dealing with any type of attention-seeking behavior. It is especially useful for young puppies that really desire human interaction and like to be close to their handler.

Situations where removal of what the pup desires may be effective are:

- Vocalizing in a crate or on tie-down
- Jumping, mouthing, general over-aroused behavior directed toward the handler or other household members
- Running/jumping on furniture and/or grabbing items in the home
- Inappropriate interactions with other pets

Examples of removing reinforcement:

- Removing attention by ignoring (no look, no talk, no touch!)

- Removing access to rewards (handler turns away in the middle of a training session indicating no rewards are available)
- End of game and removal of access to play (tug games, dog-dog play, etc.)
- Removing social interaction by walking out of the room and leaving the pup alone for a few minutes (if safe to do so)
- Removing freedom by placing the puppy in a crate or on a tie-down and ignoring/isolating for a few minutes. Putting the puppy in a crate has the added benefit of calming over-arousal as the puppy associates the crate with settling and relaxing. (Of course the puppy should continue to have many positive associations with the crate to ensure it remains comfortable being crated.)

Correction

A correction is applying an aversive to decrease the likelihood of a behavior happening again. Corrections should only be applied to change behavior in situations where alternative, less intrusive methods have been attempted without success. (See above.) Raisers should receive instruction in corrective techniques from leaders or CFRs. Communication between raisers and leaders should be ongoing for puppies needing corrective measures. The leader should keep the CFR apprised of the puppy's progress.

An effective correction should only need to be applied once or twice depending on the situation and the resilience of the puppy. If raisers find it necessary to apply corrections repeatedly to stop a behavior, this indicates a need to change the environment and/or review handling techniques. If a raiser is finding a need to apply aversives more than a few times per week, they should seek help from a leader/CFR.

Corrections should be the minimum that interrupts the unwanted behavior, allowing a quick return to positive, reward-based training techniques. Great consideration should be given before correcting more sensitive puppies even with a verbal correction, rather, these pups should be managed to avoid having to use aversive techniques.

Raisers should always be sensitive to public perception and handle puppies accordingly. Removing the puppy from the situation is sometimes the action of choice. Under no circumstances are multiple corrections warranted, especially in public. If a single correction is ineffective in stopping an unwanted behavior, the puppy should be removed from the situation, or moved to a greater distance where it can be rewarded for desirable behavior.

Approved correction techniques in the home:

- Verbal interrupter such as a sharp "Ay!" possibly accompanied by a hand clap
- Collar/leash correction
- Use of a dragline which can be grabbed to administer a collar correction
- Taste deterrent with CFR approval
- Environmental corrections with CFR approval (spray devices and Snappy Traps)

Approved correction techniques in public:

- Collar/leash correction on a flat collar

Corrections are never given on a head collar. Smoothly and gently redirecting the pup's attention back to the handler, enabling a return to positive techniques, is permissible.

Verbal interrupters should not be used in public situations due to the possibility of drawing negative public attention.

In no instance is it ever acceptable to correct a puppy by verbally intimidating, hitting, or kicking the puppy.

Puppy raisers should receive training from leaders/CFRs in how to give effective collar and leash corrections. A collar correction is a quick 'pop' of momentary contact on the dog's neck sufficient to interrupt the dog's behavior, but never so hard that the dog is physically relocated. To be effective, the leash must be loose before and immediately after the correction. Sometimes this means that the handler must push their hand

holding the leash toward the dog's collar quickly, just before snapping on the leash. Raisers should first practice the technique without a puppy, under leader supervision, until they have mastered the skill.

In conclusion, we reiterate that in Puppy Raising at Guide Dogs for the Blind, we maximize positive reinforcement techniques. If corrections need to be utilized to curb unwanted behavior they should be fair, timely and effective - allowing a prompt return to reward-based training.

Guide Dogs for the Blind

Final Goal Behaviors

Skills as of 14 Months of Age

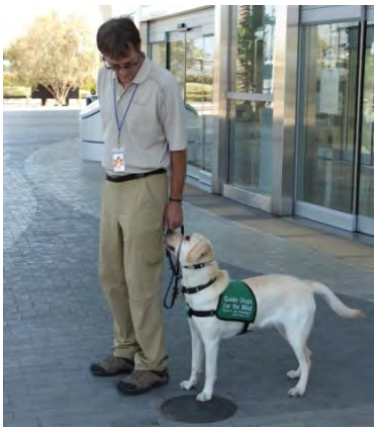
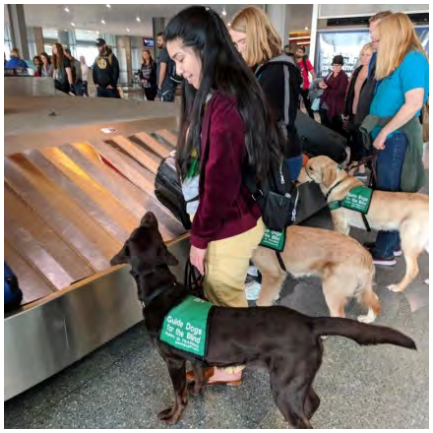
From puppy to guide dog – one important year!

Guide dogs work in real-life environments that constantly present demanding and stimulating situations. A guide dog puppy needs to develop skills that support its intended future work as a guide dog and life companion to a partner who is blind or visually impaired. The puppy raiser has the challenging task of developing a young puppy into a mannerly young adult dog that is prepared for formal guide dog training and can be readily managed by a handler who is blind.

TRAINED BEHAVIORS AND CUED RESPONSES

It is important for the adult guide dog to respond to cued behaviors in a variety of environments and situations. Puppies need to be prepared to perform basic management behaviors for a handler who is blind, in a variety of circumstances. It is desirable that goal behaviors can be performed in real-world situations.

AUDIBLE MARKER RESPONSE – "NICE" (MARKS DESIRED BEHAVIOR)

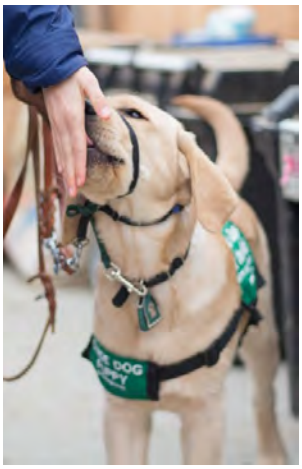



Ideal: Dog immediately reacts to hearing the verbal marker "Nice" with animated anticipation of food reward. While showing excitement, the dog is able to maintain its current position (at the time of the mark) anticipating direct food reward delivery from the handler.

Acceptable: Dog immediately reacts to hearing the verbal marker "Nice" with animated anticipation of food reward. Some movement towards the food reward delivery may be present yet the dog remains mannerly during the delivery.

Not Ready for Recall: Dog does not react upon hearing the verbal marker "Nice" (no obvious change in demeanor) or becomes assertive getting to the food reward (e.g. moving to the food reward supply, significantly out of position).

FOOD REWARD ACCEPTANCE

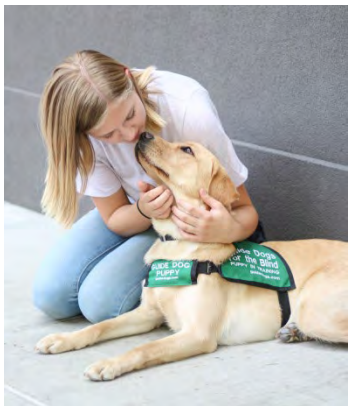


Ideal: Dog demonstrates eagerness for dry kibble food reward (its regular diet) while maintaining a gentle manner of taking food from the hand. Handler feels no discomfort when delivering food reward directly to the dog's mouth.

Acceptable: Dog demonstrates enjoyment of dry kibble food reward (its regular diet). Dog may require a specific method of delivery for handler comfort (e.g. cupped hand delivery) but presents no discomfort to handler during food delivery.

Not Ready for Recall: Dog shows little enjoyment over dry kibble food reward and requires higher value food rewards to spark enthusiasm. Dog is rough in its manner of taking food reward from the hand, causing handler discomfort.

ENJOYMENT OF SECONDARY REINFORCEMENT

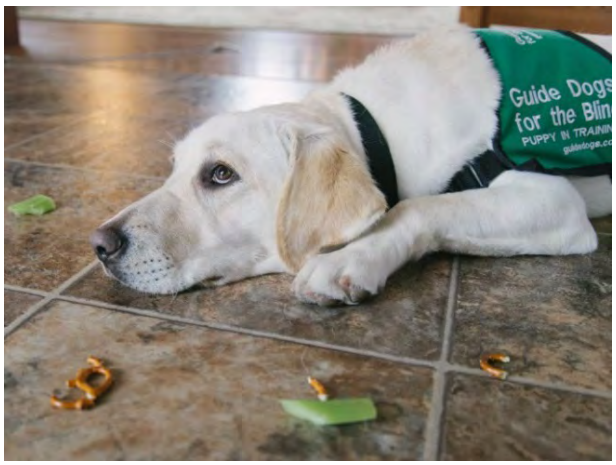


Ideal: Dog demonstrates enjoyment of, and the desire to receive, affection via verbal praise and physical touch. Physical and verbal rewards are clearly rewarding to the dog, acting as effective reinforcement for desired behavior.

Acceptable: Dog demonstrates enjoyment and acceptance of affection via verbal praise and physical touch. Physical and verbal rewards are pleasing to the dog, helping to maintain established desired behaviors.

Not Ready for Recall: Dog shows little emotional change during verbal and/or physical affection from the handler. Undesirable responses to verbal and/or physical praise include: low interest in relating to handler, indifference towards affection, and avoidance of physical touch.

ENVIRONMENTAL FOOD AND DEBRIS AVOIDANCE



Ideal: Dog seeks food reward via handler delivery only. Dog will by-pass available food or debris in the environment, confidently choosing to disregard accessible oral temptations. This includes disregarding food rewards dropped by the handler.

Acceptable: Dog regularly demonstrates the ability to by-pass available food or debris in the environment, confidently choosing to leave accessible oral temptations alone. Dog may require occasionally handling to prevent transgressions in more tempting circumstances. Dog is able to disregard food rewards dropped by the handler.

Not Ready for Recall: Dog does not demonstrate the ability to frequently by-pass available food or debris in the environment, frequently or obsessively picking up/eating environmental food or debris. Dog acts impulsively upon opportunities to take food or debris in the environment.

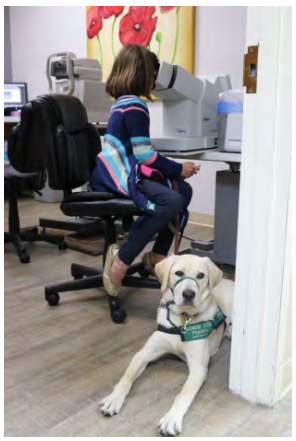
“SIT” / “STAND” / “DOWN”

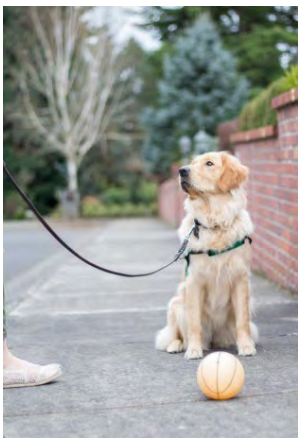
Ideal: The puppy performs behaviors of Sit, Stand, and Down upon the verbal cues, while remaining in place.

Acceptable: With lack of response to the verbal cue, the puppy performs the behavior with the addition of a hand-signal or upon a minimal leash cue while remaining in place. May have minor movement out of position when performing the behavior.

Not Ready for Recall: Puppy shows partial or no response to verbal/signal and/or leash cues. Undesirable responses include not remaining in place or changing to another behavior immediately after responding to the cue.

“STAY”



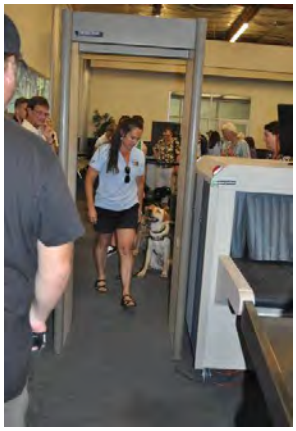


Ideal: Upon the verbal cue “Stay,” the dog will maintain a Sit or Down behavior (for a reasonable length of time) regardless of distraction until released by the handler. If left in a Sit for more than 30 seconds or on a slick floor, lying down in that location is a reasonable choice for comfort.

Acceptable: Dog requires reminder cues to remain in place. Dog may move slightly out of position but maintains its body on the basic space it was left.

Not Ready for Recall: Dog does not maintain behavior without excessive handler input.

“WAIT”



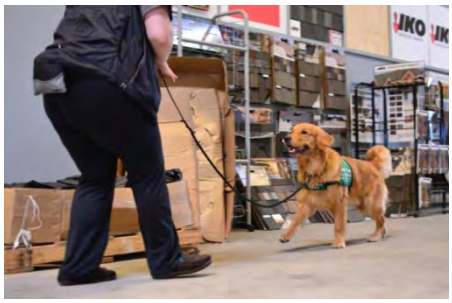
Used for brief stationary behavior that will soon be released via another cue (e.g. “Okay”). Used for safety and control in everyday situations (e.g. entering or exiting vehicles, going through doorways, commencing eating meals, exiting crate).

Ideal: Upon the verbal cue “Wait,” the dog will hold its current location (regardless of being in Stand, Sit, or Down position) until given a release cue.

Acceptable: The dog requires reminder cues to remain on the spot left in a “Wait.”

Not Ready for Recall: Puppy does not maintain behavior without excessive handler input.

“COME” (OFF-LEASH RECALL IN ENCLOSED AREAS ONLY)

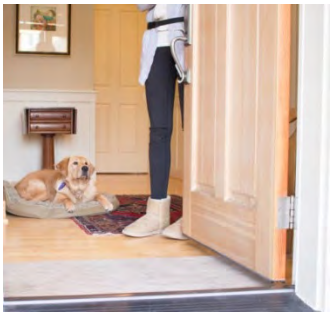


Ideal: Upon the verbal cue “Come”, the off-leash dog immediately comes to the front of the handler regardless of distance or distractions. Upon arrival the dog places itself very close to and/or gently touching handler’s legs, allowing handler to easily reach for and take hold of collar.

Acceptable: While wearing a long line, upon the verbal cue “Come”, the dog immediately comes to the front of the handler regardless of distractions. Upon arrival the dog places itself very close to and/or gently touching handler’s legs, allowing handler to easily take hold of collar.

Not Ready for Recall: Dog lacks consistent response to the verbal cue “Come” with or without leash or long line. Additional undesirable behaviors: avoidance of hands reaching for collar (keep-away behavior); upon arrival immediate attempts to leave the handler; upon arrival to handler excessive movement makes it difficult to touch the collar.

“GO TO BED”



Ideal: Upon the verbal cue, dog goes to a designated bed or mat, lies down on the bed, and remains on the bed (for a reasonable length of time) until given another cue.

Acceptable: Upon the verbal cue, the dog goes to a designated bed or mat and lies down on the bed. Dog may change positions or leave the bed within a short period of time.

Not Ready for Recall: Lack of any response upon hearing the verbal cue. Dog requires extra direction from handler to go to the designated bed. Once on the bed the dog does not remain on the bed.

“LET’S GO” / LEASH WALKING BEHAVIOR

Ideal: Upon the verbal cue, dog walks willingly with handler on a slack leash on flat collar equipment. Dog understands how to move in the direction of collar cues from handler. The dog observes the environment while in motion and its position next to the handler’s left leg may range between the area of the dog’s nose and shoulder. Dog is relaxed, notices the environment when moving, and remains aware of handler cues.

Acceptable: Upon the verbal cue, dog walks willingly with handler and understands how to move in the direction of collar cues from handler. Position may be slightly forward or backward of ideal and/or dog may create minor tension on leash. Dog may display some interest in environment but responds well to handler cues. Dog may require a head collar for ideal leash walking behavior in distracting situations.

Not Ready for Recall: Dog has little response to verbal cue. Dog pulls firmly forward or lags behind the handler. Dog creates notable tension on leash and lacks response to handler cues. Dog requires a head collar for controlled leash walking behavior regardless of environment.

“OKAY” (CUE THAT RELEASES THE DOG FROM A PREVIOUSLY CUED BEHAVIOR)

Ideal: Upon the verbal cue, dog is allowed to end a current behavior it was cued to perform (e.g. a “wait”). Response to “okay” is a composed yet cheerful interaction with handler.

Acceptable: Dog demonstrates energetic movement upon the verbal cue “okay” but remains manageable and responsive. Response to “okay” may be an interaction with dogs, people, or environment.

Not Ready for Recall: Dog does not respond to “okay” cue to end its current behavior, due to uncertainty. Upon cue, dog engages in undesirable behaviors (e.g. jumping up, mouthing, lunging, bolting).

“KENNEL” – CRATE BEHAVIOR

Ideal: Dog responds to verbal cue by promptly entering a confined space (e.g. dog crate, vehicle, kennel run). Once in space the dog displays calm, quiet, and non-destructive behavior. Dog does not require toys or food rewards to maintain desired behavior even in novel environments.

Acceptable: Dog responds to verbal cue but may require repeated cues to enter the confined space. Dog remains relaxed but may occasionally whine or need toys to maintain calm behavior. Is comfortable in any location although might take five minutes or less to relax in a novel environment.

Not Ready for Recall: Dog does not respond to verbal cue and requires luring or physical manipulation to enter confined space. Dog does not relax or become inactive. Undesirable behaviors include: vocalizing, increased panting, frequent turning around/ activity, noticeable change in behavior when in unfamiliar home setting.

“THAT’S ENOUGH” (CUE TO STOP ALLOWABLE BEHAVIOR)

Ideal: Dog will immediately stop a current activity upon the verbal cue. Includes but is not limited to playing tug-of-war, interacting with a toy, and energetic running in an enclosed area.

Acceptable: Dog will lessen or gradually cease activity upon the verbal cue. May require repetition or additional guidance from handler.

Not Ready for Recall: Dog does not respond to verbal cue or repetitions of cue. Handler has to physically intervene to stop dog’s behavior.

LIFE MANAGEMENT SKILLS

A guide dog puppy must be adaptable in many kinds of situations and should grow up being comfortable and easy to manage at home, work, school and in public.

PUBLIC SETTLING BEHAVIOR (COMMUNITY ENVIRONMENTS, ON LEASH)

Ideal: Dog remains in relaxed down position with minimal shifting, non-vocal, will often sleep after a reasonable amount of time, and is not reliant on continuous food rewards or toys to remain in position. Is easily cued to get up and move or reposition. Able to settle with an unfamiliar handler and in novel environments.

Acceptable: Dog remains in one place (lying down, sitting or standing) with minimal input from handler. May occasionally whine but ceases with minor handler input, may sporadically need a food reward to remain settled. Is easily cued to get up and move or reposition. Ideal settling behavior might be dependent on familiarity to handler and environments.

Not Ready for Recall: Dog changes position and gets up frequently with temporary response to handler direction. Undesirable behaviors include: moving about, creeping along floor looking for food or other distractions, vocalization, solicitation towards handler or others, resists handler cues to move.

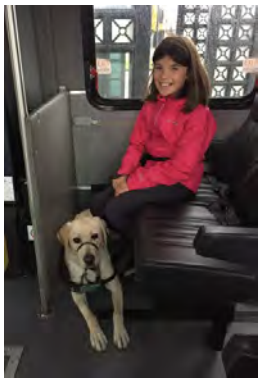
TETHER BEHAVIOR

Ideal: Dog accepts tethering in a variety of locations, remaining at the tether in a relaxed position. The dog is quiet, inactive with occasional shifts for comfort, does not require toys to stay occupied.

Acceptable: Dog accepts tethering in a variety of locations, remaining at the tether. The dog remains relaxed but may occasionally shift positions, whine or need toys to maintain calm behavior. Comfortable in any location although might take five minutes or less to relax in a novel environment.

Not Ready for Recall: Dog does not relax and remains active. Undesirable behaviors include: pulling on the tether, chewing at the tether, barking or whining, increased panting, frequent movement, destruction to environment, noticeable behavior change in unfamiliar areas.

VEHICLE RIDING

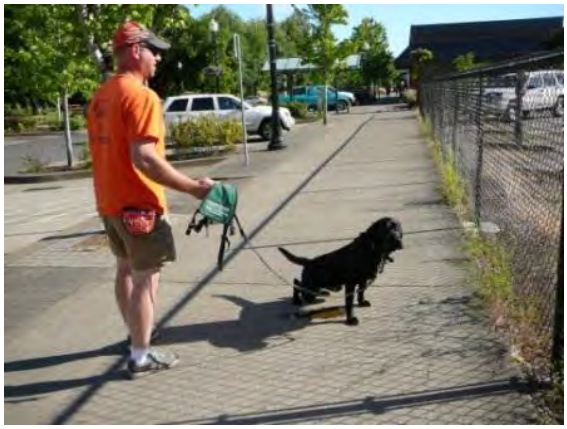


Ideal: Dog promptly and willingly enters any type of vehicle or crate inside the vehicle. Dog is relaxed and well-mannered riding on the vehicle's floor (loose or leashed) or crated in multiple types of vehicles. Dog waits for cue to enter or exit vehicles and does so in a calm manner.

Acceptable: Dog requires encouragement to enter or exit vehicles. Dog may take a minute to settle in the vehicle or whine occasionally. May need reminder "wait" cues when entering/exiting vehicles.

Not Ready for Recall: Dog avoids entering vehicle and requires physical aid from handler. While riding in vehicles, dog demonstrates undesirable behaviors either from fear or excitement (e.g. carsickness, panting, drooling, vocalizing, pacing, jumping on seats, destructive, bolting into and/or out of vehicles).

RELIEVING – "DO YOUR BUSINESS" (ADULT DOG – MAXIMUM OF 5 TO 7 RELIEVING OPPORTUNITIES PER DAY)



Ideal: Dog readily leash-relieves on cue on cement and other hard surfaces when offered regularly scheduled opportunities. Dog is comfortable with handler physically close during relieving. Dog does not relieve in the house, demonstrating self-control over urinating or defecating (waits for offered relieving). Dog is able to walk briskly for 1 mile without relieving or indicating a need to relieve.

Acceptable: Dog leash-relieves on cue on cement and other surfaces but may need extra time to complete the process. In the house, waiting for offered relieving is ideal, but indicating a necessity to relieve is acceptable. Dog indicates a need to relieve in a recognizable manner (e.g. standing at door or minor vocalizing). Dog is able to walk briskly for 1 mile without relieving or indicating a need to relieve.

Not Ready for Recall: Dog favors specific surfaces and/or requires additional procedures to prevent relieving accidents in the home or on walks. Dog is reluctant to relieve on-leash or in new environments. Dog relieves during walks, indiscriminately in the house or requires confinement to prevent relieving accidents.

EQUIPMENT ACCEPTANCE

Ideal: Dog readily and willingly accepts the handler putting any equipment on its body and is comfortable wearing equipment (e.g. collar, head collar, puppy jacket) for extended periods of time.

Acceptable: Dog readily accepts the handler putting any equipment on their body and accepts wearing equipment (e.g. collar, head collar, puppy jacket) for extended periods of time. Dog may demonstrate minor dislike of equipment but tolerates wearing it without evasion (e.g. occasional scratching or rubbing).

Not Ready for Recall: Dog avoids having equipment put on and/or demonstrates discomfort while wearing it. Undesirable behaviors include: evading handler applying equipment; attempts to get equipment off; refusal to move with handler when wearing equipment; mouthing or pawing at equipment.

HUSBANDRY: GROOMING/CARE/BODY HANDLING

Guide dogs are given daily care by their visually impaired or blind handlers. A guide dog puppy must be easy for a blind handler to care for by having developed compliant husbandry behaviors.

GROOMING / EXAMINATION

Ideal: Dog readily allows all body parts to be examined and cleaned, with a variety of utensils meant for grooming, while remaining calm and relaxed.

Acceptable: Dog accepts all body to be examined and cleaned, with a variety of utensils meant for grooming. Dog may move around a bit without making it difficult for the handler to groom.

Not Ready for Recall: Dog avoids grooming and/or handling of body. Undesirable behaviors include: pulling away from the handler, ducking head, tucking tail, mouthing hands or equipment during grooming.

NAIL CLIPPING / EAR CLEANING / EYE CLEANING / TEETH CLEANING / PILLING

Ideal: Dog readily allows all body parts to be handled while remaining calm and relaxed. The care process is easily done by a single handler.

Acceptable: Dog allows all body parts to be handled. Dog may move around slightly and/or make mild attempts to avoid a procedure but can be cared for by a single handler.

Not Ready for Recall: Dog avoids handling of body parts prior to or during the care process. Undesirable behaviors include: active avoidance; pulling away body part; ducking head; tucking tail; mouthing hands or equipment prior to or during the care process.

BATHING

Ideal: Dog is easily moved towards bath and is easily shampooed and rinsed by a single handler. Dog remains calm and relaxed during the bathing process and while being toweled dry.

Acceptable: Dog is easily moved towards bath and is easily shampooed and rinsed by a single handler. Dog may be somewhat active, show excitement and/or playfulness over the bathing process. Dog may require the use of a tether to enable a single handler to complete the bathing and drying process.

Not Ready for Recall: Dog actively avoids the bathing process, requiring extra effort or assistance to complete the procedure. Undesirable behaviors include: active avoidance of the wash area/bathtub; active pulling away; ducking head; tucking tail; mouthing hands or equipment prior to or during the bathing process.

BODY HANDLING / LAYOVER

Ideal: The dog calmly accepts being placed into various positions and readily allows manipulation of its body parts. When placed in the layover position the dog is relaxed and stays still with minimum input from the handler.

Acceptable: The dog can be placed into various positions and allows manipulation of its body parts. Verbal reminders and gentle physical prompts may be necessary to remind the dog to stay still and allow handling. Any initial tenseness quickly gives way to relaxation.

Not Ready for Recall: The dog resists being placed into position and/or pulls away from the handler. May resist being placed in a layover and/or remain tense when placed. Other unacceptable behaviors are flailing, rolling, mouthing, vocalizing.

ENVIRONMENTAL SKILLS

It is crucial for guide dog puppies to grow up with extensive socialization in a variety of real-world environments. Puppies must develop confidence to move within society and accept all types of encounters common to our culture. Without effective socialization to the world a guide dog will work in, there is little chance for a puppy to become a working guide dog.

DISTRACTIONS (I.E. DOGS, PEOPLE, FOOD)

Ideal: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.

Acceptable: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.

Not Ready for Recall: Dog spontaneously moves towards distraction demonstrating undesirable behaviors (e.g. pulling on leash, scavenging, jumping up, vocalizing). Dog continues to remain focused towards the distraction after handler input and perhaps even after distraction has left.

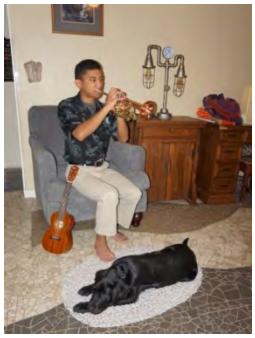
TRAFFIC

Ideal: Dog shows confident behavior with all varieties of traffic both coming towards and from behind. Confident with traffic passing close to sidewalk and during both daylight and after dark walks.

Acceptable: Dog may occasionally startle or demonstrate apprehension for short periods in response to heavy or close traffic, quickly resuming a confident posture and stride.

Not Ready for Recall: Dog frequently demonstrates apprehension towards traffic (e.g. avoids approaching, bolts away from, lowers body as vehicles pass).

NOISE

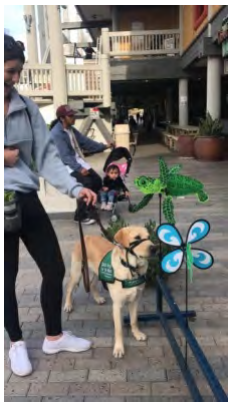


Ideal: Dog disregards or acknowledges loud, unusual or sudden noises with no negative reaction.

Acceptable: Dog may momentarily startle to loud, unusual or sudden noises but immediately recovers and disregards. Dog may become animated upon loud sudden noise but is easily and quickly redirected by handler.

Not Ready for Recall: Dog demonstrates fear behaviors in response to real-world noise (e.g. attempts to flee or hides, trembles, pants, paces). Dog becomes aroused and excited by real-world noise.

OBJECTS



Ideal: Dog disregards, or notices with little reaction, odd or unusual objects including, but not limited to, statues, mannequins, fountains, umbrellas, bags, flags, etc.

Acceptable: Dog shows curiosity and desire to investigate new objects while remaining easily controlled. Dog promptly dismisses object after investigation. Dog may show minor concern over novel objects but recovers quickly.

Not Ready for Recall: Dog shows fearful behavior towards real-world objects (e.g. avoidance, attempt to flee, hackles, vocalizations). Dog is unwilling to investigate object or continues to demonstrate fear after several minutes of exploration.

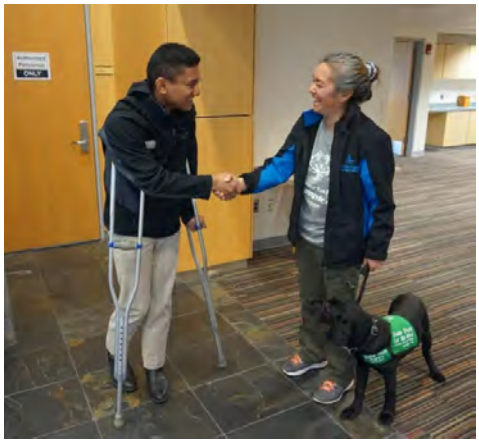
SURFACES (I.E. SLICK FLOORS, STAIRS, ELEVATORS, METAL GRATES, RAMPS, ETC.)

Ideal: Dog readily and confidently walks over or onto a variety of real world surfaces, remaining with handler, matching handler's speed.

Acceptable: Dog shows slight hesitation on some surfaces but does not avoid negotiating the surface.

Not Ready for Recall: Dog demonstrates avoidance behaviors on surfaces (e.g. reluctance to negotiate, energetic avoidance, freezes on surface, rushes to get off surface, vocalizes).

PEOPLE



Ideal: Dog disregards, or notices with little reaction, unusual looking people (e.g. children, firemen, people wearing unusual clothing or costumes, people in wheelchairs, odd gaits, people on crutches, tall, large, intimidating people). Any emotional inclination is sociable.

Acceptable: Dog shows initial curiosity with the desire to investigate an unusual person. Dog is easily controlled and immediately relaxes after investigating or interacting with the person. Dog may show mild concern but recovers quickly, disregarding the person as a threat. Most emotional inclinations are sociable.

Not Ready for Recall: Dog shows fear behaviors (e.g. avoidance, cowering, hackles, vocalizes, bolting away, unable to approach). Dog forcefully pulls handler towards the person and is non-responsive to verbal cues.

PEOPLE – GREETINGS WHEN ALLOWED

Ideal: Dog demonstrates confidence to be near strangers (adults and children). Dog demonstrates low interest in strangers and maintains location until given the release to greet. Any emotional inclination is to be friendly towards strangers. Upon release, greets with low energy while keeping four feet on the floor. Settles very quickly after greeting.

Acceptable: Dog maintains location until given the release to greet. May demonstrate excitement over meeting strangers. Upon release, greets enthusiastically while keeping four feet on the floor. May remain animated after greeting but will settle via handler direction.

Not Ready for Recall: Upon seeing person, dog actively moves towards person, soliciting attention or avoids and demonstrates fearful behavior. Additional undesirable behaviors are: keying, vocalizing, jumping up, retreating.

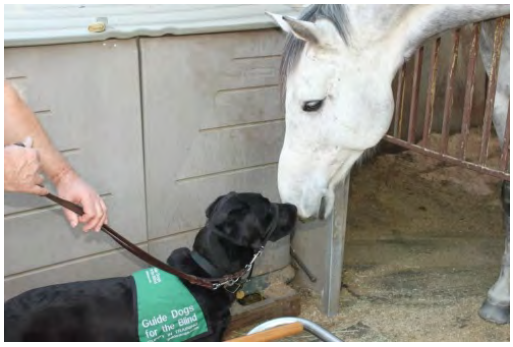
DOGS

Ideal: Dog disregards other dogs or acknowledges their presence and quickly refocuses without handler input. Curiosity is brief and low energy.

Acceptable: Dog displays mild interest in other dogs but is easily redirected via cues. Abandons interest once dog has gone by and does not look back.

Not Ready for Recall: Dog demonstrates prolonged excitement or concern over other dogs. Undesirable behaviors include: keying, lunging, pulling towards, avoidance, hackling, vocalizing.

ANIMALS (OTHER THAN DOGS)

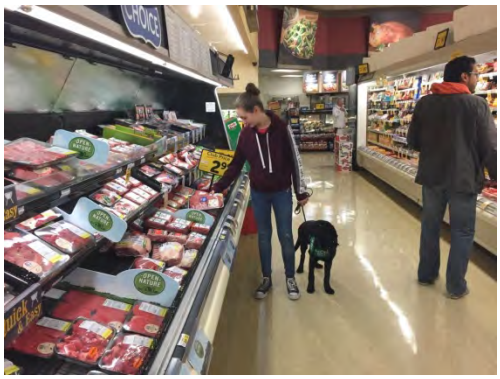


Ideal: Dog disregards or calmly observes other animals. Curiosity towards new animal is brief and of low energy.

Acceptable: Dog shows curiosity and/or desire to investigate or mild concern towards animals but is easily redirected via cues for other behaviors. When allowed to meet or investigate new animals, dog quickly abandons interest.

Not Ready for Recall: Dog demonstrates prolonged excitement or concern over other animals. Undesirable behaviors include: strong lunging or pulling towards; avoidance; hackling; bolting away from.

ODORS



Ideal: Dog disregards odors with confidence (e.g. food scents, diesel fumes, barbeque smoke).

Acceptable: Dog is easily controlled and redirected via cues. Dog may demonstrate minor concern or curiosity, with a desire to investigate an odor. Upon investigation, dog quickly disregards odor.

Not Ready for Recall: Dog demonstrates extreme excitement (moving towards) or fearful behavior (retreating) over odors. Dog is not easily redirected and excitement or fear behaviors over the odor remain for several minutes.

HOME BEHAVIOR / HOUSE MANNERS

A guide dog must be an exceptionally well-behaved house dog; a pleasure to have in the home and reliable in all aspects.

HOME SETTLING BEHAVIOR (HOME ENVIRONMENT – OFF LEASH)

Ideal: After brief roaming in familiar and calm environment, dog lies down, often sleeping, and remains inactive during regular household activities. Does not require toys to stay occupied, although may engage with available toys for brief periods.

Acceptable: Dog lies down after more than 5 minutes of exploring a familiar and calm environment, may remain awake but has minimal reaction to regular household activity (might get up to investigate but lies down shortly thereafter), may prefer to regularly interact with toys.

Not Ready for Recall: Dog constantly explores and moves about a familiar and calm environment. Undesirable behaviors include: pursues attention from others, vocalizes, seeks human items to chew, looks for garbage or food, toys are required to prevent destructive behavior.

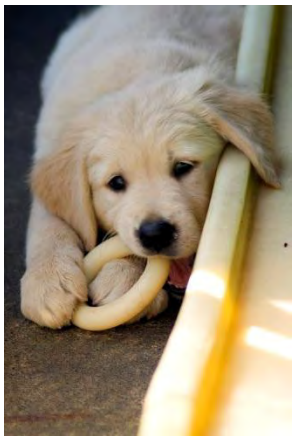
OFF LEASH HOUSEHOLD DEMEANOR

Ideal: While free in house, dog keeps all feet on the floor, remains settled, non-vocal, and relaxed. Dog may occasionally wander around but settles again quickly.

Acceptable: On infrequent occasions dog shows higher energy in the house but responds to handler direction and settles quickly. May tend to be active but does not demonstrate undesirable behaviors.

Not Ready for Recall: Dog is very active in the house and rarely settles. In addition to high activity level, undesirable behaviors may be present (e.g. running, jumping on people or furniture, seeking food or garbage, rough play with other pets, attention-seeking to people, destructive to household items).

IN-HOME PLAY BEHAVIOR

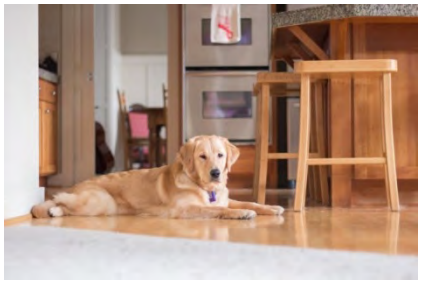


Ideal: Dog only picks up, mouths or chews on intended dog toys, parades/presents toys to raiser, plays non-vocally (except for tug-of-war). Will play and interact with family members in a gentle manner.

Acceptable: On rare occasions a dog picks up but does not destroy household items. Occasionally needs verbal reminder to lessen energy level.

Not Ready for Recall: Destructive chewing of household items, scavenging, stealing, routinely carrying around household items, counter/table surfing, garbage raiding, barks when playing, attention-seeking, keep-away behaviors when handler tries to touch dog.

UNSUPERVISED BEHAVIOR AT HOME



Ideal: Dog keeps all four feet on the floor, ignores household items, is non-vocal and can remain for several hours unsupervised loose in the whole home.

Acceptable: Dog keeps all four feet on the floor, ignores household items and is non-vocal for at least 30 minutes unsupervised loose in one room in which temptations are removed.

Not Ready for Recall: Dog is not able to be left home alone due to undesirable behaviors (e.g. destructive, vocalizing, relieving, anxiety).

OTHER PETS IN THE HOME

Ideal: Is disinterested or displays only mild curiosity toward other pets and quickly settles in their presence. “Hangs out” with other pets without being overly focused on the dog/cat/etc. Is comfortable and relaxed in the presence of all household pets.

Acceptable: Initially seeks interaction with the other pet but redirects easily either due to disinterest by the other animal or mild redirection from raiser. May need occasional verbal reminders to keep interactions calm and appropriate. May take a few minutes to be comfortable when introduced to new individual animals.

Not Ready for Recall: Constantly seeks engagement with other pets despite lack of reciprocation from the other pets. Interactions escalate quickly to rough play or chasing. More focus on other animals in the household than on human interactions. Is fearful/suspicious of new animals.

RESOURCE SHARING

Ideal: Dog happily shares toys and other valued objects with humans and other pets. Dog is relaxed when people or pets are near its food dish at meal time.

Acceptable: Dog disengages from other pets over toys or other valued resources. May demonstrate minor apprehension over resources in the presence of other pets and/or people (e.g. eating food faster, removing a toy from the area).

Not Ready for Recall: Dog demonstrates resource guarding behaviors (e.g. defends or guards objects or people, growls, hackles or shows other defensive/aggressive behavior towards people or pets around food or other resources).

HOME GREETING BEHAVIOR

Ideal: Dog maintains location until given the release to greet. Upon release, greets with reasonable energy while keeping four feet on the floor. Settles very quickly after greeting.

Acceptable: Dog maintains location until given the release to greet. Upon release, greets enthusiastically while keeping four feet on the floor. May remain animated after greeting but will settle via handler direction.

Not Ready for Recall: Upon seeing desired target, dog actively moves towards it, soliciting attention. Additional undesirable behaviors: vocalizing, paws on person, body slam into person. Continues solicitation behavior after initial greeting.

Guide Dogs for the Blind

GDB Puppy Raising Goal Behaviors Tracking Sheet

Please review the Final Goal Behaviors document for descriptions of what warrants **I**deal / **A**cceptable / **N**ot ready for recall for each category. Place an X under **I**, **A**, or **N**; whichever one best describes the dog. This document is meant as a starting point for conversation and should not be used in place of reports or evaluations.

Dog Name: _____ **Age:** _____
Form Completed By: _____ **Date:** _____

Category	Behavior	I	A	N	Comments
Trained Behaviors and Cued Responses	Audible Marker Response – "Nice"				
	Food Reward Acceptance				
	Enjoyment of Secondary Reinforcement				
	Environmental Food Debris Avoidance				
	"Sit"/ "Stand"/ "Down"				
	"Stay"				
	"Wait"				
	"Come"				
	"Go to Bed"				
	"Let's Go" / Leash Walking Behavior				
	"Okay"				
	"Kennel" – Crate Behavior				
	"That's Enough"				
Life Management Skills	Public Settling Behavior				
	Tether Behavior				
	Vehicle Riding				
	Relieving – "Do Your Business"				
	Equipment Acceptance				
Husbandry – Grooming / Care / Body Handling	Grooming / Examination				
	Nail Clipping / Ear Cleaning / Eye Cleaning / Teeth Cleaning / Pilling				
	Bathing				
	Body Handling / Layover				
Environmental Skills	Distractions (e.g. dogs, people, food)				
	Traffic				
	Noise				
	Objects				
	Surfaces				
	People				
	People Greetings When Allowed				
	Dogs				
	Animals (other than dogs)				
	Odors				
Home Behavior / House Manners	Home Settling Behavior				
	Off Leash Household Demeanor				
	In Home Play Behavior				
	Unsupervised Behavior at Home				
	Other Pets in the Home				
	Resource Sharing				
	Home Greeting Behaviors				

Additional Comments

Guide Dogs for the Blind

Puppy Raising Department

Verbal Cues

Kennel – to enter a crate, vehicle or other small space
Do Your Business – cue to relieve both urination and defecation
Let's Go – walk on a loose leash in 'heel' position
Sit – tuck rear legs under and lower rump to the ground
Down – lie down
Stand – stand on all four feet
Wait – stay still briefly; to be followed by release "OK" or another cue (typically used at doorways, in and out of vehicles etc.)
Stay – hold position until released or given another cue (of longer duration than the momentary "wait")
OK – release cue
Come – come toward handler close enough to be touched
That's Enough – to end *allowable* behavior e.g. tug games, playing with another dog
Go to Bed – go to a designated bed or mat and lie down

These are the only verbal cues to be taught to program puppies. Phrases such as "leave it" and "drop it" are not approved.

The verbal marker **"Nice!"** is used when teaching a behavior. It allows precise timing and lets the puppy know exactly the behavior we are rewarding with food. "Nice!" is always followed by a food reward.

A verbal interrupter to stop undesirable behavior in the home is allowable so long as the puppy is being managed to set it up for success/rewarded for desirable behavior the majority of the time. A suggested verbal interrupter is a sharp "Ay!" along with a quick hand clap. We prefer that raisers do not use "No" as it is used in specific circumstances by the Training Department later in the dog's development. Verbal interrupters used in public can lead to poor public perception of our program and handling of puppies; they should be reserved for use in the home.

Verbal praise is different from the marker. Eventually guide dogs work mainly for secondary reinforcers such as verbal praise and petting. General verbal praise such as "Good dog!" can be used frequently to let the puppy know the handler is pleased with it. Pairing verbal praise with petting is even more effective in letting the pup know it is doing the right thing.

Guide Dogs for the Blind

GDB R+ Vocabulary/Terminology

Approximation: A piece of the criteria or a small step toward the desired behavior. If you set your criteria, and the dog is having trouble reaching that criteria you may have to mark an approximation in order to keep the dog engaged and help them move toward the desired behavior.

Capture: When a dog offers or performs a behavior naturally without a cue you capture the behavior with a mark. You can capture behaviors at any time.

Clean Handling: The handler/trainer follows steps to execute clear and consistent information to the dog. These steps include: precise timing with a mark, moving hand to bait bag for food reward after the mark, correct food placement, etc.

Criteria: Trainer-defined goal or objective that the dog needs to reach in order to receive a mark. The criteria can include the actual behavior, or the behavior with added distance and/or duration. This will change as the dog learns, typically the criteria increase and more is expected as training sessions progress.

Cue: A physical, verbal or environmental stimulus that elicits a behavior. A “request” for behavior to the dog. This is how you deliver information to the dog and can be with a hand signal, a leash, or a word. It can even be something in the environment, such as a normal relieving spot.

3 D’s: Distance, Duration, Distraction: Each is a way of increasing the difficulty when teaching a new behavior. Typically you would begin with the 3 D’s at a low level (you are close to the dog, only expect them to do the behavior for a short period of time, where there are few distractions) then you would increase each of these things, one at a time, as the dog learns and masters a skill.

Fixed Pressure: Providing an unmoving position/stance as when tethering (a tie down provides fixed pressure). During the ground tether exercise the handler’s feet on the leash create the fixed pressure. When applying fixed pressure with the leash in the hand the handler keeps the arm fixed at their side, at the seam of their pants (arm/hand in contact with hip/leg to prevent inadvertent movement). The leash pressure is not increased or decreased by the handler. The dog controls the increase or decrease of pressure.

Foundation Positions: The foundation positions taught in puppy raising are sit, down, and stand.

High Value: Something that is motivational to the dog in order to get them to perform desired behaviors. In R+ dogs are mostly working for food, so high value refers to a food that is more motivational than kibble. Example: Natural Balance Rolls, jerky treats, cheese, etc. High value treats need to be approved by CFR for use.

Jackpot: 4-5 pieces of kibble given at once for an exceptional effort or for a learning breakthrough.

Lure: In luring (and pezzing, a type of luring) the handler uses food to guide the puppy through the motions of a behavior. We use it to introduce behaviors (such as obedience positions) then we gradually wean the puppy off the food lure. A puppy doesn’t ‘know’ the behavior until it responds to the cue without the food lure in sight.

Mark: An audible sound used as a bridge to connect the desired behavior with the reward. The mark is made at the precise moment the criteria are met for the desired behavior. GDB raisers use the verbal mark, “Nice”. Another common marker is a clicker, which is not used by GDB raisers.

Modeling: A technique used to get a behavior by physically guiding the dog into a position.

Proofing: Teaching a dog to perform a behavior consistently in the presence of distractions.

Rate of Reward: This refers to the frequency which you mark and reward the dog when training. Typically when you are first teaching a behavior, the rate of reward is very high. If a dog loses interest or becomes disengaged in the trial, it could be because the rate of reward is too low. An appropriate rate of reward is key to success.

Reset: Restart a repetition of a behavior. During a training session, if the dog becomes distracted or disengaged in the learning, you may need to refocus the dog to get them back on track. You can reset by walking to a different location, using your voice or body to start the behavior over again. Planned and unplanned distractions can be used to reset the training session.

Recess: Give the dog a break! Allowing them to get silly, engage in play, and give some freedom to release stress. Recess can be utilized after a training session or a stressful situation. Dogs on recess should still not be allowed to practice inappropriate behaviors such as mouthing or jumping up on people.

Reinforcement: Behavior strengthened by a positive consequence. In our R+ program, food is most often used as positive reinforcement for desired behavior.

Reinforcement History: Length of time dog has received reward from specific handler for specific behavior.

Shaping: Think of the game “Hot/Cold” when shaping behavior. Break down the desired behavior into smaller pieces and reward each one by marking it. You then begin with simple criteria and slowly progress or shape the dog’s behavior into the final desired behavior.

Stimulus Control: Teaching the dog to respond to specific cue or stimulus and not offer the behavior without the specific cue or stimulus. Having a behavior under stimulus control is defined by conditions; each one may have to be approached as a separate training task. Example: sit.

1. The behavior always occurs immediately upon presentation of the conditioned stimulus (the dogs sits when given the verbal cue).
2. The behavior never occurs in the absence of the stimulus (during training or work session the dog never sits spontaneously).
3. The behavior never occurs in response to some other stimulus (If you say “down” the dog does not offer a sit instead).
4. No other behavior occurs in response to this stimulus (when you say sit the dog does not respond by lying down or by leaping up).

Target: The dog touches a specific object with some part of the dog’s body when the object is present.

Trial: The number of times or duration that you practice or execute a certain behavior in one session. You signal the dog that the trial is over by saying “that’s enough” or “OK”. You can pair this verbal cue with a physical one by wiping hands together or drawing them apart as if to say all done, no more.

Guide Dogs for the Blind

FAQ on Using a Marker

Q: What is a marker?
A: A marker in animal training is the use of a signal or sound (we use the word “Nice”!) that indicates or marks a precise behavior performed by the animal. A marker communicates to the animal that it will be rewarded for the behavior that it is doing when it hears the mark. Example: the puppy moves in such a way as to release pressure off his collar during tethering games. The handler marks the moment the pressure is released. This indicates to the pup that the handler will “pay” for that behavior with a reward (in our case a kibble reward). The marker has pin pointed the behavior of keeping the leash loose and the pup will understand that he is being rewarded for that exact behavior.

Q: How does it work?
A: By consistently giving the pup a reward each and every time the mark is used the mark becomes a clear predictor of a payoff by pairing the mark with the kibble reward. The handler must reward every time a mark is used to keep it as a powerful signal. Marking the desired behavior highlights it and allows the handler time to get the food to the dog. Clean handling means you fully complete the word marker “Nice” before moving your hand toward the bait bag!

Q: What if I inadvertently use “Nice!” in conversation?
A: The way you say “Nice!” when working with your pup is important. We want it to sound the same each time and be spoken in a crisp, light tone (the shorter the sound, the better). Your pup will figure out that “Nice” is only a marker when said in that tone and applied to him. If he is not rewarded when you say “nice” in normal conversation, then he will ignore the word unless you are addressing him.

Q: What if another handler close to me is marking their pup?
A: Just like when the trainers are working with multiple dogs on campus, your pup will figure out it’s only your marker that is significant. If he is not reinforced when hearing someone else say “Nice!” (even if that person has handled and reinforced him in the past) he will gradually understand that only the marker coming from the handler actively working with him is significant.

Q: What if I mark the wrong behavior?
A: Even if you marked the wrong behavior, that mark should always be followed by a reward. This way, the mark maintains its significance to the dog. The mark is a promise of a reward and therein lays the power to communicate and influence the puppy’s behavior! If your timing was off just remember to look for another opportunity to mark the puppy correctly!

Q: What if I forget to mark?
A: It’s not that big of a deal! We realize you are learning right along with your pup. Just realize that without the mark the information you are trying to convey will not be as precise or informative to the pup and may take a little longer to learn. Also, due to the delay between the behavior you wish to reward and reaching for the food, you may end up actually rewarding for the wrong behavior.

Q: Why don’t we mark when we lure a puppy into position?
A: Generally a marker is used to communicate about a behavior that the dog volunteered (offered). When a dog is lured into a behavior i.e. follows a piece of hand-held kibble, the handler is making the behavior happen and the pup is just following the kibble. When the dog offers the behavior e.g. stepping onto the mat of his own accord, the dog is initiating the behavior. “Offering” to put his foot on the mat is an operant behavior in that the dog is choosing to perform, not the handler. Once the pup learns that he can influence your rewarding behavior it’s “game on” and learning is fun!

Q: Why don't we use a marker for calm behavior?
A: Dogs tend to get excited when they get the opportunity to play the "mark/reward game". Often the marker will stimulate the pup and be somewhat counter productive when we want him to remain calm. Marking for lying quietly will often cause a puppy to pop up or offer movement to hopefully earn more food! Quietly rewarding by bringing food down to his level when he is calm teaches the settled puppy that sometimes relaxed behavior brings food reward. You could mark the calm behavior and some trainers do so. We have just found that it is easier to keep the puppy settled if we don't use a mark in this situation. We are classically conditioning* the puppy to associate food rewards with relaxed behavior and prompting more relaxed, low energy behavior.

Q: Why do we use a marker when the puppy is being calm when working around distractions then?
A: Rewarding calm behavior is about rewarding a) an emotional state –calmness and b) remaining settled (usually lying down at your feet). Marking and rewarding around a distraction is teaching the puppy self-control in the presence of distraction. The puppy does not have to be relaxed and actually can be very engaged in the game, even when stationary. The puppy is marked for offering a behavior e.g. looking away from the distraction or striving to keep a loose leash or checking in with the handler.

Q: Can a dog still learn without a marker?
A: Yes! Dogs learn in a variety of ways. You can classically condition* the pup to understand that a particular behavior or chain of behaviors will bring a reward. Pairing a reward with a behavior without a marker is usually done for more broad behaviors like the Food Induced Recall or associating something pleasant, e.g. food, to the head collar or crate. That way the entire event and/or item is put in a positive light for the dog. When teaching a more precise behavior, such as loose leash walking, using a marker allows you to break the larger behavior down to tiny events for the dog (e.g. marking for maintaining a loose leash as you take one step, then two steps etc.) The marker provides clarity to the pup and makes the learning faster and often more fun! It pin points what behavior or part of the behavior brings the reward. This allows you to more closely shape the exact behavior you want.

Q: Classical what?
A: Classical conditioning is associative learning – like Pavlov's dogs. In Ivan Pavlov's famous experiment it was noted that after several repetitions of ringing a bell prior to feeding, the dogs began to salivate when the bell rang, before the food appeared. The dogs associated the bell with the arrival of food. For GDB pups the leash is often a predictor of a walk or outing and they often get excited when we pick it up; the pup has been classically conditioned that the leash is a predictor of fun!

Q: Do raisers need to wean their puppy off the marker and food rewards?
A: We will be answering this in the documents that explain how to teach each behavior. In some cases, yes, once the puppy has learned a behavior thoroughly we can drop the marker and go to random reinforcement with food. We will always praise reward the puppy; this is called "secondary reinforcement". However, there will be many training scenarios where we will continue to mark and reward right up until the pup enters formal training. Food rewards will continue to reinforce wanted behavior throughout training and beyond; our graduates continue to utilize the power of positive reinforcement with their guides in the field.

Guide Dogs for the Blind

Order of Training:
A Quick Reference Guide

Every puppy progresses at a different rate and some raisers have more time to focus on training games than others. Some exercises, like housebreaking and crate training, are ongoing as you establish management techniques for living with your puppy. The different games should be practiced for no more than a few minutes at a time maximum and not all have to be played every day. Most raisers can find short breaks in their day to play a few games with the pup, which will not only adds to the puppy's behavior repertoire, but will also tire the pup mentally so that it is more likely to settle in between sessions.

There is no strict rule as to when a puppy should be fluent in a behavior. This is a general guide; some variation on timing and fluency is acceptable. The initial period the puppy is in the home is full of learning; gradually behaviors will reach the "maintenance" phase with more focus on socialization and learning outside of the home. Maintenance of behaviors continues until the puppy enters formal guide training.

For full instructional details on training games and techniques, please reference the individual documents and videos listed in the online manual. Also see the chart "Order of Training."

Introduction of a behavior/skill
Puppy is acquiring the basics of the behavior; may take several days up to several weeks

Fluency/proficiency
Puppy is responding reliably but may need prompts/help in distracting environments

Maintenance
Regular practice to ensure the behavior stays at an acceptable level

CRATE BEHAVIOR
Introduction: 8-10 weeks
Fluency: 9-14 weeks
Maintenance: until pup returns for training

- Consult leader if pup not settled in crate after 2 weeks in the home
- Crate pup daily for short periods with people home/not home even when crating is no longer needed to manage house behavior
- Crate pup in vehicles some of the time. Trade pups so that they are comfortable riding in strange crates/different vehicles

HOUSEBREAKING/RELIEVING
Introduction: 8-12 weeks
Fluency: 12-20 weeks
Maintenance: until pup returns for training

- Practice hard surface relieving as soon as the puppy arrives and maintain throughout raising
- Consult leader if pup is having frequent accidents in the home or on outings
- Consult leader if pup suddenly regresses in cleanliness

POLITE TAKING OF FOOD
Introduction: 8-10 weeks
Fluency: 9-14 weeks
Maintenance: until pup returns for training

- Slightly moisten kibble if pup is reluctant/takes a long time to chew at first
- Practice with focus just on how to take food from the hand before rewarding for behavior or luring to teach behaviors
- Consult leader if pup takes food with teeth rather than lips/tongue

PUPPY HANDLING/GROOMING
Introduction: 8-10 weeks
Fluency: 10-14 weeks
Maintenance: until pup returns for training

- Consult leader if pup is mouthy/vocal/squirmy
- Work on foot handling/nails daily at first then at least once per week
- Have other raisers/trained volunteers do puppy body handling regularly

HEAD COLLAR ACCEPTANCE
Introduction: 8-10 weeks
Fluency: 9-12 weeks
Maintenance: until pup returns for training

- Introduce within the first few days of arrival in home
- Should be walking with head collar unattached to leash within a few days
- Consult leader if not walking in head collar with leash attached within a week

TETHER GAMES
Introduction: 8-10 weeks
Fluency: 9-14 weeks
Maintenance: ground tether is only needed initially. Hand tether exercises may remain helpful for teaching self-control around distractions

- Use high rate of reinforcement (20 + kibbles per minute!) at first
- Utilize “real life” distractions
- Go back to technique if pup becomes distracted as it matures

PAW PAD GAMES 1 AND 2
Introduction: 8-10 weeks
Fluency: 9-14 weeks
Maintenance: may continue to be useful for impulse-control games

- Pups that tend to sit a lot will benefit from longer exposure to these games
- Introduces and reinforces stand and stay (holding position)
- Excellent opportunity for raiser to focus on food delivery technique

COLLAR CUES
Introduction: 10-12 weeks
Fluency: 12-16 weeks
Maintenance: until pup returns for training

- Easier to start with a younger puppy
- Ensure pup will go in any direction cued
- Is pup following collar cue or movement of handler?

LOOSE LEASH WALKING
Introduction: 10-12 weeks
Fluency: 12-20 weeks
Maintenance: until pup returns for training

- Use head collar when unable to focus on LLW and collar response
- Stop and practice collar cues if pup is pulling; back up if necessary
- Utilize head collar at least 50% of time until pup returns for training even if pup is fluent at LLW in flat collar

SIT, DOWN, AND STAND (HAND-PLACED OR PAW PAD 3 & 4 MODIFIED)
Introduction: 10-16 weeks
Fluency: 14weeks-6 months
Maintenance: until pup returns for training

- Choose which method raiser will utilize at introduction
- Consult leader if puppy is moving substantially out of "heel" position
- Document on "Final Report" which method utilized

FOOD INDUCED RECALL
Introduction: 8-12 weeks
Fluency: 3-6 months
Maintenance: until pup returns for training

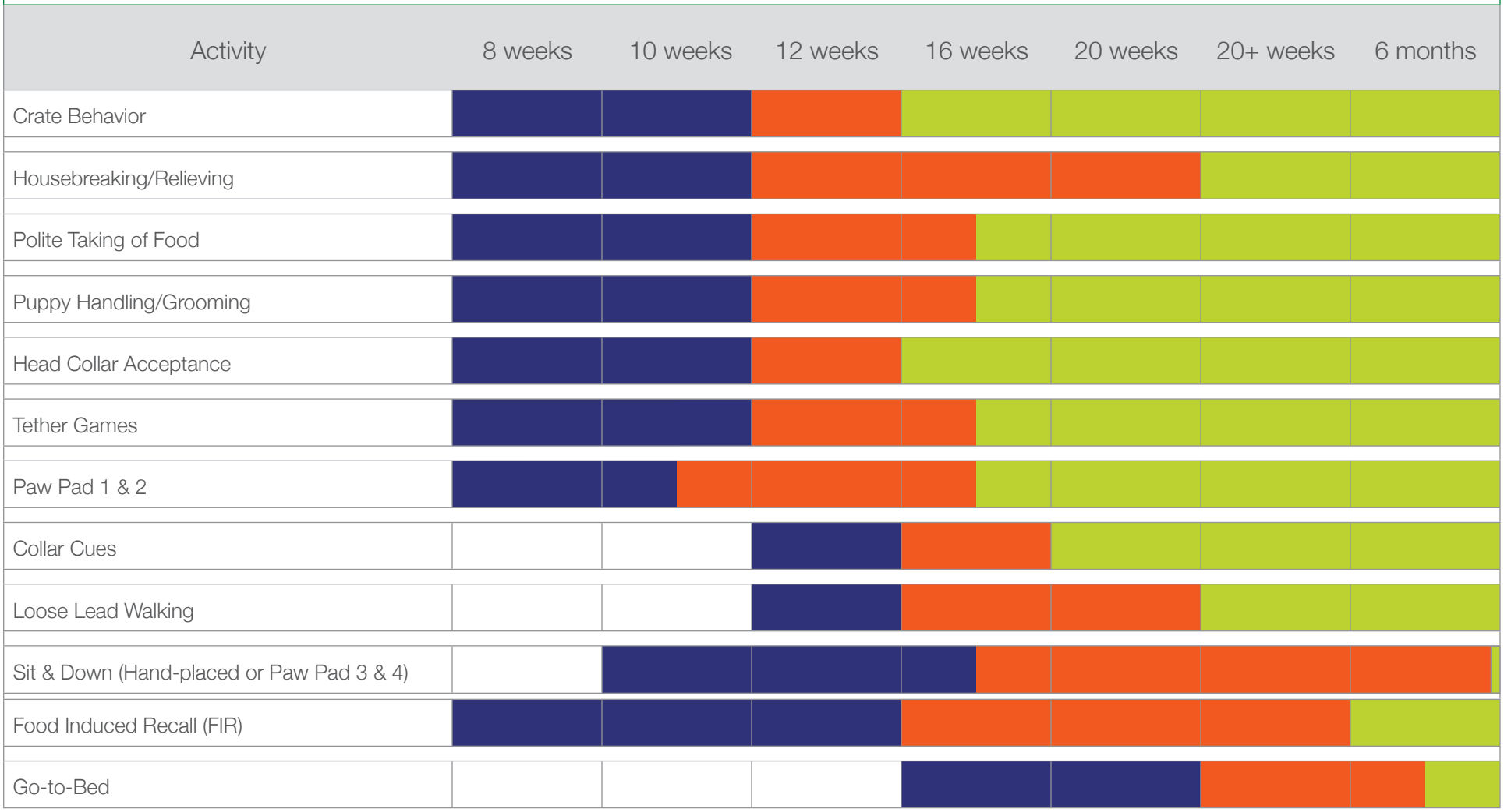
- Don't call pup with cue "Come" for first few months unless it is either coming anyway or has a leash/line on to ensure compliance
- Always carry some kibble in pocket to reward around the house and yard when pup responds
- Consult leader if pup not responding reliably or playing "keep-away"

GO TO BED
Introduction: 16-20 weeks
Fluency: 5-8 months
Maintenance: until pup returns for training

- Can be introduced much earlier as a fun game if raiser has time
- A shaping game primarily to teach raiser skills; not an essential puppy goal behavior
- Increase difficulty gradually by adding "real life" situations (door bell rings – "Go to Bed")

Order of Training

This is a general guide; some variation on timing and fluency is acceptable.



Guide Dogs for the Blind

Recognizing and Reporting Negative Behaviors in GDB Puppies

While raising a GDB puppy, raisers may encounter some behaviors that, though "normal" dog behavior, are inappropriate for a puppy being raised to be a guide. It is essential that inappropriate behaviors are reported to the puppy club leader in a timely manner as early intervention is key to changing these behaviors. The leader will determine how serious the behavior is and will consult with the CFR if necessary for a plan of action. Some inappropriate behaviors are common in growing puppies and just need to be worked through. Other behaviors are serious and, if not addressed quickly, may lead to eventual career change of the puppy.

DESCRIPTIONS OF CONCERNING BEHAVIORS

Oral Behaviors

- **Mouthing:** Gently (though sometimes not so gently) taking a person's hand or arm in the mouth. This is sometimes done while being groomed, handled, or in greeting. Many puppies use their mouths in communicating with people as they would with their littermates. This "mouthy" behavior is normal puppy behavior but must still be addressed. Puppies resisting handling are often mouthy.
- **Nibbling:** The puppy uses his front teeth to repeatedly take tiny bites as in flea biting.
- **Nipping:** Taking one or more small bites with the front teeth. This behavior may be exhibited when the pup is feeling playful, fearful or aggressive.
- **Grabbing:** Reaching out and taking hold of a piece of clothing, or body part, of a human, or of another animal.
- **Snapping:** Biting at a person, dog or object without making physical contact with the teeth. It may or may not be accompanied by some form of vocalization like growling or barking. Frequently the sound of the teeth closing rapidly can be heard.
- **Biting:** Quickly using his teeth in a forceful, unpleasant and hurtful way. Dog actually bites the object of focus defensively or offensively. Many bites either bruise or break the skin of the person or dog being bitten. Should a GDB puppy break skin on a handler, the incident should be reported to the leader and CFR immediately. A protocol is in place to ensure the proper reporting to county authorities etc.

Other Concerning Behaviors

- **Hackling:** The hairs along the back of the dog's neck and back (sometimes top of the tail) stand on end, indicating an insecure, defensive or hostile attitude towards a situation. Hackling can also just be an indication of over-excitement.
- **Posturing:** The dog stiffens the body, raising the neck, head and tail to their highest possible levels (sometimes accompanied by hackles). The dog gives intense, direct eye contact with the object of focus.
- **Growling:** A vocal warning from a dog.
- **Snarling:** Pulling the lips back to reveal the front teeth; often accompanied by growling.
- **Lunging:** The puppy moves rapidly toward another dog, person or object, often dragging its handler with it. This behavior is often not aggressive in intent, but is an indication that the puppy has not yet learned self-control.
- **Slinking:** The puppy walks with its rear end (or the whole body) lowered toward the ground. Usually the tail is clamped to the body or held between the legs.
- **Cowering:** An attempt to avoid a person, dog or thing by drawing away or hiding behind someone or thing.

- **Soliciting:** Excessive attention on people and desire to interact with people. May be coupled with excited greeting behavior.
- **Submissive/Excited Urinating:** The release of urine by a puppy when it is feeling anxious, fearful or attempting to show that it acknowledges the dominance of a person or another dog. This is a common behavior for many puppies that should not be acknowledged or punished in any way. Most frequently happens when greeting.
- **Keying:** The puppy stares intensely at something.
- **Balking:** The puppy refuses to move either on leash or unwilling to enter/exit a vehicle or building.
- **Alarm or Alert Barking:** In response to a noise/person/object; may be a soft “woof” or a series of barks.
- **Guarding/Possessive Behavior:** Can be over food/toys/water/space and toward people or other dogs. Early signs are stiffening/stillness; hunkering over object; white showing in the eye (whale eye); gobbling food more quickly; all upon approach of another dog or person. Later growling or snarling may occur.
- **Separation Anxiety:** Vocalizing, anxious behavior when left alone.

Descriptions of Inappropriate Attitudes

- **Insecurity:** An attitude characterized by anxiety, fear or lack of confidence. Insecure dogs or pups may sometimes exhibit defensive behavior because they are fearful and trying to drive away the thing that they fear. This particularly applies to their interactions with other dogs and may initially be seen as hackling, growling or barking.
- **Aggression:** Behavior that is usually characterized by intent to harm another dog or a person. The dog displays aggressive behaviors in either an offensive manner or a defensive manner (more common).
- **Assertiveness:** Puppy may act in a very confident, "pushy" manner and may lack willingness.
- **Dominance:** An attitude characterized by the desire be in charge of other people or dogs.
- **Fearfulness:** An attitude characterized by strong anxiety and insecurity. Most fearful dogs or pups will exhibit trembling, whining, slinking, cowering or hackling at one time or another.
- **Submissiveness:** An attitude characterized by a desire to appease the individual or dog that they consider to be dominant or in charge. Submissive dogs or puppies may sometimes act in an insecure or fearful manner around certain types of people or other dogs.
- **Aloofness:** An aloof puppy is often independent and lacks responsiveness to secondary reinforcement (praise and petting).

Behaviors to Report to Leaders

- Nibbling, mouthing, nipping, grabbing, snapping, biting, hackling, posturing, lunging, resisting handling, mounting of people or objects, growling, whining barking (other than in play).
- Destructive chewing, picking up objects, ingesting objects, stealing food, foraging for food, jumping on counters and furniture, keep-away, charging through doors, possessive behaviors (in relation to food, toys, people, pets, space).
- Balking, slinking, cowering, car sickness/fear of riding, submissive or excited urinating, drooling not related to food use, lack of food interest.
- Soliciting people, jumping on people, scavenging, and distraction by small animals, distraction/obsession with or fear of dogs.
- Self-destructive chewing or licking of body parts, tail-chasing, chasing lights or shadows.

Although reporting of such behaviors on the monthly report is essential for the puppy’s record, raisers are asked to communicate with their leader promptly should the puppy display concerning behaviors. Effective communication is an important part of raising a GDB puppy and can contribute to the puppy’s future success in the program.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – December 2017

Raiser Monthly Reports

Thanks to CFR Linda K. in the Pacific NW for providing the topic for this month's Ruff Notes. Please share this with your raisers and hopefully they will realize that these reports are an essential part of their job as a puppy raiser. We do get a lot of very informative reports on our puppies but sometimes it is difficult to get a picture of the puppy due to lack of useful information. Thank you to you our leaders for your diligence and support!

Monthly reports provide valuable documentation of a puppy's progress in training. Reports give leaders, CFRs and instructors valuable information related to specific challenges, behavioral concerns and trends in a dog's history. It allows Guide Dogs for the Blind to have a record of socialization opportunities, successes, and challenges the puppy faced in the raiser home; the reports also document important behavioral or medical issues.

What should be included in a monthly report?

For Leaders

Leader Comments: Make sure in your leader comments you are specific with documenting puppy concerns, and include any training advice you have given to the raiser to work on. Early intervention on problem behaviors is key to producing successful guides. Remember, GDB instructors are relying on your objective opinions and intimate knowledge of the dogs in your club. It is important for them to have an accurate history of the puppy in the raiser home; they can't do their job effectively if information is incomplete, or the raisers haven't been thorough.

Please look at each report carefully. Ask the raiser to provide more details if you get a report only stating that "Juno had another great month" or one that lists just "stores" numerous times under socialization. Determine if raisers need to give more information. For example, if you see a puppy walking into a club meeting pulling hard and lunging at other dogs or people, ensure that corresponding boxes are checked under concerns, such as **PULLING/LUNGING ON LEASH** and/or **DOG DISTRACTION**.

If the dog is truly doing well, with no problem behaviors, use the space to show examples of positive behaviors.

For Raisers

Socialization: It is helpful for us to see the places a puppy has been socialized so that we can understand the lifestyle and history of the puppy. Be as specific as possible when identifying restaurants, parks and stores. Include and note any relevant travel experiences including planes, hotels, trains, or bus rides. Let us know if the puppy frequents the raiser's place of employment, schools (list specific school age/type,) or if the puppy has been to any concerts, churches, shows, movie theatres, parades, amusement parks, club meetings, or sporting events.

Medical/Health: Please note any trips to the vet and treatment plans.

Sit or Trade: Please note any puppy sits or trades. Sitter reports should be forwarded to the CFR so that they can be downloaded to become part of the puppy's record.

Concerns and Comments: The behaviors listed under 'concerns' are undesirable behaviors in a working dog. Since we are developing puppies, it is realistic that they may display some of these behaviors as they grow and mature.

For puppies five months and older: Any time a YES appears next to an undesirable behavior, the raiser should provide more detail in the comments section. Be honest and objective when documenting issues and provide as much information as possible. Specifically a raiser should thoughtfully answer the following questions in the comments:

- What behaviors or concerns are occurring?
- What is the frequency of the behavior?
- What actions have the raiser and leader taken to improve the behavior?
- If sufficient time has passed, has any improvement been noted?

Some behaviors will warrant a more in-depth response. Examples of this include fearful behaviors, poor house manners, surface or body sensitivity, excitable greetings, prey-drive, major distraction towards dogs or people and relieving issues. *In these instances also try to describe the situation the behavior occurred in, include concerning body language and be specific with how you and your puppy responded.*

For puppies younger than five months: Any time a YES appears next to an undesirable behavior, note in the comments if the behaviors appear to be age appropriate for the puppy's stage in development and if improvement has been seen. If the raiser and/or club leader are concerned that the behaviors are more serious (growling, non-stop barking, excessive mouthing for example) refer to the questions above and include more in-depth details in the comments section.

Note: Any perceived aggression toward people or animals and incidents of resource guarding should be brought to the CFRs attention immediately, by email or phone, as well as being documented in the report.

Continuity: Make sure there is continuity between reports. Raisers should reflect on previous training issues from their last report, documenting resolutions or continued need to address the issues. If a behavior is resolved, take time to mention that.

Positives: Document progress and good behavior too! In the comments section we like to hear about rock-star moments! Examples may include calm greetings with kids: maintaining a loose leash when walking past numerous dogs on a neighborhood walk: no reaction to a loud garbage truck: being calm on a first bus or plane ride or ignoring their favorite person at puppy class after the raiser has worked hard on excitable greetings.

Examples of Good Informational Narratives from Monthly Reports (names have been changed):

"At the end of the month, I noticed Juno was nervous about the regular vacuum (his co-raiser and I both have robot vacuums that we usually use which he has no problem with). I rarely use the regular vacuum, so not sure if he had ever been exposed to it before. He would come towards me if I called him, but then would "run" (not very quickly) away if he got too close to the vacuum while it moved. He didn't care once the vacuum was put away. His co-raiser and I will both work on exposing him to the regular

vacuum with rewards for not reacting. Other than that, he's been totally awesome! He is content to go anywhere and is super mellow when he works and really doesn't react to anything out and about."

"I believe Fifi has made major improvement this month. While she does occasionally run in the house, the number of times has dramatically decreased. I isolated the problem (toys) and make the environment quiet without the excitement of toys. It's still a work in progress but better. She is also relaxing in the classroom much quicker and longer; in the past she was quiet but had trouble staying down under the table during the speeches. She was up and down a lot; this has changed for the better so she is able to come to school more often. These are the only two issues I've been working really hard on; her work in public remains stellar."

"I've noticed Fifi wanting to do more sniffing while we are out working. Because of this we have been using the gentle leader more. She seems to get overly excited with people when we are at home. We are working with her not jumping on them. Little kids seem to be more of a problem. She gets excited very easily. We took her out trick or treating and she did great not getting scared of any of the costumes but was overly excited with the kids running everywhere. Wanted to run with them. We tried to stay opposite side of the street and watch from afar. This last month seems to have been a little more challenging with her. When we are out working she seems to do great though. As always her recall is the best!"

"Juno had a busy month. He accompanied me on one business trip to San Francisco as well as a quick family visit to Arizona which included lots of kids. He is amazing around babies and small children. Very calm, careful and deliberate in his movement. Twice this month he barked, both times he appeared to be startled. Once was when someone was coming down a dark hallway into my office and the other was someone stomping their feet upon entering our house. He does not have any noise reactions to planes, alarms, phones etc. so not sure what to make of these two instances. He's a little solicitous especially when in an office environment, so I'm working with my coworkers to ignore him. I am also using food rewards when he waits for a release or behaves calmly when getting attention from people. Otherwise he quickly recovered from his neuter, is enjoying all the snow and his off leash recall is excellent."

"Juno went on a variety of outings downtown this month. They included time at the mall, a walk in downtown Portland, accompanying me to the nail salon that was beside the Max station. He is very confident and enjoys the busy downtown life. He is a stable dog who is eager to please, settles immediately and is easy to manage. He saw pigeons downtown and was interested in them but was easy to redirect with food. Juno experienced his first fire drill at school. The noise and the amount of children in the hallway did not phase him one bit. He is very mature for such a young puppy. He is trustworthy within the home and has full freedom within my apartment."

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – May 2019

Puppy Behaviors to Report to the Leader

Recognizing and addressing inappropriate behaviors promptly is an important part of puppy raising. The sooner we can intervene, the more impact we can have on a puppy's behavior. Indeed, some self- rewarding behaviors, such as counter-surfing and getting into trash, can be challenging to extinguish after just a few successful repetitions.

(See also: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Recognizing-and- Reporting-Negative-Behaviors.pdf)

Vocalizing

All puppies will whine or bark sometimes but inappropriate or excessive vocalizations can be a sign the puppy is developing a behavior issue. Contact the leader if:

- Barking or whining in the crate or on tie down continues past the first week or two of the puppy being in the home
- Barking or whining happens when the pup is left alone or persists when raisers are home but the pup is confined away from them
- Woofing/growling/barking at noises/dogs/people objects from the home/car/in public (including in response to doorbell/knocking)
- Growling in response to being handled/touched

Resisting Control and/or Avoiding Touch

- Avoiding body handling/grooming by pulling away
- Mouthing on hands/arms/clothing/the leash
- Pawing/flailing with feet and legs
- Ducking away from touch/petting
- Refusing food rewards when being handled

Distraction

- Intense interest in moving objects such as balls/wheeled objects/leaves
- More than mild curiosity toward birds and small mammals
- Persistent scavenging for food or food-like items on the ground

Fearful Behavior

- Behaviors that may indicate fear/lack of confidence include cowering; trembling; hard panting; wet mouth; hackling (see https://www.guidedogs.com/uploads/files/Puppy-Raising- Manual/Puppies-with-Sensitive-Temperaments.pdf for full list and explanations of fearful body language)
- Avoidance of/discomfort with surfaces/people/objects/noises
- Rushing through doors or on stairs

Concerning Behaviors Around Other Dogs

- Excessive dog interest, which may start with keying on dogs in public and looking back at dogs that have passed by. Lunging/whining/barking at dogs needs prompt intervention
- Reluctance to take food rewards in the presence of other dogs
- Vocalizing toward other dogs (except in play when allowed), Hackling, lunging
- Fearful behavior around dogs including avoiding/lowered body language
- Rough play including mounting/body slamming/biting/ not heeding other dog's signals
- Fence fighting in the yard
- Notify leader if puppy has an altercation with another dog involving physical contact or if pup is affected emotionally by approach of other dog even if no physical contact

Leash Behavior

- Pulling, lack of response to collar cues, balking

Vehicles

- Reluctance to approach/ get in/out of vehicle
- Inability to settle when riding/trembling/panting/drooling/vomiting

House Behavior

- Persistent chewing/destructive behavior
- Counter-surfing (one or two successful incidents can create a serious problem)
- Inability to settle
- Over-excited behavior at the door/ with guests
- Persistent scavenging for food or seeking out objects
- More than once incident of getting into trash
- Keep away
- Ingestion of non-food items (must be reported immediately)

Guarding/Possessive Behavior

Guarding food or items from other dogs and/or people is very serious but can often have a positive outcome if addressed quickly. *Immediately* report to leader (who will then inform the CFR):

- Stiffening/becoming very still/hunkering over food or an item
- Growling/snarling (lip curling)
- Digging the head further into the food bowl and eating more quickly
- Reluctance to relinquish an item

Body Sensitivity

- Avoidance of equipment
- Scratching or rubbing at head collar or jacket (including rubbing on floor/raiser/walls etc.)
- Shutting down (depressed behavior) when wearing equipment

Relieving

- Continued accidents in the home after 4-5 months of age
- Accidents in public/on outings after 6 months of age
- Indicating a need to relieve on walks
- Reluctance to relieve away from home/on hard surface/for different handlers

Filth Eating

- Any tendency to filth eat (coprophagia) should be reported.

Please help us make our puppies successful by accurately filling out monthly reports and checking in with leaders promptly regarding concerning behaviors in our puppies!

Guide Dogs for the Blind

Evaluations, Assessments and Possible Outcomes

Most issues can be dealt with in the raiser home with advice and support from the leader and CFR. By quickly alerting the leader to any of the puppy's questionable behaviors, the raiser may help find an answer to a problem that otherwise could become impossible to change if left until the puppy is older. Leaders and CFRs are very committed and will make every effort to help raisers successfully develop their Guide Dog puppy.

There are times, however, when certain problems cannot be resolved in the raiser home. Sometimes, raising the puppy just doesn't work out - for any number of reasons. The puppy may just not be the right match for a particular household.

Sometimes, for the puppy to fulfill its potential, the difficult decision is made to transfer a puppy to another raiser home. Likewise, raisers may be asked to accept a puppy that was previously being raised in another home. Ultimately, some puppies are career changed as being unsuitable to enter formal training as a guide dog. These decisions are not taken lightly and will involve consultation with the club leaders, the CFR and often the Canine Resources Manager.

Individual Puppy Evaluations

- Individual puppy evaluations and assessments (outside of the regular evaluations scheduled for the entire club of puppies) are usually requested by a leader or CFR.
- Evaluations can occur either in the leader home, a designated assessment home, or at a GDB designated facility.
- Evaluations can take place for medical, temperament, cosmetic or behavioral reasons.
- Following evaluations, recommendations are made as to what should be done next, which may involve specialized training techniques, temporary or permanent transfer of the puppy, or career change.

Evaluation/Assessment Homes

Placing a puppy into an assessment home offers an opportunity to observe the puppy's health or behavior outside the setting of its raiser home. The process can help determine if the puppy's problems are the result of reactions to environmental factors or human influence.

Transfer Puppies

Some transfers are “planned transfers”; the raiser starts a puppy knowing that the puppy will be transferred to another home at a certain age. Other transfers are done to help fulfill our mission to raise successful guide dogs. The CFR, leader and raiser work together to find a solution that is in the best interests of the puppy’s development and continuation in the GDB program.

Either temporary or permanent transfer may occur due to the following reasons:

- Need to observe behavior objectively in a different environment by a different handler.
- Need to remedy behavior by a more experienced handler.
- Puppy requires socialization or training opportunities not available in the current home
- A behavior that is considered correctable but is not being improved in the current home after consultation and implementation of a plan
- A current home environment that is hampering the puppy’s development (examples: noncompliance to the program by another household member, another pet that is hampering the puppy’s development)

- A medical or health issue that isn't resolving in the original home
- Risk to the puppy's safety
- Risk from the puppy to people or other animals in the home
- Due to abuse, neglect or endangerment in the home
- Due lack of program compliance
- At the raiser's request

After the Transfer

- If the puppy is transferred to another home, the raiser still will be invited to attend graduation and meet the individual who receives the dog (as long as the puppy was not transferred due to the raiser's inappropriate actions).
- The raiser may be eligible to receive another puppy. This decision is made on a case-by-case basis but is usually made if Guide Dogs for the Blind believes that the puppy placed into raiser's household was not a suitable match for that family.
- The raiser may also be eligible to receive another puppy at a later date if it is believed that there were temporary or resolvable circumstances that prevented the raiser and family from effectively managing or caring for the puppy at that time.

For more information see Policies and Procedures Manual – "Puppy Evaluations and Reasons for Removal of Puppy from a Puppy Raising Home."

Career Changed Puppies

- The puppy will be career changed from the program if it has a health, temperament, or behavior problem that would prevent it from being an effective guide.
- Usually the last raiser will be the first offered to receive the career changed puppy.
- Circumstances that may prevent raiser from being offered the puppy back include:
    - The puppy is dropped for inappropriate dog behaviors and raiser has one or more dogs in the household that GDB believes may not be able to safely live with the puppy.
    - If the career changed puppy has behaviors that may negatively impact current or future GDB puppies, the raiser may be asked to choose between continuing raising or adopting the CC puppy.
    - The puppy has exhibited assertiveness or other inappropriate behaviors toward people.
- For more information, see Policies and Procedures Manual – "Career Change Dogs and Retired Guides."

Guide Dogs for the Blind

Video: Journey vs Genes

Who’s steering this ship?

https://youtu.be/eENv8ceCNeg

Run time: 22 minutes 35 seconds
Description: This is a presentation developed by Guide Dogs for the Blind's Puppy Raising Program on the age-old debate: nature versus nurture. This was originally presented at Fun Day 2019.

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101 Course Introduction

About Puppy 101
This course consists of a presentation/webinar followed by a 5-session course to provide information and hands-on training to prospective raisers and sitters for Guide Dogs for the Blind (GDB) puppies.

Link to presentation:
https://youtu.be/tFhucTbreQA

This course:

- provides detailed information on requirements to be a raiser or sitter, as well as what is expected of you once in that role
- reviews information about GDB mission, history, and program
- includes review of basic training and handling techniques and provides hands on experience with active guide dog puppies in training

The purpose of Puppy 101 is to ensure you are ready to make the commitment before you get a puppy and to give you the training and tools to succeed! GDB requires use of specific training and socialization techniques. It is important that all puppy handlers (sitters and raisers) understand and use these techniques consistently.

During the next five weeks we will be meeting weekly. There is a lot of information! The purpose of the meetings is to try and touch on most areas of the manual but spend more time on specific puppy-centered components. It is very important that you read/review the online GDB manual/protocols and videos when referenced before each session.

After completing the course, a home visit will be scheduled to make sure your home is safe for a puppy. If you have not filled out a GDB volunteer application, you will be required to do so. This allows you to be covered under GDB insurance, as well as adds you to GDB's database and provides access to the puppy raising website.

Note: This course is an *introduction* to puppy raising and cannot be comprehensive in the time allotted. The course is intended as a starting point to your puppy raising education and will be augmented by ongoing skill-building at your local puppy club meetings.

Homework
In the next few days, before the first class of the course please look at the following in the GDB online manual: **www.guidedogs.com/prmanual**

WELCOME TO PUPPY RAISING
- Read Welcome to Guide Dogs for the Blind
- Puppy Raising Volunteer Application Process

PUPPY RAISING OVERVIEW
- Read from the Puppy Raising Overview:
  - Final Behavior Goals

TRAINING AND GAMES
- Section 1: Starting Off Right
  - Food Reward Basics Part 1
  - Human-only Training Games (can practice without a puppy and be prepared for handling a puppy)
  - Pezzing and Luring

PREPARING FOR A NEW PUPPY
- Equipment
- Confinement

PUPPY CARE
- Exercise and Play
- Puppy Raising Toy Policy

PUPPY RAISING OVERVIEW
- Puppy Raising R+ Training Philosophy
- Modifying Inappropriate Behavior

Guide Dogs for the Blind

Video: Puppy Raising 101 Introduction

https://youtu.be/tFhucTbreQA

Run time: 25 minutes 47 seconds
Description: This presentation is an introduction to the GDB Puppy Raising 101 course. It covers an overview of our program and provides details on requirements to become a puppy raiser.

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101
Class #1

Review:
What are 2 rules for guide dog puppies that are different than for most pet dogs?

Equipment
- Flat collar – has buckle or snap, never remove
- Dragline/nylon leash - for walking/training baby puppies, for all puppies in house and for relieving
- Leather leash –*NOT for tie down*
- Tie down cable
- Long line
- Head collar- Halti vs Gentle leader
    - Not a muzzle, helps control head while walking
- Bait bag - to be worn every time you have the leash in your hand
- Puppy jacket (coat, vest) – for identification only

Confinement equipment
- Crate: Only situation where a puppy may be left unsupervised
    - Appropriate pads or blankets, a Nylabone or Kong inside is OK
- Baby gate or ex-pen:
    - Useful for limiting puppy's access to areas in house and for separating dogs. Puppies may not be left unattended in an ex-pen

General Supplies
- Stainless steel food and water bowls
- Enzyme cleaner (Nature's Miracle)

Grooming Supplies (brief review – covered later under grooming)
- Ear cleaner
- Brush/comb
- Toenail clippers and Styptic powder
- Toothbrush and toothpaste

Approved toys – review list
What can be left with unattended puppy. Toys for pups 4 months and under vs others

Training:

- How to put on the headcollar and attach the leash and safety strap
- How to hold food in hand and delivering food reward to the puppy's mouth correctly (mechanics of giving food rewards, what causes "grabbing" etc.)
- How to lure with food generally
- Pezzing
- Bait bag placement
- Practice mechanics of food delivery with both hands (no marking; purely mechanics of delivery) explain why need skills with both hands

Homework:
Please read from ***www.guidedogs.com/prmanual***

TRAINING AND GAMES

- Section 1: Starting off Right - Food Reward Basics Part 2 Multiples
- Section 2: First Lessons and Games - Hand Tether and Hand Tether in Motion

HOUSE BEHAVIOR

- Teaching Good House Behavior
- Teaching Settled Behavior in the Home
- Relieving and Housebreaking

PRACTICE

- Human-only Training Games

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101
Class #2

Outside before commencing meeting - demonstrate/practice relieving puppies:

- Always on leash and always "on cue" (handler offers the opportunity)
- Practice (pick spot, remove jacket, release cue, give cue, cast puppy out, praise)

Schedule for each puppy - #1 puppy sitter error is inappropriate relieving!

Review:

- What kind of food do we use to reward the puppy?
- What are 2 GDB approved toys for puppies?
- Name 2 methods of confining puppies
- What is the nylon leash/dragline used for?

Training:
GDB maximizes positive reinforcement in training puppies. All cues are initially taught using food rewards.

- Marking Behavior
  - Clickers are reserved for trainers at GDB, we use a marker word "nice" in place of clicker.
  - Time the marker (word "nice") with the behavior THEN deliver reward
  - For calm behavior - no marker (the marker tends to excite some puppies)
- 3 D's: Distance, Duration, Distraction
  - Increase each of these things, one at a time, as puppy learns and masters a skill
- Verbal Interrupters, collar corrections
  - When to use (e.g. house behavior)
  - What is not acceptable – plus no "corrections" with head collar
  - R+ training is used to teach and return to R+ methods asap

Hands-on practice:

- Clean handling – stationary *without* puppies; mark, reach, feed
- Clean handling – stationary *with* puppies; mark, reach, feed
- Introduction to hand tether - stationary

Homework:
Please read from ***www.guidedogs.com/prmanual***

TRAINING AND GAMES

- Section3: Settling & Leash Manners - Collar Cues Game

PUPPY RAISING OVERVIEW

- Verbal Cues

PUPPY CARE

- Puppy Body Handling (PDF) and YouTube videos (Puppy Body Handling Part 1 & Puppy Body Handling Part 2)

PUPPY SOCIALIZATION

- Puppy Socialization
- Steps to a Well Socialized Puppy Chart
- From Travel Guidelines (PDF) read the section “Transporting GDB Puppies in Vehicles”

HOUSE BEHAVIOR

- Home Alone
- Preventing Destructive Behavior

PRACTICE

- Human-only Training Games

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101
Class #3

Review:
- What are some of the reasons we practice Puppy Handling?
- You are puppy sitting an older puppy that has been left home loose in its raiser's home for several hours. How long should you leave it loose the first time in your home?
- What should you do if the puppy picks up an approved toy in your presence?
- What should you do if the puppy picks up a household item?

Transportation – discuss:
In the Car
- Where they ride (front/back, crate, tie down)
- Cues for entering and exiting car
- Helping pups down to prevent injury to joints
- Watching for hot pavement

On the Bus
- Be sure they are introduced slowly
- Mentor dogs/club outings

Training:
Puppy handling exercises – demo and practice
- Calming sit and handling
- Layover

Demo and practice:
- Collar Cues

Homework:
Please read from ***www.guidedogs.com/prmanual***

PUPPY CARE
- Handling Section: Grooming
- Handling Section: Nail Trimming (PDF) and Nail Trimming (video)

PREPARING FOR A NEW PUPPY
- Creating a Safe Environment for a GDB Puppy

PUPPY RAISING OVERVIEW
- Recognizing and Reporting Negative Behaviors

HOUSE BEHAVIOR
- Preventing Counter Surfing and Scavenging

TRAINING AND GAMES:

- Section 3: Settling and Leash Manners - Rewarding Calm Behavior
- Section 3: Settling and Leash Manners - Loose Leash Walking (PDF) and Loose Leash Walking (video)

PRACTICE

- Human-only Training Games

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101
Class #4

Review:
- What are two methods of modifying scavenging in the home?
- How often should you do puppy handling?
- Is it OK for a puppy to relieve itself when playing in the backyard?
- Do we mark when rewarding for calm behavior?

Concerning behaviors to report to leader – discuss what some of these may look like:
- Nipping/snapping/biting/mouthing/grabbing
- Slinking, cowering, submissiveness, fearfulness
- Aloofness, posturing, assertiveness, hackling, lunging

Grooming and nail care – discuss/demonstrate:
- Different types of brushes and combs
- Ear care
- Bathing
- Teeth brushing
- Nails – Dremel and clippers
- Raisers practice ear cleaning

Training:
Demonstrate and practice:
- Loose Leash Walking

Homework:
Please read from ***www.guidedogs.com/prmanual***

SOCIALIZATION
- Building a Confident Puppy with R+
- Puppies with Sensitive Temperaments
- Body Language of Fear in Dogs: Signs of Fear and Anxiety (pictoral chart)

TRAINING AND GAMES:
- Emergency Lure Technique (PDF) and Emergency Lure Technique (video)
- Introducing Foundation Position Sit
- Introducing Foundation Position Down
- Signals for Stand, Sit and Down (PDF) and Signals for Stand, Sit and Down (video)

PRACTICE
- Human-only Training Games

Guide Dogs for the Blind
Puppy Raising Department

Puppy 101
Class #5

Practice Rewarding Calm Behavior with a puppy as topics below are reviewed.

Review:
- Name some situations where you might use the Emergency Lure
- Give examples of behavior that indicate the puppy is fearful
- What are two things you may do in public to help make the puppy more comfortable?

Discuss importance of removing pup from a situation it is not ready for and contacting leader

Exercise and Play:
- What is appropriate: walks, romping in yards/tennis courts
- What is not appropriate: running in the house, rough play, no dog parks
- Mental stimulation – training games
- Limited, appropriate play with pet dogs

Puppy Sitting:
- Very brief review Puppy Sitting form
- Relieve puppy upon arrival at sitters'
- Show puppy house/area with slack dragline
- People visiting – consider tie down or crate initially
- Have area blocked off and clutter free for puppy
- Other pets

Training:
Discuss and practice Emergency Lure Technique
- Why may you have to do more work on polite taking of food after doing Emergency Lure?
- How often might you need to do the Emergency Lure – what could you do instead?

Foundation positions of stand, sit and down
- Discuss how we teach the puppies with luring/physical prompts, then signal, then intro verbal.
- Why some puppies may not be ready to respond to verbal cues alone (especially with a new handler/sitter) and should be helped with signal or luring/physical prompts.

Practice hand signals (no dogs.)

Demo and practice luring/helping with physical prompts and signals/verbal depending on level of puppies present.

Homework:
Continue reading the Puppy Raising Manual: ***www.guidedogs.com/prmanual***

CARE: Exercise and Play section

- Exercise and Play
- Dog to Dog Interaction

PRACTICE

- Human-only Training Games

Guide Dogs for the Blind

Puppy Raising Program

Puppy 101 Review Chart

REVIEW	DISCUSSION	HANDS ON	HOMEWORK
Introduction Presentation			Welcome and Application Process Final Behavior Goals R+ Philosophy Equipment confinement, Toys Inappropriate Behavior Video R+ Basics, Pezzing and Luring Human only Training Games
1. 2 Rules that are different between pet dogs and GDB puppies	Equipment Confinement equipment Supplies Grooming supplies Toys	How to put on Head Collar Delivering food to puppies mouth How to lure and pezz Bait bag placement Mechanics of delivering food both hands (no marker)	Hand Tether Relieving and House behavior Teaching good house behavior Teaching settled behavior Video R+ Basics #2 Human only Training Games
2. Relieving pups outside before meeting What kind of food used 2 approved toys 2 methods of confinement Draglines are used for?	Maximizing R+ Marking 3 D's Interrupters and corrections	Without, then with puppy, marking and feeding, stationary with right and left hand	Collar Cues and Verbal Cues Puppy handling Socialization Document and Chart Transportation in vehicles Home alone. Destructive behavior Human only Training Games
3. Reasons we do puppy handling Amount of time alone What should you do if puppy picks up a. A toy? b. A household item?	Transportation in cars, buses etc	Puppy handling Collar cues	Safe environment Recognizing Negative Behavior Grooming and Nail trimming Preventing counter surfing and scavenging Rewarding calm behavior Loose leash walking Human only Training Games

4. 2 methods to stop scavenging? How often should you do puppy handling? Is it ok for a puppy to relieve in back yard? Do we mark for calm behavior?	Important behavior to report, What behaviors look like Grooming and nail trimming, discuss and demo. Practice ear cleaning	Loose leash walking	Building confident pups with R+ Puppies with sensitive temperaments Canine body language Fearful behavior webinar Emergency lure Introducing Sit Introducing Down Hand signals Human only Training Games
5. Practice Rewarding pups for calm behavior as doing review. Going over signs puppy is fearful 2 thing handlers can do to help pup be more comfortable	Fearful pups in public and Importance of removing pup Exercise and play Go over puppy sitting	Emergency Lure Demo lure/signal Practice Signals (no dogs) Practice foundation positions with dogs	Exercise and play Dog to dog interactions

Guide Dogs for the Blind

Puppy Raising Department

Puppy 102 Course
Introduction

About Puppy 102
This is an 8-session course to provide information and hands-on training to prepare volunteers to be Guide Dogs for the Blind puppy raisers. Prerequisite to this course is the successful completion of Puppy 101.

This course will review some of the materials presented in Puppy 101 as well as introducing new materials to prospective puppy raisers. The focus in 101 was to establish understanding of basic knowledge of our puppy raising program and handling techniques. These basic skills enable volunteers to handle puppies and puppy sit in their home. This course will go into more depth; training volunteers how to *teach* puppies the behaviors they need as prospective guide dogs, how to approach socialization of the puppy progressively, and how to raise a well-mannered companion for a person who is blind or visually impaired.

Each week will have homework, consisting of written materials and videos, to be reviewed before the next class. Studying the materials from the manual will prepare you for discussion and hands-on training with puppies at the club meetings. The meetings will give you the opportunity to ask questions and discuss the manual content and to learn how to train puppies under the supervision of leaders and experienced mentor raisers.

Once the course is completed and the club leader is confident in your knowledge of the materials presented, and your handling abilities, a Puppy Placement Questionnaire may be completed. While you are waiting for a puppy there are more materials from the Puppy Raising manual to review. A list of these documents is at the end of the Puppy 102 course: 102 Additional Self-Study for New Raisers

Raising and training a GDB puppy is huge commitment of time and effort; we want to ensure volunteers are well prepared for the journey ahead. The materials in this course, along with the support and experience of leaders and other club volunteers, will develop the skills necessary for you to be a successful puppy raiser!

Homework
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Please read from ***www.guidedogs.com/prmanual***

PUPPY RAISING OVERVIEW

- Puppy Raising R+ Training Philosophy
- FAQ on Using a Marker
- Order of Training Reference Guide and Chart

TRAINING AND GAMES

- Section 1: Starting Off Right
  - Food Reward Games

- Section 2: First Lessons and Games
  - Introducing the Gentle Leader

- Section 3: Settling and Leash Manners
  - Rewarding Calm Behavior
  - Video: Food Reward for Calm Behavior
  - Ruff Notes: Smart Use of Reinforcement for Calm/Settled Behavior

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #1

Review:
(While listening to the review and discussion, practice food rewards for calm behavior with a puppy)

- What are two types of jackpot?
- Describe how to introduce Doggy Zen to a baby puppy
- Describe two methods to work with a puppy that takes food roughly

Discussion

- Order of Training is very general – each pup progresses at a different rate
- Why it is important that the puppy takes food gently
- Quick review of how puppies learn with marking and rewarding and verbal praise
- When it is not appropriate for the puppy to be excited about food rewards
- Importance of pup's response to secondary reinforcers
- Starting off right with equipment introduction with the young puppy

Training/Hands On:

- Demo and practice offering the food to the puppy's mouth.
    - What to do if the puppy takes the food roughly etc.
    - Baby puppies not being able to find the food.
- Demo and practice verbal and physical praise
    - Finding the right level for the puppy/situation
- Demo and practice how to introduce the jacket to a baby puppy
- Demo and practice how to introduce the Gentle Leader to a baby puppy (targeting)

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Please read from ***www.guidedogs.com/prmanual***

TRAINING AND GAMES

- Section 2: First Lessons and Games –
    - Ground Tether Game #1
    - Ground Tether Game #2 Impulse Control
    - Video – Ground Tether for Greeting Manners
    - Hand Tether
    - Hand Tether in Motion

HANDLING

- Nail Trimming

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #2

Review:

- How would you know the pup is ready to progress from ground tether to hand tether?
- How often should you trim a 10 week old puppy's nails?
- How often should you trim an 8 month old puppy's nails?
- Name three things the puppy must be accustomed to before actually trimming the puppy's nails

Discussion:

- Reasons for tethering exercises
- What is "impulse control"
- Ground tether initially and rewarding with either hand quickly
- Hand tether can be used throughout raising around distractions
- Importance of setting puppy up for success around people who wish to greet/interact with puppy

Training/Hands-on:

- Demo and practice ground tether
- Demo and practice hand tether
- Review nail trimming (covered briefly in 101) and everyone practice trimming nails

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Please read from ***www.guidedogs.com/prmanual***

PUPPY CARE

- Puppy Body Handling

TRAINING AND GAMES

- Section 2: First Lessons and Games
  - Food Induced Recall

HOUSE BEHAVIOR

- Relieving and Housebreaking
- Ruff Notes: Relieving Review

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #3

Review:

- When working on the recall what is the very first thing the handler should do when the puppy turns toward the handler?
- Do we mark the behavior when working on the recall?
- May we mark behavior when teaching relieving?

Discussion:

- How to start housebreaking and how to establish appropriate relieving habits in a new puppy
- Discuss recall dos and don'ts
- Puppy handling – what is different in starting a new pup rather than handling a pup that already knows procedure

Training/Hands On:

- Puppy handling exercises – demo and practice. Quick review focusing on younger/baby pups
- Recalls
  - Demo handling of long line with no dog/stuffed dog
  - Backing up
  - What to do if pup goes by the handler
  - Practice with puppies

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Please read from ***www.guidedogs.com/prmanual***
Note: Video links are in the documents unless linked below.

TRAINING AND GAMES
Section 3: Settling and Leash Manners

- Collar Cues
- Loose Leash Walking Guidelines

PUPPY CARE
Exercise and Play section:

- Puppy Raising Toy Policy
- Food Containing Toys
- Exercise and Play

HOUSE BEHAVIOR
Teaching Good House Behavior
Teaching Settled Behavior in the Home
Crate Introduction Game
Ruff Notes: Crating Issues
Ruff Notes: Settling Behavior

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #4

Review:

- Name 3 toys that can be left with puppies when they are alone
- What situations may a food-containing toy be used?
- What are some of the reasons a puppy may be avoidant/uncomfortable with the crate as it gets older?
- 3 behaviors that indicate a relaxed puppy that may be rewarded for calm behavior?

Discussion:

- Toys for baby puppies
- Demonstrate appropriate play/tug game. Discuss time out in crate for over-arousal
- What may create "keep away" with toys
- Demo introduction to crate and discuss first nights in raiser home

Training/Hands On:
Demonstrate and practice:

- Collar Cues
- Loose Leash Walking
  - Review food delivery/leash handling stationary with dogs
  - One step LLW as with introduction to baby puppies
  - Increase number of steps very gradually and go back to hand tether if dog gets out of position

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Please read from ***www.guidedogs.com/prmanual***

TRAINING AND GAMES:
Section 1: Starting Off Right

- Pezzing and Luring
- Ruff Notes: Fading the Lure

Section 3: Settling and Leash Manners

- Go to Bed Game

Section 4: Foundation Positions

- Signals for Stand, Sit and Down

HOUSE BEHAVIOR

- Ruff Notes: Someone's at the Door!

- Preventing Destructive Behavior
- Preventing Counter Surfing and Scavenging

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #5

Review:
- Three methods to prevent a puppy from becoming inappropriate with visitors to the home?
- What should the raiser do in the moment if the puppy attempts to scavenge in the home? (call, verbal interrupt, dragline)

Discussion:
- Discuss setting puppies up for success in the home
- Explain the difference between pezzing/luring and marking/rewarding with clean handling and example of when each may be used
- When to use Emergency Lure (pezzing)
- Reminders about rewarding calm behavior (no marking)

Training/Hands On:
- Demo and practice pezzing and luring
- Each handler practice:
    - With a baby pup, if one is available, on an exercise the pup is still learning
    - Older pup on an exercise it knows; signal/lure then fading the lure
- Practice hand signals, no puppies, pair up with another handler
- Practice 'Go to Bed'

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Continue reading the Puppy Raising Manual: ***www.guidedogs.com/prmanual***

TRAINING AND GAMES
Section 2: First Lessons and Games
Paw Pad Game #1
Paw Pad Game #2
Paw Pad Games – Dropped Food

PUPPY SOCIALIZATION
Puppy Socialization
Ruff Notes: Puppy Socialization During COVID-19
Ruff Notes: Socialization & Puppy Training Special At Home Edition
Chart: Steps to a Well Socialized Puppy

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #6

Review:
- What should first visits to stores look like for new puppies?
- What is a good method for getting a puppy comfortable on a novel surface?
- What age should a puppy be introduced to public transportation?

Discussion:
- In depth review of Puppy Socialization documents with emphasis on young pups

Training/Hands On:
- Demo and practice Paw Pad Game 1 &2
- Demo and practice Dropped Food Paw Pad Games

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Continue reading the Puppy Raising Manual: ***www.guidedogs.com/prmanual***

TRAINING AND GAMES
Section 4: Foundation Positions
Introducing Foundation Position Sit
Paw Pad Game #3

Video:
Luring with Prompts on the Paw Pad

Section 5: Real World Challenges
Dog to Dog Interaction
Ruff Notes: Fear of Dogs and Dog Distraction
Working with Guide Dog Puppies Around Distractions

Video:
Working with GDB Puppies Around Distractions Part 1
Working with GDB Puppies Around Distractions Part 2

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #7

Review:
- Three behaviors that may indicate dog distraction?
- What are a couple of things the raiser can try for a puppy that is worried about barking dogs?
- What are two things that may help if the puppy is so distracted it cannot focus on/respond to the handler?
- Puppy's ideal reaction upon seeing other dogs on the street?

Discussion:
- 3 Ds as apply to dog distraction
- Importance of controlling interactions with other dogs
- Introducing new puppies to other dogs appropriately
- Appropriate play in home, in yard

Training/Hands On:
- Demo and practice how to introduce sit position (off pad) then on pad
- Demo and practice Paw Pad Game #3

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Continue reading the Puppy Raising Manual: ***www.guidedogs.com/prmanual***

TRAINING AND GAMES
Section 4: Foundation Positions
Introducing Foundation Position Down
Paw Pad Game #4

Video:
Luring with Prompts on the Paw Pad

SOCIALIZATION
Puppies with Sensitive Temperaments
Building a Confident Puppy with R+
Canine Body Language: Subtle Signs of Fear and Anxiety
Fearful Behavior in GDB Puppies Webinar

Guide Dogs for the Blind
Puppy Raising Department

Puppy 102
Class #8

Review:

- How might you handle a more sensitive puppy differently at club meetings?
- Describe counter conditioning
- 3 Behaviors that may indicate fear/stress in a puppy

Discussion:

- Fearful body language
- Importance of early observation and reporting to leader for early intervention
- Subtle and/or surprising behaviors that may indicate a lack of confidence

Training/Hands On:

- Demo and practice how to introduce down position (off pad) then on pad
- Demo and practice Paw Pad Game #4

Homework:
Some of this material was covered in Puppy 101. A quick review will be helpful in preparing you for raising and training a new baby puppy.

Note: Video links are in the documents unless linked below.

Continue reading the Puppy Raising Manual: ***www.guidedogs.com/prmanual***

See document: Puppy 102 Additional Self-Study for New Raisers

Guide Dogs for the Blind

Puppy Raising Department

Puppy 102 Course
Additional Self-Study for New Raisers

Much of the manual material relating to caring for, socializing, and training a GDB puppy is part of the curricula for Puppy 101 and Puppy 102. Because we couldn't cover the whole manual in the time allotted to the courses, we have provided additional reading below. Please be sure to look at these documents in the following weeks and check with your leader if you have any questions. Some of the documents may have been listed in Puppy 101 but a quick revision, with a baby puppy in mind, will be useful.

PUPPY RAISING OVERVIEW
Final Behavior Goals
Recognizing and Reporting Negative Behaviors
Ruff Notes: Raiser Monthly Reports
Ruff Notes: Puppy Behaviors to Report to Leader
Evaluations, Assessments and Possible Outcomes
Video: Journey vs Genes (Nature vs Nurture)

PREPARING FOR A NEW PUPPY
Creating a Safe Environment for a GDB Puppy
Puppy's Arrival
Please also look through the information about the Puppy Packet, especially the General Information.

PUPPY CARE
Health
Take a look at all documents in the Health section. There is a lot of essential information which your leader can help you through when necessary. The following are important to review before getting a new puppy:
Feeding Guidelines
Puppy Raising Nutritional Policy
Body Condition Scoring

Exercise and Play Section:
Ruff Notes: Yard Time for GDB Puppies
Swimming and Wading
GDB Puppy Watercraft Guidelines
Fun Canine Conditioning Games for Puppies 12 Months and Older This document applies to older puppies; if the new raiser is getting a baby puppy this can be reviewed later.

PUPPY SOCIALIZATION

Most of this section was well-covered in the courses but review these documents as the apply to puppy sitting and travel:

Puppy Sitting Form (Hopefully new raisers are already familiar with these from puppy sitting)
Travel Guidelines
Air Travel for Puppies in Training Please also review the Travel Request Form (download)
Ruff Notes: Summer Socialization

Miscellaneous documents applying to puppies as they mature:

Ruff Notes: Surviving Puppy Adolescence
Home Alone

Extra Training Resources

Paw Pads Suggestions and Guidelines
Guidelines for High Value Food Rewards
Video: Southern California Puppy Raiser Workshop (Over 2 hours long but lots of info!)

In addition to the above information directly related to raising and training the puppy, prospective raisers should also be familiar with our policies and procedures. Reviewing the Policies and Procedures section of the manual will give new raisers an overview and answer many general questions about the relationship between raisers, the Puppy Raising Department, and the rest of the organization.

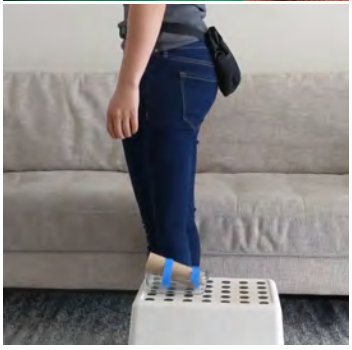
Guide Dogs for the Blind

Human-only Training Games

No puppy necessary!

Marking and rewarding puppies for good behavior may sound easy, but it can feel a little like patting your head and rubbing your belly at the same time until it becomes muscle memory. If you're skeptical that day will ever come, fortunately we can speed up the process, and practice the individual pieces – even without a puppy! A solid foundation of the mechanical skills required in handling food rewards and marking behavior can be developed through some human-only games. Goofiness, and convincing family members to animate your "fake dog" is encouraged.

Just like breaking down behavior for puppies, we as handlers can practice each piece individually, and put them all together at the end. This document describes some of the activities that can be practiced with only a few household props.



What you'll need

- Some kibble (or anything of a similar size/shape). Good alternatives for use in these human-only exercises can include flat marbles, candies (M&Ms, Skittles, etc.), or similar sized pebbles.
- A "mouth" to deliver to. While working on your own technique, it's actually better to do this without a puppy! Stuffed animals or even a cup on its side will suffice.
- A bait bag. We recommend something with a nice wide opening for those with adult-sized hands! Something that easily opens and shuts with one hand (hinge clasp or magnet) is also highly recommended. A small purse or even a homemade bag will work in a pinch. If you don't have access to anything that will work as a bait bag you can still do some of the exercises with the "kibble" in a bowl on the counter.
- A leash (or other rope you have lying around the house)

A quick reminder: if a GDB puppy is in the same room while you are playing these games, they might be confused the first couple times you mark and feed a cup. This is completely normal, and you do NOT need to give a kibble to the puppy each time someone in the room says "nice". It is important for puppies to learn that the marker is not always directed at them, even when said by someone who rewarded them in the past. It also helps pups transition to other situations where another dog might be earning food rewards nearby (such as when instructors work multiple dogs on campus), but they are still expected to relax calmly until it is their turn! Put the "real" puppy on a tie down/in a crate/in an x-pen and reward occasionally for calm behavior as you practice.

A collection of all videos linked in this document can be found HERE.

Loose Leash Walking

1) **Delivering single pieces of kibble from the bait bag to the "puppy" standing at your left-hand side**
   Review Loose Leash Walking for a reminder on bait bag position and food reward location.
   Sample video: https://youtu.be/1wQ9eSjt9Yk

   Tips:
   - Reach into the bait bag and take out a SINGLE piece of kibble to deliver. No hoarding a handful! Your hands should be empty in between each delivery.
   - Try to keep your feet/body facing forward, and not turning toward the puppy.
   - Present the kibble all the way to the puppy's mouth. No hesitation, no tossing.
   - Don't forget to shut the bait bag after you deliver the kibble.
   - Practice with both hands! Aim to be equally comfortable delivering kibble with both your left and right hands. **We strongly encourage the use of left-hand food delivery to avoid puppies curling in front of the handler.** That said, your left hand may sometimes be otherwise occupied (such as holding the leash short around challenging distractions) and it is useful to be confident delivering kibble from either hand.

2) **Add in the marker word!**
   Sample video: https://youtu.be/7BaNTxCWHzA

   Tips:
   - Say "nice!" BEFORE you make any moves to reach for the bait bag.
   - Keep your marker short, crisp, and sounding the same each time.
   - You must deliver a kibble each time you mark

3) **Add a leash (or other leash-like prop) and practice left-hand food delivery**
   Hold the leash as you normally, naturally would (hint: most people tend to hold the leash in their left hand – or hold with both). AFTER you mark, adjust your leash hold so you can reach for a piece of kibble with your left hand.

   Tips: Some people find it easier to pass the leash to the right hand in front of their body ("front cross") and some prefer to pass the leash behind their body ("rear cross").

   Sample video of both techniques:
   "Front cross" Left Hand Food Delivery: https://youtu.be/OKgePFZbXrk
   "Rear cross" Left Hand Food Delivery: https://youtu.be/TxfQQz1EhXM

4) **Add in movement**
   Don't forget that food rewards are delivered after both handler and puppy have stopped (Loose Leash Walking).

   Tips:
   - This activity might be easier with a helpful assistant to hold the fake puppy to keep it in Loose Leash Walking position.
   - Mark for movement (i.e. *while* you're walking), then stop, and deliver the kibble.
   - Gradually come to a stop, taking a few steps to do so. If you stop too suddenly the puppy might "overshoot".

   Videos:
   - Loose Leash Walking Left Hand Delivery (preferred in most instances):

- Front cross: https://youtu.be/ha-Dyr2PeF8
- Rear cross: https://youtu.be/JIM99jsqrw8

- Loose Leash Walking Right Hand Delivery: https://youtu.be/5LOEXuSFzCc

Pezzing

Practice the hand mechanics for continuous food delivery (i.e. "pezzing"). Pezzing is often useful when puppies need a high rate of reinforcement to hold a position (e.g. when first learning about the Paw Pad), and for the Emergency Lure.

1) **Continuously delivering individual pieces of kibble from a handful held in your right hand**
   Practice using your thumb to slide a single kibble forward to the puppy, while keeping the rest of the kibble hidden in your fist. This can take some finger dexterity!
   Sample video: https://youtu.be/viOtPFkNaW4

2) **Deliver a stream of kibbles to the "puppy" on your left side**
   Again, try to keep your feet/body facing forward, and not turning toward the puppy.
   Sample video: https://youtu.be/al6feHOcUKI

3) **Add in movement**
   Practice pezzing kibble while walking quickly, as you would in the Emergency Lure.
   Sample video: https://youtu.be/vJEJQuBTc9k

4) ***EXTRA*** (optional) ***CHALLENGE: Repeat Steps 1-3 with your left hand!***
   Sample video: https://youtu.be/zP1oSHaMm5Y

Marker timing

Grab a partner, or better yet, the whole family! Have one person bounce a ball, and the goal is for the handler(s) to mark and reward for the exact instant the ball hits the ground.

1) **Mark exactly when the ball hits the ground**
   At first this can be done without delivering kibble, so handlers can focus on just getting the marker timing exactly right.

2) **Add in reaching for the food and delivering a single piece of kibble**
   Make sure all hands, arms, feet, and legs stay in neutral, relaxed position until *after* the mark!
   Sample video: https://youtu.be/8oLkGZFwJNA

3) **Make the game more challenging!** This game also works asking the ball-handler to toss the ball upwards and having the handler mark when the ball reaches the highest point. OR choose a completely different behavior to mark and reward. Get creative!

Shaping (aka "Hot/Cold") – Human-only game

"Shaping" is a fancy name for the practice of breaking down complex behaviors into smaller, easier pieces and building those smaller pieces together until you have "shaped" the goal behavior. You can practice the art of developing a training plan by shaping a human partner to do silly things like "rub your nose" or "sit in a chair and cross your legs" or "sweep the floor" (am I dreaming…?). Take advantage of your human training partner and get some feedback from them after the game to see what went well and what could have been clearer!

Additional Human Shaping Game resources and ideas:

- https://boogiebt.com/2018/06/17/behavior-shaping-game-for-humans/
- https://www.artandscienceofanimaltraining.org/tools/portl-shaping-game/

Have an idea? We'd love to hear it! If you have other ideas for fun, human-only training games to hone those GDB puppy handling skills, please share them with your leader/CFR and they might show up in this document or at your next club meeting!

Guide Dogs for the Blind

Creating a Safe Environment for a GDB Puppy

A puppy's natural instinct to explore can place it in dangerous situations. Some accidents are unavoidable; however careful supervision can go a long way. If an emergency occurs, a raiser should seek vet attention first and then inform the leader of the situation. The leader will then contact the area CFR.

Ingestion of Foreign Bodies
Foreign objects that are swallowed (such as toys, socks or rocks) can cause obstructions in the stomach or intestines that must be surgically removed. Raisers should consult with the leader and the CFR if the puppy tends to pick up, chew or swallow other than its food or approved toys.

Poisoning
There are many things that are poisonous to dogs. Poisons can cause injury to internal organs that may result in serious illness, or even death. In the case of a possible poisoning, raiser should consult a veterinarian immediately. Different poisons require specific treatments, and many times the speed of the response will make a huge difference in outcome. After the puppy is stabilized, the veterinarian should contact a GDB veterinarian to determine what further treatment should be provided. It is vital that a home be proofed to ensure that a puppy does not get into anything that will harm it.

Common substances that can be poisonous to dogs if ingested:

- Antifreeze
- Chocolate
- Fertilizers
- Grapes
- Medications
- Peach pits
- Potato "eyes"
- Raisins
- Raw fish
- Raw onions
- Tomato plants
- Xylitol
- Houseplants - this list contains only the most common types of poisonous plants. If the puppy eats any type of plant, raiser should call veterinarian.
    - Japanese Yew
    - Mistletoe
    - Oleander bushes
    - Philodendrons
    - Poinsettias
    - Sago Palm

Here are some excellent additional references regarding poisons:

- aspca.org/pet-care/animal-poison-control
- petpoisonhelpline.com/poisons/

Being Hit By a Car
Puppies should be kept on leash not only out in public, but wherever there are moving vehicles. Often it is the raiser's own car or the car of a friend on their own property that causes injury. Puppies hit by cars, even if they are not killed outright or severely injured, may have residual concern about cars and be unable to function as a guide dog.

Drowning
Puppies should never be left unattended in an area with access to a swimming pool or near any open body of water. The puppy should be controlled with a long-line or leash when around dangerous settings. Pools, ponds etc. on the raisers' property must be fenced to keep the puppy out of the area when not directly supervised.

Interactions with Other Pets and Livestock
Puppies should not be allowed to pester other dogs and cats in the home. Introductions should be slow and positive with the animals separated by barriers at first. Rough-housing with other pets could lead to injury and is to be discouraged. See the document "Dog to Dog Interaction" for more information. The puppy should be kept at a good distance from livestock and rewarded for staying calm. Over time, the pup may be allowed closer but should always be on leash around other animals. Horses and other livestock may inadvertently step on a puppy causing injury. Puppies may become over-stimulated by poultry and small animals, triggering prey drive. All exposures should be done carefully with food rewards to keep the puppy calm and under control.

Tips for Keeping a GDB Pup Safe
- Guide Dog puppies must wear the GDB identification collar at all times.
- The puppy should always be on leash when in an unenclosed area, even in remote or rural areas. A long line or retractable leash should be used to exercise the puppy in unfenced or unsecured areas.
- Dog parks are counter-productive and dangerous and should be avoided.
- A leash should always be used when taking the puppy to the run, car or in any unfenced area.
- Gates and doors to outside exits should always be checked before letting the pup out.
- A chain with a snap bolt should be used to secure kennel gates and fence gates whenever possible. This extra step ensures that the enclosure is secure.
- Whenever possible, gates which are not regularly used and could lead to escape should be padlocked. Young children or visitors might not be as aware of the rules and may inadvertently let the puppy escape.
- Good latches which close securely should be provided and checked regularly.
- Extra precautions should be taken when friends, relatives and workers are visiting. The puppy should be kept on leash, crated or in kennel run if there is a lot of activity and the pup cannot be supervised.
- The pup should be trained to wait at doors, gates, and when exiting vehicles.
- Regular and frequent inspections of fence perimeters and runs should be undertaken. Holes or weak areas should be checked for and repaired immediately.

LOST PUPPY PROCEDURES
There are few situations more frightening than losing a puppy. Incidents of lost puppies often occur when the raiser is traveling and staying with friends or relatives. Extra care should be taken when the puppy is away from its home area.

Steps to follow when a guide dog puppy is lost
Immediately call Guide Dogs for the Blind at (800) 295-4050. If calling after business hours, follow the voice prompts to reach the kennel staff. If someone has found the puppy, chances are they will call the (800) phone number located on the puppy's identification tag.
- Immediately call the club leader
- Start searching immediately
- Recruit other club members to help search; get a detailed map of the area and organize search teams by area.
- Post on social media venues
- Place an advertisement in local paper.

- Put signs with photos on local telephone poles, in stores, at veterinary clinics, etc. and on vehicles in the neighborhood.
- Go to local animal shelter, rather than calling. The shelter receptionist may not be aware that the puppy is there.
- Be very accurate in giving any descriptions of the puppy (show photos if possible).
- When talking to people, stress that the lost dog is a Guide Dog for the Blind puppy.
- Drive around the neighborhood as often as possible.
- Check with neighborhood children. They may be aware of a new dog in the neighborhood.
- The puppy may be attracted to places where people or children gather, so check at schools or shopping centers.
- If the puppy is missing for longer than 24 hours, please contact GDB's Marketing Department at marketing@guidedogs.com to potentially collaborate on outreach to the media. Please do not reach out to the media on your own.

Guide Dogs for the Blind

Puppy's Arrival

Puppy's Arrival Transportation
Puppies may be transported to their puppy raising homes by several means:

- Flying – either in cargo or in cabin with a GDB representative.
- From campus by raisers or leaders.
- Transported by the puppy truck.

Some Considerations to Keep in Mind When Picking Up a Puppy:

- Be prepared to get the puppy home as quickly and efficiently as possible.
- Arrive early.
- Have I.D. in case needed.

For Puppies Delivered Via Air Cargo:

- Make sure the person whose name is listed on the airline paperwork (consignee) is the person picking up the puppy. Bring proper identification.
- Bring clean-up materials for the crate, the puppy might have relieved during the trip.
- Bring a vehicle large enough to transport the crate.
- Only open the door when in a secure area.
- Have leader's phone number handy in case there are any unexpected circumstances.

Preparing the Home

- Never allow the puppy to chew on anything other than GDB-approved toys.
- Move all electrical cords out of the puppy's reach and place all medicines and cleaning supplies in a secured cabinet.
- Check the garage for items that the puppy could easily ingest, including screws, nails, antifreeze, rat poison, fertilizer, bags of cement mix etc. Antifreeze is one of the most dangerous of all poisons. Just 1/4 of a teaspoon will kill most mature animals
- Keep the puppy out of the kitchen when cooking to avoid burn injuries.
- Use baby gates/x-pen barriers to prevent the puppy from exploring other areas of the house where it can't be supervised.
- Show the puppy all the sliding glass doors so it won't attempt to to walk through them.
- Set up a crate by the bed in the room where the puppy will sleep. Most puppies will wake up their raiser when they need to go out, this will help develop good relieving habits.

Supervising the Puppy

- If the raiser is unable to monitor the puppy sufficiently to prevent accidents or other indiscretions, the puppy should be in a crate, on tie-down, or on leash.
- Remain in the same room or at least within sight when the puppy is on a tie-down.
- The puppy should always be on leash in unfenced areas or when opening a door to an unfenced area.
- Puppies should always be supervised while playing with other dogs to prevent rough play. Many internal injuries and broken bones have been reported that could have been prevented with appropriate supervision.
- When opening an exterior door, put the puppy in a crate or put on a leash.
- While grooming, check the puppy's collar for fit and condition. If there is a problem with the collar, contact the leader immediately for a replacement. A temporary collar with the puppy's GDB ID can be used until a new collar from GDB is received.

On the Trip Home
When the pup arrives by plane or via the puppy truck:

- Put on the leash and relieve it as quickly as possible. Select an area that has not been used by other dogs but is appropriate for dogs to use.
- Offer some water.
- Return the puppy to its crate or place it on a passenger's lap for the ride home, unless there is an active passenger-side airbag. If that is the case, have it ride on the front floorboard.
- Ignore its cries. Praise when quiet.

At Home
When the new puppy arrives at the raiser's home, it needs time to adjust to its new surroundings.

- Check the puppy's packet to determine if any medications came with the puppy that may need to be administered.
- Carry the puppy to the relieving spot upon arrival and follow the relieving procedure outlined in the "Relieving and Housebreaking" document.
- Offer the puppy a drink of water, it will likely drink as much as it is offered so offer a cup at a time to prevent overconsumption. Offering small amounts frequently will rehydrate the puppy effectively. If it is time for a feeding, give the puppy some food. If it eats, make sure to relieve it again.
- Introduce the puppy slowly to other human family members.
- Allow the puppy to meet other pets slowly and cautiously. Either the puppy or the pet dog can be in a crate during the initial introduction to keep greetings calm. The next step would be to have the dog and the puppy on a leash and slowly approach the other, preferably outside. Keep the leashes loose and praise for friendly behavior.
- Delay introducing the puppy to pet cats until the next day if possible. Many cats adjust better when allowed to acclimate to the scent and sounds of a new puppy. Never attempt to restrain a cat while introducing a puppy.
- Give the puppy plenty of quiet time. Too much attention and activity from people or other pets can overwhelm it.

Licensing
In most areas, a county dog license is required. Some counties provide them free of charge or charge a reduced fee for GDB puppies. Please check with the leader and/or county animal control office to determine your county's procedure and fees.

Guide Dogs for the Blind

Confinement

Fencing, Kennel Runs, Crates, X-Pens and Tie-Downs

Fencing and Dog Runs

- Yard fences should be a minimum of five feet in height and secure enough to prevent escape.
- Young puppies should not be left unattended for the following reasons:
    - The average yard may contain poisonous plants.
    - Many young puppies will chew when left alone and may ingest something that could be poisonous or could cause gastrointestinal obstructions.
    - Many young puppies learn to dig when they are left unsupervised in a grassy area.
    - Puppies left alone in a fenced yard are susceptible to being stolen.

Older pups that are no longer prone to scavenging may be left in a fenced yard when a responsible person is at home to check on the puppy frequently.

If the fence is not 100 percent secure, or the puppy is too young to be trustworthy loose in the yard, a kennel run (preferably covered) is useful. The following are some recommendations for kennels:

- The kennel should be at least six feet wide, twelve feet long and six feet high.
- The kennel run must be clean and dry.
- The puppy must not be able to dig out of the kennel run. Rubber horse stall mats or large cement stepping stones placed side by side make an inexpensive, puppy-proof, non-permanent kennel floor.
- Shade and water must always be available.
- A warm, dry dog house must be provided for the puppy when it is outside in the kennel.
- A clip should be used to prevent the puppy from accidentally opening the latch.
- Temperatures over 85 degrees and below 30 degrees, including wind chill, can be life threatening. Raisers should be aware of the weather when kenneling the puppy in yard.
- Female puppies that are in season should not be left in the kennel run unattended.
- Puppies left alone in kennel runs, even within a fenced yard, are susceptible to being stolen.
- Puppies should not be left in a kennel run all day while the raiser is at work or school.

Teaching the puppy to accept being placed in a kennel run for one to four hours at a time (with someone home in the house) is good preparation for coming back to the GDB kennel. Puppies should be introduced to the run gradually, with the raiser close by to reward the puppy for quiet behavior at first. Giving the puppy a novel approved toy or bone will help it settle in the run. Feeding some meals in the run will also give the pup a positive association with being confined.

The Crate

See document “Crate Introduction”

- A crate is an excellent aid in teaching proper home behaviors and containing the puppy when it cannot be supervised.
- The crate can be of the plastic airline type or a wire crate. The plastic crates are probably best with a young puppy for ease of cleaning.
- The crate should be large enough for a puppy to stand up, lie down and turn around in it, but small enough so that a puppy does not feel comfortable soiling in it. Too big a crate will allow the pup to sleep in one end and use the other as a toilet – defeating the purpose of crating. Some puppy clubs have different size crates to loan out as a smaller crate facilitates housebreaking.
- The crate should be kept clean and dry.
- Approved toys such as Nylabones™ can be placed in the crate with a young puppy.

- See document Crate Bedding for guidance on appropriate bedding to avoid ingestion.
- Puppies should not be left in a crate for more than four hours maximum other than overnight. It is not acceptable for the puppy to be crated all day (even with a lunch break) while the raiser is at work or school.

The X-Pen
An X-pen (exercise pen) is a portable pen that consists of wire panels that are connected together. When not in use it can be folded up and readily stored. When set up it can be formed into a circle or a square. X-pens come in 24, 30, 36, and 48-inch heights.

- Any pup over 25 pounds should not be confined in a pen ***without explicit approval from the CFR***, and the minimum height of the pen should be 36 inches. The correct size to use would depend on the age and size of the dog.
- X-pens should be used in the same fashion as a tie-down – ***in a supervised situation only***.
- X-pens are useful to close off an area of the house (e.g., the kitchen) or for making a large area smaller. This can limit the pup's access to puppy-proofed areas.
- X-pens should not be used in place of a run or a securely fenced yard, as unsupervised puppies can get hurt by getting caught in the opening or between bars.
- X-pens can also topple or collapse. To use the pen correctly, it should be secured to a wall by bungee cords or straps attached to eyebolts.

The Tie-Down (Tethering)
The tie-down is used to teach the puppy to calmly accept remaining in one place. It is often a convenient alternative to an x-pen or crate. **The puppy should never be left unattended on a tie-down.**

- Tie-downs are plastic covered metal cables with clips on each end - one for the pup's collar, one for a ring in the wall. They should be at least 30 inches in length, long enough to permit movement. Your puppy should be able to stand and turn around comfortably.
- Tie-downs should be short enough to prevent tangling and to discourage relieving. If the pup is tethered with too much freedom it may relieve indiscriminately.
- Too long a tie-down may cause injury if the pup suddenly runs to the end of it and gets jarred.
- The leash should not be used (even temporarily) for a tie-down. If a pup chews on a leash it may become a habit.
- A safe, visible spot should be selected to attach the tie-down. Good places for fastening a tie-down are into the studs in a wall, to a couch, a heavy table or bed.
- The tie-down should be in an area where the puppy can be observed 100 percent of the time.
- Ideally there should be several secure places to attach a tie-down in the home.

Introducing the Tie-Down
The puppy should not be attached to the tie-down until it has been in the home for several days and is comfortable on leash and knows how to take food politely from the hand.

- The first few times the puppy is put on the tie-down the raiser should stay right next to the puppy and quietly reward it with kibble for calm behavior (see documents "Food Rewards for Calm Behavior" and "Teaching Settled Behavior in the Home".
- The puppy should be given an approved chew toy when the raiser leaves the pup's side.
- Care should be taken to ensure the pup knows it is tethered – the raiser holding onto the tie-down and gradually letting go prevents the pup from bolting to the end of the cable and jarring itself.
- The raiser should stay close by and occasionally hand the puppy a food reward when it is relaxed.
- If the puppy whines or pulls on the tie-down it should be ignored.
- Introduction should be for short periods with the raiser close by when the household is not busy. Distractions will add to the challenge of teaching good tie-down behavior.
- The puppy should not be released from the tie-down unless it is calm and quiet.
- If the puppy does not accept the tie-down after several days of introduction, the leader should be consulted.

Guide Dogs for the Blind

Puppy Raising Department

Crate Bedding Guidelines

Bedding in the crate provides a warm, cozy place for baby puppies to snuggle up when they leave their littermates. Many older puppies also appreciate a soft surface to lie down upon when crated. We want our puppies to be comfortable, but safety, and the prevention of undesirable habits, is important. These guidelines will help ensure that our puppies can continue to enjoy the benefits of bedding in their crates.

- Bedding may be left in the crate, even when the puppy is unsupervised. Suitable chew toys may be made available to help prevent chewing on bedding.
- For puppies that exhibit a high level of stress/anxiety when crated, adding protocols, such as the Treat & Train Protocol, is encouraged. Speak to your PFM about suitable options.
- It is not necessary to wean the puppy off crate bedding, however, as the puppy matures it may go through an intense chewing phase. Puppies should be periodically monitored, and bedding checked regularly, to ensure ripping and shredding isn't occurring. To prevent ingestion, puppies that do start chewing on bedding should have the bedding removed.
- Some puppies, just like some people, tend to 'run hot'. These puppies, and those being raised in warmer climates, may not appreciate bedding in the crate. If the bedding is constantly being pushed to one side of the crate (and not being used as a 'nest') then it should be removed.

Types of Bedding

- Bedding should not lend itself to shredding/ingesting. Certain types of bedding are more appealing than others when it comes to oral behaviors. Seams, stitching, loose weaves, bolsters, and texture that lends itself to plucking, should be avoided. This precludes most available dog beds, even most 'ballistic' dog beds are not chew proof and are quite expensive. We recommend fleece fabric purchased inexpensively from any fabric store e.g.: https://www.joann.com/fabric/fleece-fabric/
- Blankets cut from fleece fabric do not need stitching/hemming and can be easily washed.
- Alternatively, the fleece pads we have available in the gift shop are conveniently cut to size: https://store.guidedogs.com/fleece-rug.html
- Plusher fleece, such as the pads and the 'faux fur' available at fabric stores, lends itself to plucking by puppies. If the puppy tends to pluck at the longer fleece, it should not be left alone with this type of bedding in the crate. If in doubt, stay with regular fleece fabric.
- Larger pieces of fleece can be folded over to make a thicker, heavier 'bed'. Inexpensive fleece blankets with the hemmed edging/seam cut off (the part most likely to attract chewing) also work well.

Guide Dogs for the Blind

Equipment

The following is a list of equipment needed to train and care for a GDB puppy. Additional items might be required for specific training or grooming purposes.

Training Aids

- A 5-6 ft. leather leash (5/8" wide) is provided by Guide Dogs for the Blind with the first puppy raised. This leash should be kept by the raiser for use with subsequent puppies. Additionally leashes may be purchased on the GDB website.
- A 4 ft. nylon line to be used as a puppy leash and later as a short dragline is provided by Guide Dogs for the Blind
- A cable tie-down (length: 30 inches) is provided by Guide Dogs for the Blind with the first puppy raised. This tie-down should be kept by the raiser for subsequent puppies. Additional tie-downs may be purchased on the GDB website.
- A long line, between 15 and 30 feet, will be needed later in the puppy's training to practice recalls. It also may be useful in allowing the puppy to exercise in an unfenced area.
- A headcollar will be provided by GDB. As the puppy grows, it will need successively larger sizes. Each puppy will also receive a small and adult size nylon buckle collar that should remain on the puppy at all times.
- A bait bag for food rewards. A larger type with a hinge clasp is highly recommended.

General Supplies

- Stainless steel food and water dishes, 2 qt. size should be adequate. Dishes should be rinsed after every feeding.
- Large size travel crate (24" wide x 36" long x 26" high)
- This size will accommodate most of our adult dogs. Some clubs have a few smaller crates to loan out to aid in housetraining young puppies.
- Enzyme cleaner (Nature's Miracle is highly recommended)
- A good enzyme cleaner removes urine smell and reduces the chance that the puppy will relieve in the same area again.
- A first aid kit

Grooming Supplies

- Baby wipes to clean the outside of ears (alcohol-free, non-scented)
- Ear cleaner - provided by Guide Dogs for the Blind
- Either a soft slicker brush or a rubber curry brush and a comb (The type of brush will depend on the breed of dog; raisers should consult with leader).
- Toenail clippers and/or Dremmel type tool (see Nail Trimming document)
- Styptic powder (to control bleeding if toenail quick is cut)
- Toothbrush and toothpaste (Use only special toothpaste made for dogs. Human toothpaste can make a puppy sick) – provided by Guide Dogs for the Blind

Puppy Coat and Equipment Guidelines

Guide Dogs for the Blind provides the leader of each group with green puppy coats in a variety of sizes. Puppy raisers will receive a puppy coat when their puppies are ready to be socialized in public and with each successive size as the puppy grows. Only the club leader or CFR can decide when a puppy is ready to be out in public wearing a puppy jacket. Puppies should wear this coat whenever they are in public, especially in a place where dogs are not normally allowed. The coat provides a visual explanation to the public as to why the puppy is in an area where dogs may not normally be allowed. These guidelines are not meant to discourage

raisers from having fun with puppies at special club meetings/parties and at GDB Fun Days. It is not appropriate for GDB puppies to wear costumes in public, but at special events, such as a puppy club Halloween party, dressing up a pup is allowed.

- The coat is also a symbol of the work of Guide Dogs for the Blind. Only GDB puppies may to wear a puppy coat. It is never to be used on a career change dog or any other family pet.
- Puppy coats should be kept clean and in good condition with no obvious wear and tear.
- Puppies should wear only the puppy coats, collars, head collars, and other approved items provided by GDB; no additional items should be worn or added (i.e. bandannas, other patches, etc.) without the approval of the CFR.
- Head collars may only be tan, green, or black.
- No additional items should be added to the puppy coat, including pins, buttons, or other adornments.
- Puppy coats are the property of GDB and must be returned to the leader when the puppy leaves the group.

Toys
Please see the “Puppy Raising Toy Policy”

Equipment Items to Return to GDB at Recall
At the time of the puppy’s recall, Guide Dogs for the Blind requests that raisers return puppy coats, head collars, and any unused supplies. These supplies may be returned to the leader or to the campus.

Guide Dogs for the Blind

Preparing a Puppy Emergency "Go Bag"

- Food: Keep at least three days of food in an airtight, waterproof container.
- Water: Store at least three days of water specifically for the pup, in addition to water you need for yourself and your family.
- Medicines and medical records: Keep an extra 7 day supply of medicines the pup takes on a regular basis in a waterproof container.
- Canine first aid kit: Most kits should include cotton bandage rolls, bandage tape and scissors; antibiotic ointment; flea and tick prevention; latex gloves, isopropyl alcohol and saline solution. Include a pet first aid reference book.
- Collar with ID tag, leash: The pup should always wear a collar with its tag for identification. Include a backup leash in the pup's emergency supply kit.
- Important documents: Place copies of the pup's information, the puppy ID card, vaccination documents and medical records in a clean plastic bag or waterproof container and add them to your kit.
- Crate, tie-down.
- A recent picture of you and the pup together: If you become separated from the pup during an emergency, a picture of you together will help allow others to assist you in identifying the pup.
- Familiar items: Put favorite toys, treats or bedding in your kit. Familiar items can help reduce stress for the pup.
- If you should need to move the puppy to a local animal rescue facility, please be sure to get the address and contact information.
- When you can safely do so, please reach out to your Leader, CFR or GDB.
  GDB Puppy Raising Emergency Phone Tree Template
  Example – GDB Puppy Raising Emergency Phone Tree

For additional information about being prepared for any emergency select the link below.

https://www.ready.gov/be-informed

Guide Dogs for the Blind

Feeding Guidelines

All raisers should follow the Puppy Raising Nutritional Policy or the advice of the CFR or a GDB Veterinarian.

The amount of food provided will vary according to the puppy's growth rate, activity level and other factors (such as climate). Refer to the Puppy Raising Nutritional Policy to help set guidelines for amounts to feed. The instructions on the dog food bag are only general averages. They must be adjusted to meet the puppy's individual needs. Refer often to the Body Condition Scoring (BCS) Guidelines to help assess the puppy's current condition.

- As an approximate guideline, feed an 8-week-old puppy ¾ cup, three times a day and adjust the amount of food based on the puppy's BCS following instructions given by the leader.
- Pay attention to how fast the puppy is growing and its general activity level. Realize that puppies do not grow at a continuous rate even though it may seem so. They can go through several periods when their growth rate slows down for a time. Assess the puppy's condition before increasing its food. Do not increase its food based on its age alone.
- It is always better to keep the puppy on the lean side. Excessive weight can lead to serious bone, joint, and other health problems as puppies mature.
- Use a measuring cup (not a can, glass jar or coffee mug) to measure food.
    - As it grows, its needs will increase for a while. Adjust the amount of food accordingly.
    - As it starts to mature, decrease its food intake as growth tapers off.
    - If the puppy is altered (spayed or neutered) its nutritional needs may decrease after the procedure.
- Refer to the BCS Guidelines to assess the puppy's weight.
- When the puppy is in ideal body condition:
    - Each individual rib is easy to feel with fingertips.
    - Its waist will be obvious when viewed from above.
    - Its belly will be well tucked up behind its ribcage when viewed from the side.

Promoting Good Eating Habits and Growth

- Keep the puppy on a feeding schedule; pick up the bowl if the puppy has not finished within 5 minutes.
- Measure the puppy's food using a standard measuring cup.
- Feed the puppy away from other family pets to avoid developing potential food possessiveness issues.
- Clean food bowls at least once a day.
- Add a small amount of water to its kibble before serving it to make it more palatable. Do not "float" the puppy's food unless recommended to do so by the CFR.
- Nutritional, vitamin, or mineral supplements should only be used if recommended by CFR or a GDB Veterinarian.
- Poor appetite does not signal a need to change food brands.
- Rapid or continuous changes in the puppy's diet can upset its system.

Follow these general guidelines for timing frequency of meals:

- 8-16-week-old puppy's: three meals a day
- 4 months and older: two meals a day

Some possible reasons to change a puppy's food:

- Frequent diarrhea
- "Spitting up" or other types of vomiting
- Excessive gas
- Improper weight
- Overly rapid growth
- Excessive stool volume

Remember, lack of appetite is usually not an acceptable reason for changing the puppy's brand of food. Do not change foods without first consulting the leader; only a CFR or a GDB Veterinarian may approve a diet not listed on the GDB Puppy Raising Nutritional Policy.

If a raiser's veterinarian recommends a change to a diet not on the GDB Puppy Raising Nutritional Policy or to a prescription diet other than Hills i/d, please consult CFR or GDB VFA Team.

Slowly change foods to avoid diarrhea that can result from rapid or frequent changes of food.

Feeding Tips

The puppy's regular diet includes all the nutritional value and calories it needs. Do not supplement diet with "people food" of any kind. Even very small amounts of an unusual or "rich" food can cause dietary upset and lead to digestive problems, vomiting and diarrhea. A high value treat might be suggested by the CFR for particular training issues; raisers will receive instructions on what type of treat is appropriate.

Teach the puppy not to be possessive of its food by following these steps:

- Always feed the puppy separately from other family pets – preferably out of sight.
- Do not hover over the puppy while it is eating.
- Do not touch the puppy while it is eating.
- Do not allow young children to pester the puppy while eating; it may inadvertently teach it that it must defend its food.
- Do not test the puppy by trying to remove the bowl or put a hand in the bowl prior to the puppy finishing its food. It should be allowed to eat without the concern of someone taking it away.
- If the puppy shows any of these behaviors during the feeding process, immediately notify leader:
    - Becoming tense in the body
    - Eating faster/shoving head deeper into the bowl when someone comes closer to the bowl
    - Growling/vocalizing

Some medical symptoms that people attribute to diet may be the signs of an infectious disease or symptoms of a gastrointestinal problem caused by eating something inappropriate. Any such maladies should be treated immediately. It may not be the food that is causing the problem.

Raisers should contact their leader if the puppy displays any of the following symptoms:

- Is underweight
- Has diarrhea, vomiting, or other symptoms of an upset stomach
- Has poor skin or coat
- Is a picky eater
- Loses its appetite suddenly
- Is unusually quiet for longer than an hour or two

If the puppy eats too fast and either gags or vomits its food back up while eating, try one of these tips to slow it down:

- Add a rock (much larger than the puppy can eat) or large Nylabones or Kongs to the pan to encourage the puppy to pick up a few pieces of food at a time instead of gulping it.
- Change to a different kind of feed pan such as a large rectangular cake pan or an "angel food" cake pan that has a hole in the center. For puppies that eat excessively fast, special feeding bowls are on the market; CFRs should be consulted.

Keeping Puppies Fit and Healthy

Periodically, club leaders or CFR will assess the puppy's body condition to see if it is in the desired lean condition. The puppy's BCS should be entered on the Monthly Report and is a good indicator of its basic health and condition.

The puppy should look like a young athlete; lean and healthy. Ideally the puppy should have a clearly visible waist behind its rib cage and a nice 'tuck up' in the abdomen. Each individual rib should be felt without pressing too hard, not just the barrel of the rib cage. A puppy that is too thin may have clearly visible ribs and its hip bones may stick out. Remember: lean not skinny!

Overfeeding results in not only overweight puppies, but it can lead to digestive upsets too. Too much weight makes the transition to GDB training more difficult. Additionally, studies shows that obesity in dogs can cause a variety of health problems and shorten their life.

If there are questions about the puppy's weight, check with the club leader.

Watering Guidelines
Puppies should have easy access to an unlimited amount of fresh, clean water. Free access to water is preferred, but when this is not practical it is acceptable to offer fresh water frequently throughout the day (minimum of 8 times per day, more frequently in hot temperatures).

It is not appropriate to limit the daily amount of water offered to a puppy unless directed by a veterinarian for a specific purpose (e.g. pre-surgical fasting or treatment of acute vomiting). Water is an essential nutrient for dogs. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age.

Raisers are advised to monitor the drinking and relieving pattern for each puppy. Changes in water consumption or frequency of relieving are sometimes indicative of a medical condition that needs to be addressed. Raisers with concerns about the volume of water the puppy is consuming or concerns about changes in the puppy's drinking or relieving patterns should bring this to the attention of their leader. We ask that leaders alert their CFR if there are any concerns regarding water consumption. CFRs will work with GDB Veterinarians in cases where possible underlying medical concerns are suspected. The amount of water offered to a puppy each day should not be limited unless directed to do so by GDB Veterinarians.

Guide Dogs for the Blind

PUPPY & RAISER INFORMATION SHEET

Puppy Information

Puppy's Name: **Juno**

Sex: **M**

ID Number: **1A11**

Name Pronunciation Key: **Joo-no**

Breed: **LAB**

Color: **Yellow**

Sire/Dam: **Dad/Mom**

Early Alter: **Yes**

Puppy's Birthdate: **May 1, 1942**

Microchip: **99999999999999**

Raiser Information

Raiser(s): **John Smith**

Street Address or PO Box: **350 Los Ranchitos Road**

City, State, Zip code: **San Rafael, CA 94903**

Phone: **(800) 295-4050**

Leader Name: **Jane Doe**

Community Field Rep: **Lois Merrihew**

GDB puppies leave campus having been given the following vaccinations and anti-parasitic treatments:

- 2 weeks - Pyrantel
- 3 weeks - Ponazuril
- 4 weeks - Pyrantel
- 6 weeks - DA2PP, Intranasal Bordetella, Pyrantel and Ponazuril
- 8 weeks - DA2PP, Heartgard Plus and Ponazuril
- 10 weeks - if a puppy is still on campus when it is 10 weeks old it will be given an additional DA2PP booster

Note: GDB does not recommend or reimburse for Corona virus or Lyme disease vaccines

(Over for Vaccination Schedule)

Please send a scanned copy of all vaccination records, including Rabies certificates, to ipuppy@guidedogs.com.

FOR REIMBURSEMENT INQUIRIES,
Call the Support Center at 800-295-4050

Guide Dogs for the Blind

Scott's (64E0) Vaccine Schedule

Age (weeks)	DA2PP	Intranasal Bordetella	Rabies	Lepto	Canine Influenza (bivalent)	Heartworm Test
6	Due: **1-May-1942** Given: **1-May-1942**	Due: **1-May-1942** Given: **1-May-1942**				
8	Due: **15-May-1942** Given: **15-May-1942**					
12	Due: **12-Jan-1942** Given:			Due: **12-Jan-1942** Given:		
16	Due: **10-July-1942** Given:		Due: **10-July-1942** Given:	Due: **10-July-1942** Given:	Due: **10-July-1942** Given:	
20	Due: **7-Aug-1942** Given:				Due: **7-Aug-1942** Given:	
Annual Boosters**	Due: **9-July-1943** Given:	Due: **9-July-1943** Given:	Due: **9-July-1943** Given:	Due: **9-July-1943** Given:	Due: **9-July-1943** Given:	Due: **9-July-1943** Given:

- **ANNUAL BOOSTERS** = Rabies, DA2PP, Intranasal Bordetella, Influenza, Leptospirosis, and a Heartworm test. It is CRITICAL to have the Rabies vaccine given by its due date, preferably shortly before the due date (note: it can give given up to 30 days prior to the due date). If the dog is late for its Rabies booster, it can create regulatory issues that may involve quarantine, inability to travel, and duration of immunity. The other annual vaccine boosters should be given when due as well, and can be combined with the Rabies booster if they are also due within 30 days. The Heartworm test can be done in conjunction with the annual boosters, unless it is needed prior to that to have the dog's Heartgard prescription refilled once the 12-month supply that GDB initially supplied in the puppy packet runs out. Please be sure the puppy receives all vaccinations on time – thank you!
- **Note**: the Intranasal Bordetella vaccine will expire prior to the timing of the rest of the annual boosters. It is ok for this vaccine to lapse unless a dog is going to be boarded in a commercial kennel; in that case, the dog should receive the vaccine prior to being boarded.
- **Recall information:** dogs should never arrive on campus with expired vaccines. If a dog is confirmed for recall and vaccines are due within a few weeks, the dog can receive them on the GDB campus when they arrive. If you happen to be at a vet visit already and any vaccines expire within 30 days, go ahead and get them done at that time.

Please send a scanned copy of all vaccination records, including Rabies certificates, to ipuppy@guidedogs.com.

FOR REIMBURSEMENT INQUIRIES,
Call the Support Center at 800-295-4050

Guide Dogs for the Blind

Puppy Packet Contents List

- Puppy Raiser Information Sheet
- About Puppy Raiser Monthly & Final Reports
- Veterinary Packet - includes Veterinary Expense Reimbursement Request Forms, Puppy Raising Nutritional Policy, Veterinary Health Care and Reimbursement Guidelines, etc.
- Puppy Raiser ID Card
- Puppy Collar
- Adult Collar
- Puppy Nylon Web Leash

- HeartGard® Plus
    - (6 doses) Green 26-50 lbs. and (6 doses) of Brown 51+ lbs.

- Nexgard® Chewables flea & tick control
    - (2 doses) Blue 10.1-24 lbs. and (10 doses) Purple 24.1-60 lbs.

- Puppy toothpaste and brush kit
- Ear Wash
- (5) Puppy Raising Information Cards with Instructions
- Adult Leather Leash*
- 30” Cable Tie-down*

**Please note: Leashes and tie-downs are only supplied with the first puppy and are used for subsequent puppies.*

Guide Dogs for the Blind

Puppy Raising Veterinary Care Intro

While in your care, Guide Dogs for the Blind (GDB) will reimburse the costs of routine and emergency veterinary care for the puppy you are raising. Please refer to the Veterinary Care Reimbursement Guidelines for more information regarding treatment cost and authorization.

GDB has developed a Veterinary Expense Reimbursement Request Form that allow us to record health information about our puppies and expedite the reimbursement process. You will find the forms behind the Veterinary Care Orientation Packet. Please take a moment to review these forms and other medical care information prior to the puppy's first visit to the veterinarian. At the puppy's first appointment, please give the forms and veterinary care materials to your veterinarian.

If you are requesting reimbursement, a Veterinary Expense Reimbursement Request Form must be completed after each visit and then mailed to GDB. A copy of the veterinary receipt, including procedures and most especially vaccinations, as well as vaccination certificates, must accompany the reimbursement request.

If you are not requesting reimbursement, submit all veterinary records via fax at (415) 226-0566 or email a copy to ipuppy@guidedogs.com (preferred). Please note the puppy's identification number at the top. Puppy veterinary records, including veterinary receipts showing procedures and vaccinations, as well as vaccination certificates, must be kept up to date.

NOTE: The Veterinary Expense Reimbursement Request Form may not be faxed. Reimbursement forms MUST be mailed. Only veterinary records may be faxed.

If you need more forms, please email ipuppy@guidedogs.com to request them. Each puppy's form will have their name and identification number on it, as well as the raiser's name and address information.

If you have any questions concerning the use of these forms, please contact your club leader. As always, thank you very much for your support of our program.

Sincerely,

The Canine Community Programs Team

Guide Dogs for the Blind
Veterinary Guidelines for Puppy Raisers

Veterinary Care Reimbursement Guidelines

- We greatly appreciate all the love and care you, our community of raisers and leaders, devote to every GDB puppy. GDB is 100% committed to providing the highest quality of care to the wonderful dogs in our program and the Veterinary Financial Assistance (VFA) Program ensures that this occurs consistently and efficiently.
- ***In the event of an emergency, call your local veterinarian and proceed directly to the veterinary clinic. GDB authorizes raisers to get stabilizing treatment for a puppy prior to contacting the VFA team.*** As soon as the condition has been stabilized, the VFA team must be contacted by the attending veterinarian or the puppy raiser for approval of further care. Your leader must also be notified, and they will contact the PFM.
    - No pre-authorization is needed for after-hours emergencies (5:00 PM to 8:00 AM) if estimated cost of care is under $3000. Call (800) 295-4050 to speak with an after-hours representative if veterinary collaboration with the local clinic is needed, for payment assistance, or if the cost of care is anticipated to be greater than $3000.
- ***For non-emergency medical appointments, please call the VFA team to acquire an authorization number if the cost for the appointment is over $200.*** The person at the appointment with the puppy should call for authorization, as they are most familiar with the situation and have first-hand knowledge of the dog and its condition. If the clinic staff prefer to speak with the VFA team directly during the appointment, we welcome that as well! ***The puppy raiser is ultimately responsible for ensuring that GDB is contacted for authorization when necessary.***
- ***If the appointment is just for vaccines, heartworm test, and heartworm medication, even if over $200, you do not need an authorization.***
    - If a medical issue is found during a routine vaccine appointment, please call to get an authorization for the non-routine portion of the exam, if the total bill is over $200.
- Call 1-800-295-4050, press option 2, and option 2 again to reach the VFA team for authorization.
- Always contact your leader about all veterinary visits.

Communication Pathway

- It is important that there is consistent and clear communication about the health and care of all guide dog puppies. To ensure that this occurs, puppy raisers and leaders are asked to keep in touch with one another, communicate with their PFM, and provide timely documentation of veterinary care to GDB.
- When you have a veterinary concern about a GDB puppy and need advice, contact your leader first. They will provide initial guidance and let you know if you need to take the puppy to the veterinarian.
    - Your leader may contact your PFM or the VFA team for further advice.

- Once the puppy is at the local vet, the raiser (or the person at the veterinarian with the puppy) should contact the VFA team directly from the appointment to obtain authorization when needed. If the clinic staff prefer to speak with the VFA team directly during the appointment, we welcome that as well!
- If a planned procedure is over the authorization limit (e.g., spay/neuter), the raiser (or the person scheduling the appointment) should have the estimate emailed to vetsupport@guidedogs.com for approval prior to booking the procedure.
- Leaders and PFMs should contact the VFA team for questions about dog health, advice and to discuss more chronic or complex medical cases.

Vaccines, Anti-Parasitic Treatments, and Fleas and Ticks

1. GDB puppies leave campus after receiving their initial vaccinations and anti-parasitic treatments. When you receive a GDB puppy, please continue with the outlined vaccination schedule included in the puppy packet. There will also be a copy of the Puppy and Raiser Information Sheet and Vaccine Schedule Chart included in the Veterinary Care Orientation Packet you receive. Please give a copy of the vaccine schedule to your local veterinarian on the puppy's first visit.
2. All GDB puppies are sent to their puppy raising homes with a supply of Nexgard® chewable tablets. Nexgard® should be given on the first of every month.
3. If Nexgard® is not effective, please contact your leader.
    - Ensure monthly flea control for all pets in the household, including indoor or outdoor cats.
4. Flea infestations can occur quickly in any home. It is important that all family pets are treated with a flea preventative. Frequent vacuuming of the home (daily or every other day) with special attention paid to dog beds and dog areas can also cut down and help manage flea infestations. Flea eggs laid on the host (dog or cat) generally fall to the ground where they hatch. Vacuuming can greatly reduce the number that survive and hatch (be sure to empty the bag or canister immediately after vacuuming). It may also be necessary to treat the home with a flea control spray and treat the yard before an infestation is under control.
5. Please send a scanned copy of all vaccination records, including Rabies certificates, to ipuppy@guidedogs.com. Photos of Rabies Certificates are not legally binding. They must be scanned and emailed, or a hard copy may be mailed directly to GDB at
    Attn: Puppy Raising
    PO Box 151200
    San Rafael, CA 94915-1200
6. You do not need an authorization if the appointment is strictly for vaccines, heartworm test, and heartworm medication, even if it goes over $200.
    - Heartworm prevention refills should be purchased directly from your local veterinarian, or through an online pharmacy (your local veterinarian will need to approve the prescription request).
    - The heartworm test should be done with the 1-year-old vaccines, or when you need a refill of Heartworm prevention.
7. If a medical issue is found during a routine vaccine appointment, please call to get an authorization for the non-routine portion of the exam, if the total bill is over $200.
8. ***Important reminder:*** Heartgard® Plus and Nexgard® are to be given year-round. These preventatives must be given on the first of every month.

Visiting GDB Campuses

- GDB puppies are welcome to visit the GDB campuses for events and activities one day after their 20-week vaccines (last DA2PP and second Influenza vaccines).
- Puppies who are not yet fully vaccinated, should only visit campus for scheduled veterinary appointments. Puppies coming to GDB campuses for veterinary care that are under 16 weeks of age should be carried from the car to the veterinary clinic or transported in their kennel on a cart provided by the clinic. Puppies that are 16 weeks of age or older may be walked into the clinic for their appointments. Please keep puppies off any grass; hard surfaces should be used for walking and relieving. Exceptions to this policy must be approved by GDB Veterinary staff.
- Availability and protocols for campus veterinary appointments can change. Contact your leader or PFM for status updates.

Common Reasons to Visit the Veterinarian: Diarrhea

- It is not uncommon for puppies to have soft stools. This often resolves as the puppy's gastrointestinal tract matures.
- If diarrhea is mild (stools are loose or watery but no blood) and the puppy is acting normally, conservative management at home is indicated. We've provided you with a Puppy Diarrhea Kit which you may start implementing if the puppy has had 2 or more bouts of #6 or #7 stools. Continue to give water as usual during this time.
    - Please refer to the reference materials in the Diarrhea Kit provided for more information and instructions.
        - If stools improve with a bland diet (kibble from the kit or homemade) and the addition of a probiotic, continue this for 2-3 days, then slowly introduce the puppy's regular food over an additional 2–3-day period.
        - If stools continue to be loose after 2-3 days, add in the psyllium (fiber) powder provided.
        - If there is still no improvement, contact your leader and bring the puppy to your local veterinarian. Bring a fresh stool sample to the visit in case your veterinarian wants to run a fecal test.
- If diarrhea is severe (large amounts, frequent episodes, or bloody) notify your leader and take the puppy to the veterinarian for treatment.
- If the puppy is also vomiting, acting lethargic, or depressed, take the puppy to the veterinarian immediately (this may be an emergency clinic if your regular veterinary clinic is not available) and notify your leader.
- Do not give puppies over the counter anti-diarrhea medications like Pepto Bismol or Imodium.
- Do not fast puppies after bouts of diarrhea. A steady, easy-to-digest diet may help stabilize gut flora.
- Once the puppy is at the local veterinarian, contact the VFA team for authorization for any diagnostics or treatments over $200.
- Diarrhea is considered chronic if it lasts for more than 7 days or recurs after treatment.

- If the puppy develops chronic diarrhea and has not yet seen a veterinarian, schedule an appointment as soon as possible and notify your leader.
- If the puppy has recently seen your local veterinarian and still has chronic diarrhea, notify your leader. They will consult with the PFM or VFA team about next steps.

*Bland Diet for Diarrhea:

- A bland diet may consist of either a prescription bland food (included in the Diarrhea Kit) or a homecooked bland diet.
  - A homecooked bland diet includes plain cooked white rice and either boiled skinless chicken breast and/or nonfat/low fat cottage cheese.
  - Combine 3 parts rice to 1 part chicken or cottage cheese. Feed the puppy a total of 4 cups of this mixture per day, spread out over at 3 to 4 meals.
  - Homemade diets may be fed exclusively for 2-3 days. Be sure to continue to offer plenty of fresh water. Puppies should not be on a homemade bland diet for more than 5 days without consulting a veterinarian (either the local veterinarian or a GDB veterinarian).
- For dogs under 1 year old, prescription bland diets must be approved for growth in puppies. Approved diets for puppies are Hill's I/D, Purina EN or Royal Canin Gastrointestinal Puppy. Your veterinarian will have this information.

Vomiting

- If a puppy vomits once or twice and appears healthy otherwise, withhold food and water for 3 hours and monitor. If no further vomiting occurs during the withholding period, offer small amounts of water and food. Start with ½ cup of water and 1 handful of food. Increase both food and water by ¼ cup with each feeding. Offer every 3 hours until back to normal quantities of water and food. You do not need to wake-up during the night to offer food and water, just start again in the morning where you left off the night before. Don't stay up all night!
- If the puppy has severe vomiting (more then 2-3 times in the first hour), if vomiting continues after the fasting period, or if the puppy acts lethargic or listless, notify the leader and take the puppy to the local veterinarian immediately (this may be an emergency clinic if your regular veterinary clinic is not available) and notify your leader.
- The veterinarian may recommend x-rays of the abdomen, bloodwork, fluids, medications and/or bland diet.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Lameness

- Mild lameness – If the puppy can bear weight and has no other obvious pain or discomfort, notify your leader, and strictly rest the puppy for 48 hours. This means leash walking only to relieve and no free play or rough housing. If the limp persists after 48 hours, or if resolved with rest but reoccurs soon after resuming normal activity, schedule a veterinary appointment and inform your leader.

- Moderate to severe lameness – If the puppy is partially or fully non-weight bearing and is painful when handled or moving, schedule a veterinary appointment and inform your leader.
- Pain medications are commonly prescribed and approved by GDB.
- Once the puppy is at the local vet, contact the VFA team if x-rays are recommended. X-rays are not usually needed if panosteitis (growing pains) is suspected, but they may be necessary in cases of acute trauma or joint pain.
- Once the puppy is at the local vet, contact the VFA team for authorization for any other diagnostics or treatments over $200.

Urinary Issues

- If a puppy less than 4 months old is urinating frequently or inappropriately, consult with your leader to determine whether the puppy's pattern may be more indicative of a housetraining or marking issue vs. a medical problem. If your leader or PFM feels the puppy could have a medical issue, they will instruct you to make an appointment with your local veterinarian.
- If a puppy that is house trained is suddenly urinating frequently or inappropriately, notify your leader and schedule a veterinary appointment.
- The veterinarian will likely do an exam and collect a urine sample to help determine if there is a medical issue contributing to the frequent/inappropriate urination. They may also dispense medications to treat a urinary tract infection if one is identified.
- The most common causes for frequent/inappropriate urination in GDB puppies include:
    - Non-medical issues like excitement, immaturity (poor housetraining), or drinking lots of water (tanking)
    - Medical issues like vaginitis or urinary tract infection
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Itchy Skin and Ears

- There are many reasons for skin problems in puppies. If you notice a skin issue, contact your leader to determine whether it is minor and manageable at home, or whether the puppy should see the veterinarian.
    - Some small or minor lesions can be addressed at home by use of medicated shampoo (e.g., ChlorhexiDerm® 4% Shampoo), ear cleaner (e.g., Epi-Otic® Advanced), or topical triple antibiotic (e.g., Neosporin® Ointment).
- Ensure adequate flea control on all pets in the household, including indoor or outdoor cats.
- If seen by a veterinarian, they will perform a physical exam, evaluate the skin, and may prescribe medications. They may perform diagnostics such as a cytology or skin scraping.
    - If the local veterinarian recommends an over-the-counter diet change this must be approved by the leader and PFM.
    - If the local veterinarian recommends a prescription diet this must be approved by the VFA team and a GDB veterinarian.
- Anti-itch medications:

    - Apoquel – not approved in puppies under 12 months of age. In puppies over 1 year that are prescribed an initial course of Apoquel, do not refill without approval from the VFA team and a GDB veterinarian.
    - Cytopoint – approved on a case-by-case basis. Contact the VFA team if Cytopoint is recommended by your veterinarian.
    - Steroids – typically only used in very severe skin issues. Contact the VFA team to discuss steroid use in a puppy.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Eye Problems

- If the puppy has minor eye discharge (a bit of 'sleep' in the corners of the eyes once or twice a day) or minor watery eyes with no other symptoms, ok to monitor to see if it resolves on its own. Wipe the eyes with a warm wet washcloth twice a day until resolved.
    - If the discharge persists for a week or more or becomes worse during this time, consult your leader.
- If a puppy has marked redness in the eye, significant ocular discharge, green or yellow discharge, squinting, rubbing/pawing at its eyes, or shows other signs of eye discomfort do not socialize the puppy. Contact your leader and bring the puppy to your local veterinarian.
- The veterinarian will do an exam and may prescribe medications. They may also do diagnostics such as staining the eye, checking ocular pressure, or measuring tear production.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.
- If your local veterinarian recommends referral to an ophthalmologist or any type of eye surgery, request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com). Alert your leader so they, or your PFM, can discuss with the VFA team prior to approval of specialist appointments.

Cough

- If a puppy is coughing mildly and it does not resolve within 24-36 hours on its own, or if cough gets worse, notify your leader for advice. Please provide your leader with a thorough history of the puppy's coughing (e.g., how long it has been going, when does it happen, were they exposed to other coughing dogs and is it getting worse).
- If the puppy has severe coughing, or they are acting lethargic or depressed, notify your leader and bring the puppy to the veterinarian.
- Coughing may be treated symptomatically with medications or in mild situations, the veterinarian may choose to let it resolve on its own. Radiographs are not usually necessary unless the puppy is lethargic, has a severe and productive cough or otherwise appears ill. Once the puppy is at the local vet, if the veterinarian recommends radiographs or additional tests, contact the VFA team for authorization.
- Coughing, and other respiratory signs are often caused by contagious pathogens. Your leader will be able to provide guidance on when it is ok to safely socialize the puppy.

Additional VFA Program Notes

- Any time a puppy has visited the veterinarian more than one time for the same issue, either for an issue that has recurred or one that never fully resolved in the first place, please ensure that the veterinary records are sent to the VFA team. This helps us track chronic issues.
- Your leader or PFM may also contact the VFA team to discuss ongoing medical issues.
- Any time a puppy is referred to a veterinary specialist (ophthalmologist, dentist, dermatologist, surgeon, etc.), request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com). Alert your leader so they, or your PFM, can discuss with the VFA team prior to approval of specialist appointments.

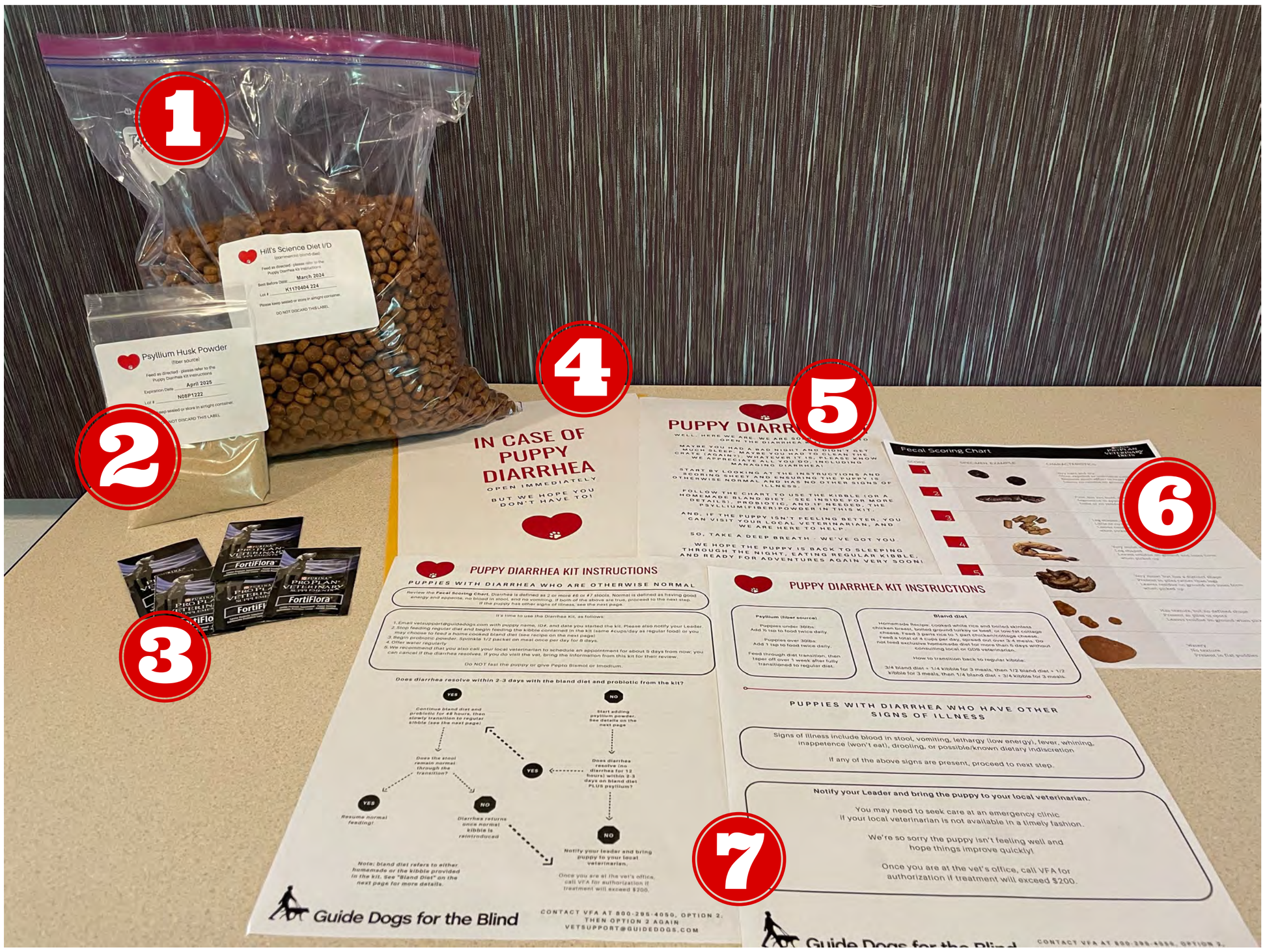
Spays and Neuters

- Once you have received a letter from GDB indicating that the puppy needs to be spayed or neutered, contact your veterinarian for an estimate for the surgery.
    - Please decline pre-anesthetic blood work if it is optional.
    - Please approve pain meds for the puppy after surgery.
    - If you do not already have access to an e-collar, one can be purchased from the veterinarian. Every puppy needs an e-collar for 7-10 days after spay or neuter.
- Authorization is required for:
    - Spays over $350
    - Neuters over $300
    - If the estimate is over these amounts, please contact the VFA team and have the estimate emailed to vetsupport@guidedogs.com for approval prior to booking the surgery.
        - Once you are given an authorization number for the surgery, you can schedule it with your local veterinary clinic.
- Spay/Neuter clinics may be used to alter GDB puppies as long as **all** of the following requirements are met:
        - IV catheter placed prior to surgery
            - Some clinics do not do this as standard practice but might accommodate this for a fee if requested
        - Pre-surgical and post-surgical pain medication
        - Basic anesthetic monitoring equipment (ex: pulse oximetry)
        - Endotracheal intubation
        - Gas anesthesia during surgery
    - Contact your leader before scheduling surgery at a spay/neuter clinic. They may contact the PFM to help determine whether the clinic meets GDB's requirements.

Non-Reimbursable Items

- The following items are not reimbursed:
    - Any grooming, including toenail clipping and anal gland expression
    - Food and supplements not pre-approved by GDB
    - Vaccinations not listed on the approved guidelines
    - Pill pockets
    - City or county licensing fees or Rabies tag fees

PUPPY DIARRHEA KIT



CONTENTS

1) COMMERCIAL BLAND DIET (KIBBLE)
2) PSYLLIUM HUSK POWDER (FIBER)
3) PROBIOTIC
4) COVER SHEET
5) INTRODUCTION
6) FECAL SCORING SHEET
7) INSTRUCTIONS

IN CASE OF PUPPY DIARRHEA

OPEN IMMEDIATELY

BUT WE HOPE YOU DON'T HAVE TO!

PUPPY DIARRHEA KIT

WELL, HERE WE ARE. WE ARE SORRY YOU HAD TO OPEN THE DIARRHEA KIT!

MAYBE YOU HAD A BAD NIGHT AND DIDN'T GET MUCH SLEEP. MAYBE YOU HAD TO CLEAN THE CRATE (AGAIN?). WHATEVER IT IS, PLEASE KNOW WE APPRECIATE ALL YOU DO, INCLUDING MANAGING DIARRHEA!

START BY LOOKING AT THE INSTRUCTIONS AND SCORING SHEET AND ENSURING THE PUPPY IS OTHERWISE NORMAL AND HAS NO OTHER SIGNS OF ILLNESS.

FOLLOW THE CHART TO USE THE KIBBLE (OR A HOMEMADE BLAND DIET - SEE INSIDE FOR MORE DETAILS), PROBIOTIC, AND IF NEEDED, THE PSYLLIUM(FIBER)POWDER IN THIS KIT.

AND, IF THE PUPPY ISN'T FEELING BETTER, YOU CAN VISIT YOUR LOCAL VETERINARIAN, AND WE ARE HERE TO HELP.

SO, TAKE A DEEP BREATH - WE'VE GOT YOU.

WE HOPE THE PUPPY IS BACK TO SLEEPING THROUGH THE NIGHT, EATING REGULAR KIBBLE, AND READY FOR ADVENTURES AGAIN VERY SOON!

Fecal Scoring Chart

PURINA PRO PLAN VETERINARY DIETS

SCORE	SPECIMEN EXAMPLE	CHARACTERISTICS
1		· Very hard and dry · Often expelled as individual pellets · Requires much effort to expel from body · Leaves no residue on ground when picked up
2		· Firm, but not hard, pliable · Segmented in appearance · Little or no residue on ground when picked up
3		· Log shaped, moist surface · Little or no visible segmentation · Leaves residue on ground, but holds form when picked up
4		· Very moist and soggy · Log shaped · Leaves residue on ground and loses form when picked up
5		· Very moist but has a distinct shape · Present in piles rather than logs · Leaves residue on ground and loses form when picked up
6		· Has texture, but no defined shape · Present as piles or spots · Leaves residue on ground when picked up
7		· Watery · No texture · Present in flat puddles

PUPPY DIARRHEA KIT INSTRUCTIONS

PUPPIES WITH DIARRHEA WHO ARE OTHERWISE NORMAL

Review the **Fecal Scoring Chart.** Diarrhea is defined as 2 or more #6 or #7 stools. Normal is defined as having good energy and appetite, no blood in stool, and no vomiting. If both of the above are true, proceed to the next step.
If the puppy has other signs of illness, see the next page.

It's time to use the Diarrhea Kit, as follows:

1. Email vetsupport@guidedogs.com with puppy name, ID#, and date you started the kit. Please also notify your Leader.
2. Stop feeding regular diet and begin feeding the kibble contained in the kit (same #cups/day as regular food) or you may choose to feed a home cooked bland diet (see recipe on the next page)
3. Begin probiotic powder. Sprinkle 1/2 packet on meal once per day for 8 days.
4. Offer water regularly
5. We recommend that you also call your local veterinarian to schedule an appointment for about 5 days from now; you can cancel if the diarrhea resolves. If you do visit the vet, bring the information from this kit for their review.

Do NOT fast the puppy or give Pepto Bismol or Imodium.

Does diarrhea resolve within 2-3 days with the bland diet and probiotic from the kit?

YES

Continue bland diet and probiotic for 48 hours, then slowly transition to regular kibble (see the next page)

Does the stool remain normal through the transition?

YES

Resume normal feeding!

NO

Diarrhea returns once normal kibble is reintroduced

NO

Start adding psyllium powder. See details on the next page

Does diarrhea resolve (no diarrhea for 12 hours) within 2-3 days on bland diet PLUS psyllium?

YES

NO

Notify your leader and bring puppy to your local veterinarian.

Once you are at the vet's office, call VFA for authorization if treatment will exceed $200.

Note: bland diet refers to either homemade or the kibble provided in the kit. See "Bland Diet" on the next page for more details.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2, THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

PUPPY DIARRHEA KIT INSTRUCTIONS

Psyllium (fiber source)

Puppies under 30lbs:
Add ½ tsp to food twice daily.

Puppies over 30lbs:
Add 1 tsp to food twice daily.

Feed through diet transition, then taper off over 1 week after fully transitioned to regular diet.

Bland diet

Homemade Recipe: cooked white rice and boiled skinless chicken breast, boiled ground turkey or beef, or low-fat cottage cheese. Feed 3 parts rice to 1 part chicken/cottage cheese. Feed a total of 4 cups per day, spread out over 3-4 meals. Do not feed exclusive homemade diet for more than 5 days without consulting local or GDB veterinarian.

How to transition back to regular kibble:

3/4 bland diet + 1/4 kibble for 3 meals, then 1/2 bland diet + 1/2 kibble for 3 meals, then 1/4 bland diet + 3/4 kibble for 3 meals.

PUPPIES WITH DIARRHEA WHO HAVE OTHER SIGNS OF ILLNESS

Signs of Illness include blood in stool, vomiting, lethargy (low energy), fever, whining, inappetence (won't eat), drooling, or possible/known dietary indiscretion

If any of the above signs are present, proceed to next step.

Notify your Leader and bring the puppy to your local veterinarian.

You may need to seek care at an emergency clinic
if your local veterinarian is not available in a timely fashion.

We're so sorry the puppy isn't feeling well and
hope things improve quickly!

Once you are at the vet's office, call VFA for
authorization if treatment will exceed $200.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2,
THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

Hill's Science Diet I/D

(commercial bland diet)

Feed as directed - please refer to the
Puppy Diarrhea Kit Instructions

Best Before Date: **March 2024**

Lot # **K1170404 224**

Please keep sealed or store in airtight container.

DO NOT DISCARD THIS LABEL

SAMPLE

Psyllium Husk Powder

(fiber source)

Feed as directed - please refer to the
Puppy Diarrhea Kit Instructions

Expiration Date **April 2025**

Lot # **N08P1222**

Please keep sealed or store in airtight container.

DO NOT DISCARD THIS LABEL

SAMPLE

Guide Dogs for the Blind

FAQ for Common Guide Dog Puppy Medical Issues

Help keep GDB informed!

GDB puppies go to the veterinarian many times during their stay with puppy raisers. Examples include routine vaccines, minor health problems, spay/neuter surgeries, and major medical issues. Sometimes issues that appear to be minor or routine can be indicative of a larger, more complex, or chronic issue. The GDB Veterinarians have put together this FAQ to help puppy raisers and their local veterinarian better understand medical concerns that may require closer GDB attention. This FAQ is also included in the Veterinary Care Orientation Packet for you to share with your veterinary clinic and veterinarian.

Q: What medical issues do GDB Veterinarians want to be aware of as soon as possible?
A: Please notify your leader in the following situations:

- If any veterinary visit is over $200 (therefore requiring an authorization from GDB), be sure to notify your leader to let them know what happened, if any medication was prescribed, and when the puppy will need a recheck.
- Patterns of recurrent disease (we define recurring as two or more of the same problem within a 6-month period even if those appointments are under $200). Common examples include:
    - Ear infections
    - Skin infections
    - Lameness
    - Urinary tract infections
    - Urine leaking
- Patterns of chronic disease (we define chronic as lasting for 4 or more consecutive weeks):
    - Bile vomiting
    - Diarrhea

Q: Are there any medications that could be prescribed for the puppy that GDB wants to know about?
A: GDB Veterinarians prefer not to use long-acting medications that can mask clinical signs of disease.

- **Cytopoint** is a good example of this kind of medication, as it can mask early signs of a skin allergy. We want to treat active infections and help the puppy feel better quickly, yet we also want to know if the puppy has an underlying concern as soon as possible. Using long-acting medications such as Cytopoint can delay assessment of a recurring problem.
- **Claro** or **Osurnia** are long-acting medications that can be inserted into the ear to treat an ear infection. These medications can be used on the puppy, but if the puppy needs to have more than one application, please ensure that the veterinary records are sent to the VFA team. Notify your leader so they, or your PFM, can discuss ongoing medical issues with the VFA team.
- Any medication that is prescribed for the puppy for an extended period of time (greater than 4 weeks) should be brought to the attention of your leader so they, or your PFM, can discuss ongoing medical issues with the VFA team. Examples of these medications could include **Proin**, **Fluconazole**, or an extended course of oral antibiotics.

Q: If it seems like the puppy is better, do I need to return for a recheck or follow up?
A: Yes! We strongly encourage rechecks with the local veterinarian so they can document resolution of the problem. This information is important in determining if the puppy is having a recurrence of a previous problem or a prolonged response to treatment of a current problem. Please bring the puppy you are raising in for the recommended recheck with your local veterinarian!

Q: When do GDB Veterinarians need medical records from the appointment?
A: GDB Veterinarians will want to review complete medical records (not just the invoice or vaccine certificate) for any dog where there was a recurring issue, problem that has not resolved, and major medical issue. Complete medical records will consist of the veterinarian's notes from the exam, any lab work results, and evaluation of x-rays images (if not the images themselves). You can request these records directly and send in with your reimbursement request or request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com).

Please notify GDB of any issue that requires more than one vet appointment- either an issue that reoccurs or never fully resolves after the first visit.
If you are not sure if you should let GDB Veterinarians know about a medical concern or veterinary visit, please call (800) 295-4050 to let us know.
We would always appreciate hearing from you!

Guide Dogs for the Blind

GDB Veterinary Care Contact Information for Puppy Raisers

Veterinary Preauthorization Requests (for non-emergency medical appoints where cost of care is over $200)

Monday - Friday 8:00AM to 5:00PM

Phone	(800) 295-4050 (press 2 for Support Center, then press 2 again for VFA Team)
Fax	(877) 556-8401 is the fax for medical records and estimates (if requested).
Email	Email for medical records and estimates for the VFA Teams review or authorizations vetsupport@guidedogs.com (when requested).

Saturday, Sunday, Holidays 8:00 AM to 5:00 PM

Phone	(800) 295-4050 ext. 4081 or call Veterinary Clinic directly at (415) 499-4081 directly. Leave a message if no one answers.

When emergency care is needed, go immediately to your local vet.

- **During daytime hours, follow the directions above to contact GDB as soon as the puppy's condition is stable.**

- **5:00 PM to 8:00 AM– Overnight Emergencies**
  No pre-authorization is needed for after-hours emergencies if estimated cost of care is under $3000. Call **(800) 295-4050** *to speak with an after-hours representative if veterinary collaboration with the local clinic is needed, for payment assistance, or if the cost of care is anticipated to be greater than $3000.*

Puppy Vaccination Documentation

If requesting reimbursement* see Instructions for Submitting Veterinary Invoices for Reimbursement	**Send Invoice(s) and Veterinary Reimbursement Request Form to:** vetbill@guidedogs.com as a PDF attachment Or mail physical copies to: Guide Dogs for the Blind Attn: Accounting Department P.O. Box 151200 San Rafael, California 94915-1200
If not requesting reimbursement	**Mark as "donated"** and mail invoice & VRE Form to above address **-or-** email: ipuppy@guidedogs.com

**We do not need another copy of vaccine records sent to us if you are requesting reimbursement.*

Rabies and Alter Certificates (Signed by Veterinarian)

If you receive via email	**Email:** ipuppy@guidedogs.com
If you receive a hard copy	**Mail:** Guide Dogs for the Blind Attn: Veterinary Clinic P.O. Box 151200 San Rafael, California 94915-1200 -or- **Scan:** Send as an email (file attachment in .pdf format): ipuppy@guidedogs.com

To request additional Veterinary Reimbursement Request Forms email: ipuppy@guidedogs.com

Veterinary Invoice Reimbursement Requests

See Instructions for Submitting Veterinary Invoices for Reimbursement	**Send Invoice(s) and Veterinary Reimbursement Request Form to:** vetbill@guidedogs.com as a PDF attachment Or mail physical copies to: Guide Dogs for the Blind Attn: Accounting Department P.O. Box 151200 San Rafael, California 94915-1200

Note: Veterinary Reimbursement Requests must be sent via email or postal mail. Faxed requests are not accepted.

Guide Dogs for the Blind

Puppy Raiser Reports

(Monthly & Final)

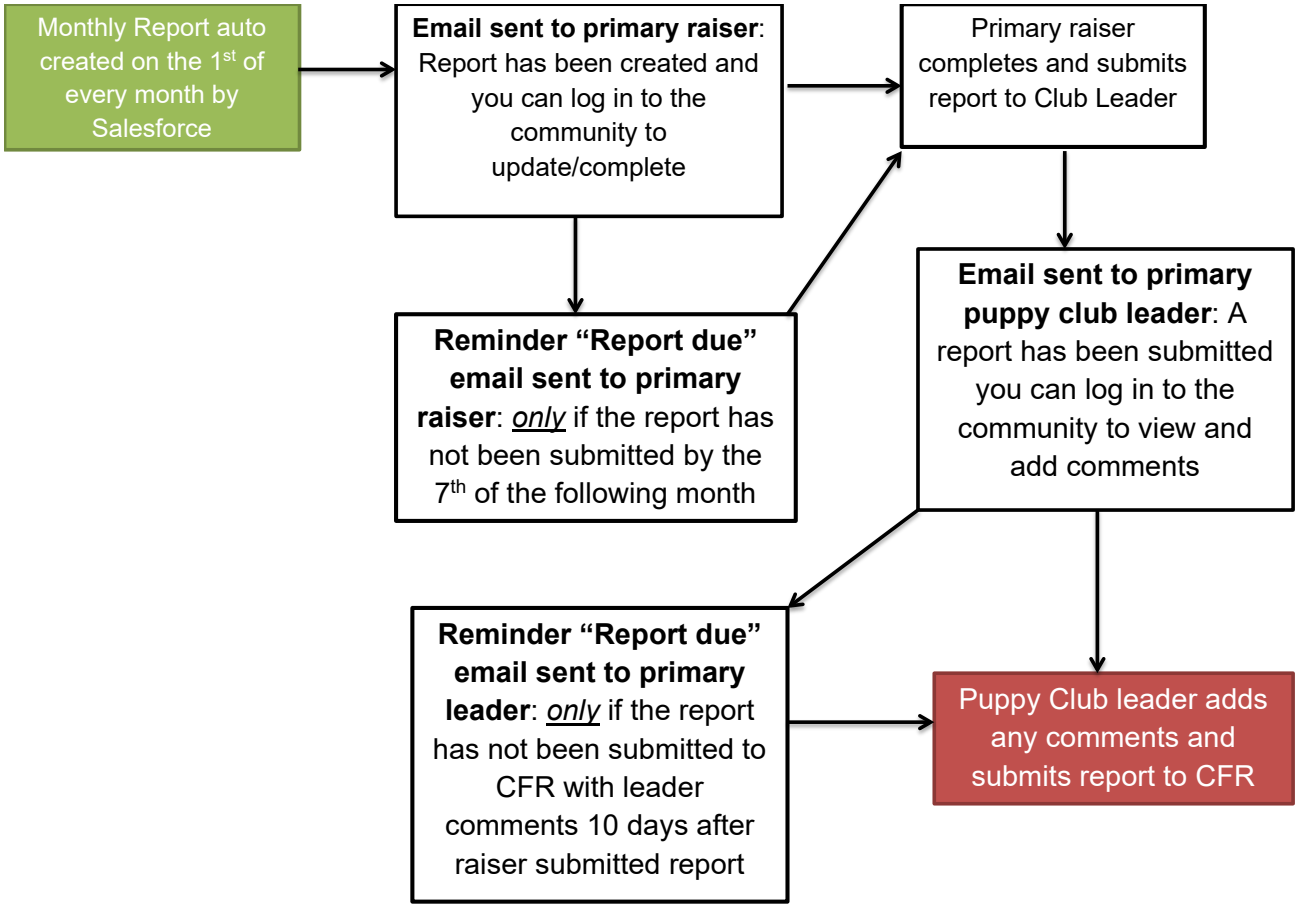
As the primary puppy raiser for your Household, GDB asks that you fill out a report each month that details the puppy's health, training, socialization progress, and behaviors. This form is to be filled out electronically each month through the Community and the primary leader of your club will receive an email alert letting them know once a report's status has been updated to "Ready for Club Leader" i.e. monthly report has been submitted. Each monthly report is then saved in the GDB database for future review by your Community Field Representative (CFR) and other staff as needed.

These reports are very important to us, not only for the information we learn about each individual puppy, but also for information that helps us evaluate other aspects of our program. Some of the information we learn from these monthly reports includes:

- CFRs learn how an individual puppy is doing at a given time and progressing over a period of time. If we are alerted to how a puppy is doing, we can offer help to either you or your leader.
- CFRs and Canine Resources Managers learn about trends in behaviors amongst many puppies and can adjust our training and socialization education to address such needs.
- In order to evaluate the success of breedings and determine whether to continue breeding certain dogs or their relatives, the Breeding Department evaluates intact puppies at the time they are returned to one of our campuses for training. Your monthly reports help us to continually evaluate our success to determine if we use parents, half-siblings, or other relatives in our program.
- We also use breeding stock from other service dog schools; other schools may use our stock as well. These schools, like GDB, are dependent on the information you give us when they make their breeding choices.
- The Training Department refers to monthly reports in a puppy's file to help assist them in training the puppy to become a guide dog.

As you can see, the monthly reports are very important. Thank you very much for taking the time each month to fill them out completely and carefully!

Monthly Puppy Report Process in the Community:



Here is how the online monthly report form system works:

1. The primary raiser of the Household will receive an email on the 1st of every month letting them know a report has been created and they can log in to the Community to update/complete it.
2. To fill out the monthly reports, you must log in to the Community and go to the Puppy Reports tab and change the list view from "Recently Viewed" to "Dogs I'm Raising: In Progress Reports".
3. Once the primary raiser has completed a monthly report, they need to change the "Report Status" from "In Progress" to "Ready for Club Leader" and click save.
4. A reminder "Report Due" email will be sent to the primary raiser **only** if the report has not been submitted by the 7th of the following month.
5. The primary leader of the raiser's puppy club will be sent an email letting them know that a report has been submitted and they can log in to the Community to view and add any comments.
6. Once leader comments have been made on a raiser submitted monthly report, the leader updates the report status to "Ready for CFR" and click save.
7. Prior to recall, or when requested by your CFR, a Final Report and Fun Things should be completed. Your leader/CFR will let you know when the puppy is expected to be recalled. To access and create Fun Things and/or Final Reports in the Community:
    - Go to the Dogs I'm Raising tab in Community.
    - Click on the dog's name, about halfway down on the righthand side you will see the "New Fun Things" and "New Final Report" buttons to start either/both.
    - After you have finished and are ready to submit either the Fun Things and/or Final Report, change the report status' from "In Progress" to "Ready for CFR" and click save.
    - You will have access to them and any other monthly reports on the Dogs I'm Raising tab for 45 days after recall or transfer.

A few things you need to know:

1. Raisers can work on their monthly reports all month long until they are ready to submit. As long as the report status is “In Progress” they can edit it. Once they change the status to “Ready for Club Leader” and “Save” the report is submitted.
2. Edits/changes cannot be made once a monthly report has been submitted. If a report was submitted by accident, please email ipuppy@guidedogs.com for assistance.
3. Only Primary Puppy Raisers can complete reports. There can only be one Primary Raiser per dog in each Household and they need to have an email address on file that is not associated with anyone else in the Household.
4. Your Community login will time out after a while of no activity, please make sure to save your work often and before stepping away.
5. Puppy raisers can view dog details and monthly reports in the Community 7 days after the puppy they are raising is assigned to them in GDB’s system.

Here are some tips to help you:

- Please refer to the Final Goal Behaviors document for a description of Acceptable/Ideal regarding the questions about puppy skills and behavior. If the puppy is 'Acceptable/Ideal' in that area, other options should NOT be chosen. If the puppy is not 'Acceptable/Ideal' in that area, you may choose as many of the other choices as are appropriate for the puppy's current behavior and add comments in the space provided.
    - Let us know how often the puppy displayed a behavior or action and the degree/intensity of the behavior or action. Review the guidelines within the report for completing comments for each category (e.g., “Defecation or urination accidents? Please include date of relieving accident and context in which it occurred”)
- Review the document on Recognizing and Reporting Negative Behaviors for definitions of concerning behaviors that must be documented in monthly reports and should be communicated to your leader as soon as they occur.
- Make sure that all sections are completed fully and accurately.
- The handling and training information should reflect a puppy’s health and behavior at the end of the month for which you are reporting.
- In the socialization section, list the places the puppy has gone each month. Activities that occur every week can be summarized at the top (e.g. “work in office setting 5x a week”). You may prefer to fill these in as the month goes, rather than trying to recall everything at the end of the month.
- If you are unsure if a behavior should be selected, please do so anyway, and describe your uncertainty in the space provided.
- Please make sure to let your leader know if a puppy is having a problem. Do not wait for the monthly report to bring your concerns to the leader. A challenging behavior or reaction may be easily resolved through the advice of your leader or CFR. The best time to influence an inappropriate behavior or reaction is when it initially starts. You should document the problem on the monthly report as well, but do not rely on the monthly report alone for communication.
- We also love to celebrate progress and improvements! Remember to share what the puppy does the best! In order for us to evaluate not just the puppy you are raising but also our programs, we need to know what puppies are doing well, as much as we need to know where they may need help.
- Monthly report automated emails will come from the sender “GDB Salesforce System” with the email address gdbsalesforce@guidedogs.com. Please make sure to add the email to your contacts to prevent emails being sent to your spam folder.

If you run into trouble navigating the online system, please let your leader know and email ipuppy@guidedogs.com for assistance. If you have questions on the content and how to document progress and challenges, please contact your leader. If they are also uncertain, they can contact your CFR.

Thank you again for ensuring thorough and detailed records are maintained for the puppy you are raising!

Guide Dogs for the Blind

Ears, Teeth, Heartgard®, and Nexgard®

EAR CARE

To avoid unnecessary veterinary treatment and discomfort to our puppies, we ask that puppy raisers clean their puppy's ears once weekly with the ear cleansing/drying solution (EpiOtic®) provided in your puppy packet.

Video reference: https://youtu.be/1WVI26VwGYI

Technique

- Apply ear cleaning solution to a cotton ball or pad until it is *slightly moist* (not soaked and dripping) with solution.
- A dog's ear canal is "L" shaped, which means that you will not touch your dog's eardrum with your finger. Insert the moistened cotton ball into the ear canal and rotate it as you clean.
- Dogs will generally shake their head after you remove your finger. This will help the accumulated debris at the bottom of the canal rise to the top.
- Use a clean dry cotton ball and wipe any excess cleaning solution residue and debris from the ear canal and pinna.
- Repeat for second ear using a fresh cotton ball or cotton pad.

When is it time to seek veterinary attention?

- The puppy constantly shakes his/her head or scratches at the ears.
- Odor is noticeable – A change to a foul odor is generally an indication of an ear infection. A strong sour smell usually signifies a bacterial infection: an excessively sweet smell usually signifies a yeast infection.
- Ear feels waxy, or you see black/brown discharge or an inflamed / red ear.

Never self-diagnose: The ear is a very sensitive organ. What may appear to be similar symptoms to previous ear issue may *not* require similar treatments this time.

TEETH CLEANING

If you have never cleaned the puppy's teeth, start by spending a few minutes each day gently handling the puppy's mouth. Lift their lips and touch the outside of the puppy's teeth and gums to get them used to this new experience. After several days of doing this, introduce the puppy to the oral cleansing gel following the instructions below. Never use human toothpaste - it can be harmful and can upset the puppy's stomach.

Video reference: https://youtu.be/f0Q8rEjKgaQ

Teeth Cleaning Instructions:

- Put a small amount of oral cleansing gel on the soft-bristled toothbrush (use the one given in the puppy's packet) or on a piece of gauze wrapped around your finger.
- Holding the brush head at a 45-degree angle to the gum line, gently brush in circular strokes from the gum line to the tip of each tooth.
- Only clean the outside surfaces of the puppy's teeth and gums.
- Day by day, slowly work towards the back of the mouth, until the puppy is comfortable and will allow you to lift their lips and hold their head steady for several minutes.
- Please be careful to not let the puppy bite your finger or toothbrush while brushing their teeth.
- We recommend that you clean the puppy's teeth at least once weekly (and as frequently as once daily) to acclimate the puppy to being handled this way and to be more accepting later in life.

HEARTWORM PREVENTION – Heartgard® Plus

You have two different size packages:

- The first package (GREEN) is for when the puppy weighs up to 50 lbs.
- The second (BROWN) is for when the puppy weighs 51-100 lbs.
- Please read the package label and directions before each use.
- Keep out of reach of children.

Heartgard® Plus is a year-round heartworm prevention *chewable* cube given once-a-month. The following directions for administering Heartgard® Plus are provided to ensure that each puppy receives the appropriate dose. In addition to these instructions, please read the packaging materials regarding usage and storage directions. All puppies should receive their cube/cubes on the first of every month.

Heartgard® Plus Instructions

Effective heartworm prevention is very important to the puppy's health. Please follow these directions exactly:

- Place heartworm preventative *chewable* cube in feed pan prior to feeding a meal. If the puppy will not eat the cube, contact your leader for advice.
- **Puppies weighing up to 50 lbs.:** Give 1 cube from the GREEN box. EVEN IF THE PUPPY WEIGHS LESS THAN 26 LBS., GIVE 1 WHOLE CUBE FROM THE GREEN BOX ON THE FIRST OF THE MONTH.
- **Puppies weighing 51-100 lbs.:** Give 1 cube from the BROWN box. If you still have cubes left in the green box, you can double the dose and give 2 cubes from the GREEN box.
- **Puppies weighing more than 100 lbs.:** Give 2 cubes from the BROWN box.
- NOTE: ALL CUBES LOOK THE SAME! ONLY THE COLOR OF THE BOX IS DIFFERENT.
- REMEMBER: TWO CUBES FROM THE GREEN BOX EQUAL ONE FROM THE BROWN BOX. NEVER, EVER CUT A CUBE IN HALF (the medicine is not evenly distributed through the cube).
- If a puppy turns 8 weeks of age prior to leaving the GDB campus, they are given a dose of Heartgard® Plus on their 8-week birthday. If a puppy leaves prior to 8 weeks, this special Heartgard® Plus dose (for puppies 25lbs and under) is included in their puppy packet with the date it should be administered. The puppy's first dose of Heartgard® Plus from the GREEN box may need to be on a special schedule to avoid overdosing. If the puppy's 8-week birthday was on the…

	No adjustment needed. Give HG on the 1st of each month.
	Give the first dose of HG on the 7th of the following month, then on the 1st of each month thereafter.
	Give the first dose of HG when the puppy is 11 weeks of age, then on the 1st of each month thereafter.

Note: Raisers may need to get a prescription for additional Heartgard® from their local veterinarian. Please try to get the least number of doses possible based on potential recall dates. Please return any unused Heartgard® to GDB at the time the dog is recalled or returned to campus.

FLEA/TICK PREVENTION - Nexgard® Chewable Tablets

You have two different size doses:

- The first size (BLUE) is for when the puppy weighs between 10-24 lbs.
- The second size (PURPLE) is for when the puppy weighs between 24.1-60 lbs.

- Please read the package label and directions before each use.
- Keep out of reach of children.

Given once a month, Nexgard® provides protection against fleas and ticks. Use only on dogs. Do not use on other animals in the household. Raisers may need to get a prescription for additional Nexgard® from their local veterinarian. Please try to get the least number of doses possible based on potential recall dates. Please return any unused Nexgard® to GDB at the time the dog is recalled or returned to campus.

Nexgard Instructions:

- Remove one chewable from the package when you're ready to administer the product.
- Give as a treat like you do with Heartgard®.
- Can be given at the same time as Heartgard®.
- Can be given with or without food.
- If the pupppy will not eat the Nexgard®, you may crumble it up into a small amount of wet food and watch to ensure that the pup eats it all.
- If the puppy vomits within 2 hours of receiving a dose, give another dose with food the following day.

When to Start Nexgard®

Because puppies cannot receive Nexgard® before they are 8 weeks old, and because Nexgard® cannot be given within 2 weeks of another dose, it's very important to follow the guidelines below to avoid overdosing puppies on this medication.

If you received your puppy BEFORE they turned 8 weeks of age:

Puppies under 8 weeks of age cannot get Nexgard® so puppies under 8 weeks of age will not have received flea/tick prevention yet.

- If your puppy turns 8 weeks of age between the 1st and the 15th of the month, please give a dose of Nexgard® on their 8-week birthday and then start dosing once per month on the 1st of each month thereafter.

- If your puppy turns 8 weeks of age between the 16th and the 31st of the month, please start giving Nexgard® on the 1st of the upcoming month.

If you received your puppy AFTER they turned 8 weeks of age:

Puppies are given a dose of Nexgard® on campus when they turn 8 weeks old.

- If your puppy turned 8 weeks between the 1st and the 15th of the month, please start Nexgard® on 1st of the upcoming month, and then on the 1st of the month thereafter.

- If your puppy turned 8 weeks of age between the 16th and the 31st of the month, please wait until the 1st of the following month to start. Do not start on the 1st of the month after you get your puppy to avoid overdose. For example, if your puppy turned 8 weeks on July 20th and you got them on July 25th, they would start getting Nexgard® on September 1st.

In the interim while you are waiting to give them their first dose, you can decrease the likelihood of them having a flea problem by bathing them, brushing and flea combing them and avoiding areas where there is a flea infestation. Should you encounter a flea problem during this time, please contact our VFA team for advice on a safe alternate schedule for starting Nexgard®.

Note: for the second dose of Nexgard®, please give the smaller sized chewable tablet, even if your puppy weighs more than 24 pounds.

plumb's® veterinary medication guides™

Prescription Label

Patient Name:
Species:
Drug Name & Strength:
Directions (amount to give how often & for how long):

Prescribing Veterinarian's Name & Contact Information:

Refills:

[Content to be provided by prescribing veterinarian]

Ivermectin with Pyrantel Pamoate (Dogs)

*(eye-ver-**mek**-tin* with *pie-**ran**-tel **pam**-oh-ate)*
Description: Antiparasitic
Other Names for this Medication: Heartgard® Plus, Heartshield Plus®, Iverhart Plus®, Tri-Heart Plus®, Pettrust Plus®
Common Dosage Forms: Veterinary: Dogs: Chewable Oral tablets: Ivermectin/Pyrantel: 68 micrograms/57 mg, 136 micrograms/114 mg, & 272 micrograms/227 mg. **Human:** None.

This information sheet does not contain all available information for this medication. It is to help answer commonly asked questions and help you give the medication safely and effectively to your animal. If you have other questions or need more information about this medication, contact your veterinarian or pharmacist.

Key Information

- Antiparasitic combination used in dogs to prevent heartworm infection and for the treatment and control of roundworms and hookworms.
- Can be added to a small amount of food. It is best if the dog chews the tablet before swallowing. If your dog normally swallows treats whole (without chewing), the tablet may be broken into pieces and the pieces fed to the dog.
- Overdoses can be serious; keep flavored, chewable tablets out of reach of children and animals.
- Usually well tolerated. If you notice neurologic signs such as coma, weakness, clumsiness, dilated (ie, big) pupils, trembling, excessive salivation (ie, drooling), or the dog pressing its head against the wall, contact your veterinarian immediately.
- Dispose of unused product carefully; it can be quite toxic to fish and wildlife.

How is this medication useful?

Ivermectin with pyrantel pamoate is used in dogs to prevent heartworm disease and for the treatment and control of roundworms and hookworms. The FDA (U.S. Food & Drug Administration) has approved this drug for use in dogs. The FDA allows veterinarians to prescribe and use products containing this drug combination in different species or for other conditions in certain situations. You and your veterinarian can discuss why this drug is the most appropriate choice.

What should I tell my veterinarian to see if this medication can be safely given?

Many things might affect how well this drug will work in your animal. Be sure to discuss the following with your veterinarian so together you can make the best treatment decisions.

- Other drugs can interact with this drug combination, so be sure to tell your veterinarian and pharmacist what medications (including vitamins, supplements, or herbal therapies) you give your animal, including the amount and time you give each.

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

- Tell your veterinarian about any conditions or diseases your animal may have now or may have had in the past.
- If your animal has been treated for the same disease or condition in the past, tell your veterinarian about the treatment and how well it did or didn't work.
- If your animal is pregnant or nursing, talk to your veterinarian about the risks of using this drug. Ivermectin with pyrantel is thought to be safe to use during pregnancy.
- Tell your veterinarian and pharmacist about any medication side effects (including allergic reactions, lack of appetite, diarrhea, itching, hair loss) your animal has developed in the past.

How long until I will know if this medication is working, and how long will the effects of this medication last?

This medication should start having effects within 1 to 2 hours; however, you will not see the effects of this medication outwardly. Your veterinarian will need to run further tests to determine if the medication is working appropriately. The effects of this medication are short-lived, meaning they will stop working within 24 hours, although the benefits may be prolonged if your animal has decreased liver and/or kidney function. For this medication to protect your animal against infection by heartworms and intestinal parasites, it must be given monthly.

When should this medication not be used or be used very carefully?

No drug is 100% safe in all patients, but your veterinarian will discuss with you any specific concerns about using this drug in your animal.
This drug **SHOULD NOT** be used in dogs that:

- Are allergic to pyrantel, ivermectin, or other avermectin drugs (eg, selamectin, moxidectin).

This drug should be used **WITH CAUTION**:

- In puppies less than 6 weeks of age.
- Dogs must be tested for heartworm infection before being given ivermectin-containing products. Dogs infected with heartworms are at risk for having a serious adverse reaction (caused by the rapid die-off of immature heartworms) following drug administration.

If your dog matches any of these signs, talk to your veterinarian about the possible risks of using the medication versus the benefits that it might have.

What are the side effects of this medication?

When used as directed on the label, side effects are rare.
Reported side effects that usually are not serious include:

- Vomiting, diarrhea.

You don't have to be overly concerned if you see either of these signs unless they are severe, persistent, or worsen. Contact your veterinarian if this happens.

Side effects that may be serious or indicate a serious problem:

- Central nervous system toxicity (especially in those breeds that have the *MDR1* gene mutation). Toxic signs can include: coma, weakness, clumsiness, blindness, dilated (big) pupils, trembling, excessive drooling or foaming, or the animal pressing its head against the wall.
- Blindness or enlarged pupils can occur when doses are high, especially in susceptible breeds of dogs.

If you see any of these signs, contact your veterinarian immediately.

If my animal gets too much of this medication (an overdose), what should I do?

Overdoses of this drug combination can be serious and cause vomiting, diarrhea, stumbling, lethargy (ie, tiredness, lack of energy), rapid heartbeat, excessive drooling, dilation of pupils, coma, and seizures. If you witness or suspect an overdose, contact your veterinarian or an animal poison control center for further advice. Animal poison control centers that are open 24 hours a day include: **Pet Poison HELPLINE** (855-764-7661) and **ASPCA Animal Poison Control Center** (888-426-4435); a consultation fee is charged for these services.

How should this medication be given?

For this medication to work, give it exactly as your veterinarian has prescribed. It's a good idea to always check the prescription label to be sure you are giving the drug correctly.

- Remove only 1 chewable tablet at a time from the foil-backed blister card. Return the card with the remaining chewable tablets to its box to protect the product from light.
- It is best if the dog chews the tablet before swallowing. If your dog normally swallows treats whole (without chewing), the tablet may be broken into pieces and the pieces fed to the dog.
- Be sure your dog eats the complete dose. Watch your dog for a few minutes after dosing to be sure that part of the dose is not rejected or spit out. If it is suspected that any of the dose has not been eaten, redosing is recommended.

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

- If you have difficulty getting your animal to take the medicine, contact your veterinarian or pharmacist for tips to help with dosing and to reduce the stress of medication time.
- This medication can be given for various lengths of time. Be sure you understand how long your veterinarian wants you to continue giving this medication. Prescription refills may be necessary before the therapy will be complete. Before stopping this medication, talk to your veterinarian, as there may be important reasons to continue its use.

What should I do if I miss giving a dose of this medication?

- If you miss a dose, give it when you remember and then wait the amount of time between doses recommended by your veterinarian before giving another dose. Do not double up or give extra doses.
- *When using ivermectin for heartworm prevention:* If more than 8 weeks have passed without giving this medication, start giving the drug as soon as you remember. After that, continue giving the medication monthly, but make sure to have your animal tested for heartworm infection 6 months later, as your dog may have become infected during the time the medication was not given.

How should I store this medication?

- Store this medication in the original prescription container or an approved dosage-reminder container (ie, pill minder) at room temperature and protected from light.
- If your veterinarian or pharmacist has made (compounded) a special formulation for your animal, follow the storage recommendations and expiration date for the product.
- Keep away from children and other animals, especially the chewable or flavored forms of the drug.

Can handling this medication be hazardous to me, my family, or other animals?

There are no specific precautions required when handling small animal products of this medication unless you are allergic to it. Wash your hands after handling any medication.

How should I dispose of this medication if I don't use it all?

- Dispose of ivermectin with pyrantel carefully as it is can be toxic to fish, turtles, and other wildlife.
- Do not flush this medication down the toilet or wash it down the sink. If a community drug "take-back" program is available, use this option. If there is no take-back program, mix the drug with coffee grounds or cat litter (to make it undesirable to children and animals and unrecognizable to people who might go through your trash), place the mixture in a sealable plastic bag to keep it from leaking out, and throw the bag out with the regular trash.
- Do not save leftover medication for future use or give it to others to use.

What other information is important for this medication?

Use of this drug may not be allowed in certain animal competitions. Check rules and regulations before entering your animal in a competition while this medication is being administered.

If you have any other questions about this medication, contact your veterinarian or pharmacist.

Special Instructions:

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

plumb's® veterinary medication guides™

Prescription Label

Patient Name:
Species:
Drug Name & Strength:
Directions (amount to give how often & for how long):

Prescribing Veterinarian's Name & Contact Information:

Refills:

[Content to be provided by prescribing veterinarian]

Afoxolaner

*(ah-**fox**-ah-lan-er)*
Description: Agent to Treat & Control Fleas & Ticks
Other Names for this Medication: NexGard®
Common Dosage Forms: Veterinary: 11.3 mg, 28.3 mg, 68 mg, & 136 mg flavored chew tabs. **Human**: None.

This information sheet does not contain all available information for this medication. It is to help answer commonly asked questions and help you give the medication safely and effectively to your animal. If you have other questions or need more information about this medication, contact your veterinarian or pharmacist.

Key Information

- Used to treat and control flea and tick infestations in dogs.
- May be prescribed for other external parasites.
- Give this medicine every 30 days.
- Ticks may still be found on your animal, but they will die quickly and before transmitting disease or laying eggs.
- Side effects are uncommon; report any concerns to your veterinarian.
- Contact your veterinarian immediately if your animal has any tremors, seizures, or difficulty walking.

How is this medication useful?

The FDA (U.S. Food & Drug Administration) has approved afoxolaner for use in dogs to prevent and treat flea or tick infestations. The FDA allows veterinarians to prescribe and use products containing afoxolaner in different species or for other conditions in certain situations. You and your veterinarian can discuss with this drug is the most appropriate choice.

What should I tell my veterinarian to see if this medication can be safely given?

Many things might affect how well afoxolaner will work in your animal. Be sure to discuss the following with your veterinarian so together you can make the best treatment decisions.

- Other drugs can interact with afoxolaner, so be sure to tell your veterinarian and pharmacist what medications (including vitamins, supplements, or herbal therapies) you give your animal, including the amount and time you give each.
- Tell your veterinarian about any conditions or diseases your animal may have now or has had in the past.
- If your animal has been treated for the same disease or condition in the past, tell your veterinarian about the treatment and how well it did or did not work.

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

- If your animal is pregnant or nursing, talk to your veterinarian about the risks of using afoxolaner.
- Tell your veterinarian and pharmacist about any medication side effects (including allergic reactions, lack of appetite, diarrhea, itching, hair loss) your animal has developed in the past.

How long until I will know if this medication is working, and how long will the effects of this medication last?

Fleas will begin to die after 4 hours; ticks can take up to 12 hours or longer to die and fall off your animal. Your animal's clinical signs should begin to improve after that time.

The effects of this medication are long-lived, meaning they may last for multiple (ie, 4 to 6) weeks, although they may be prolonged if your animal has decreased kidney and/or liver function.

When should this medication not be used or be used very carefully?

No drug is 100% safe in all patients, but your veterinarian will discuss with you any specific concerns about using afoxolaner in your animal.
This drug **SHOULD NOT** be used in patients:

- That are allergic to it.
- Puppies less than 8 weeks of age.
- Dogs that weigh less than 4 lb (1.8 kg).

This drug should be used **WITH CAUTION** in patients:

- That have a seizure disorder or history of seizures (convulsions).
- That are used for breeding or that are pregnant or lactating.
- That are old, weak, or debilitated.

If your animal has any of these conditions, talk to your veterinarian about the potential risks versus benefits.

What are the side effects of this medication?

Side effects that usually are not serious include:

- Vomiting or decreased appetite.
- Dry, flaky skin.
- Diarrhea.

If any of these signs are severe, worsen, or continue to be a problem, contact your veterinarian.

Side effects that may be serious or indicate a serious problem:

- Vomiting that does not stop.
- Complete loss of appetite.
- Tremors, seizures.
- Difficulty walking (eg, weakness, stumbling).

If you see any of these signs, contact your veterinarian immediately.

If my animal gets too much of this medication (an overdose), what should I do?

If you witness or suspect an overdose, contact your veterinarian or an animal poison control center for further advice. Animal poison control centers open 24 hours a day include: **Pet Poison HELPLINE** (855-764-7661) and **ASPCA Animal Poison Control Center** (888-426-4435); a consultation fee may be charged for these services.

How should this medication be given?

For afoxolaner to work properly, give it exactly as your veterinarian has prescribed. Check the prescription label to be sure you are giving the drug correctly.

- The drug may be given either with food or on an empty stomach.
- If your animal vomits within 2 hours after receiving a dose, give another full dose.
- If your animal vomits or acts sick after receiving the drug on an empty stomach, try giving the next dose with food or a small treat. If vomiting continues, contact your veterinarian.
- If you have difficulty getting your dog to take the medicine, contact your veterinarian or pharmacist for tips to help with dosing and reduce the stress of medication time for both you and your animal.
- Patients are usually on afoxolaner for an extended period, often for the rest of their lives. Give this medication according to the label's instructions and obtain refills as needed. Before stopping afoxolaner, talk to your veterinarian, as there may be important reasons to continue its use.

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

What should I do if I miss giving a dose of this medication?

If you miss a dose, give it when you remember, then wait the amount of time between doses recommended by your veterinarian before the next dose. Do not double-up or give extra doses.

How should I store this medication?

- Store this medication in the original prescription packaging at room temperature and protected from light.
- If your veterinarian or pharmacist has prepared (compounded) a special formulation for your animal, follow the storage recommendations and expiration date for the product.
- Keep away from children and other animals.

Can handling this medication be hazardous to me, my family, or other animals?

There are no specific precautions required when handling afoxolaner unless you are allergic to it. Wash your hands after handling any medication.

How should I dispose of this medication if I don't use it all?

- Do not flush this medication down the toilet or wash it down the sink. If a community drug "take-back" program is available, use this option. If there is no take-back program, mix the drug with coffee grounds or cat litter (to make it undesirable to children and animals and unrecognizable to people who might go through your trash), place the mixture in a sealable plastic bag to keep it from leaking out, and throw the bag out with the regular trash.
- Do not save leftover medication for future use or give it to others to use.

What other information is important for this medication?

Use of this drug may not be allowed in certain animal competitions. Check rules and regulations before entering your animal in a competition while this medication is being administered.

If you have any other questions about this medication, contact your veterinarian or pharmacist.

Special Instructions:

©2019 PharmaVet, Inc. ALL RIGHTS RESERVED. Plumb's® Veterinary Medication Guides have not been reviewed by FDA Center for Veterinary Medicine.

Guide Dogs for the Blind

Puppy Raising Nutritional Policy

We appreciate the cooperation of all raisers and leaders in complying with the following puppy raising nutritional policy.

Research has shown, and GDB experience concurs, that effective weight management of puppies and mature dogs through the feeding of large breed diets or proper management of feeding amounts helps limit certain canine orthopedic maladies and promotes general health and longevity. Puppy club leaders and Community Field Representatives (CFRs) will educate raisers on feeding puppies, and proper weight, and Body Condition Scoring (BCS) .

At the GDB puppy kennel, prior to placement in a raiser home, puppies are fed Purina Pro Plan Puppy Large Breed Chicken & Rice Formula.

Raisers will feed a puppy formula from the list below until the puppy reaches 12 months of age.

At 12 months of age, or when the CFR recommends, raisers will transition to an approved adult formula. Eukanuba Adult Large Breed (Chicken 1st Ingredient) is fed to dogs in training on campus.

Dog food packaging can change over time, and many formulas can look very similar; please be sure to check each bag carefully when purchased and ensure you are not choosing "grain free" or any other variation of the list below.

Approved Puppy Diets

Preferred

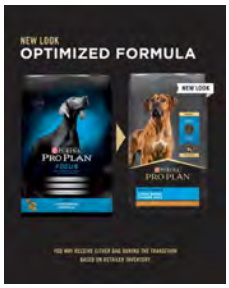
Purina Pro Plan Puppy Large Breed Chicken & Rice Formula	Eukanuba Large Breed Puppy	Hills Science Diet Puppy Large Breed Lamb Meal and Rice	Iams Proactive Health Smart Puppy Large Breed	Natural Balance Lamb and Rice Puppy LID (Limited Ingredient Diets)	Purina One Smartblend Large Breed Puppy Formula

Alternative

- Nutro MAX Natural Chicken Meal & Rice Recipe Large Breed Puppy Food
- Nutro Natural Choice Chicken Whole Brown Rice and Oatmeal Large Breed Puppy Food
- Nutro Ultra Dry Puppy Food
- Pedigree Complete Nutrition Puppy Crunchy Bites
- Purina Puppy Chow

Approved Adult Diets

Preferred

					
Eukanuba Adult Large Breed (Chicken 1st Ingredient)	Hills Science Diet Adult Large Breed Lamb Meal and Rice	Iams Proactive Health Adult Large Breed	Natural Balance Lamb Meal and Rice Adult LID (Limited Ingredient Diets)	Purina One Smartblend Large Breed Adult Formula	Purina Pro Plan Adult Large Breed Chicken & Rice Formula

Alternative

- Nutro MAX Natural Chicken Meal & Rice Recipe Large Breed Adult Food
- Nutro Ultra Large Breed Adult Dry Dog Food
- Nutro Natural Choice Chicken Whole Brown Rice and Oatmeal Large Breed Young Adult Dog Food
- Pedigree Large Breed Nutrition
- Purina Dog Chow

For Overweight Dogs

With the approval of the CFR, overweight dogs may be fed one of the following diets:

- Natural Balance Fat Dogs
- Eukanuba Weight Control

In selecting these foods, GDB has attempted to provide raisers with a wide selection based on cost and availability. GDB believes that these foods meet our nutritional expectations. Puppy raisers may find, though, that each food may yield different results in attributes such as amount fed and stool number, firmness, and volume.

If the puppy is not doing well on one of the approved formulas, have your leader speak to your CFR, who can evaluate the puppy's individual needs and make additional suggestions in feeding schedules, home behavior monitoring, feeding amounts, and diets. Whenever a puppy's diet is changed, raisers should gradually transition to the new diet over a period of 5 – 7 days, gradually replacing the previous food with the new one.

Raisers will start feeding 8-week-old pups ¾ cup, three times a day and adjust the amount of food based on the puppy's BCS following instructions given by their leaders. Because each puppy is different, it may require different feeding amounts than what is listed on the puppy food bag or in this policy. At four months of age the puppy should be weaned off its midday meal and fed twice per day. Continue feeding twice per day until the puppy returns to campus for formal training.

At GDB's determination, variations may occur in the above policy guidelines for a variety of reasons, including:

- The special needs of individual dogs under the supervision of or in consultation with the GDB Veterinary Clinic
- Future research in canine nutrition
- Further knowledge gained by GDB through GDB conducted food trials or other research

Water Access Guidelines

Puppies should have easy access to an unlimited amount of fresh, clean water. Free access to water is preferred, but when this is not practical it is acceptable to offer fresh water frequently throughout the day (minimum of 8 times per day, more frequently in hot temperatures).

It is not appropriate to limit the daily amount of water offered to a puppy unless directed by a veterinarian for a specific purpose (e.g. pre-surgical fasting or treatment of acute vomiting). Water is an essential nutrient for dogs. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age.

Raisers are advised to monitor the drinking and relieving pattern for each puppy. Changes in water consumption or frequency of relieving are sometimes indicative of a medical condition that needs to be addressed. Raisers with concerns about the volume of water the puppy is consuming or concerns about changes in the puppy's drinking or relieving patterns should bring this to the attention of their leader. We ask that leaders alert their CFR if there are any concerns regarding water consumption. CFRs will work with GDB Veterinarians in cases where possible underlying medical concerns are suspected. The amount of water offered to a puppy each day should not be limited unless directed to do so by GDB Veterinarians.

Guide Dogs for the Blind

Veterinary Expense Reimbursement Request Form

In the USA:	In Canada:	
Mail Request with detailed invoice/receipt to: Guide Dogs for the Blind Attn: Accounting Dept. P O Box 151200 San Rafael, CA 94915-1200	***Fax Request with detailed invoice/receipt to:*** Attn: Accounting Dept. 415-226-0553	Name: John Smith Address: 350 Los Ranchitos Road City/State/Zip: San Rafael, CA 94903 Dog Name and GDB ID: Juno 1A11 Current Status: PRP Date of Birth: May 1, 1942 Accounting Code: 5315 1-2-490

Guide Dogs for the Blind is a nonprofit organization supported entirely by private donations. Discounted and/or donated veterinary services are greatly appreciated.

Name of Clinic/Person to be Paid:	Treatment Date: _____ Invoice #: _____
Name: _____	Total Charges: $ _____
Address: _____	Less Discount/Donation: $ _____
City: _____ State: _____ Zip: _____	Total Reimbursement Request: $ _____
Phone: _____	Donation Made By: _____
E-mail: _____	Auth. #: _____

Reason for Visit: _____

_____

_____

Please submit reimbursement within 30 days of the date on the invoice/ receipt. GDB will not reimburse receipts older than 90 days.

If you have questions regarding what procedures and products GDB will reimburse, see one of the following Websites prior to submitting your request:

Graduates:	www.guidedogs.com/vet
Puppy Raisers:	First login, then www.guidedogs.com/forms Vet Forms> Vet Care Reimbursement Guidelines

Questions? Please call the Support Center at 1-800-295-4050.

Thank you for providing quality care for the dogs!

Guide Dogs for the Blind

Veterinary Expense Reimbursement Request Form

In the USA:	In Canada:	
Mail Request with detailed invoice/receipt to: Guide Dogs for the Blind Attn: Accounting Dept. P O Box 151200 San Rafael, CA 94915-1200	***Fax Request with detailed invoice/receipt to:*** Attn: Accounting Dept. 415-226-0553	Name: Address: City/State/Zip: Dog Name and GDB ID: Current Status: PRP Date of Birth: Accounting Code: 5315 1-2-490

Guide Dogs for the Blind is a nonprofit organization supported entirely by private donations. Discounted and/or donated veterinary services are greatly appreciated.

Name of Clinic/Person to be Paid:	Treatment Date: _____ Invoice #: _____
Name: _____ Address: _____ City: _____ State: _____ Zip: _____ Phone: _____ E-mail: _____	Total Charges: $ _____ Less Discount/Donation: $ _____ Total Reimbursement Request: $ _____ Donation Made By: _____ Auth. #: _____

Reason for Visit: _____

_____

_____

Please submit reimbursement within 30 days of the date on the invoice/ receipt. GDB will not reimburse receipts older than 90 days.

If you have questions regarding what procedures and products GDB will reimburse, see one of the following Websites prior to submitting your request:

Graduates:	www.guidedogs.com/vet
Puppy Raisers:	First login, then www.guidedogs.com/forms Vet Forms> Vet Care Reimbursement Guidelines

Questions? Please call the Support Center at 1-800-295-4050.

Thank you for providing quality care for the dogs!

Guide Dogs for the Blind

Veterinary Care
Orientation Packet

Please give these veterinary care materials and expense forms to your veterinarian at the puppy's first visit

Guide Dogs for the Blind

Puppy Raising Veterinary Care Intro

While in your care, Guide Dogs for the Blind (GDB) will reimburse the costs of routine and emergency veterinary care for the puppy you are raising. Please refer to the Veterinary Care Reimbursement Guidelines for more information regarding treatment cost and authorization.

GDB has developed a Veterinary Expense Reimbursement Request Form that allow us to record health information about our puppies and expedite the reimbursement process. You will find the forms behind the Veterinary Care Orientation Packet. Please take a moment to review these forms and other medical care information prior to the puppy's first visit to the veterinarian. At the puppy's first appointment, please give the forms and veterinary care materials to your veterinarian.

If you are requesting reimbursement, a Veterinary Expense Reimbursement Request Form must be completed after each visit and then mailed to GDB or emailed to vetbill@guidedogs.com. A copy of the veterinary receipt, including procedures and most especially vaccinations, as well as vaccination certificates, must accompany the reimbursement request. For full details, see Instructions for Submitting Veterinary Invoices for Reimbursement.

If you are not requesting reimbursement, submit all veterinary records via fax at (415) 226-0566 or email a copy to ipuppy@guidedogs.com (preferred). Please note the puppy's identification number at the top. Puppy veterinary records, including veterinary receipts showing procedures and vaccinations, as well as vaccination certificates, must be kept up to date.

If you need more forms, please email ipuppy@guidedogs.com to request them. Each puppy's form will have their name and identification number on it, as well as the raiser's name and address information.

If you have any questions concerning the use of these forms, please contact your club leader. As always, thank you very much for your support of our program.

Sincerely,

The Canine Community Programs Team

Guide Dogs for the Blind

Health Care & Reimbursement Guidelines

For a GDB Puppy's Local Veterinarian

Veterinary care for puppies will be provided based on the type of illness and symptoms a puppy presents.

Contact Guide Dogs for the Blind's Veterinary Financial Assistance (VFA) Team to obtain authorization, discuss treatment plans, or address any reimbursement questions. Pre-authorization is not required if the total bill is less than $200 or the appointment is for scheduled vaccines, heartworm test, and heartworm medication.

- Call (800) 295-4050, then option 2, and option 2 again to reach the VFA team.
- VFA is available Monday through Friday from 8am to 5pm Pacific time.

Vaccinations
GDB puppies leave campus having been given certain vaccinations and anti-parasitic treatments. When puppy raisers receive the puppy, they are instructed to continue with an outlined vaccination schedule. A copy of the Puppy and Raiser Information Sheet and Vaccine Schedule Chart will be included in the Veterinary Care Orientation Packet that the puppy raiser provides to you on the puppies first visit.

We do not recommend Corona virus or Lyme disease vaccines. If you have any questions about the administration of one of these vaccinations, please contact the GDB VFA team. The puppy's first adult Rabies and DA2PP vaccination boosters will be due at approximately 16 months of age.

It is critical that we receive documentation of all vaccines the puppy receives prior to recall. The GDB VFA team is to be notified in the event that a puppy has an allergic reaction to a vaccination. Raisers may ask to save the vials that their puppy's vaccination originated from or will ask to write down the following information: brand of vaccine (i.e. Ft. Dodge), components (i.e. distemper, adenovirus, parainfluenza, parvo virus) and the lot number.

Heartworm Preventative
GDB provides the initial supply of Heartgard® Plus heartworm preventative for each puppy. Raisers are instructed to administer heartworm preventative to the puppy on the first of every month.

Fleas and Ticks
Puppy raisers receive a year supply of Nexgard® chewable tablets for flea and tick treatment. Raisers are instructed to administer Nexgard® to the puppy on the first of every month. If you notice external parasites on the GDB puppy you are examining, please confirm the raiser's use of the provided product.

Females in Season
When female GDB puppies come into season, they can either stay in a raiser's home for the duration of their season or be boarded at a professional boarding kennel at the raiser's expense. For in-house boarding, raisers need to consult their leader and Puppy Raising Field Manager for approval and guidelines.

Spay/Neuter
Never spay or neuter a GDB puppy without authorization from GDB. The Puppy Raising Department sends an official spay/neuter letter to raisers to give to their veterinarian. When having a puppy spayed or neutered, no reimbursement authorization is necessary as long as the cost for the procedure falls within the existing guidelines (neuters: $300; spay: $350). **If the cost of the spay or neuter exceeds these guidelines, VFA team must be contacted for authorization prior to surgery**. Immediately upon completion of the altering procedure, please complete and return the spay/neuter certificate provided by GDB.

Emergency Care
In the event of an emergency, GDB consents to stabilizing treatment. As soon as a puppy's condition is stabilized, GDB VFA team must be notified before further care is provided. In cases of more involved or prolonged care, GDB puppies may be transported to a GDB facility.

Outside of normal business hours, call (800) 295-4050 and follow the prompts to reach someone to discuss ongoing emergency care.

Reimbursement Procedures
For full details, see Instructions for Submitting Veterinary Invoices for Reimbursement. To request reimbursement for veterinary care, veterinarians must complete the Veterinary Expense Reimbursement Request Form and return to:

vetbill@guidedogs.com

OR

Guide Dogs for the Blind
Attn: Accounting Department
P.O. Box 151200
San Rafael, California 94915-1200

If your veterinary hospital has never requested reimbursement from GDB in the past, please also fill out the enclosed W-9 Form to ensure prompt payment. If payment is required at the time of service, the puppy raiser will be asked to pay up front and then request reimbursement from GDB.

When you help GDB and guide dog puppies, you are helping your community. We greatly appreciate veterinarians who help strengthen our mission by offering discounted or donated services. Thank you!

Guide Dogs for the Blind

Discharge Instructions for Puppy with Base Narrow Canines

The puppy you are raising has mild base narrow canines. In this condition the lower canine teeth are angled straight upward, instead of tipping outward. Currently the lower canines only have mild contact the upper gums.

Please have your local veterinarian monitor the lower canines at the puppy's regular vaccine appointments. For some puppies, the position of the lower canines will self-correct as they grow. However, if the canines cause persistent or worsening irritation to the gums above, your veterinarian may recommend removal of the lower baby canine teeth. If extraction of the baby canine teeth is performed, care must be taken to avoid damaging the bud of the emerging adult canine tooth. If your veterinarian recommends this procedure, please call our Veterinary Financial Assistance (VFA) Team (1-800-295-4050) to discuss pre-authorization for the procedure.

It will also be important to monitor the adult lower canine teeth as they grow. If these adult lower canines contact or irritate the gums above, then additional dental care will be needed to help correct this abnormal position. At the 20-week vaccine appointment, please discuss with your veterinarian if there are any concerns with the puppy's teeth positioning. If so, they may recommend a recheck at 6 months of age to monitor the teeth.

Guide Dogs for the Blind

Discharge Instructions for Puppy with Extraction of Base Narrow Canines

The puppy you are raising recently had a procedure to remove their bottom baby canine teeth due to a diagnosis called narrow based canines. In this condition the lower canine teeth angled straight upward, instead of tipping outward putting pressure on the upper gums causing pain. These teeth were extracted to prevent trauma to the palate. There may be sutures present at the extraction sites that will dissolve or slough off naturally over time. No suture removal is necessary.

Please have your local veterinarian monitor the adult lower canines as they erupt at the puppy's regular vaccine appointments. It will be important to monitor the adult lower canine teeth as they grow. If these adult lower canines contact or irritate the gums above, then additional dental care will be needed to help correct this abnormal position. At the 20-week vaccine appointment, please discuss with your veterinarian if there are any concerns with the puppy's teeth positioning. If so, they may recommend a recheck at 6 months of age to monitor the teeth.

Guide Dogs for the Blind

Heathy Habits Reminder about Puppy Poop Safety
Remember to wash your hands!

Ever wonder what the word “zoonotic” means? Zoonotic diseases are ones that can be passed from animals to humans. There are actually quite a few “bugs” that can be found in dog feces which can cause illness in people. Some examples include bacteria, like E. coli or Salmonella, and parasites, like giardia and roundworms. These bacteria and parasites can be shed in the stool of normal, healthy animals, so it is safest to assume that all dog feces could contain something zoonotic.

One of the best ways to prevent these zoonotic diseases is to promptly pick up after the puppy. Many parasites or bacteria are not infectious immediately but become infectious over time and may contaminate the soil if they are not picked up promptly. ***The other very important thing to do is to wash your hands thoroughly with warm, soapy water after playing with the puppy or picking up its feces.***

One of the boxes below will be checked **IF** the puppy you are receiving was previously diagnosed and treated for one of the following puppy diarrhea conditions:

- ☐ **IF this box is marked**, this puppy was previously diagnosed with Campylobacter.
- ☐ **IF this box is marked**, this puppy was previously exposed to Campylobacter. It never developed clinical signs associated with Campylobacter but was housed in a building that had puppies with Campylobacter.
- ☐ **IF this box is marked**, this puppy was previously diagnosed with Cryptosporidium.
- ☐ **IF this box is marked**, this puppy was previously diagnosed with Salmonella.

Additional information on these conditions is included on the back of this handout.

Any puppy previously diagnosed with these conditions has been appropriately treated and determined to be healthy before leaving campus.

If a box has been checked, we recommend you to share this with your local veterinarian.
Any puppy with persistent diarrhea should be evaluated by a veterinarian.

If you have questions, please contact the Veterinary Financial Assistant Team at 1-800-295-4050.

Guide Dogs for the Blind

Additional Disease Information

Campylobacter

- Campylobacter is a very common intestinal bacteria in healthy pets. Campylobacter is more likely to cause diarrhea in dogs less than six months old or ones living in a kennel.
- Humans also commonly contract Campylobacter from raw/undercooked meat, unpasteurized milk, contact with live chickens or cattle, swimming in natural water sources (e.g. lakes, ponds), and drinking untreated water. Contact with pets is also one of the ways people can contract Campylobacter. Diarrhea is the most common symptom in people.

Cryptosporidium

- Cryptosporidium is a single-celled intestinal parasite of animals and humans that can cause diarrhea, but often causes no symptoms at all.
- People are most likely to contract Cryptosporidium by contact with infected animals (particularly calves), visiting farm, drinking contaminated water, child daycare facilities, and traveling to developing countries where Cryptosporidium is more common.
- In general, contact with pets is not associated with the risk of cryptosporidiosis, even in immunocompromised patients.

Salmonella

- Dogs can become infected with salmonella bacteria by ingesting contaminated food or water, or licking/chewing on contaminated toys or surfaces.
- Many infected dogs do not show any clinical signs, or only experience mild disease which does not require medical treatment. Puppies, elderly dogs, and ill/stressed dogs are more susceptible to illness after Salmonella exposure. With proper veterinary treatment, most of these cases have a very good outcome.
- Dogs can intermittently shed Salmonella in their feces for several weeks after they become infected. Antibiotic treatment is not recommended for healthy dogs with intermittent Salmonella shedding because it can prolong the shedding time and contribute to development of antibiotic resistance.

Additional information about these and many other common dog diseases can be found at:
Worms & Germs Blog
Drs. Scott Weese and Maureen Anderson
Ontario Veterinary College's Center for Public Health and Zoonoses
https://www.wormsandgermsblog.com/resources-pets/

Guide Dogs for the Blind

Alter Schedule for GDB Puppies

If you are receiving this notice it means that you have given the gift of welcoming a GDB puppy into your home and that at this time they are slated to be altered prior to adolescence. The term alter can apply to either a male puppy receiving castration or a female puppy undergoing a spay.

Please note that the breeding and veterinary staff recommends that the puppy be altered when they are 6-8 months of age. Closer to that time you will receive a letter from the Puppy Raising Team reminding you of the need to schedule an appointment. You should take the letter to your local veterinarian to confirm that the GDB puppy may be surgically altered.

Occasionally the breeding department may elect to cancel a scheduled alter for puppies who are determined to be of particular value to the breeding colony. In those cases you will not receive an alter letter. Please check with your leader if you do not receive a letter and have any questions.

Thank you for your continued support of GDB. We are fortunate to have each and every one of you shaping the positive development of our puppies and educating your community about the wonderful service a guide dog can provide to a person with visual impairment. Keep up the good work!

Guide Dogs for the Blind

Discharge Instructions for Puppy with Entropion Tacking

Summary:

__(PUPPY NAME)____ had excess skin on the _(LEFT OR RIGHT)__ lower eyelid that was rolling inward and causing eye irritation (this is called entropion).

INCLUDE INFO ON ANY ENTROPION SURGERIES DONE

To try to avoid eyelid surgery, a “tacking” procedure was done where sutures are used to keep the eyelid from rolling inward. These sutures stay in as the puppy grows until they are no longer effective. Some dogs can avoid future surgeries this way, however sometimes another surgery will still be needed.

Instructions:
These sutures are NOT closing an incision; they are just gently pulling the excess skin away from the eyelid. Puppies with tacks do NOT need to wear an e-collar and she can do all normal puppy activities.

Medications:
NO medications are needed in the eye. It is normal for the lower eyelid to be pulled slightly outward and you may see the lower pink area below the eye.

Rechecks:
Please schedule an eye recheck with your local veterinarian 1-2 weeks after the puppy arrives home. This can be combined with a puppy vaccine visit. Please call your local veterinarian sooner for an appointment if you notice excessive squinting, eye redness, eye discharge, or that the sutures are touching the eye. Your local veterinarian can remove the tacks once they have grown out and are no longer effective. If the lower eyelid rolls inward again, please have the puppy examined by your veterinarian. Thank you!

Guide Dogs for the Blind

Healthy Habits Reminder: Salmonella

Be Safe—Wash Your Hands

As you have heard from previous communications from us, several young puppies on our California campus in San Rafael were diagnosed with Salmonella. These puppies did not show any significant clinical signs of illness except some mild diarrhea. Because the puppies tested positive, they were treated with a prescription of antibiotics.

Salmonellosis is an infection found in dogs caused by the Salmonella bacteria. Its main symptom in dogs is gastroenteritis (diarrhea) but it can also be a factor in causing mastitis, which affects nursing broods. This bacterial disease is zoonotic, meaning it can be transmitted to humans. Since this bacteria can be found in the feces of puppies, we wanted to remind you of the best way to prevent zoonotic spread—which is to pick up after the puppy promptly and to wash your hands before eating or drinking.

If diarrhea returns, please seek veterinary attention. Feel free to let your local veterinarian know the puppy was diagnosed with diarrhea via a PCR test and was treated appropriately. There is no need for special diagnostics at this point and they can follow their normal diarrhea treatment protocols.

Guide Dogs for the Blind

Information about Undescended Testicles

Male puppies typically have both testicles descended by 6 weeks of age. However, it is also very common for it to take longer for the testicles to descend from the abdomen into the normal position in the scrotum.

The puppy you are receiving did not have both testicles fully descended at the time of his 6-week veterinary exam. This is not concerning, as the vast majority of these dogs will have their testicles descended by 6-8 months.

We recommend your local veterinarian checks the testicles during the puppy's routine vaccine appointments. GDB does NOT need to be notified if the testicles both descend.

No special exams or treatments are needed unless the puppy receives a notice to be neutered and both testicles have not descended. If this occurs, please contact the GDB Veterinary Financial Assistance Team (800) 295-4050 as the cost of neuter will likely be higher for an undescended testicle.

Guide Dogs for the Blind

Kennel Cough General Information

You are receiving this handout because we are currently treating some puppies on our campus for kennel cough. Below is general information about kennel cough and guidelines for monitoring the puppy you are raising in the first two week they are home.

General Information on Kennel Cough:

- "Kennel Cough" is a general name for numerous bacteria and viruses that can cause coughing.
- Dogs with Kennel Cough typically have a dry, harsh, "goose-honk" type cough. People often describe it as sounding like there is "something stuck in the dog's throat."
- Green or yellow discharge can be seen from the eyes or nose.
- Kennel cough is spread by secretions from the nose or mouth. These can be aerosolized by sneezing and coughing. They can also be spread by hands, clothing, toys, food bowls, etc. that contacted infected dogs.
- Dogs typically incubate for 2-14 days before showing symptoms of kennel cough. They can still infect other dogs during this incubation time, even if they are not showing symptoms.
- Dogs are often sick for 1-2 weeks, but can sometimes have a residual cough for longer.
- Depending on the severity of symptoms cough suppressants or antibiotics may be recommended. Mild infections often do not need medications. Only give medications prescribed by a veterinarian.
- Bacteria and viruses can still be shed for several weeks after the symptoms resolve.
- Routine disinfectants are effective for cleaning bacteria and viruses that cause kennel cough.

Guidelines for monitoring the puppy for kennel cough:

- The puppy should stay at home for 2 weeks.
- Do not take the puppy out in public, to club meetings, or areas that public dogs/puppies frequent for two weeks.
- For transporting the puppy, keep the puppy in a washable crate. Disinfected the crate with any routine disinfectant and wash all bedding before using the crate for another dog.
- If the puppy shows signs of kennel cough (see above), have them examined by your local veterinarian.
- In general we recommend recovering puppies do not interact with other dogs or go to public areas until 2 weeks after their symptoms are fully resolved.
- The puppy cannot return to campus for one month to protect the campus population.
- If a puppy develops kennel cough, please wait at least one month after all symptoms are resolved before the puppy visits campus.
- If you have other dogs at home, they may also develop Kennel Cough.
- Ways to help reduce the risk of exposure include keeping your other dogs in a separate room from the puppy, washing hands in between handling dogs, and using separate bowls, toys, bedding, etc.
- Dogs in the same household as the puppy also should not go to puppy club meetings for 2 weeks or come to campus for one month after the new puppy arrives at home.

Guide Dogs for the Blind

Kennel Cough Exposure

Below is general information about kennel cough, a condition that can be seen in dogs living together in a kennel. It is similar to kids who commonly share cold viruses at school. This handout is for your information, and to help you monitor the puppy for signs of kennel cough the first few weeks they are home.

General Information on Kennel Cough:

- "Kennel cough" is a general name for numerous bacteria and viruses that can cause coughing.
- Dogs with kennel cough typically have a dry, harsh, "goose-honk" type cough. People often describe it as sounding like there is "something stuck in the dog's throat."
- Green or yellow discharge can be seen from the eyes or nose.
- Kennel cough is spread by secretions from the nose or mouth. These can be aerosolized by sneezing and coughing. They can also be spread by hands, clothing, toys, food bowls, etc. that contacted infected dogs.
- Dogs typically incubate for 2-14 days before showing symptoms of kennel cough. They can still infect other dogs during this incubation time, even if they are not showing symptoms.
- Dogs are often sick for 1-2 weeks, but can sometimes have a residual cough for longer.
- Depending on the severity of symptoms cough suppressants or antibiotics may be recommended. Mild infections often do not need medications. Only give medications prescribed by a veterinarian.
- Bacteria and viruses can still be shed for several weeks after the symptoms resolve.
- Routine disinfectants are effective for cleaning bacteria and viruses that cause kennel cough.

Monitoring the puppy for kennel cough:

- If the puppy shows signs of kennel cough (see above), have them examined by your local veterinarian. Please also make sure your CFR is notified if the puppy or any dog in your household is diagnosed with kennel cough. This is very important information for your CFR and the GDB Veterinary Clinic to know.

☐ **IF this box is marked,** the puppy you are raising was in a kennel with another puppy showing signs of kennel cough. Please see the reverse side for recommendations for the puppy.

If you have questions or are not sure if the puppy is showing signs of kennel cough, please contact your puppy club leader or CFR.

If the box on the front page is marked, the puppy you are raising was in a kennel with another puppy showing signs of kennel cough. These recommendations ONLY apply if the box on the front page is marked.

- The puppy should stay at home for the first 2 weeks.
- Do not take the puppy out in public, to club meetings, or areas that public dogs/puppies frequent for two weeks.
- For transporting the puppy, keep the puppy in a washable crate. Disinfect the crate with any routine disinfectant and wash all bedding before using the crate for another dog.
- If the puppy shows signs of kennel cough (see other side), have them examined by your local veterinarian.
- In general we recommend recovering puppies do not interact with other dogs or go to public areas until 2 weeks after their symptoms are fully resolved.
- The puppy cannot return to campus for one month to protect the campus population.
- If the puppy develops kennel cough, please wait at least one month after all symptoms are resolved before the puppy visits campus.
- If you have other dogs at home, they may also develop kennel cough.
- Ways to help reduce the risk of exposure include keeping your other dogs in a separate room from the puppy, washing hands in between handling dogs, and using separate bowls, toys, bedding, etc.
- Dogs in the same household as the puppy also should not go to puppy club meetings for 2 weeks or come to campus for one month after the new puppy arrives at home. If a program dog needs to come to campus before this time frame, please contact your GDB representative.

Guide Dogs for the Blind

Parvovirus Exposure

You are receiving this handout because we recently treated some puppies on campus suspected of having parvovirus. All puppies are currently healthy and have completed an on-campus monitoring period. To best protect the health of all our program dogs, we recommend the following precautions as these puppies transition to their new puppy raising homes.

General recommendations for puppies not fully vaccinated who may have been exposed to parvovirus:

- The puppy cannot return to campus, both to protect the campus population and to not stress the puppy's immune system.
- The puppy should be in a home with only adult, healthy, fully vaccinated dogs for 2 weeks (incubation time for parvo is typically 4-14 days).
    - Recommend keeping puppy on washable surfaces and relieving on hard, dry surfaces (preferable exposed to sunlight). Use diluted bleach (1:30 dilution) for cleaning areas where the puppy defecates. Use bedding and toys that can be washed in dilute bleach for disinfection.
    - Do not take the puppy anywhere there are puppies, or areas that public dogs/puppies frequent for 2 weeks.
    - For transporting puppy, keep the puppy in a washable crate. If the cars used to transport are also frequently used for puppies, recommend putting down plastic bag lining under the crate. Disinfected the crate and wash all bedding used with dilute bleach.
    - If transporting to a new home, recommend bathing the puppy on arrival to the new home (regular dog shampoo okay).
    - Monitor for any vomiting or diarrhea and bring to a veterinarian if these symptoms seen.
- If the puppy does become sick, then the exposed home should not foster unvaccinated puppies for 1 month after the puppy has left and the home and relieving areas have been disinfected. If the puppy does not become ill in the 2-week monitoring period, then no further restrictions are needed for puppy sitting in the homes.
- If the exposed puppy becomes sick and diagnosed with parvovirus, then the quarantine will extend for 1 month AFTER the resolution of their illness.

Guide Dogs for the Blind

Puppy Going to Puppy Raiser Home on Hill's i/d

At GDB we are currently trialing several practices to reduce puppy diarrhea rates. Diarrhea commonly occurs when a puppy is traveling or adjusting to a new home. One of our current trials is to feed some puppies a bland diet during this transition period to see if it helps prevent diarrhea. The puppy you are receiving is currently eating Hill's i/d, a prescription bland diet that meets puppy growth nutrition requirements.

Feeding Guidelines

- The puppy will arrive with a ziplock bag of Hill's i/d.
- Please **feed Hill's i/d ONLY for the first 7 days** the puppy is home (use Hill's i/d for both meals and treats).
- Then transition from Hill's i/d to a GDB approved puppy diet over 6 days.
    - On the 1st and 2nd transition days feed about 75% Hill's i/d and 25% the new diet.
    - On the 3rd and 4th transition days feed about 50% Hill's i/d and 50% new diet.
    - On the 5th and 6th transition days feed about 25% Hill's i/d and 75% the new diet.
    - Then feed 100% the new puppy diet.
- Begin feeding the puppy ¾ cup three times a day (unless you have been advised specifically to feed the puppy a different amount). Continue to follow your puppy club leader or CFR's recommendations on food amount adjustments.

What to do if diarrhea occurs during the first week the puppy is home:

- Feed 100% Hill's i/d and monitor the puppy.
- If the stools normalized in 48 hours, continue to feed Hill's i/d until stools have been normal for at least 3 days, then repeat the 7-day diet transition.
- If diarrhea persists longer than 48 hours or the puppy develops lethargy, vomiting, or a poor appetite at any time, then have the puppy checked by a veterinarian.
- If diarrhea recurs, contact your puppy club leader for guidance.

What to do if you need more Hill's i/d food?

- First contact your puppy club leader. Sometimes leaders will have supplies of Hill's i/d available.
- If your leader does not have a supply, please contact your veterinarian.

Guide Dogs for the Blind

Recessed Vulva Guidelines

What is a recessed vulva?
A recessed vulva (or “inverted vulva”) is a common condition in puppies where the vulva is surrounded by skin folds and is only partially visible.

What care is recommended for a recessed vulva?
Urine and debris can collect in the skin folds around a recessed vulva, so cleaning around the vulva may be needed. If you observe debris or redness, clean the vulva area by gently pulling the vulva towards you and gently wiping around the vulva with a non-scented baby wipe.

How often does a recessed vulva need to be cleaned?
The answer depends on the individual dog, and how often debris or urine collects in the folds around the vulva. Some dogs with only mildly recessed vulvas may not need cleaning at all.

We recommend checking the vulva area 2-3 times a week and cleaning when debris, vulvar discharge, or redness is seen. (Remember to gently pull the vulva forward to check the skin fold area.) If there is frequently debris or urine trapped in the fold, daily cleaning may be needed.

When should I contact my Puppy Club leader?
A small amount of white-yellow discharge or dried urine around the vulva is normal, and only requires a routine cleaning (described above).

If you see the following signs please contact your Puppy Club leader to ask if the puppy you are raising needs to see your veterinarian:

- Increasing rash or redness around the vulva despite cleaning.
- Recurrent yellow or green vulvar discharge despite daily vulva cleanings.
- Puppy is excessively licking the vulva (occasional licking is normal).
- Signs of pain or straining when urinating.
- Unusual urine odor or blood in the urine.
- Signs of pain when gently cleaning around the vulva.

Guide Dogs for the Blind

Umbilical Hernia Information Sheet

What is an umbilical hernia?
Shortly after a puppy is born the umbilical cord dries up, falls off, and the skin and abdominal wall close completely. Sometimes the skin over the umbilical area (the belly button) closes normally, but the abdominal wall does not close completely. This is called an umbilical hernia. In affected puppies a small amount of the fat from inside the abdomen frequently protrudes from the opening, creating a bump under the skin at the site of the belly button.

Some umbilical hernias are “reducible,” meaning the fat can gently be pushed back into the abdomen, but it will protrude again with normal activity.

Some umbilical hernias are “non-reducible,” meaning the bump under the skin cannot be pushed back into the abdomen. This commonly happens when the umbilical site closes but a small amount of fat is trapped outside the abdominal wall.

Do umbilical hernias cause any health problems?

- Small umbilical hernias do not cause any problems. These puppies do not need surgery and can do all normal activities.
- Large hernias can be a problem if an intestinal loop slips through the opening and becomes trapped or injured. GDB Veterinarians carefully evaluate each puppy with an umbilical hernia, and any hernia large enough to trap an intestinal loop is surgically repaired before the puppy is placed in a raiser home.

What should I watch for with an umbilical hernia?
When doing your routine body checks on the puppy, please also check the umbilical area. It is common for the bump to stay the same size or gradually become smaller over time. It is also common for a reducible umbilical hernia to become non-reducible. The bump should always be soft, non-painful, and have normal appearing skin over it.

It is very uncommon for the bump to become red, swollen, painful, or irritated. If you observe any of these symptoms or notice that the bump is increasing size, please have the area examined by a veterinarian.

What should I do if my local veterinarian recommends surgical repair?
Your local veterinarian might talk to you about the option for surgical repair. GDB Veterinarians typically do not recommend having a surgical repair done because small umbilical hernias are not a health risk.

Surgical repair would be appropriate in the following circumstances:

- If your local veterinarian determines the hernia is large enough for an intestinal loop to potentially be trapped. (In this case it is important to have your local veterinarian send records for a GDB Veterinarian to review prior to scheduling a surgery.)
- If your local veterinarian offers to repair the hernia when the dog is already under-going surgery for a spay or neuter. If the total estimate exceeds the GDB spay/neuter cost guidelines, please contact the Veterinary Financial Assistance Team for review of the estimate.

Guide Dogs for the Blind
Veterinary Guidelines for Puppy Raisers

Veterinary Care Reimbursement Guidelines

- We greatly appreciate all the love and care you, our community of raisers and leaders, devote to every GDB puppy. GDB is 100% committed to providing the highest quality of care to the wonderful dogs in our program and the Veterinary Financial Assistance (VFA) Program ensures that this occurs consistently and efficiently.
- ***In the event of an emergency, call your local veterinarian and proceed directly to the veterinary clinic. GDB authorizes raisers to get stabilizing treatment for a puppy prior to contacting the VFA team.*** As soon as the condition has been stabilized, the VFA team must be contacted by the attending veterinarian or the puppy raiser for approval of further care. Your leader must also be notified, and they will contact the PFM.
    - No pre-authorization is needed for after-hours emergencies (5:00 PM to 8:00 AM) if estimated cost of care is under $3000. Call (800) 295-4050 to speak with an after-hours representative if veterinary collaboration with the local clinic is needed, for payment assistance, or if the cost of care is anticipated to be greater than $3000.
- ***For non-emergency medical appointments, please call the VFA team to acquire an authorization number if the cost for the appointment is over $200.*** The person at the appointment with the puppy should call for authorization, as they are most familiar with the situation and have first-hand knowledge of the dog and its condition. If the clinic staff prefer to speak with the VFA team directly during the appointment, we welcome that as well! ***The puppy raiser is ultimately responsible for ensuring that GDB is contacted for authorization when necessary.***
- ***If the appointment is just for vaccines, heartworm test, and heartworm medication, even if over $200, you do not need an authorization.***
    - If a medical issue is found during a routine vaccine appointment, please call to get an authorization for the non-routine portion of the exam, if the total bill is over $200.
- Call 1-800-295-4050, press option 2, and option 2 again to reach the VFA team for authorization.
- Always contact your leader about all veterinary visits.

Communication Pathway

- It is important that there is consistent and clear communication about the health and care of all guide dog puppies. To ensure that this occurs, puppy raisers and leaders are asked to keep in touch with one another, communicate with their PFM, and provide timely documentation of veterinary care to GDB.
- When you have a veterinary concern about a GDB puppy and need advice, contact your leader first. They will provide initial guidance and let you know if you need to take the puppy to the veterinarian.
    - Your leader may contact your PFM or the VFA team for further advice.

- Once the puppy is at the local vet, the raiser (or the person at the veterinarian with the puppy) should contact the VFA team directly from the appointment to obtain authorization when needed. If the clinic staff prefer to speak with the VFA team directly during the appointment, we welcome that as well!
- If a planned procedure is over the authorization limit (e.g., spay/neuter), the raiser (or the person scheduling the appointment) should have the estimate emailed to vetsupport@guidedogs.com for approval prior to booking the procedure.
- Leaders and PFMs should contact the VFA team for questions about dog health, advice and to discuss more chronic or complex medical cases.

Vaccines, Anti-Parasitic Treatments, and Fleas and Ticks

1. GDB puppies leave campus after receiving their initial vaccinations and anti-parasitic treatments. When you receive a GDB puppy, please continue with the outlined vaccination schedule included in the puppy packet. There will also be a copy of the Puppy and Raiser Information Sheet and Vaccine Schedule Chart included in the Veterinary Care Orientation Packet you receive. Please give a copy of the vaccine schedule to your local veterinarian on the puppy's first visit.
2. All GDB puppies are sent to their puppy raising homes with a supply of Nexgard® chewable tablets. Nexgard® should be given on the first of every month.
3. If Nexgard® is not effective, please contact your leader.
    - Ensure monthly flea control for all pets in the household, including indoor or outdoor cats.
4. Flea infestations can occur quickly in any home. It is important that all family pets are treated with a flea preventative. Frequent vacuuming of the home (daily or every other day) with special attention paid to dog beds and dog areas can also cut down and help manage flea infestations. Flea eggs laid on the host (dog or cat) generally fall to the ground where they hatch. Vacuuming can greatly reduce the number that survive and hatch (be sure to empty the bag or canister immediately after vacuuming). It may also be necessary to treat the home with a flea control spray and treat the yard before an infestation is under control.
5. Please send a scanned copy of all vaccination records, including Rabies certificates, to ipuppy@guidedogs.com. Photos of Rabies Certificates are not legally binding. They must be scanned and emailed, or a hard copy may be mailed directly to GDB at
    Attn: Puppy Raising
    PO Box 151200
    San Rafael, CA 94915-1200
6. You do not need an authorization if the appointment is strictly for vaccines, heartworm test, and heartworm medication, even if it goes over $200.
    - Heartworm prevention refills should be purchased directly from your local veterinarian, or through an online pharmacy (your local veterinarian will need to approve the prescription request).
    - The heartworm test should be done with the 1-year-old vaccines, or when you need a refill of Heartworm prevention.
7. If a medical issue is found during a routine vaccine appointment, please call to get an authorization for the non-routine portion of the exam, if the total bill is over $200.
8. ***Important reminder:*** Heartgard® Plus and Nexgard® are to be given year-round. These preventatives must be given on the first of every month.

Visiting GDB Campuses

- GDB puppies are welcome to visit the GDB campuses for events and activities one day after their 20-week vaccines (last DA2PP and second Influenza vaccines).
- Puppies who are not yet fully vaccinated, should only visit campus for scheduled veterinary appointments. Puppies coming to GDB campuses for veterinary care that are under 16 weeks of age should be carried from the car to the veterinary clinic or transported in their kennel on a cart provided by the clinic. Puppies that are 16 weeks of age or older may be walked into the clinic for their appointments. Please keep puppies off any grass; hard surfaces should be used for walking and relieving. Exceptions to this policy must be approved by GDB Veterinary staff.
- Availability and protocols for campus veterinary appointments can change. Contact your leader or PFM for status updates.

Common Reasons to Visit the Veterinarian: Diarrhea

- It is not uncommon for puppies to have soft stools. This often resolves as the puppy's gastrointestinal tract matures.
- If diarrhea is mild (stools are loose or watery but no blood) and the puppy is acting normally, conservative management at home is indicated. We've provided you with a Puppy Diarrhea Kit which you may start implementing if the puppy has had 2 or more bouts of #6 or #7 stools. Continue to give water as usual during this time.
    - Please refer to the reference materials in the Diarrhea Kit provided for more information and instructions.
        - If stools improve with a bland diet (kibble from the kit or homemade) and the addition of a probiotic, continue this for 2-3 days, then slowly introduce the puppy's regular food over an additional 2–3-day period.
        - If stools continue to be loose after 2-3 days, add in the psyllium (fiber) powder provided.
        - If there is still no improvement, contact your leader and bring the puppy to your local veterinarian. Bring a fresh stool sample to the visit in case your veterinarian wants to run a fecal test.
- If diarrhea is severe (large amounts, frequent episodes, or bloody) notify your leader and take the puppy to the veterinarian for treatment.
- If the puppy is also vomiting, acting lethargic, or depressed, take the puppy to the veterinarian immediately (this may be an emergency clinic if your regular veterinary clinic is not available) and notify your leader.
- Do not give puppies over the counter anti-diarrhea medications like Pepto Bismol or Imodium.
- Do not fast puppies after bouts of diarrhea. A steady, easy-to-digest diet may help stabilize gut flora.
- Once the puppy is at the local veterinarian, contact the VFA team for authorization for any diagnostics or treatments over $200.
- Diarrhea is considered chronic if it lasts for more than 7 days or recurs after treatment.

- If the puppy develops chronic diarrhea and has not yet seen a veterinarian, schedule an appointment as soon as possible and notify your leader.
- If the puppy has recently seen your local veterinarian and still has chronic diarrhea, notify your leader. They will consult with the PFM or VFA team about next steps.

*Bland Diet for Diarrhea:

- A bland diet may consist of either a prescription bland food (included in the Diarrhea Kit) or a homecooked bland diet.
  - A homecooked bland diet includes plain cooked white rice and either boiled skinless chicken breast and/or nonfat/low fat cottage cheese.
  - Combine 3 parts rice to 1 part chicken or cottage cheese. Feed the puppy a total of 4 cups of this mixture per day, spread out over at 3 to 4 meals.
  - Homemade diets may be fed exclusively for 2-3 days. Be sure to continue to offer plenty of fresh water. Puppies should not be on a homemade bland diet for more than 5 days without consulting a veterinarian (either the local veterinarian or a GDB veterinarian).
- For dogs under 1 year old, prescription bland diets must be approved for growth in puppies. Approved diets for puppies are Hill's I/D, Purina EN or Royal Canin Gastrointestinal Puppy. Your veterinarian will have this information.

Vomiting

- If a puppy vomits once or twice and appears healthy otherwise, withhold food and water for 3 hours and monitor. If no further vomiting occurs during the withholding period, offer small amounts of water and food. Start with ½ cup of water and 1 handful of food. Increase both food and water by ¼ cup with each feeding. Offer every 3 hours until back to normal quantities of water and food. You do not need to wake-up during the night to offer food and water, just start again in the morning where you left off the night before. Don't stay up all night!
- If the puppy has severe vomiting (more then 2-3 times in the first hour), if vomiting continues after the fasting period, or if the puppy acts lethargic or listless, notify the leader and take the puppy to the local veterinarian immediately (this may be an emergency clinic if your regular veterinary clinic is not available) and notify your leader.
- The veterinarian may recommend x-rays of the abdomen, bloodwork, fluids, medications and/or bland diet.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Lameness

- Mild lameness – If the puppy can bear weight and has no other obvious pain or discomfort, notify your leader, and strictly rest the puppy for 48 hours. This means leash walking only to relieve and no free play or rough housing. If the limp persists after 48 hours, or if resolved with rest but reoccurs soon after resuming normal activity, schedule a veterinary appointment and inform your leader.

- Moderate to severe lameness – If the puppy is partially or fully non-weight bearing and is painful when handled or moving, schedule a veterinary appointment and inform your leader.
- Pain medications are commonly prescribed and approved by GDB.
- Once the puppy is at the local vet, contact the VFA team if x-rays are recommended. X-rays are not usually needed if panosteitis (growing pains) is suspected, but they may be necessary in cases of acute trauma or joint pain.
- Once the puppy is at the local vet, contact the VFA team for authorization for any other diagnostics or treatments over $200.

Urinary Issues

- If a puppy less than 4 months old is urinating frequently or inappropriately, consult with your leader to determine whether the puppy's pattern may be more indicative of a housetraining or marking issue vs. a medical problem. If your leader or PFM feels the puppy could have a medical issue, they will instruct you to make an appointment with your local veterinarian.
- If a puppy that is house trained is suddenly urinating frequently or inappropriately, notify your leader and schedule a veterinary appointment.
- The veterinarian will likely do an exam and collect a urine sample to help determine if there is a medical issue contributing to the frequent/inappropriate urination. They may also dispense medications to treat a urinary tract infection if one is identified.
- The most common causes for frequent/inappropriate urination in GDB puppies include:
    - Non-medical issues like excitement, immaturity (poor housetraining), or drinking lots of water (tanking)
    - Medical issues like vaginitis or urinary tract infection
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Itchy Skin and Ears

- There are many reasons for skin problems in puppies. If you notice a skin issue, contact your leader to determine whether it is minor and manageable at home, or whether the puppy should see the veterinarian.
    - Some small or minor lesions can be addressed at home by use of medicated shampoo (e.g., ChlorhexiDerm® 4% Shampoo), ear cleaner (e.g., Epi-Otic® Advanced), or topical triple antibiotic (e.g., Neosporin® Ointment).
- Ensure adequate flea control on all pets in the household, including indoor or outdoor cats.
- If seen by a veterinarian, they will perform a physical exam, evaluate the skin, and may prescribe medications. They may perform diagnostics such as a cytology or skin scraping.
    - If the local veterinarian recommends an over-the-counter diet change this must be approved by the leader and PFM.
    - If the local veterinarian recommends a prescription diet this must be approved by the VFA team and a GDB veterinarian.
- Anti-itch medications:

    - Apoquel – not approved in puppies under 12 months of age. In puppies over 1 year that are prescribed an initial course of Apoquel, do not refill without approval from the VFA team and a GDB veterinarian.
    - Cytopoint – approved on a case-by-case basis. Contact the VFA team if Cytopoint is recommended by your veterinarian.
    - Steroids – typically only used in very severe skin issues. Contact the VFA team to discuss steroid use in a puppy.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.

Eye Problems

- If the puppy has minor eye discharge (a bit of 'sleep' in the corners of the eyes once or twice a day) or minor watery eyes with no other symptoms, ok to monitor to see if it resolves on its own. Wipe the eyes with a warm wet washcloth twice a day until resolved.
    - If the discharge persists for a week or more or becomes worse during this time, consult your leader.
- If a puppy has marked redness in the eye, significant ocular discharge, green or yellow discharge, squinting, rubbing/pawing at its eyes, or shows other signs of eye discomfort do not socialize the puppy. Contact your leader and bring the puppy to your local veterinarian.
- The veterinarian will do an exam and may prescribe medications. They may also do diagnostics such as staining the eye, checking ocular pressure, or measuring tear production.
- Once the puppy is at the local vet, contact the VFA team for authorization for any diagnostics or treatments over $200.
- If your local veterinarian recommends referral to an ophthalmologist or any type of eye surgery, request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com). Alert your leader so they, or your PFM, can discuss with the VFA team prior to approval of specialist appointments.

Cough

- If a puppy is coughing mildly and it does not resolve within 24-36 hours on its own, or if cough gets worse, notify your leader for advice. Please provide your leader with a thorough history of the puppy's coughing (e.g., how long it has been going, when does it happen, were they exposed to other coughing dogs and is it getting worse).
- If the puppy has severe coughing, or they are acting lethargic or depressed, notify your leader and bring the puppy to the veterinarian.
- Coughing may be treated symptomatically with medications or in mild situations, the veterinarian may choose to let it resolve on its own. Radiographs are not usually necessary unless the puppy is lethargic, has a severe and productive cough or otherwise appears ill. Once the puppy is at the local vet, if the veterinarian recommends radiographs or additional tests, contact the VFA team for authorization.
- Coughing, and other respiratory signs are often caused by contagious pathogens. Your leader will be able to provide guidance on when it is ok to safely socialize the puppy.

Additional VFA Program Notes

- Any time a puppy has visited the veterinarian more than one time for the same issue, either for an issue that has recurred or one that never fully resolved in the first place, please ensure that the veterinary records are sent to the VFA team. This helps us track chronic issues.
- Your leader or PFM may also contact the VFA team to discuss ongoing medical issues.
- Any time a puppy is referred to a veterinary specialist (ophthalmologist, dentist, dermatologist, surgeon, etc.), request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com). Alert your leader so they, or your PFM, can discuss with the VFA team prior to approval of specialist appointments.

Spays and Neuters

- Once you have received a letter from GDB indicating that the puppy needs to be spayed or neutered, contact your veterinarian for an estimate for the surgery.
    - Please decline pre-anesthetic blood work if it is optional.
    - Please approve pain meds for the puppy after surgery.
    - If you do not already have access to an e-collar, one can be purchased from the veterinarian. Every puppy needs an e-collar for 7-10 days after spay or neuter.
- Authorization is required for:
    - Spays over $350
    - Neuters over $300
    - If the estimate is over these amounts, please contact the VFA team and have the estimate emailed to vetsupport@guidedogs.com for approval prior to booking the surgery.
        - Once you are given an authorization number for the surgery, you can schedule it with your local veterinary clinic.
- Spay/Neuter clinics may be used to alter GDB puppies as long as **all** of the following requirements are met:
        - IV catheter placed prior to surgery
            - Some clinics do not do this as standard practice but might accommodate this for a fee if requested
        - Pre-surgical and post-surgical pain medication
        - Basic anesthetic monitoring equipment (ex: pulse oximetry)
        - Endotracheal intubation
        - Gas anesthesia during surgery
    - Contact your leader before scheduling surgery at a spay/neuter clinic. They may contact the PFM to help determine whether the clinic meets GDB's requirements.

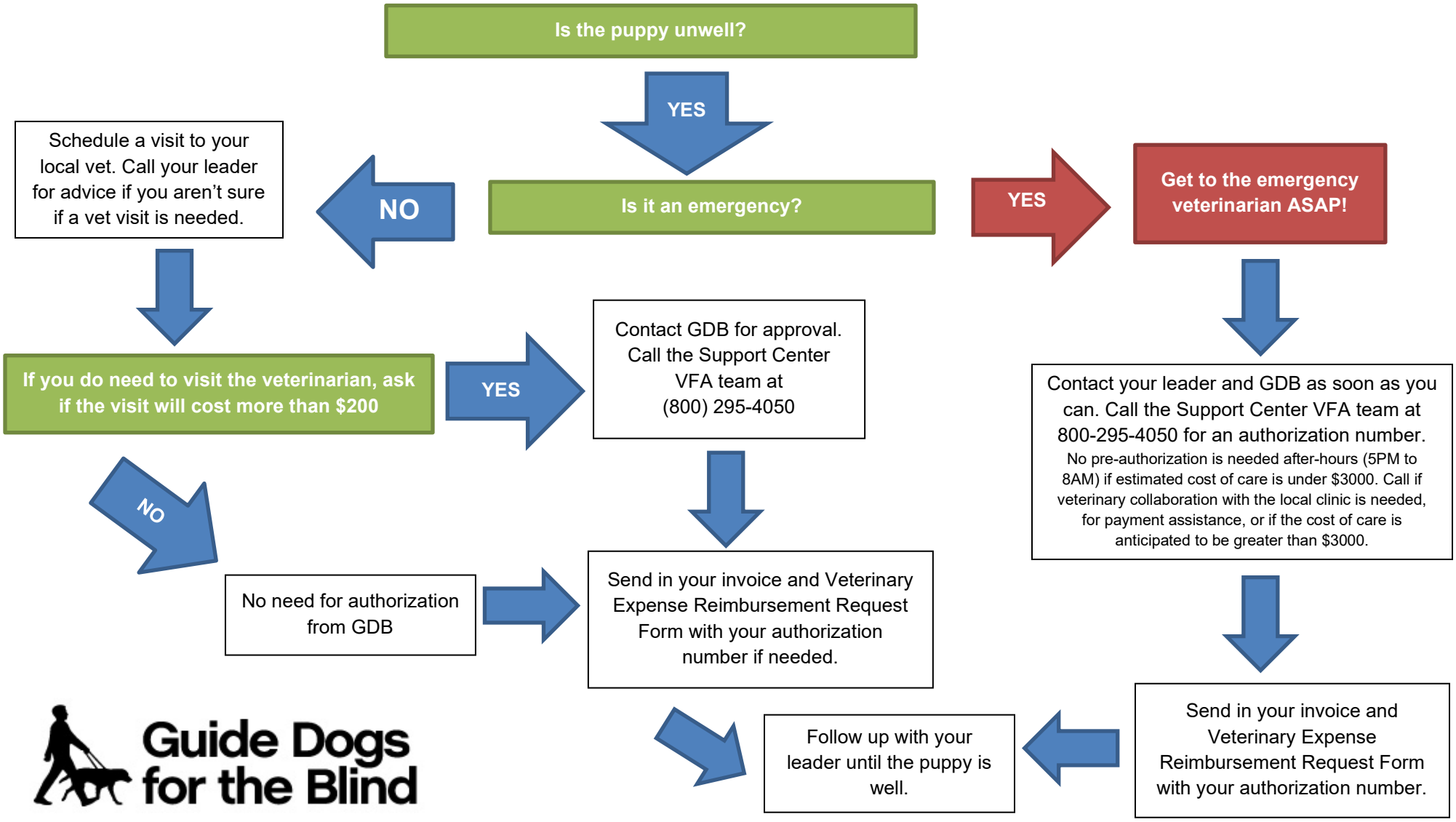
Non-Reimbursable Items

- The following items are not reimbursed:
    - Any grooming, including toenail clipping and anal gland expression
    - Food and supplements not pre-approved by GDB
    - Vaccinations not listed on the approved guidelines
    - Pill pockets
    - City or county licensing fees or Rabies tag fees

GDB Veterinary Care Program | GDB VFA: 800-295-4050 (option 2; option 2 again)

Club leader contact: _____ **Club leader contact:** _____

Local Emergency Veterinary Contact Information: _____



Guide Dogs for the Blind

Is this a routine visit for vaccinations or other care?

YES → Follow the vaccination schedule on the Info Sheet. Send a copy of the vaccine records to ipuppy@guidedogs.com and include the information on your monthly report. No need for authorization from GDB.

NO → Call your leader for advice if you aren't sure if a vet visit is needed.

Ask your veterinarian if the visit will cost more than $200 (or $300 for neuter; $350 for spay)

YES → Contact GDB for approval. Call the Support Center VFA team at 800-295-4050

NO → No need for authorization from GDB

Guide Dogs for the Blind

Ask your veterinarian if they will bill GDB, or if you will pay and request reimbursement (self-pay)

Self-Pay → Get a copy of the invoice and receipt, then fill out the Veterinary Expense Reimbursement Request Form from your puppy packet. Send all 3 to GDB for reimbursement. Include your authorization number if needed.

Vet bills GDB → Give the veterinarian a copy of the Veterinary Expense Reimbursement Request Form from the puppy packet to submit with an invoice. Give them your authorization number from GDB if needed. Be sure to get a copy of the invoice for your records.

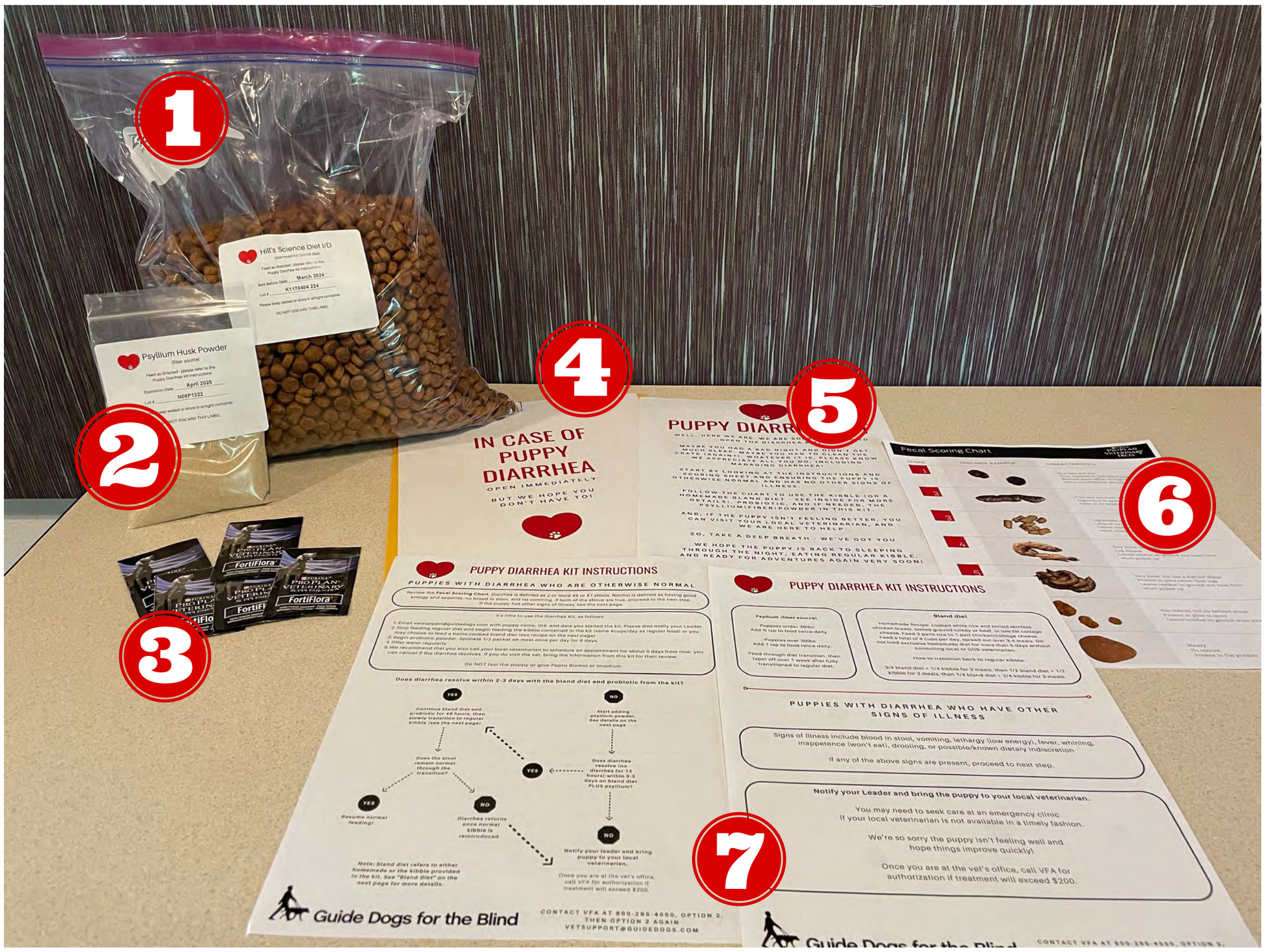
Reminder: Non-Reimbursable Items

The following items are not available for reimbursement:

- Any grooming, including toenail clipping and anal gland expression
- Food and supplements not pre-approved by GDB
- Vaccinations not listed on the approved guidelines
- Pill pockets
- City or county licensing fees or Rabies tag fees

NOTE: GDB needs complete veterinary records on all dogs; if you or your veterinarian are not requesting reimbursement we ask that you send us a record of all care provided. Thank you!

PUPPY DIARRHEA KIT



CONTENTS

1) COMMERCIAL BLAND DIET (KIBBLE)
2) PSYLLIUM HUSK POWDER (FIBER)
3) PROBIOTIC
4) COVER SHEET
5) INTRODUCTION
6) FECAL SCORING SHEET
7) INSTRUCTIONS

IN CASE OF PUPPY DIARRHEA

OPEN IMMEDIATELY

BUT WE HOPE YOU DON'T HAVE TO!

PUPPY DIARRHEA KIT

WELL, HERE WE ARE. WE ARE SORRY YOU HAD TO OPEN THE DIARRHEA KIT!

MAYBE YOU HAD A BAD NIGHT AND DIDN'T GET MUCH SLEEP. MAYBE YOU HAD TO CLEAN THE CRATE (AGAIN?). WHATEVER IT IS, PLEASE KNOW WE APPRECIATE ALL YOU DO, INCLUDING MANAGING DIARRHEA!

START BY LOOKING AT THE INSTRUCTIONS AND SCORING SHEET AND ENSURING THE PUPPY IS OTHERWISE NORMAL AND HAS NO OTHER SIGNS OF ILLNESS.

FOLLOW THE CHART TO USE THE KIBBLE (OR A HOMEMADE BLAND DIET - SEE INSIDE FOR MORE DETAILS), PROBIOTIC, AND IF NEEDED, THE PSYLLIUM(FIBER)POWDER IN THIS KIT.

AND, IF THE PUPPY ISN'T FEELING BETTER, YOU CAN VISIT YOUR LOCAL VETERINARIAN, AND WE ARE HERE TO HELP.

SO, TAKE A DEEP BREATH - WE'VE GOT YOU.

WE HOPE THE PUPPY IS BACK TO SLEEPING THROUGH THE NIGHT, EATING REGULAR KIBBLE, AND READY FOR ADVENTURES AGAIN VERY SOON!

Fecal Scoring Chart

PURINA PRO PLAN VETERINARY DIETS

SCORE	SPECIMEN EXAMPLE	CHARACTERISTICS
1		· Very hard and dry · Often expelled as individual pellets · Requires much effort to expel from body · Leaves no residue on ground when picked up
2		· Firm, but not hard, pliable · Segmented in appearance · Little or no residue on ground when picked up
3		· Log shaped, moist surface · Little or no visible segmentation · Leaves residue on ground, but holds form when picked up
4		· Very moist and soggy · Log shaped · Leaves residue on ground and loses form when picked up
5		· Very moist but has a distinct shape · Present in piles rather than logs · Leaves residue on ground and loses form when picked up
6		· Has texture, but no defined shape · Present as piles or spots · Leaves residue on ground when picked up
7		· Watery · No texture · Present in flat puddles

PUPPY DIARRHEA KIT INSTRUCTIONS

PUPPIES WITH DIARRHEA WHO ARE OTHERWISE NORMAL

Review the **Fecal Scoring Chart.** Diarrhea is defined as 2 or more #6 or #7 stools. Normal is defined as having good energy and appetite, no blood in stool, and no vomiting. If both of the above are true, proceed to the next step.
If the puppy has other signs of illness, see the next page.

It's time to use the Diarrhea Kit, as follows:

1. Email vetsupport@guidedogs.com with puppy name, ID#, and date you started the kit. Please also notify your Leader.
2. Stop feeding regular diet and begin feeding the kibble contained in the kit (same #cups/day as regular food) or you may choose to feed a home cooked bland diet (see recipe on the next page)
3. Begin probiotic powder. Sprinkle 1/2 packet on meal once per day for 8 days.
4. Offer water regularly
5. We recommend that you also call your local veterinarian to schedule an appointment for about 5 days from now; you can cancel if the diarrhea resolves. If you do visit the vet, bring the information from this kit for their review.

Do NOT fast the puppy or give Pepto Bismol or Imodium.

Does diarrhea resolve within 2-3 days with the bland diet and probiotic from the kit?

YES

Continue bland diet and probiotic for 48 hours, then slowly transition to regular kibble (see the next page)

Does the stool remain normal through the transition?

YES

Resume normal feeding!

NO

Diarrhea returns once normal kibble is reintroduced

NO

Start adding psyllium powder. See details on the next page

Does diarrhea resolve (no diarrhea for 12 hours) within 2-3 days on bland diet PLUS psyllium?

YES

NO

Notify your leader and bring puppy to your local veterinarian.

Once you are at the vet's office, call VFA for authorization if treatment will exceed $200.

Note: bland diet refers to either homemade or the kibble provided in the kit. See "Bland Diet" on the next page for more details.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2, THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

PUPPY DIARRHEA KIT INSTRUCTIONS

Psyllium (fiber source)

Puppies under 30lbs:
Add ½ tsp to food twice daily.

Puppies over 30lbs:
Add 1 tsp to food twice daily.

Feed through diet transition, then taper off over 1 week after fully transitioned to regular diet.

Bland diet

Homemade Recipe: cooked white rice and boiled skinless chicken breast, boiled ground turkey or beef, or low-fat cottage cheese. Feed 3 parts rice to 1 part chicken/cottage cheese. Feed a total of 4 cups per day, spread out over 3-4 meals. Do not feed exclusive homemade diet for more than 5 days without consulting local or GDB veterinarian.

How to transition back to regular kibble:

3/4 bland diet + 1/4 kibble for 3 meals, then 1/2 bland diet + 1/2 kibble for 3 meals, then 1/4 bland diet + 3/4 kibble for 3 meals.

PUPPIES WITH DIARRHEA WHO HAVE OTHER SIGNS OF ILLNESS

Signs of Illness include blood in stool, vomiting, lethargy (low energy), fever, whining, inappetence (won't eat), drooling, or possible/known dietary indiscretion

If any of the above signs are present, proceed to next step.

Notify your Leader and bring the puppy to your local veterinarian.

You may need to seek care at an emergency clinic
if your local veterinarian is not available in a timely fashion.

We're so sorry the puppy isn't feeling well and
hope things improve quickly!

Once you are at the vet's office, call VFA for
authorization if treatment will exceed $200.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2,
THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

Hill's Science Diet I/D

(commercial bland diet)

Feed as directed - please refer to the
Puppy Diarrhea Kit Instructions

Best Before Date: **March 2024**

Lot # **K1170404 224**

Please keep sealed or store in airtight container.

DO NOT DISCARD THIS LABEL

SAMPLE

Psyllium Husk Powder

(fiber source)

Feed as directed - please refer to the
Puppy Diarrhea Kit Instructions

Expiration Date **April 2025**

Lot # **N08P1222**

Please keep sealed or store in airtight container.

DO NOT DISCARD THIS LABEL

SAMPLE

PUPPY DIARRHEA KIT INSTRUCTIONS

PUPPIES WITH DIARRHEA WHO ARE OTHERWISE NORMAL

Review the **Fecal Scoring Chart.** Diarrhea is defined as 2 or more #6 or #7 stools. Normal is defined as having good energy and appetite, no blood in stool, and no vomiting. If both of the above are true, proceed to the next step.
If the puppy has other signs of illness, see the next page.

It's time to use the Diarrhea Kit, as follows:

1. Email vetsupport@guidedogs.com with puppy name, ID#, and date you started the kit. Please also notify your Leader.
2. Stop feeding regular diet and begin feeding the kibble contained in the kit (same #cups/day as regular food) or you may choose to feed a home cooked bland diet (see recipe on the next page)
3. Begin probiotic powder. Sprinkle 1/2 packet on meal once per day for 8 days.
4. Offer water regularly
5. We recommend that you also call your local veterinarian to schedule an appointment for about 5 days from now; you can cancel if the diarrhea resolves. If you do visit the vet, bring the information from this kit for their review.

Do NOT fast the puppy or give Pepto Bismol or Imodium.

Does diarrhea resolve within 2-3 days with the bland diet and probiotic from the kit?

YES

Continue bland diet and probiotic for 48 hours, then slowly transition to regular kibble (see the next page)

Does the stool remain normal through the transition?

YES

Resume normal feeding!

NO

Diarrhea returns once normal kibble is reintroduced

NO

Start adding psyllium powder. See details on the next page

Does diarrhea resolve (no diarrhea for 12 hours) within 2-3 days on bland diet PLUS psyllium?

YES

NO

Notify your leader and bring puppy to your local veterinarian.

Once you are at the vet's office, call VFA for authorization if treatment will exceed $200.

Note: bland diet refers to either homemade or the kibble provided in the kit. See "Bland Diet" on the next page for more details.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2, THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

PUPPY DIARRHEA KIT INSTRUCTIONS

Psyllium (fiber source)

Puppies under 30lbs:
Add ½ tsp to food twice daily.

Puppies over 30lbs:
Add 1 tsp to food twice daily.

Feed through diet transition, then taper off over 1 week after fully transitioned to regular diet.

Bland diet

Homemade Recipe: cooked white rice and boiled skinless chicken breast, boiled ground turkey or beef, or low-fat cottage cheese. Feed 3 parts rice to 1 part chicken/cottage cheese. Feed a total of 4 cups per day, spread out over 3-4 meals. Do not feed exclusive homemade diet for more than 5 days without consulting local or GDB veterinarian.

How to transition back to regular kibble:

3/4 bland diet + 1/4 kibble for 3 meals, then 1/2 bland diet + 1/2 kibble for 3 meals, then 1/4 bland diet + 3/4 kibble for 3 meals.

PUPPIES WITH DIARRHEA WHO HAVE OTHER SIGNS OF ILLNESS

Signs of Illness include blood in stool, vomiting, lethargy (low energy), fever, whining, inappetence (won't eat), drooling, or possible/known dietary indiscretion

If any of the above signs are present, proceed to next step.

Notify your Leader and bring the puppy to your local veterinarian.

You may need to seek care at an emergency clinic
if your local veterinarian is not available in a timely fashion.

We're so sorry the puppy isn't feeling well and
hope things improve quickly!

Once you are at the vet's office, call VFA for
authorization if treatment will exceed $200.

Guide Dogs for the Blind

CONTACT VFA AT 800-295-4050, OPTION 2,
THEN OPTION 2 AGAIN
VETSUPPORT@GUIDEDOGS.COM

Guide Dogs for the Blind

Puppy Vaccine Schedule

Age (weeks)	DA2PP	Intranasal Bordetella	Rabies	Lepto	Canine Influenza (bivalent)	Heartworm Test
6	Due: X Given: X	Due: X Given: X				
8	Due: X Given: X					
12	Due: X Given:			Due: X Given:		
16	Due: X Given:		Due: X Given:	Due: X Given:	Due: X Given:	
20	Due: X Given:				Due: X Given:	
Annual Boosters**	Due: X Given:	Due: X Given:	Due: X Given:	Due: X Given:	Due: X Given:	Due: X Given:

- **ANNUAL BOOSTERS** = Rabies, DA2PP, Intranasal Bordetella, Influenza, Leptospirosis, and a Heartworm test. It is CRITICAL to have the Rabies vaccine given by its due date, preferably shortly before the due date (note: it can give given up to 30 days prior to the due date). If the dog is late for its Rabies booster, it can create regulatory issues that may involve quarantine, inability to travel, and duration of immunity. The other annual vaccine boosters should be given when due as well, and can be combined with the Rabies booster if they are also due within 30 days. The Heartworm test can be done in conjunction with the annual boosters, unless it is needed prior to that to have the dog's Heartgard prescription refilled once the 12-month supply that GDB initially supplied in the puppy packet runs out. Please be sure the puppy receives all vaccinations on time – thank you!
- **Note**: the Intranasal Bordetella vaccine will expire prior to the timing of the rest of the annual boosters. It is ok for this vaccine to lapse unless a dog is going to be boarded in a commercial kennel; in that case, the dog should receive the vaccine prior to being boarded.
- **Recall information:** dogs should never arrive on campus with expired vaccines. If a dog is confirmed for recall and vaccines are due within a few weeks, the dog can receive them on the GDB campus when they arrive. If you happen to be at a vet visit already and any vaccines expire within 30 days, go ahead and get them done at that time.

Please send a scanned copy of all vaccination records, including Rabies certificates, to ipuppy@guidedogs.com.

FOR REIMBURSEMENT INQUIRIES,
Call the Support Center at 800-295-4050

Guide Dogs for the Blind

Veterinary Expense Reimbursement Request Form

In the USA:	In Canada:	
Mail Request with detailed invoice/receipt to: Guide Dogs for the Blind Attn: Accounting Dept. P O Box 151200 San Rafael, CA 94915-1200	***Fax Request with detailed invoice/receipt to:*** Attn: Accounting Dept. 415-226-0553	Name: Address: City/State/Zip: Dog Name and GDB ID: Current Status: PRP Date of Birth: Accounting Code: 5315 1-2-490

Guide Dogs for the Blind is a nonprofit organization supported entirely by private donations. Discounted and/or donated veterinary services are greatly appreciated.

Name of Clinic/Person to be Paid:	Treatment Date: _____ Invoice #: _____
Name: _____ Address: _____ City: _____ State: _____ Zip: _____ Phone: _____ E-mail: _____	Total Charges: $ _____ Less Discount/Donation: $ _____ Total Reimbursement Request: $ _____ Donation Made By: _____ Auth. #: _____

Reason for Visit: _____

_____

_____

Please submit reimbursement within 30 days of the date on the invoice/ receipt. GDB will not reimburse receipts older than 90 days.

If you have questions regarding what procedures and products GDB will reimburse, see one of the following Websites prior to submitting your request:

Graduates:	www.guidedogs.com/vet
Puppy Raisers:	First login, then www.guidedogs.com/forms Vet Forms> Vet Care Reimbursement Guidelines

Questions? Please call the Support Center at 1-800-295-4050.

Thank you for providing quality care for the dogs!

Guide Dogs for the Blind

Instructions for Submitting Veterinary Invoices for Reimbursement

For more information regarding veterinary care for puppies, and GDB's reimbursement guidelines, please review the Veterinary Care Guidelines.

Use the following guidelines and instructions for submitting veterinary invoices for reimbursement.

If the local veterinary professional prefers to invoice GDB directly (i.e., the puppy raiser has not prepaid the invoice), please ask them to follow the same basic instructions below. For local clinics, the reimbursement form is not required if the invoice includes the puppy's name and GDB ID#. If they have never requested reimbursement from GDB in the past, including a W-9 Form will ensure prompt payment.

Email reimbursement requests to vetbill@guidedogs.com with:

- One **reimbursement form** and **all itemized invoices**, preferably merged into one PDF per puppy.
    - Paperwork should be sent as a PDF attachment, not as a photo or link in the body of the email.
    - All invoices must include an itemized list of everything completed during the visit(s), including vaccines given in clinics or at locations other than a veterinary office.
    - If you received an authorization number from the VFA team, include it on the reimbursement form.
    - If the puppy raiser has already paid, it should be clearly indicated on the invoice; with an invoice showing no balance due, a payment receipt, or by making a written note that the invoice has been paid.
- If submitting invoices for more than one puppy, use a separate reimbursement form for each puppy.
- If any explanation or notes are needed regarding the invoice, include them in the email submitted for reimbursement.

OR mail physical copies of your completed reimbursement form and itemized invoices to

Guide Dogs for the Blind
Attn: Accounting Department
P.O. Box 151200
San Rafael, California 94915-1200

Questions regarding the process or how to submit a reimbursement? Email vetbill@guidedogs.com

Need help creating a PDF from a photo taken on your cellphone or tablet?
Adobe offers free online tools to Convert Photos to PDF and Merge/Combine PDF files

For more information

- iPhone: https://www.adobe.com/acrobat/hub/how-to/convert-photo-to-pdf-iphone.html
- Android: https://www.adobe.com/acrobat/hub/how-to/convert-picture-to-pdf-on-android

Guide Dogs for the Blind

Feeding Guidelines

All raisers should follow the Puppy Raising Nutritional Policy or the advice of the CFR or a GDB Veterinarian.

The amount of food provided will vary according to the puppy's growth rate, activity level and other factors (such as climate). Refer to the Puppy Raising Nutritional Policy to help set guidelines for amounts to feed. The instructions on the dog food bag are only general averages. They must be adjusted to meet the puppy's individual needs. Refer often to the Body Condition Scoring (BCS) Guidelines to help assess the puppy's current condition.

- As an approximate guideline, feed an 8-week-old puppy ¾ cup, three times a day and adjust the amount of food based on the puppy's BCS following instructions given by the leader.
- Pay attention to how fast the puppy is growing and its general activity level. Realize that puppies do not grow at a continuous rate even though it may seem so. They can go through several periods when their growth rate slows down for a time. Assess the puppy's condition before increasing its food. Do not increase its food based on its age alone.
- It is always better to keep the puppy on the lean side. Excessive weight can lead to serious bone, joint, and other health problems as puppies mature.
- Use a measuring cup (not a can, glass jar or coffee mug) to measure food.
    - As it grows, its needs will increase for a while. Adjust the amount of food accordingly.
    - As it starts to mature, decrease its food intake as growth tapers off.
    - If the puppy is altered (spayed or neutered) its nutritional needs may decrease after the procedure.
- Refer to the BCS Guidelines to assess the puppy's weight.
- When the puppy is in ideal body condition:
    - Each individual rib is easy to feel with fingertips.
    - Its waist will be obvious when viewed from above.
    - Its belly will be well tucked up behind its ribcage when viewed from the side.

Promoting Good Eating Habits and Growth

- Keep the puppy on a feeding schedule; pick up the bowl if the puppy has not finished within 5 minutes.
- Measure the puppy's food using a standard measuring cup.
- Feed the puppy away from other family pets to avoid developing potential food possessiveness issues.
- Clean food bowls at least once a day.
- Add a small amount of water to its kibble before serving it to make it more palatable. Do not "float" the puppy's food unless recommended to do so by the CFR.
- Nutritional, vitamin, or mineral supplements should only be used if recommended by CFR or a GDB Veterinarian.
- Poor appetite does not signal a need to change food brands.
- Rapid or continuous changes in the puppy's diet can upset its system.

Follow these general guidelines for timing frequency of meals:

- 8-16-week-old puppy's: three meals a day
- 4 months and older: two meals a day

Some possible reasons to change a puppy's food:

- Frequent diarrhea
- "Spitting up" or other types of vomiting
- Excessive gas
- Improper weight
- Overly rapid growth
- Excessive stool volume

Remember, lack of appetite is usually not an acceptable reason for changing the puppy's brand of food. Do not change foods without first consulting the leader; only a CFR or a GDB Veterinarian may approve a diet not listed on the GDB Puppy Raising Nutritional Policy.

If a raiser's veterinarian recommends a change to a diet not on the GDB Puppy Raising Nutritional Policy or to a prescription diet other than Hills i/d, please consult CFR or GDB VFA Team.

Slowly change foods to avoid diarrhea that can result from rapid or frequent changes of food.

Feeding Tips

The puppy's regular diet includes all the nutritional value and calories it needs. Do not supplement diet with "people food" of any kind. Even very small amounts of an unusual or "rich" food can cause dietary upset and lead to digestive problems, vomiting and diarrhea. A high value treat might be suggested by the CFR for particular training issues; raisers will receive instructions on what type of treat is appropriate.

Teach the puppy not to be possessive of its food by following these steps:

- Always feed the puppy separately from other family pets – preferably out of sight.
- Do not hover over the puppy while it is eating.
- Do not touch the puppy while it is eating.
- Do not allow young children to pester the puppy while eating; it may inadvertently teach it that it must defend its food.
- Do not test the puppy by trying to remove the bowl or put a hand in the bowl prior to the puppy finishing its food. It should be allowed to eat without the concern of someone taking it away.
- If the puppy shows any of these behaviors during the feeding process, immediately notify leader:
    - Becoming tense in the body
    - Eating faster/shoving head deeper into the bowl when someone comes closer to the bowl
    - Growling/vocalizing

Some medical symptoms that people attribute to diet may be the signs of an infectious disease or symptoms of a gastrointestinal problem caused by eating something inappropriate. Any such maladies should be treated immediately. It may not be the food that is causing the problem.

Raisers should contact their leader if the puppy displays any of the following symptoms:

- Is underweight
- Has diarrhea, vomiting, or other symptoms of an upset stomach
- Has poor skin or coat
- Is a picky eater
- Loses its appetite suddenly
- Is unusually quiet for longer than an hour or two

If the puppy eats too fast and either gags or vomits its food back up while eating, try one of these tips to slow it down:

- Add a rock (much larger than the puppy can eat) or large Nylabones or Kongs to the pan to encourage the puppy to pick up a few pieces of food at a time instead of gulping it.
- Change to a different kind of feed pan such as a large rectangular cake pan or an "angel food" cake pan that has a hole in the center. For puppies that eat excessively fast, special feeding bowls are on the market; CFRs should be consulted.

Keeping Puppies Fit and Healthy

Periodically, club leaders or CFR will assess the puppy's body condition to see if it is in the desired lean condition. The puppy's BCS should be entered on the Monthly Report and is a good indicator of its basic health and condition.

The puppy should look like a young athlete; lean and healthy. Ideally the puppy should have a clearly visible waist behind its rib cage and a nice 'tuck up' in the abdomen. Each individual rib should be felt without pressing too hard, not just the barrel of the rib cage. A puppy that is too thin may have clearly visible ribs and its hip bones may stick out. Remember: lean not skinny!

Overfeeding results in not only overweight puppies, but it can lead to digestive upsets too. Too much weight makes the transition to GDB training more difficult. Additionally, studies shows that obesity in dogs can cause a variety of health problems and shorten their life.

If there are questions about the puppy's weight, check with the club leader.

Watering Guidelines
Puppies should have easy access to an unlimited amount of fresh, clean water. Free access to water is preferred, but when this is not practical it is acceptable to offer fresh water frequently throughout the day (minimum of 8 times per day, more frequently in hot temperatures).

It is not appropriate to limit the daily amount of water offered to a puppy unless directed by a veterinarian for a specific purpose (e.g. pre-surgical fasting or treatment of acute vomiting). Water is an essential nutrient for dogs. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age.

Raisers are advised to monitor the drinking and relieving pattern for each puppy. Changes in water consumption or frequency of relieving are sometimes indicative of a medical condition that needs to be addressed. Raisers with concerns about the volume of water the puppy is consuming or concerns about changes in the puppy's drinking or relieving patterns should bring this to the attention of their leader. We ask that leaders alert their CFR if there are any concerns regarding water consumption. CFRs will work with GDB Veterinarians in cases where possible underlying medical concerns are suspected. The amount of water offered to a puppy each day should not be limited unless directed to do so by GDB Veterinarians.

Guide Dogs for the Blind

Puppy Raising Nutritional Policy

We appreciate the cooperation of all raisers and leaders in complying with the following puppy raising nutritional policy.

Research has shown, and GDB experience concurs, that effective weight management of puppies and mature dogs through the feeding of large breed diets or proper management of feeding amounts helps limit certain canine orthopedic maladies and promotes general health and longevity. Puppy club leaders and Community Field Representatives (CFRs) will educate raisers on feeding puppies, and proper weight, and Body Condition Scoring (BCS) .

At the GDB puppy kennel, prior to placement in a raiser home, puppies are fed Purina Pro Plan Puppy Large Breed Chicken & Rice Formula.

Raisers will feed a puppy formula from the list below until the puppy reaches 12 months of age.

At 12 months of age, or when the CFR recommends, raisers will transition to an approved adult formula. Eukanuba Adult Large Breed (Chicken 1st Ingredient) is fed to dogs in training on campus.

Dog food packaging can change over time, and many formulas can look very similar; please be sure to check each bag carefully when purchased and ensure you are not choosing "grain free" or any other variation of the list below.

Approved Puppy Diets

Preferred

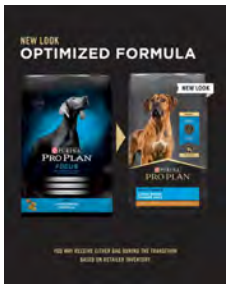
Purina Pro Plan Puppy Large Breed Chicken & Rice Formula	Eukanuba Large Breed Puppy	Hills Science Diet Puppy Large Breed Lamb Meal and Rice	Iams Proactive Health Smart Puppy Large Breed	Natural Balance Lamb and Rice Puppy LID (Limited Ingredient Diets)	Purina One Smartblend Large Breed Puppy Formula

Alternative

- Nutro MAX Natural Chicken Meal & Rice Recipe Large Breed Puppy Food
- Nutro Natural Choice Chicken Whole Brown Rice and Oatmeal Large Breed Puppy Food
- Nutro Ultra Dry Puppy Food
- Pedigree Complete Nutrition Puppy Crunchy Bites
- Purina Puppy Chow

Approved Adult Diets

Preferred

					
Eukanuba Adult Large Breed (Chicken 1st Ingredient)	Hills Science Diet Adult Large Breed Lamb Meal and Rice	Iams Proactive Health Adult Large Breed	Natural Balance Lamb Meal and Rice Adult LID (Limited Ingredient Diets)	Purina One Smartblend Large Breed Adult Formula	Purina Pro Plan Adult Large Breed Chicken & Rice Formula

Alternative

- Nutro MAX Natural Chicken Meal & Rice Recipe Large Breed Adult Food
- Nutro Ultra Large Breed Adult Dry Dog Food
- Nutro Natural Choice Chicken Whole Brown Rice and Oatmeal Large Breed Young Adult Dog Food
- Pedigree Large Breed Nutrition
- Purina Dog Chow

For Overweight Dogs

With the approval of the CFR, overweight dogs may be fed one of the following diets:

- Natural Balance Fat Dogs
- Eukanuba Weight Control

In selecting these foods, GDB has attempted to provide raisers with a wide selection based on cost and availability. GDB believes that these foods meet our nutritional expectations. Puppy raisers may find, though, that each food may yield different results in attributes such as amount fed and stool number, firmness, and volume.

If the puppy is not doing well on one of the approved formulas, have your leader speak to your CFR, who can evaluate the puppy's individual needs and make additional suggestions in feeding schedules, home behavior monitoring, feeding amounts, and diets. Whenever a puppy's diet is changed, raisers should gradually transition to the new diet over a period of 5 – 7 days, gradually replacing the previous food with the new one.

Raisers will start feeding 8-week-old pups ¾ cup, three times a day and adjust the amount of food based on the puppy's BCS following instructions given by their leaders. Because each puppy is different, it may require different feeding amounts than what is listed on the puppy food bag or in this policy. At four months of age the puppy should be weaned off its midday meal and fed twice per day. Continue feeding twice per day until the puppy returns to campus for formal training.

At GDB's determination, variations may occur in the above policy guidelines for a variety of reasons, including:

- The special needs of individual dogs under the supervision of or in consultation with the GDB Veterinary Clinic
- Future research in canine nutrition
- Further knowledge gained by GDB through GDB conducted food trials or other research

Water Access Guidelines

Puppies should have easy access to an unlimited amount of fresh, clean water. Free access to water is preferred, but when this is not practical it is acceptable to offer fresh water frequently throughout the day (minimum of 8 times per day, more frequently in hot temperatures).

It is not appropriate to limit the daily amount of water offered to a puppy unless directed by a veterinarian for a specific purpose (e.g. pre-surgical fasting or treatment of acute vomiting). Water is an essential nutrient for dogs. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age.

Raisers are advised to monitor the drinking and relieving pattern for each puppy. Changes in water consumption or frequency of relieving are sometimes indicative of a medical condition that needs to be addressed. Raisers with concerns about the volume of water the puppy is consuming or concerns about changes in the puppy's drinking or relieving patterns should bring this to the attention of their leader. We ask that leaders alert their CFR if there are any concerns regarding water consumption. CFRs will work with GDB Veterinarians in cases where possible underlying medical concerns are suspected. The amount of water offered to a puppy each day should not be limited unless directed to do so by GDB Veterinarians.

Guide Dogs for the Blind

Body Condition Scoring (BCS) Guidelines

BCS 3 or Lower

- Too thin for any dog.
- Start weight gain plan as per veterinarian.

BCS 4

- Good for dogs in Training, Puppy Raising Program (both training and breeder evaluation), Career Changes, and Studs.
- Avoid weight loss.

BCS 5

- Good for dogs in Training, Puppy Raising Program (both training and breeder evaluation), Career Changes, Studs, and Broods.
- Avoid weight gain.

BCS 6

- Mild weight loss advised, (except if Brood nursing puppies 0-3 weeks of age).

BCS 7 and above

- Significant weight loss needed.
- Start weight loss plan as per veterinarian.
- Generally, not eligible for formal training until BCS is less than 7, unless veterinarian approves otherwise.

PURINA Institute
Advancing Science for Pet Health

BODY CONDITION SYSTEM

TOO THIN

1 Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance; no discernible body fat; obvious loss of muscle mass.

2 Ribs, lumbar vertebrae, pelvic bones easily visible; no palpable fat; some evidence of other bony prominence; minimal loss of muscle mass.

3 Ribs easily palpated and may be visible with no palpable fat; tops of lumbar vertebrae visible; pelvic bones becoming prominent; obvious waist and abdominal tuck.

IDEAL

4 Ribs easily palpable, with minimal fat covering; waist easily noted when viewed from above; abdominal tuck evident.

5 Ribs palpable without excess fat covering; waist observed behind ribs when viewed from above; abdomen tucked up when viewed from the side.

TOO HEAVY

6 Ribs palpable with slight excess fat covering; waist is discernible viewed from above, but is not prominent; abdominal tuck apparent.

7 Ribs palpable with difficulty; heavy fat cover; noticeable fat deposits over lumbar area and base of tail; waist absent or barely visible; abdominal tuck may be present.

8 Ribs not palpable under very heavy fat cover, or palpable only with significant pressure; heavy fat deposits over lumbar area and base of tail; waist absent; no abdominal tuck; obvious abdominal distention may be present.

9 Massive fat deposits over thorax, spine and base of tail; waist and abdominal tuck absent; fat deposits on neck and limbs; obvious abdominal distention.

The BODY CONDITION SYSTEM was developed at the Nestlé Purina Pet Care Center and has been validated as documented in the following publications:
Laflamme DP. Development and Validation of a Body Condition Score System for Dogs. *Canine Practice July/August 1997; 22: 10-15.*
Mawby DI et al. Comparison of Various Methods for Estimating Body Fat in Dogs. *J Am Anim Hosp Assoc 2004; 40: 109–114.*
German AJ et al. A Simple, Reliable Tool for Owners to Assess the Body Condition of Their Dog or Cat. *J. Nutr. 2006; 136: 2031S–2033S.*
German AJ et al. Comparison of a Bioimpedance Monitor with Dual-energy X-ray Absorptiometry for Noninvasive Estimation of Percentage Body Fat in Dogs. *AJVR April 2010; Vol 71, No. 4.*

Guide Dogs for the Blind

FAQ for Common Guide Dog Puppy Medical Issues

Help keep GDB informed!

GDB puppies go to the veterinarian many times during their stay with puppy raisers. Examples include routine vaccines, minor health problems, spay/neuter surgeries, and major medical issues. Sometimes issues that appear to be minor or routine can be indicative of a larger, more complex, or chronic issue. The GDB Veterinarians have put together this FAQ to help puppy raisers and their local veterinarian better understand medical concerns that may require closer GDB attention. This FAQ is also included in the Veterinary Care Orientation Packet for you to share with your veterinary clinic and veterinarian.

Q: What medical issues do GDB Veterinarians want to be aware of as soon as possible?
A: Please notify your leader in the following situations:

- If any veterinary visit is over $200 (therefore requiring an authorization from GDB), be sure to notify your leader to let them know what happened, if any medication was prescribed, and when the puppy will need a recheck.
- Patterns of recurrent disease (we define recurring as two or more of the same problem within a 6-month period even if those appointments are under $200). Common examples include:
    - Ear infections
    - Skin infections
    - Lameness
    - Urinary tract infections
    - Urine leaking
- Patterns of chronic disease (we define chronic as lasting for 4 or more consecutive weeks):
    - Bile vomiting
    - Diarrhea

Q: Are there any medications that could be prescribed for the puppy that GDB wants to know about?
A: GDB Veterinarians prefer not to use long-acting medications that can mask clinical signs of disease.

- **Cytopoint** is a good example of this kind of medication, as it can mask early signs of a skin allergy. We want to treat active infections and help the puppy feel better quickly, yet we also want to know if the puppy has an underlying concern as soon as possible. Using long-acting medications such as Cytopoint can delay assessment of a recurring problem.
- **Claro** or **Osurnia** are long-acting medications that can be inserted into the ear to treat an ear infection. These medications can be used on the puppy, but if the puppy needs to have more than one application, please ensure that the veterinary records are sent to the VFA team. Notify your leader so they, or your PFM, can discuss ongoing medical issues with the VFA team.
- Any medication that is prescribed for the puppy for an extended period of time (greater than 4 weeks) should be brought to the attention of your leader so they, or your PFM, can discuss ongoing medical issues with the VFA team. Examples of these medications could include **Proin**, **Fluconazole**, or an extended course of oral antibiotics.

Q: If it seems like the puppy is better, do I need to return for a recheck or follow up?
A: Yes! We strongly encourage rechecks with the local veterinarian so they can document resolution of the problem. This information is important in determining if the puppy is having a recurrence of a previous problem or a prolonged response to treatment of a current problem. Please bring the puppy you are raising in for the recommended recheck with your local veterinarian!

Q: When do GDB Veterinarians need medical records from the appointment?
A: GDB Veterinarians will want to review complete medical records (not just the invoice or vaccine certificate) for any dog where there was a recurring issue, problem that has not resolved, and major medical issue. Complete medical records will consist of the veterinarian's notes from the exam, any lab work results, and evaluation of x-rays images (if not the images themselves). You can request these records directly and send in with your reimbursement request or request that your regular veterinarian email the medical records to GDB (vetsupport@guidedogs.com).

Please notify GDB of any issue that requires more than one vet appointment- either an issue that reoccurs or never fully resolves after the first visit.
If you are not sure if you should let GDB Veterinarians know about a medical concern or veterinary visit, please call (800) 295-4050 to let us know.
We would always appreciate hearing from you!

Guide Dogs for the Blind

GDB Veterinary Care Contact Information for Puppy Raisers

Veterinary Preauthorization Requests (for non-emergency medical appoints where cost of care is over $200)

Monday - Friday 8:00AM to 5:00PM

Phone	(800) 295-4050 (press 2 for Support Center, then press 2 again for VFA Team)
Fax	(877) 556-8401 is the fax for medical records and estimates (if requested).
Email	Email for medical records and estimates for the VFA Teams review or authorizations vetsupport@guidedogs.com (when requested).

Saturday, Sunday, Holidays 8:00 AM to 5:00 PM

Phone	(800) 295-4050 ext. 4081 or call Veterinary Clinic directly at (415) 499-4081 directly. Leave a message if no one answers.

When emergency care is needed, go immediately to your local vet.

- **During daytime hours, follow the directions above to contact GDB as soon as the puppy's condition is stable.**

- **5:00 PM to 8:00 AM– Overnight Emergencies**
  No pre-authorization is needed for after-hours emergencies if estimated cost of care is under $3000. Call **(800) 295-4050** *to speak with an after-hours representative if veterinary collaboration with the local clinic is needed, for payment assistance, or if the cost of care is anticipated to be greater than $3000.*

Puppy Vaccination Documentation

If requesting reimbursement* see Instructions for Submitting Veterinary Invoices for Reimbursement	**Send Invoice(s) and Veterinary Reimbursement Request Form to:** vetbill@guidedogs.com as a PDF attachment Or mail physical copies to: Guide Dogs for the Blind Attn: Accounting Department P.O. Box 151200 San Rafael, California 94915-1200
If not requesting reimbursement	**Mark as "donated"** and mail invoice & VRE Form to above address **-or-** email: ipuppy@guidedogs.com

**We do not need another copy of vaccine records sent to us if you are requesting reimbursement.*

Rabies and Alter Certificates (Signed by Veterinarian)

If you receive via email	**Email:** ipuppy@guidedogs.com
If you receive a hard copy	**Mail:** Guide Dogs for the Blind Attn: Veterinary Clinic P.O. Box 151200 San Rafael, California 94915-1200 -or- **Scan:** Send as an email (file attachment in .pdf format): ipuppy@guidedogs.com

To request additional Veterinary Reimbursement Request Forms email: ipuppy@guidedogs.com

Veterinary Invoice Reimbursement Requests

See Instructions for Submitting Veterinary Invoices for Reimbursement	**Send Invoice(s) and Veterinary Reimbursement Request Form to:** vetbill@guidedogs.com as a PDF attachment Or mail physical copies to: Guide Dogs for the Blind Attn: Accounting Department P.O. Box 151200 San Rafael, California 94915-1200

Note: Veterinary Reimbursement Requests must be sent via email or postal mail. Faxed requests are not accepted.

Guide Dogs for the Blind

Ears, Teeth, Heartgard®, and Nexgard®

EAR CARE

To avoid unnecessary veterinary treatment and discomfort to our puppies, we ask that puppy raisers clean their puppy's ears once weekly with the ear cleansing/drying solution (EpiOtic®) provided in your puppy packet.

Video reference: https://youtu.be/1WVI26VwGYI

Technique

- Apply ear cleaning solution to a cotton ball or pad until it is *slightly moist* (not soaked and dripping) with solution.
- A dog's ear canal is "L" shaped, which means that you will not touch your dog's eardrum with your finger. Insert the moistened cotton ball into the ear canal and rotate it as you clean.
- Dogs will generally shake their head after you remove your finger. This will help the accumulated debris at the bottom of the canal rise to the top.
- Use a clean dry cotton ball and wipe any excess cleaning solution residue and debris from the ear canal and pinna.
- Repeat for second ear using a fresh cotton ball or cotton pad.

When is it time to seek veterinary attention?

- The puppy constantly shakes his/her head or scratches at the ears.
- Odor is noticeable – A change to a foul odor is generally an indication of an ear infection. A strong sour smell usually signifies a bacterial infection: an excessively sweet smell usually signifies a yeast infection.
- Ear feels waxy, or you see black/brown discharge or an inflamed / red ear.

Never self-diagnose: The ear is a very sensitive organ. What may appear to be similar symptoms to previous ear issue may *not* require similar treatments this time.

TEETH CLEANING

If you have never cleaned the puppy's teeth, start by spending a few minutes each day gently handling the puppy's mouth. Lift their lips and touch the outside of the puppy's teeth and gums to get them used to this new experience. After several days of doing this, introduce the puppy to the oral cleansing gel following the instructions below. Never use human toothpaste - it can be harmful and can upset the puppy's stomach.

Video reference: https://youtu.be/f0Q8rEjKgaQ

Teeth Cleaning Instructions:

- Put a small amount of oral cleansing gel on the soft-bristled toothbrush (use the one given in the puppy's packet) or on a piece of gauze wrapped around your finger.
- Holding the brush head at a 45-degree angle to the gum line, gently brush in circular strokes from the gum line to the tip of each tooth.
- Only clean the outside surfaces of the puppy's teeth and gums.
- Day by day, slowly work towards the back of the mouth, until the puppy is comfortable and will allow you to lift their lips and hold their head steady for several minutes.
- Please be careful to not let the puppy bite your finger or toothbrush while brushing their teeth.
- We recommend that you clean the puppy's teeth at least once weekly (and as frequently as once daily) to acclimate the puppy to being handled this way and to be more accepting later in life.

HEARTWORM PREVENTION – Heartgard® Plus

You have two different size packages:

- The first package (GREEN) is for when the puppy weighs up to 50 lbs.
- The second (BROWN) is for when the puppy weighs 51-100 lbs.
- Please read the package label and directions before each use.
- Keep out of reach of children.

Heartgard® Plus is a year-round heartworm prevention *chewable* cube given once-a-month. The following directions for administering Heartgard® Plus are provided to ensure that each puppy receives the appropriate dose. In addition to these instructions, please read the packaging materials regarding usage and storage directions. All puppies should receive their cube/cubes on the first of every month.

Heartgard® Plus Instructions

Effective heartworm prevention is very important to the puppy's health. Please follow these directions exactly:

- Place heartworm preventative *chewable* cube in feed pan prior to feeding a meal. If the puppy will not eat the cube, contact your leader for advice.
- **Puppies weighing up to 50 lbs.:** Give 1 cube from the GREEN box. EVEN IF THE PUPPY WEIGHS LESS THAN 26 LBS., GIVE 1 WHOLE CUBE FROM THE GREEN BOX ON THE FIRST OF THE MONTH.
- **Puppies weighing 51-100 lbs.:** Give 1 cube from the BROWN box. If you still have cubes left in the green box, you can double the dose and give 2 cubes from the GREEN box.
- **Puppies weighing more than 100 lbs.:** Give 2 cubes from the BROWN box.
- NOTE: ALL CUBES LOOK THE SAME! ONLY THE COLOR OF THE BOX IS DIFFERENT.
- REMEMBER: TWO CUBES FROM THE GREEN BOX EQUAL ONE FROM THE BROWN BOX. NEVER, EVER CUT A CUBE IN HALF (the medicine is not evenly distributed through the cube).
- If a puppy turns 8 weeks of age prior to leaving the GDB campus, they are given a dose of Heartgard® Plus on their 8-week birthday. If a puppy leaves prior to 8 weeks, this special Heartgard® Plus dose (for puppies 25lbs and under) is included in their puppy packet with the date it should be administered. The puppy's first dose of Heartgard® Plus from the GREEN box may need to be on a special schedule to avoid overdosing. If the puppy's 8-week birthday was on the…

	No adjustment needed. Give HG on the 1st of each month.
	Give the first dose of HG on the 7th of the following month, then on the 1st of each month thereafter.
	Give the first dose of HG when the puppy is 11 weeks of age, then on the 1st of each month thereafter.

Note: Raisers may need to get a prescription for additional Heartgard® from their local veterinarian. Please try to get the least number of doses possible based on potential recall dates. Please return any unused Heartgard® to GDB at the time the dog is recalled or returned to campus.

FLEA/TICK PREVENTION - Nexgard® Chewable Tablets

You have two different size doses:

- The first size (BLUE) is for when the puppy weighs between 10-24 lbs.
- The second size (PURPLE) is for when the puppy weighs between 24.1-60 lbs.

- Please read the package label and directions before each use.
- Keep out of reach of children.

Given once a month, Nexgard® provides protection against fleas and ticks. Use only on dogs. Do not use on other animals in the household. Raisers may need to get a prescription for additional Nexgard® from their local veterinarian. Please try to get the least number of doses possible based on potential recall dates. Please return any unused Nexgard® to GDB at the time the dog is recalled or returned to campus.

Nexgard Instructions:

- Remove one chewable from the package when you're ready to administer the product.
- Give as a treat like you do with Heartgard®.
- Can be given at the same time as Heartgard®.
- Can be given with or without food.
- If the pupppy will not eat the Nexgard®, you may crumble it up into a small amount of wet food and watch to ensure that the pup eats it all.
- If the puppy vomits within 2 hours of receiving a dose, give another dose with food the following day.

When to Start Nexgard®

Because puppies cannot receive Nexgard® before they are 8 weeks old, and because Nexgard® cannot be given within 2 weeks of another dose, it's very important to follow the guidelines below to avoid overdosing puppies on this medication.

If you received your puppy BEFORE they turned 8 weeks of age:

Puppies under 8 weeks of age cannot get Nexgard® so puppies under 8 weeks of age will not have received flea/tick prevention yet.

- If your puppy turns 8 weeks of age between the 1st and the 15th of the month, please give a dose of Nexgard® on their 8-week birthday and then start dosing once per month on the 1st of each month thereafter.

- If your puppy turns 8 weeks of age between the 16th and the 31st of the month, please start giving Nexgard® on the 1st of the upcoming month.

If you received your puppy AFTER they turned 8 weeks of age:

Puppies are given a dose of Nexgard® on campus when they turn 8 weeks old.

- If your puppy turned 8 weeks between the 1st and the 15th of the month, please start Nexgard® on 1st of the upcoming month, and then on the 1st of the month thereafter.

- If your puppy turned 8 weeks of age between the 16th and the 31st of the month, please wait until the 1st of the following month to start. Do not start on the 1st of the month after you get your puppy to avoid overdose. For example, if your puppy turned 8 weeks on July 20th and you got them on July 25th, they would start getting Nexgard® on September 1st.

In the interim while you are waiting to give them their first dose, you can decrease the likelihood of them having a flea problem by bathing them, brushing and flea combing them and avoiding areas where there is a flea infestation. Should you encounter a flea problem during this time, please contact our VFA team for advice on a safe alternate schedule for starting Nexgard®.

Note: for the second dose of Nexgard®, please give the smaller sized chewable tablet, even if your puppy weighs more than 24 pounds.

Guide Dogs for the Blind

Administering Nexgard® for Flea and Tick Prevention

Guide Dogs for the Blind is transitioning from Frontline Gold to Nexgard® chewable tablets for our organization's flea and tick prevention for training dogs, puppies, and active guides. Nexgard® kills fleas, ticks, and mites and is considered safe for dogs *over 8 weeks of age*. It contains a product called afoxolaner, which blocks insect-specific neurotransmitters. It is administered as a once-a-month oral beef-flavored chewable tablet. It has excellent efficacy in all regions of the United States. Because it is a flavored chew, the product should be stored in a secure place that is not accessible to dogs in the home.

What is the best way to give my dog Nexgard®?

Most dogs consider the Nexgard® chewable tablets tasty treats. If they do not find the chewable tablet inviting, it can be broken into crumbles and added to the dog's food bowl at mealtime. Observe dogs for a few minutes after they receive the Nexgard® chewable tablet to make sure they have consumed the entire dose.

Should I give Nexgard® with food?

Nexgard® can be given with or without food.

What do I do if my puppy vomits after they eat the Nexgard® chew?

If vomiting occurs within two hours of administration, give another dose with food the following day.

Can the dog I'm raising be on Nexgard® if they are being treated with another medication?

Yes – It is ok for Nexgard® to be given at the same time as other medications.

Can all dogs be on Nexgard®?

Most flea and tick products, including the most commonly used such Simparica, Bravecto and Nexgard, have not been evaluated for safe use in breeding, pregnant, or lactating dogs. This does not mean the products are not safe, it means that specific testing for reproductive safety has not been done. It is not recommended for dogs with a history of seizures.

GDB puppies that are intact and/or being considered for breeding purposes will use Nexgard® while in the puppy raising home. If selected for breeding, their flea and tick medication will be transitioned.

GDB is exceptionally fortunate to have a veterinary theriogenologist (reproduction specialist) on our veterinary team. In fact, Guide Dogs for the Blind is the only guide dog school that has this veterinary expertise as part of an in-house medical team. This resource, in collaboration with theriogenologists across the country, support us as we continue to make the best decisions for all our program dogs.

If Nexgard® is beef-flavored, can I give it to my dog if they have a suspected food allergy?

Nexgard® can be given to dogs with food allergies. While the chew is 'beef-flavored', it contains soy protein instead of animal protein. Your puppy's veterinarian will be the best one to decide if Nexgard® is the best flea and tick prevention for a particular dog with suspected food allergies.

How do I determine a Nexgard® schedule for my dog?

Nexgard® should be given on a monthly basis. We recommend giving it on the first of every month along with the monthly heartworm prevention. If you have just received your puppy, here are the recommendations:

If you received your puppy BEFORE they turned 8 weeks of age:

- They will not have received flea and tick prevention yet.
- If your puppy turns 8 weeks old between the 1st and the 15th of the month, please give a dose of Nexgard® on their 8-week birthday and then start dosing once per month on the 1st of each month thereafter.
- If your puppy turns 8 weeks of age between the 16th and the 31st of the month, please start giving Nexgard® on the 1st of the upcoming month.

If you received your puppy AFTER they turned 8 weeks of age:

- They received a dose of Nexgard® on campus when they turned 8 weeks old.
- If your puppy turned 8 weeks of age between the 1st and the 15th of the month, please start Nexgard® on the 1st of the upcoming month, and then on the 1st of the month thereafter.
- If your puppy turned 8 weeks of age between the 16th and the 31st of the month, please wait until the 1st of the following month to start. Do not start on the 1st of the month after you get your pup to avoid overdose. For example, if your pup turned 8 weeks on July 20th and you got them on July 25th, they'd start getting Nexgard® on September 1st.

What do I do if the dog I'm raising misses a dose?

If a dose of Nexgard® is missed, administer Nexgard® and resume a monthly dosing schedule if there is more than 14 days before the first of the month.

For the short period of time the dog may not be on flea prevention, what do I do?

If you are waiting to give a first dose, you can decrease the likelihood of flea issues by bathing them, brushing and flea combing them, and avoiding areas where there is a flea infestation. Should you encounter a flea problem during this time, please contact our VFA team for advice on a safe alternate schedule for starting Nexgard®.

Guide Dogs for the Blind

Frontline® Gold

Flea and Tick Preventative

Prior to July 15th, 2023

Puppies raised in all states except Texas received a 12-month supply of **FRONTLINE® GOLD**.

You received two different size doses:

- The first size (BLUE) is for when the puppy weighs 23-44 lbs.
- The second size (PURPLE) is for when the puppy weighs 45-88 lbs.
- Please read the package label and directions before each use.
- Keep out of reach of children.

Frontline® Gold is a year-round flea and tick *topical* treatment given once-a-month for dogs and puppies. This product goes onto the skin, not in the mouth. It is easy to use and one treatment prevents further flea infestation for at least 4 weeks and kills fleas before they lay eggs; it also kills ticks for at least one month.

Frontline® Gold remains effective following a shampoo treatment (although you should wait 24 hours after a bath to apply), swimming or after exposure to rain or sunlight. This means the puppy can have a bath, go swimming, or otherwise get wet, after 24 hours has passed, without affecting Frontline® Gold's strength or durability.

Each puppy is treated with Frontline® Gold before leaving GDB, so it is not necessary to begin use for at least 30 days after you receive the puppy.

Applied once a month, Frontline® Gold gives complete protection against fleas. Each pipette is one application. Any flea product has a potential for toxicity if applied improperly or overused, so it is very important to follow the directions exactly. Use only on dogs. Do not use it on other animals. If you run out of Frontline® Gold prior to the dog's recall or return to campus, please first check with your leader. If additional Frontline® Gold is not available in your club, visit your local veterinarian to switch the dog to Nexgard®. Please return any unused Frontline® Gold and/or Nexgard® with the dog when recalled or returned to campus.

Frontline® Gold Instructions:

- Remove one applicator from the package and hold in an upright position pointed away from you face. Then twist dispensing tip clockwise about ½ turn while pushing down to break the tube's seal. Do not remove the dispensing tip. The dog should be standing for easy application. Position the dispensing tip on the dog's back between the shoulder blades. Use the dispensing tip of the tube to part the dog's hair so that the product will be applied at skin level. Begin squeezing out the contents of the tube, doing your best to apply the tube evenly, to form a stripe as you move from the shoulder blades along the dog's back to the base of the tail.
- It is best to apply Frontline® Gold and then take the puppy for a walk or play with them for 30 minutes or so. This allows the product to disperse over the coat.
- Frontline® Gold is VERY bitter. If the puppy licks the product, it may produce a large amount of salivation due to the taste. Try to keep the puppy from licking until the product has had a chance to dry.

Guide Dogs for the Blind

Flea Prevention Information

Controlling fleas on the puppy you are raising is a multi-step process. Adult fleas spend most of their time on an animal, but the flea eggs, larvae, and pupae are found in abundance in the indoor and outdoor environments. For every flea that you see on the puppy, there are likely to be hundreds of eggs and larvae in your home and yard. Therefore, a truly effective flea control program always includes treating the environment as well as treating all animals in the household.

- Properly administer Nexgard® chewable tablets on the first of every month.
- All other pets in the household (including outdoor pets) must be on a reliable monthly flea preventative as well.
- **Remove fleas and immature life stages from the indoor environment:** Vacuum thoroughly, especially below drapes, under furniture edges, and where your pets sleep. It is estimated that vacuuming can remove up the 50% of flea eggs. Vacuum daily in high traffic areas, weekly in others. Each time seal the vacuum bag in a plastic bag and discard immediately. Additionally, there are safe sprays that can be used indoors to prevent re-infestation. Virbac “Knockout” is one example.
- Wash all pets’ bedding weekly. Use heat to dry.
- Clean your automobile, pet carrier, garage, basement, or any other place where pets spend much time.
- **Remove fleas and immature life stages from the outdoor environment:** There are many safe pyrethrin based sprays that can be used in your yard. Virbac’s yard spray is one example. The fleas like to live in closed areas such as bushes, steps, under the house, porches, decks, under mats, etc. The eggs will die when exposed to direct sunlight and topical sprays. Repeat in 2 weeks. Another method of outdoor flea control without using chemicals is using free living nematodes. This option may take longer to clear the infestation; however, it could be helpful for long-term control. Be aware that urban wildlife and feral cats passing through are often carriers of fleas. Try to eliminate places to hide such as open sheds or crawl spaces.

Keep in mind that until all the fleas in your home have died, you will probably still see some fleas, even on a treated pet, since some immature forms may continue to develop. Also, it can take up to 24-hours for a flea to die on a pet that has been treated with an effective topical flea medication. If a large number of flea eggs and larvae are present, it can often take two to three months for fleas to be fully cleared from the home.

Guide Dogs for the Blind

Policy: Boarding Female Dogs in Season

Raisers of intact female puppies have the following options for housing in season females:

- At home
- In the home of an approved puppy sitter or leader
- At a commercial kennel at raiser expense

Homes (raiser/puppy sitter/leader) will be required to follow certain guidelines while the dog is in season, including:

- Female canine seasons (proestrus and estrus) generally run for approximately 21 days, but individual dogs may stay in season for longer periods (see "Education" below). It is during this period when females attract male dogs and enter their fertile period. The following guidelines are effective from the first through the 28th day of a dog's season or longer as required. Only the club leader may release a dog from the management of these guidelines after a consultation between the raiser and leader to insure that the dog is out of season.
- The raiser's leader must approve participating homes.
- Yard and home security should be of the highest standard. Marginally safe fencing and doors, or young children who could possibly leave doors and gates open, may disqualify a home.
- No unaltered or recently altered (within the past six weeks) male dogs may live in the home.
- The close proximity of neighboring or loose unaltered dogs may disqualify a home.
- Participating raisers must be capable dog handlers.
- Participating raisers must have a demonstrated willingness and ability to follow all guidelines.
- All participating raisers and family members must be trained by their leaders prior to boarding a female dog in season.
- No outings outside of the home or yard are allowed.
- No interaction with unaltered male dogs is allowed.
- While in the house and not under direct supervision of a raiser or GDB-trained family member, a dog must be confined to a crate.
- Dogs may not be left loose in a yard (other than in an approved kennel run) without direct supervision by a raiser or GDB-trained family member. Male dogs can be attracted to the scent of an estrus female dog from long distances and can be extremely determined to enter even well-confined areas, thus, the need for direct supervision.
- Dogs may be left unsupervised in a pre-approved kennel run, meeting strict specifications, with CFR approval. See guidelines below.
- Any dog that becomes lost, loose, or otherwise unsupervised must be reported immediately to the raiser's CFR or the Puppy Raising Manager or CCP Operations Manager, regardless of the time period that the dog has been unsupervised.
- **Any in season female dog that comes into any contact with an unaltered male dog must be reported immediately to the raiser's CFR or the Puppy Raising Manager or CCP Operations Manager.**

We encourage all leaders, with the support of their CFR, to develop protocols for raiser families with intact females. Clubs should have a plan prepared well ahead of the time a female may come into season.

GUIDELINES FOR DOG RUNS/KENNELS TO CONTAIN FEMALES IN SEASON

When housing a GDB puppy in season it is generally preferred that the female be left with a sitter, or crated inside the home when the raiser is away. However, raisers have the option, with leader and CFR approval, of utilizing a dog run/kennel where the dog can be safely left while the raiser is at work, etc. Clubs may consider purchasing such a kennel that can be set up at an approved sitter home, or loaned to the raiser in need, for the duration of the heat cycle. Prefabricated dog runs are relatively easy to assemble with limited tools, however a truck is required to transport due to the size of the prefab panels. Individual raisers may also elect to purchase dog runs for use with GDB program dogs.

The dog run must placed within a GDB approved fenced yard that has securely latched and locked gates. In some geographic areas it may be practical to locate the dog run in an insulated, well-ventilated garage or outbuilding.

Good quality, ready-made dog runs are available at most larger hardware and farm supply stores. Beware that lighter gage chain link dog runs may not be secure and will not hold up to use over time. (See "Construction" below.)

Plan ahead! Quality, used, portable dog runs can often be found on Craigslist or Facebook. Checking periodically can really pay off for the savvy raiser or club!

Requirements for Dog Run/Kennel:

- **Size:** minimum size 6'H X6'W X 12'L (slight variation may be approved by CFR)
- **Construction:** A rectangle dog run vs square is preferred to provide more enticement for movement and options for a relieving area. Choose 10 gage and lower wire (lower the gage the stronger the wire) for chain link. Welded wire panels are much stronger and more durable.
- **Gate:** The gate must have a device/safety measure to prevent the dog from nudging the latch to open the run. A clip, hook, chain or cable may suffice. If there are children in the home or frequent visitors, a lock is required on the run itself, not just the yard gate.
- **Cover:** The kennel run must be covered by wire or wood to prevent escape. A shade cover is not sufficient to prevent the dog from climbing out or another dog from climbing in.
- **Shade/Protection from the Elements:** If outdoors the run must be covered to provide shade and/or a dry area.
- **Dog House:** A chew-proof dog house such as an "Igloo" brand shelter should be provided for inclement weather (rain or colder temperatures).
- **Flooring:** The kennel run should be placed on cement or pavers to insure it is dig-proof and easy to clean. Rubber horse stall mats may be acceptable as a surface so long as the outer edges protrude outside of the run area where the dog cannot grab them!
- All of the guidelines in the **Confinement** document located in the House Behavior section of the puppy raising manual also apply.

EDUCATION: FEMALE DOGS IN SEASON

The reproductive cycle of ovulation in dogs is identified as being "in season" or "in heat." During this period female dogs ovulate, generating eggs. In season dogs are capable of being bred by male dogs, fertilizing the eggs and producing puppies. Spayed dogs do not come into season.

The foremost rule to always remember is that exceptions to timing, patterns, and identifying markers are frequent within individual dogs and between dogs. Raisers and leaders should always be vigilant with intact females and be aware of their coming into, remaining, or perhaps re-entering seasons (see below).

Generally, dogs come into season every six months beginning some time after six months of age. Our GDB breeds may come in as early as six months old but more generally around nine months or as late as a year or more. Cycles may run like clockwork every six months or they may happen more or less frequently. Some females may even start a season, appear to go out-of-season, and start immediately again. This pattern is often referred to as a "split season". One can see the need for raisers and leaders to continually monitor dogs and not to trust any pattern to apply to individual dogs. Failing to properly identify the cycle of an individual dog may lead to an accidental breeding.

A standard season runs for approximately 21 days. The season may be preceded by a slight swelling of the dog's vulva. The season begins with a bright or dark red discharge from the dog's vulva. The discharge initially may be no more than a drop. Many females keep themselves very clean, and there may be no visible blood around the vulvar area. As the season progresses through the first week or so, the discharge generally increases and then decreases in volume and color. The vulva can be very enlarged and turgid during the first week, and then begins to soften. Some dogs may have a very heavy discharge and swelling; others may show lesser signs. Again, diligence in monitoring all dogs as individuals is required.

After being in season for approximately seven to ten days, the amount and color of the discharge will lighten. The swelling will also lessen. In some dogs the reduction of swelling and discharge may be so significant that the dog appears to be out of season. This is not the case. The dog is actually entering her most fertile period when a male can inseminate her! Extra caution is needed. It is also important to note that sperm can be viable and capable of impregnating an estrus female dog for as long as 7 days following a single mating. Therefore, one inattentive moment can lead to an unwanted pregnancy.

As the days pass and the swelling and discharge continue to lighten, the dog is still breedable. Some dogs are capable of conceiving beyond the twentieth day of season. Raisers must continually be cautious, following our guidelines for at least 28 days, and not lessening the required supervision until released by their leader.

Sometimes a female may go through what is known as a “silent heat.” This is when the usual physical signs of the heat cycle, the swelling and the bleeding, are not present. There may still be behavioral changes, including an increased interest from or with other dogs.

Other behavioral indicators may or may not be present. During and in the time surrounding a dog’s season, there may be a change in overall activity levels, with the female becoming much more active and “busy.” The change in behaviors may include flagging (raising the tail), play bowing or tipping forward, increased barking or whining, inability to settle or relax, and becoming more destructive. There may be an increase in level of thirst or appetite, and a change in elimination habits. The female may seem nervous or clingier. These behavioral changes can begin to occur up to three or four weeks before the physical signs of the heat cycle. More commonly, they occur in the week before the physical signs begin. In some females, there may be no noticeable change in behaviors at all. In others, just one or two of those listed. Also, behavioral changes do not always indicate the onset of the heat cycle. At the beginning of her cycle, the female may become less tolerant of other dogs approaching or sniffing her. She may lift her lip, growl, hackle, or even snap at the other dog. Instead of wagging her tail when other dogs sniff her rear, she may tuck it tightly straight down against her body. This does not mean she is becoming aggressive; it is a normal behavioral change. She will be her friendly self once again when her cycle is over. If the raiser suspects a silent heat cycle, the CFR should be notified through the leader.

Occasionally, towards the end of the heat cycle or in the weeks following it, the increase in hormone levels may cause the mammary glands to become active and to produce milk. Some people call this a “false pregnancy.” This is not considered abnormal; but again, the CFR should be made aware.

Any sign of recurring discharge or swelling requires additional management and must be reported immediately to the club leader who will speak to the CFR.

Raisers should remember that exceptions to any patterns are frequent and that all dogs must be managed individually and with caution.

A leader who is uncertain of a dog's reproductive cycle should consult with his/her CFR, who may consult with the GDB veterinary clinic.

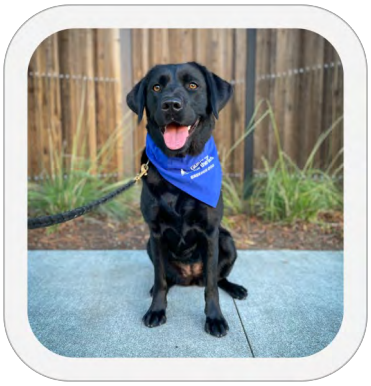
Guide Dogs for the Blind

Ruff Notes

Love is in the Air: Raising an Intact Puppy

February 2022

Love is in the air this Valentine's Day and if you have an intact GDB puppy, you may have noticed some differences between the puppy you are raising and their altered friends. Raising an intact dog is rewarding and can come with some potential challenges. Our breeder dogs play a vital role in achieving our mission at GDB. Let's spread the love about some of the qualities that are unique to intact dogs and the care that goes into making breeding magic.



"The Power of Love"

There are so many rewarding benefits when raising an intact dog, both when they're in the puppy raising home and when they are selected as a breeder! An intact dog is typically recalled earlier than an altered dog, usually around 15 months of age.

If the dog you raised is selected as a breeder, you have the opportunity to raise one of their pups, adoringly called a "grand-puppy". Additionally, when the breeder has puppies, you will receive regular video and picture updates while the puppies are in the whelping kennel. If available, you may come to meet the pups prior to them leaving campus to go into their puppy raising homes. Since our guide dog puppies are raised in 10 different states, you might see the offspring of the breeder you raised in many different places!

Guide Dogs for the Blind also works closely with other service dog organizations and occasionally cooperatively breeds, or donates, our intact dogs to support their mission. The pup you raised could be producing future heroes for other service dog organizations too!

Do you have a proclivity for naming dogs?

If so - raising a breeder dog might be for you! Raisers whose pups go on to be breeders have the chance to offer name suggestions for their grand-puppies!

Guide Dogs for the Blind

Ruff Notes

"Love on the Brain": Behaviors of Intact Dogs

When raising an intact dog, you may notice a few behaviors that might show up "Time After Time" as they mature. Although not all intact dogs present these behaviors, it's important to keep an eye out for these common hormonal behaviors:

- Increased dog distraction
- Increased scent distraction
- Attempts to mark on walks
- Door rushing when going outside
- Investigative and hormonal behavior with pet dogs in the household

Note: If the intact dog that you're raising presents any of the above behaviors, be sure to reach out to your leader and CFR for support.

"All the Single Ladies": Caring for Intact Female Dogs

When raising intact female dogs, there are several behavioral and physical changes that you may notice as she is going into season.

Prior to a female dog entering a season, you may notice anatomical changes and increased licking to their nether regions. You may also see some regression in behaviors that she was doing well in previously, including poor house behavior and avoidance of control. Additionally, some females display uncharacteristic fearful behavior starting a few weeks before their season. This may be a good time to limit socialization and keep outings lowkey.

Note: Although intact male dogs may have hormonal differences compared to their altered counterparts, in general, their care is not much different than an altered dog.

For more information on keeping intact females in season, be sure to review the Guidelines for Boarding Females in Season.

Caring for Intact Female Dogs Continued...

During the approximate 21-28 days that she is in season, you may notice the intact female that you're raising become more affectionate to you or other members of the household. Her energy levels may also change, including more frequent naps and/or becoming less active.

An intact female staying home during her season doesn't have to be bored!

Here are some fun activities to do while she is housebound.

"I Don't Want to Miss a Thing": Rules for Intact Puppies

Although there are many similarities when raising both intact and altered dogs, there are a few policies to keep in mind when raising potential breeders for GDB:

1. Female dogs in season should be kept separately from intact male dogs.
2. Females in season should be kept indoors and not be socialized in public.
3. Do not leave female dogs in season unattended in a yard.
4. If an intact dog (or any dog) gets loose from your home, immediately contact your leader and GDB's emergency number for assistance.

If you're interested in raising an intact dog, but don't have the resources to keep an intact female in season, reach out to your leader to see what options are available. It takes a village to raise successful guide dog puppies!

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – April 2020

Socialization & Puppy Training
Special At Home Edition

Raisers can ensure puppies continue to receive plenty of socialization, training, physical and mental enrichment while puppies are on outing restrictions and/or otherwise unable to visit public spaces!

Socialization
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Socialization.pdf
One of the integral parts of raising a puppy is ensuring the puppy is socialized and confident around anything he/she might come across in their future role as a working guide dog. We believe this is especially true during the puppy's first 16 weeks of life.

Luckily, there is plenty you can do without leaving the house, like having humans play dress-up, playing different noises from a computer or speaker, and introducing puppies to walking over different surfaces such as exercise-pen panels or crate dividers. Each pleasant, novel experience that a puppy has will contribute to their ability to generalize positivity in the face of new experiences when restrictions are lifted. If you are having trouble finding resources (surface, sounds) please reach out to your leader or CFR.

**This puppy is having fun. Look at that wagging tail!

While it can be a lot of fun for raisers to get dressed up or create other novel experiences, please be aware of the puppy's reactions; to create a positive learning experience, **the puppy** needs to be having fun too! If a puppy shows any concerns, the experience is too challenging. Review the document "Building a Confident Puppy with R+" for a refresher on how to identify signs of stress and "best practice" socialization guidelines (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Building-a-Confident-Puppy-with-R.pdf).

House Behavior
Take this opportunity to review and reinforce appropriate house behavior and settled behavior in the home.
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Good-House-Behavior.pdf
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Settled-Behavior-in-the-Home.pdf

At this time, teaching/reminding puppies to be relaxed when they are left alone is also very important. Raisers may need to actively practice leaving puppies alone in one room/area of the home while the family occupies another area. Remember that puppies under 16 weeks of age may be left with a Stuffed Kong to learn to enjoy alone time. Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on the use of toys containing food. Older puppies should still work through the Home Alone process, even if the raiser does not need to leave the house (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Home-Alone.pdf).

In-home Training Games

Fortunately, nearly all puppy behaviors (perhaps aside from things like teaching respectful dog-dog interactions in a single-dog household) can be introduced and progressed in a home environment, with a little creativity. Remember that as the puppy progresses, try to change up your training environment and distraction levels to ensure the puppy is generalizing these skills and not learning "I only need to walk on loose leash up and down this one hallway"! Short but focused training sessions, and mixing up the games practiced, are a great way to tire out puppy brains. We will be sending out some ideas for making the games a little more challenging for older puppies in the next weeks.

Mental and Physical Outlets

Learning new behaviors is great mental exercise for puppies. Games like "stay" and "Go to Bed" with distractions can be fun to play and help those busy-minded puppies without needing outside environmental stimulation. Don't forget your 3 D's (distance, duration, and distraction)!
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/R-Terminology-for-Raisers.pdf

The act of chewing also releases happy brain chemicals and helps animals relax. Make sure puppies have access to plenty of appropriate chew toys – and save your furniture from a puppy looking for a natural outlet! As always, please refer to the Toy Policy for approved chews and toys (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Raising-Toy-Policy.pdf).

Food Toys for Mental Enrichment (Food Containing Toys: Stuffed Kong and Wobbler)

Using a slow-feeder bowl (such as Slo-Bowls by Kyjen/Outward Hound) or placing a large Nylabone or Kong into the puppy's regular food bowl can make regular mealtimes an opportunity for problem-solving (at least the first couple times!) and mental enrichment. A portion of the puppy's meal can also be fed from a kibble dispensing toy:

- The Kong Wobbler was historically a CFR-assigned special protocol but has been approved to use population-wide
- Stuffed Kongs are also a great option. A frozen Kong can be a fun challenge for puppies once they have learned how to enjoy a stuffed Kong.

* Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on use and seeking permission to offer toys containing food.

Additional ideas for exercise and interactive play with the handler can be found in the Exercise and Play guidelines (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Exercise-and-Play.pdf). Puppies who are naturally higher energy may appreciate extra opportunities to run around with a Jolly Ball or sturdy plastic bottle in the yard to get their ya-yas out!

Communication, Communication, Communication!

While on restricted contact or socialization, raisers must continue to have strong and regular communication with their leaders. Any questions, challenges, or concerns should be brought to the leader/CFR's attention promptly so that we can best support you.

Reminders of what constitutes concerning behaviors, how to report concerning behaviors, and best practice guidelines for filling out monthly reports in the most informative way can be found in the following documents:

- Recognizing and Reporting Negative Behaviors (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Recognizing-and-Reporting-Negative-Behaviors.pdf)
    - Ruff Notes – Puppy Behaviors to Report to the Leader (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-5.19-Reporting-Negative-Behaviors.pdf)
- Ruff Notes – Raiser Monthly Reports (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-12.17-Monthly-Reports.pdf)

Guide Dogs for the Blind

Common Medical Career Change Conditions

CATARACT

What is a cataract?
A cataract is an opacity in the lens of the eye. The lens is normally a clear structure in the pupil. It allows light into the eye and focuses that light on the retina.

What causes a cataract?
Cataracts can form for several reasons. Breed typical, or hereditary cataracts, can be present at birth (congenital cataract) or form during the first year of life (juvenile cataracts). These are the most common types of cataracts found either during the puppy exams or ophthalmologist exams prior to training, and generally do not affect a dog's life as a pet.

Atypical cataracts can develop due to an injury to the eye, form later in life (age-related), or be a result of certain diseases, such as diabetes.

Does a cataract affect a dog's vision?
The degree to which a cataract will affect a dog's vision depends on the size and location of the cataract. Very small cataracts may cause a small blind spot in the dog's vision, but will not impact a pet dog's lifestyle. Small cataracts may or may not progress to larger cataracts during the dog's life. Larger cataracts will obscure more of the dog's visual field, and can cause blindness if both eyes are affected.

What other impact can cataracts have on a dog's health?
Cataracts can cause inflammation in the eye. Inflammation in the eye can also lead to glaucoma (elevated pressures in the eye). Symptoms such as increased redness on the whites of the eyes (the sclera) or squinting are possible signs of eye inflammation or pain. If these signs are observed it is important for a dog to be seen by a veterinarian. Breed typical cataracts usually do not cause secondary inflammation in the eye.

What treatment is needed for a cataract?
If a cataract is very small, typically treatment is not needed. Often we recommend having small cataracts rechecked by a veterinary Ophthalmologist who can then recommend how often the cataract should be monitored. For larger cataracts surgery is available, and a veterinary Ophthalmologist can remove the cataract. If inflammation or glaucoma develops, medical treatments are used to manage these conditions.

Dog Name: _____ ID Number: _____

Cataract observed in _____ eye(s) Cataract Size: _____

Breed typical Cataract: _____ Atypical Cataract _____

Any treatment currently needed: _____

Next recheck with veterinary Ophthalmologist recommended: _____

GRADE 1 PATELLAR LUXATION

What is patellar luxation?
The patella is a small bone often called the “knee cap”. Normally the patella sits in a groove in the knee joint, moving up and down as the back limbs bend and straighten. If the groove or anatomy of the knee joint is not ideal, the patella can move sideways outside of the normal groove. This is an abnormal position for the patella called patellar luxation.

For more information about patellar luxation and grading, please visit the American College of Veterinary Surgeons (ACVS) website: acvs.org/small-animal/patellar-luxations

How does patellar luxation impact a dog’s health?
Repetitive abnormal side-to-side movement or luxation of the patella can lead to arthritis of the knee joint over time. The muscles of the affected limb can also experience strain from trying to stabilize patella against luxation. The degree to which arthritis and muscle strain occur is greatly influenced by the grade of the patellar luxation and the dog’s lifestyle.

Is surgery needed for patellar luxation?
Surgery is not recommended for Grade 1 Patellar Luxation. Surgical recommendations for Grades 2, 3, & 4 Patellar Luxation vary depending on the frequency and severity of luxation.

What lifestyle is recommended for a dog with patellar luxation?
Lifestyle is very important for helping to prevent arthritis and muscle strain in a dog with patellar luxation. It is crucial for the dog to maintain a lean body condition throughout his/her life, because being overweight strongly predisposes a dog to arthritis. Regularly performing exercises to strengthen the muscles of the rear is highly recommended. Keeping these muscles toned can help stabilize the patella and decrease the risk of injury.

Exercise can include:

1. Sit to stand - On a walk practice this regular behavior training. To increase difficulty perform on a slight incline or hill
2. Stepping over poles – Place 2-3 poles on the ground (half the dog’s body length apart), and use the leash to encourage the dog to walk over them without stepping on the poles
3. Walking backwards – while on leash position the dog between you and a wall (to create a “chute”). Place a toy or small treat into a corner. Encourage and reward the dog for taking a few steps backwards

These exercises can be performed daily for 2 weeks then tapered down to 2-3 times a week. If the dog becomes sore from doing these exercise please discuss this with your regular veterinarian.

Dog Name: _____ ID Number: _____

Patellar luxation observed in _____ stifles (knees)

HIP DYSPLASIA

What is a hip dysplasia?
The hip joint is a “ball and socket” type joint. The round head of the femur bone is the “ball” and part of the pelvic bone called the acetabulum is cup shaped, acting like a “socket”. In the normal hip joint there is a smooth, close fit between these two parts. In some dogs, the bones of the hip joint do not grow to achieve this ideal fit. This type of abnormal hip joint development is called hip dysplasia.

How does hip dysplasia impact a dog’s health?
Most young dogs with hip dysplasia do not show any symptoms. Occasionally, even young dogs with hip dysplasia can show signs of hip discomfort or muscle strain, because the hip muscles may have increased effort to stabilize the hips.

As dogs with hip dysplasia walk and exercise over their lifetime, the poor fit of the hips causes an increased risk of developing arthritis. Arthritis is the most common reason for mature or geriatric dogs with hip dysplasia to show signs of discomfort. Signs of hip discomfort can include reluctance to exercise, difficulty rising or laying down, difficulty with stairs, or “bunny hopping” while running.

Will surgery be needed for a dog with hip dysplasia?
The vast majority of dogs with hip dysplasia will not need surgery. Rarely, surgery may be indicated in a young adult dog if he is already showing significant lameness due to serve hip dysplasia. Total hip replacement is sometimes recommended for elderly dogs that have developed severe arthritis due to hip dysplasia. However, given this is a major surgical procedure it is reserved for cases where the potential benefit of the surgery greatly outweigh the recovery time, risks, and potential complications.

What lifestyle and treatments are recommended for hip dysplasia?
Lifestyle is very important for helping to prevent arthritis and muscle strain in a dog with hip dysplasia. Maintaining a lean body weight throughout the dog’s life is the most important factor in helping to decrease arthritis formation and the symptoms of hip dysplasia. Also, low-impact exercise is recommended for joint health, such as leash-walking and muscle strengthening exercises.

Exercise can include:

1. Sit to stand - On a walk practice this regular behavior training. To increase difficulty perform on a slight incline or hill
2. Stepping over poles – Place 2-3 poles on the ground (half the dog’s body length apart), and use the leash to encourage the dog to walk over them without stepping on the poles
3. Walking backwards – while on leash position the dog between you and a wall (to create a “chute”). Place a toy or small treat into a corner. Encourage and reward the dog for taking a few steps backwards

These exercises can be performed daily for 2 weeks then tapered down to 2-3 times a week. If the dog becomes sore from doing these exercise please discuss this with your regular veterinarian.

If signs of hip discomfort develop (see the symptoms described above), there are a variety of non-steroidal anti-inflammatory medications, pain medications, and joint supplements available for treating the symptoms of arthritis. It is important to only give medications at the recommendation of a veterinarian and to give medications specifically designed for dogs.

Dog Name: _____ ID Number: _____

Hip Dysplasia observed in _____ hip(s)

TRACHEAL SENSITIVITY

What is tracheal sensitivity?
The trachea is the “windpipe” connecting the nose and mouth to the lungs. Tracheal sensitivity is identified when mild to moderate pressure from a normal neck collar causes a dog to cough. Some dogs with tracheal sensitivity will also start to cough when they are very excited. The cough is typically described as sounding dry, harsh, or “honking”.

What causes tracheal sensitivity?
Tracheal sensitivity can be seen when a dog gets a respiratory infection, commonly called kennel cough. This type of coughing and tracheal sensitivity typically resolves in a few days to weeks. Some dogs, however, cough with tracheal pressure without ever having a respiratory infection, or continue to cough long after the respiratory infection has resolved. If the trachea is sensitive, walking on a neck collar can cause a dog to cough.

Why is a dog with tracheal sensitivity career changed?
A guide dog must be able to work wearing both a harness and a neck collar. If a dog has tracheal sensitivity, he may have the urge to cough while working. Regularly coughing can be distracting to the dog, and takes his attention away from safely focusing on guide work. Additionally, this might draw concern about the dog’s health while working or traveling in public places.

What care does a dog with tracheal sensitivity need?
The most important part of caring for a dog with tracheal sensitivity is to avoid walking the dog on a neck collar or slip leash whenever possible. The less often pressure is applied to the trachea, the less likely the dog is to cough. Causing a dog with tracheal sensitivity to frequently cough by using a neck collar can lead to inflammation and irritation in the trachea, which then in turn can make the trachea more sensitive. This is why walking on a dog with tracheal sensitivity on a gentle leader or chest harness is HIGHLY recommended. Wearing a neck collar for identification tag purpose only is typically not a problem.

Does a dog with tracheal sensitivity need any special veterinary care?
With use of a gentle leader or chest harness, dogs with tracheal sensitivity typically cough infrequently, or only when pressure is accidentally applied to the neck. For these dogs no special veterinary care is needed. If the dog develops a more frequent cough, or if the coughing changes from its typical sound, then it is important to have the dog seen by a veterinarian.

Dog Name: _____ ID Number: _____

ALLERGIES

What are canine allergies?
An allergy is an over-reaction of the immune system to a substance, or allergen. In dogs there are three typical types of allergies: 1) flea saliva allergy, 2) food allergies, and 3) environmental allergies (such as grasses, weeds, dust mites, etc.). Dogs can have allergies to one or more categories, and just like people, their allergy sensitivities may change as they age.

What are the symptoms of allergies?
Allergies in dogs will typically cause itchiness of the skin, ears, and paws. Symptoms can include excessive licking, scratching, hair loss, and redness of the skin. Allergies also make a dog more susceptible to skin and ear infections. Some dogs with food allergies may also experience diarrhea and vomiting.

What treatment is available for allergies?
As with people, allergies are a condition that is managed rather than cured. The amount of treatment and management that is needed depends on the type and severity of the individual dog's allergies. The most effective way to manage allergies is to prevent exposure to the allergen. If this is not possible, as in the case of some environmental allergies, then several options of oral and topical medications are available to decrease itching and help prevent skin or ear infections. Your veterinarian will tailor a management plan to your dog's individual needs, but here are some general recommendations for managing a dog with allergies:

- It is very important to use effective flea control every month on ALL the pets in the house to prevent flea bites.
- If food allergies are suspected, your veterinarian may suggest a hypoallergenic dog food trial. If the dog's allergy symptoms improve, then it may be recommended to continue feeding a hypoallergenic dog food long-term.
- If the allergy symptoms are mild or only occur seasonally, your veterinarian may prescribe anti-allergy medications, ear cleaners, and medicated shampoos to use as needed for symptomatic relief and prevention of infections.
- If the allergy symptoms are persistent despite the above treatments and recommendations, your veterinarian may recommend referral to a veterinary dermatologist for allergy testing and desensitization injections (immunotherapy)

What should I consider when adopting a dog with allergies?
A dog with allergies can make a wonderful part of the family; however, he/she does need someone willing to be proactive about allergy management. At a minimum this means year-round flea prevention and regularly monitoring the condition of the skin, ears, and paws. For some dogs this may also mean feeding a specific diet, regular bathing, or giving anti-allergy medications. Working with your veterinarian to prevent allergy symptoms is important in preventing secondary skin and ear infections, and helping to keep your dog happy and healthy.

Dog Name: _____ ID Number: _____

Current allergy treatments:_____

Guide Dogs for the Blind

Puppy Body Handling Exercises

Goal Behavior
The puppy calmly accepts being placed into various positions and readily allows manipulation of its body parts. The puppy is relaxed while being handled, examined and groomed. The puppy raiser, and ultimately any caregiver, such as a veterinarian, should be able to handle the puppy anywhere on its body with a minimum of restraint.

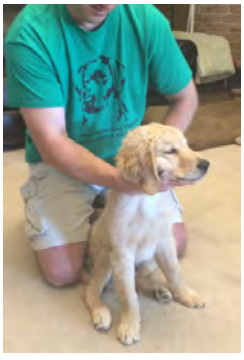
Training Session Objectives
Each puppy will progress at a different rate depending on its temperament. The goal of each puppy handling session is to have the puppy calm and relaxed while being handled and to end on a positive note.

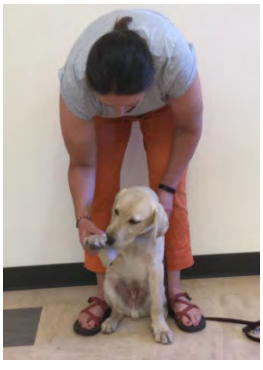
Video reference:
- Puppy Body Handling Exercises Part 1: youtu.be/0Yno3DOhZRM
- Puppy Body Handling Exercises Part 2: youtu.be/X_qrpu_eUrA

Prerequisites
Raisers can start these exercises as soon as the puppy comes home. The puppy should be exercised and relieved and preferably in a sleepy mood when first introducing these exercises. Puppies should know how to accept food rewards from the hand; puppies will have experienced food-taking in the kennel but may still need help finding and taking kibbles from the hand.

Session Set Up
Introductory puppy handling sessions should be done at home in a quiet area. Be sure that the puppy has good footing and that the surface is not slippery. A blanket placed on the floor may be necessary. A table, crate or chair close by, to keep the food stash on, is helpful. (Food should not be kept on the person while doing these exercises until the puppy has learned to ignore the bait bag. Until the puppy learns to only take food offered from the hand, he may help himself to the food pouch or “mug” the raiser for food in the pocket.) Having a crate in the immediate vicinity is good preparation in case the puppy needs a break from handling (see “Resistant and Mouthy Puppies” below.)

When the puppy is small, handlers should sit or kneel on the floor to do these exercises. As the puppy grows, standing over the puppy while it is in a sit position is appropriate. Junior raisers should have parental guidance; some puppies will take advantage of a child being on the floor with them and will become too playful and/or resist the child’s attempts at handling. In many cases junior raisers will have more success if they stand up while handling the puppy. A low footstool or low chair for the child to sit on while handling may be a good compromise. Should the raiser find it difficult to be on the floor with the puppy, they should consult with their leader.





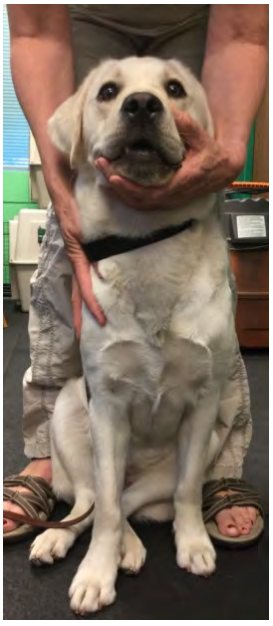
STEPS

Handling Tips
The handler should be calm, relaxed and low key while handling the puppy. Verbal praise should be spoken in a low, soothing tone to prevent the puppy from becoming excited. For this reason, the marker “Nice!” is not used during puppy handling. The puppy should be rewarded with kibble to form a positive association with the handling exercises but this is not an operant exercise where the pup is marked for offering a behavior. Petting should be done with firm, slow strokes with open hands. Quick rubbing, tickling and patting will excite the puppy while stroking in long, slow movements will keep it calm.

The Calming Sit

- The handler should sit on the floor (or stand, see above) with the puppy in front, facing away from the raiser.
- The puppy should be placed in the standing position facing away from the handler. It is helpful if when sitting, the handler’s legs are spread in a “V” pattern to create a visual barrier for the pup. If standing, the puppy should be placed between the handler’s feet. The puppy should be as close to the handler’s body as possible so that the puppy can’t back away from the handler.
- One hand should hold the puppy’s collar while the handler’s other hand is placed behind the puppy on the upper part of its thighs. The puppy's legs should be gently folded underneath it, placing it into a sit position.

- The handler’s thumb or a couple of fingers should be hooked through the puppy’s collar and the hand placed under the pup’s jaw cradling the head. As the puppy moves its head around, the hand under the jaw keeps a light hold and follows the puppy’s head movements while not allowing the pup to lower its head to mouth at the hands. As the pup matures, cradling the head will no longer be necessary.



- Alternately, one hand may be placed in the shoulder area, with the thumb through the collar, while the other hand cradles the puppy’s head (picture, right).
- The handler should softly and calmly praise the puppy. A long drawn out “Goooood” is an appropriate way to let the puppy know that it is doing the right thing.
- As the pup is sitting, the handler may reach for a kibble and place it right at the puppy’s muzzle. Bringing the food right to the pup’s nose helps keep it from reaching out to the food.
- The puppy should be kept in position for just a few moments at first before being allowed to change position. Gentle pressure, slow stroking and calm

food delivery will encourage the pup to hold still.
- As the handler ends the exercise, the release cue of “OK” may be given as the pup is allowed or induced to get up.

Initial Handling
As the puppy settles and calms, the handler may begin to handle and manipulate its various body parts. The handler should frequently return to the slow, calm stroking to keep the puppy relaxed. Frequent food rewards for relaxed, accepting behavior will make this a positive experience for the puppy.

- With one hand still supporting the puppy’s head (thumb or fingers hooked through the collar) the handler should lift the pup’s ears in turn and gently place a finger inside the ear canal.
- The puppy’s head may be gently repositioned and its eyes checked.
- A finger should be placed inside the puppy’s mouth and its gums massaged. With the mouth closed, the pup’s lips should be raised on each side and the teeth and gums inspected.
- With one hand supporting the puppy’s head, the handler should run the other hand over the puppy’s shoulder blade and down its foreleg in a very slow, deliberate movement. Keeping the hands flat and calm will help keep the puppy relaxed.
- The pup should have its feet picked up and its toes and nails examined.
- Both sides of the puppy should be handled equally.

Resistant and Mouthy Puppies
No matter how calmly and positively a puppy is handled, there may be times when the puppy becomes mouthy. This is normal puppy behavior that puppies practice on littermates and may try on humans. Some puppies are inherently more challenging than others. It is essential that stronger-tempered puppies accept handling early in their raising to avoid practicing unacceptable behaviors. Puppies who learn to avoid control by mouthing and flailing will become even more problematic as they mature, leading to possible career change. Puppies that learn to avoid control may even be challenging to place as pets once career changed. For this reason it is important that raisers experiencing ongoing mouthiness in their puppies seek the advice of their Leader/CFR promptly. Early intervention, and appropriate training and management techniques, will prevent the development of serious behavioral issues.

- More resistant puppies, those that try to avoid control of the head, may be easier to manage if one hand is placed on the chest area, with the thumb through the collar, and the other hand focuses on cradling the head.
- The more food rewards the puppy receives for good behavior, the more likely it is to accept handling without being resistant and mouthy. For this reason, keeping a high rate of reinforcement (lots of rewards in quick succession for good behavior, essentially preventing bad behavior) is the best way to prevent mouthiness.
- Some puppies are more resistant to handling at certain times of day or when mentally tired or when over-stimulated. Avoiding puppy handling exercises at these times is good practice – it sets up the puppy for success. As the puppy becomes more accustomed to being handled, it can be required to accept handling no matter what mood it is in.
- More active puppies, or puppies with junior handlers, may benefit from two handlers working together on these exercises initially: one person to hold and physically manipulate the puppy while the other person keeps the puppy engaged with food rewards.
- Assertive puppies may benefit from being handled in a Gentle Leader. Often just wearing the Gentle Leader will calm the puppy down. Mouthy puppies are easier to control when wearing a Gentle Leader. If the resistant puppy is not accustomed to wearing a GL, puppy handling exercises should be delayed until the pup is accepting of the GL.
- Puppies that are determined to mouth and/or growl, despite all efforts at positive handling, should be collar corrected and spoken to in gruff tone. If the puppy keeps up the “bratty” behavior, it should be matter-of-factly put in a crate and isolated for at least ten minutes. Puppies crave social interaction and for some, negative interaction is more rewarding than no interaction at all. Quickly but unemotionally isolating the puppy gives a strong message.
- When handling recommences, the handler should ask for just a few seconds of acceptance of handling before quickly rewarding the puppy so that positive progress can be resumed.
- Should the puppy resist handling often or not respond to the above techniques, the raiser should consult with their leader before continuing puppy handling exercises.

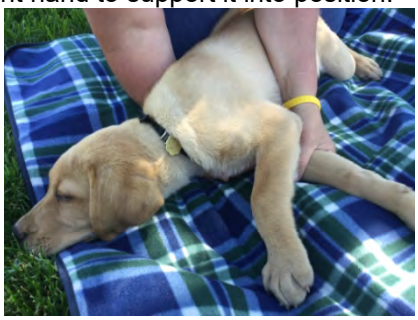
The Layover
The layover can be introduced as soon as the puppy is comfortable with the procedures above. For some puppies this may take a week of handling in several sessions per day. Other puppies, of a calmer temperament, may be ready for the layover almost immediately.

- The puppy is placed in the “calming sit” position in front of the handler, facing outwards.

- The handler places the right hand, fingers pointing down, on the puppy’s right shoulder. The thumb should be hooked through the pup’s collar.

- The left hand is passed underneath and behind the puppy’s left foreleg to gently but firmly grasp the right elbow. (Care must be taken to hold high on the pup’s leg to have more control.)

- The puppy should be gently and slowly rolled onto its right side by the handler moving the right leg out from underneath the puppy while using the right hand to support it into position.



- Once the pup is on its side the right hand should be moved to lie on top of the puppy’s neck/shoulder, still with a hold on the collar.
- The handler should continue to hold the leg at the elbow position until the puppy settles. Holding the elbow this way prevents the puppy from getting his leg underneath him, which would give him leverage to get up.
- If the puppy does manage to stand up, it should be placed back into a sit and the layover completed again in a calm manner.
- As the puppy lies on its right side, legs pointing away from the handler, it may be necessary for the handler to keep a hand in the collar to maintain control and keep the puppy lying down. Should the puppy struggle, it should be quietly restrained in position.

- Once the puppy is settled and accepting the new position, the handler should praise in a soft, low tone. A long drawn out “Goooood” tells the puppy to keep doing what it is doing and a reward is likely. The kibble reward should be placed right at the pup’s muzzle for easy access without tempting the pup to move.

- For puppies that initially dislike this exercise and struggle, it is good training practice to reward the puppy for just a few seconds of calmness by letting it up the instant the handler feels it relax. A struggling puppy should not be released as this
- teaches the puppy that resisting handling works.
- Raisers should practice having the puppy lie on both sides. The instructions will need to be reversed to have the pup lie on its left side.
- Some puppies may need to be held in position, and rewarded for not struggling, for several sessions before moving on to the next step. More compliant puppies will move through the steps more easily and may relax into the layover sufficiently that handling can start almost immediately.

Handling on the Layover

- Once the puppy is relaxed and no longer struggling when laid over, the handler can use the hand that previously held the pup’s elbow to stroke the puppy in long, slow motions along the length of its body.
- The legs, feet and tail may be gently manipulated.
- The soothing stroking motion, with big hands, should be repeated between handling the body parts; this will help relax the puppy.

- Sessions may last just a few minutes initially, building up to five or ten minutes per session and eventually including brushing the puppy. Several short sessions per day are of great benefit with a young puppy. Even older puppies, preparing for recall, should be puppy handled a minimum of four times weekly.

Key Points

- If introduced at home in a relaxed way, puppy handling is usually well accepted by a puppy. The use of food rewards when the puppy is calm and compliant will help make this a positive experience for the puppy.
- When puppy handling is done at puppy meetings, the puppies should be allowed to get over the initial excitement of entering the room. They should be separated a good distance from each other to give them a chance to be successful. In the company of other puppies, handlers should expect less from the puppy as far as progress through the exercises and duration of the positions.
- Handlers should ask less of the puppy when handling in new situations and/or when a new handler takes the puppy. It is better training to ask less of the puppy and have it be successful, than to try to force the puppy to accept handling in a distracting situation.
- More challenging puppies will need to have the amount of time spent on calm and relaxed behavior built up slowly. To prevent frustration and set the puppy up for success, it may be necessary to ask for only a minimum amount of calm behavior before allowing them to be more active (playing some hand-tether games for example.)
- It is counter-productive to push an assertive puppy and then have to correct; better to proceed slowly and positively. If a correction is warranted, the handler should return to positive methods (food rewards for good behavior) as soon as possible.
- Tense puppies should have more stroking and massaging on the layover. Ideally the puppy should soften its muscles and have sleepy eyes when doing the layover. Introducing these exercises at the end of the day, or at naptime, is often an easy way to form a relaxed emotional response to puppy handling.

Puppy handling is one of the most beneficial exercises a puppy raiser can do. A dog that grows up comfortable and relaxed when having its body handled will make a wonderful companion for a person, who is visually impaired, will be a reliable family dog and will have low-stress veterinary visits. Puppy handling is the foundation on which raisers build a trusting relationship with a guide dog puppy. All the training that the puppy will go through before it becomes a guide starts with these simple, enjoyable exercises.

Guide Dogs for the Blind

Grooming

Grooming is important not only for the puppy's health and hygiene, but also to teach it to accept handling. Grooming should be started within a day or two after the puppy arrives. The necessary supplies are detailed in “Equipment”.

Brush Daily

- Groom for short periods, working up to 10-15 minutes a day
- Use the floor or a sturdy table. Use a non-slip surface for a table and do not leave puppy unattended, keep a hand through its collar to prevent falling
- Brush while the puppy is sitting or lying on its side
- Include all parts of the body: ears, neck, chest, belly, legs and tail
- Brush with the lay of the hair
- Talk to the puppy quietly, use gentle strokes and calm handling
- While brushing the puppy, watch for external parasites, areas of the coat that have been chewed or licked, hot spots, other sores or cuts, hair loss, mats or ear tip irritation. Ears should be pale pink and free of odor or discharge
- Check un-spayed females for abnormal vaginal discharge (a little mucous is normal) or signs of heat (a drop of bright blood will be the first sign, followed by a darker discharge and swelling).

Regular Paw Care is Important

- Check pads and in between toes daily for cuts, abrasions or irritations. When checking pads and between toes, gently but firmly touch each toe and nail with one hand, while steadying the paw with the other hand. This will help the puppy to accept having its toenails trimmed.
- Trim toenails as needed, usually weekly. See document: “Nail Trimming” for information on how to teach the puppy to accept nail trimming. Long nails may cause the toes to spread, putting unnecessary stress on the feet and pasterns (wrist joints).

Ear Cleaning

To avoid unnecessary veterinary treatment and discomfort to our puppies, we ask that puppy raisers clean their puppy’s ears once weekly with the ear cleansing/drying solution (Epi Otic) provided in your puppy packet.

Video reference: https://youtu.be/1WVI26VwGYI

Technique

- Apply ear cleaning solution to a cotton ball or pad until it is *slightly moist* (not soaked and dripping) with solution
- A dog’s ear canal is “L” shaped, which means that you will not touch your dog’s eardrum with your finger. Insert the moistened cotton ball into the ear canal and rotate it as you clean.
- Dogs will generally shake their head after you remove your finger. This will help the accumulated debris at the bottom of the canal rise to the top.
- Use a clean dry cotton ball and wipe any excess cleaning solution residue and debris from the ear canal and pinna.
- Repeat for second ear using a fresh cotton ball or cotton pad.

When is it time to seek veterinary attention?

- The puppy constantly shakes his/her head or scratches at the ears.

- Odor is noticeable – A change to a foul odor is generally an indication of an ear infection. A strong sour smell usually signifies a bacterial infection: an excessively sweet smell usually signifies a yeast infection.
- Ear feels waxy, or you see black/brown discharge or an inflamed / red ear.

Never self-diagnose: The ear is a very sensitive organ. What may appear to be similar symptoms to previous ear issue may *not* require similar treatments this time.

Cleaning Eyes

- Wipe the face, dabbing at the corners of the eyes, with a water moistened cotton ball.
- Some discharge is normal, but watch for excessive discharge.
- Do not touch the eye itself.

Oral Care

Dogs can accumulate plaque on their teeth. Plaque is made of proteins (from saliva) and bacteria. If the plaque is not removed every day, the bacteria will multiply rapidly and invade the gums around the teeth. Gingivitis, or inflammation of the gums, will result. Fortunately, gingivitis is reversible and periodontal disease is preventable. When plaque is removed by tooth brushing, the gums and bone around the teeth will stay healthy. If plaque is not removed, calculus or "tartar" will form when minerals from saliva cause the plaque to harden. Once calculus is present, a professional cleaning is needed to remove it. Calculus can be prevented from forming by removing plaque every day with tooth brushing.

If you have never cleaned the puppy's teeth, start by spending a few minutes each day gently handling the puppy's mouth. Lift their lips and touch the outside of the puppy's teeth and gums to get them used to this new experience. After several days of doing this, introduce the puppy to the oral cleansing gel following the instructions below. Never use human toothpaste - it can be harmful and can upset the puppy's stomach.

Video reference: https://youtu.be/f0Q8rEjKgaQ

Teeth Cleaning Instructions:

- Put a small amount of oral cleansing gel on the soft-bristled toothbrush (use the one given in the puppy's packet) or on a piece of gauze wrapped around your finger.
- Holding the brush head at a 45-degree angle to the gum line, gently brush in circular strokes from the gum line to the tip of each tooth.
- Only clean the outside surfaces of the puppy's teeth and gums.
- Day by day, slowly work towards the back of the mouth, until the puppy is comfortable and will allow you to lift their lips and hold their head steady for several minutes.
- Please be careful to not let the puppy bite your finger or toothbrush while brushing their teeth.
- We recommend that you clean the puppy's teeth at least once weekly (and as frequently as once daily) to acclimate the puppy to being handled this way and to be more accepting later in life.

Bathing

- Bathing too frequently can harm the puppy's coat and skin. Pups should be bathed when the coat becomes smelly or greasy – every two to six weeks depending on the individual puppy. A damp towel can remove dirt and debris between baths.
- Introduce bathing slowly to avoid frightening the puppy.
- Put a towel or rubber mat in the bottom of the tub to prevent slipping and negative associations with the tub.
- The temperature of the water should be warm not hot.
- Cotton balls can be used to keep water out of ears, remember to remove promptly.
- Use a pH balanced shampoo made for dogs. A wet wash cloth may be used to wash the face to avoid shampoo from getting in the puppy's eyes.
- Rinse thoroughly to avoid skin irritation from residual shampoo.
- Water can be "squeezed" out of the puppy's coat. While it is still in the tub, let the puppy shake off most of the water and then towel dry

- A blow dryer may be used if introduced carefully:
    - Turn the dryer on and off a few times away from the puppy before bringing it closer
    - When it is turned on near the puppy, keep the airflow directed away from it until it appears comfortable with the noise
    - Start the airflow at a distance and gradually work it up its body
    - NEVER aim a blow dryer at the puppy's face. It is very uncomfortable and may cause anxiety about blow dryers
    - Hold the hair dryer no closer to the dog than 12-18 inches

Guide Dogs for the Blind

Nail Trimming

Video reference
https://youtu.be/rj0kXokkTy0

Goal Behavior
Guide dog puppies should be relaxed and accepting of all grooming and handling. Many dogs do not enjoy having their nails trimmed, often because they were not introduced to the procedure positively as puppies. Our goal behavior is a puppy that calmly sits or lies still while its feet are being handled and its nails either clipped or ground with a Dremmel type tool.

Training Session Objectives
At each level we want to build a strong reinforcement history for accepting foot handling, introduction of grooming equipment and ultimately acceptance of nail trimming. The raiser should not progress to the next level until the puppy is very comfortable with the previous steps. This may take several sessions at each level with some puppies; other puppies may progress through the steps quickly. It is recommended that raisers practice handling the puppy's feet and either pretending to trim, or actually trimming nails, on a daily basis for the first few months in the raiser home.

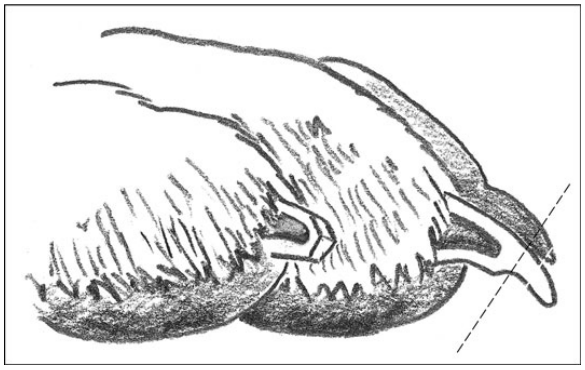
Prerequisites
The puppy should know how to take food from the hand. Some experience with puppy handling techniques so that the puppy is comfortable being held and manipulated would be helpful but is not essential. It is important to start paw handling and nail trimming while the puppy is young – within the first few days of it arriving in the home. Puppy handling involves handling the feet so this is a good place to begin.

The puppy should be in a quieter, relaxed mood – not in need of exercise or relieving.

Session Set Up
Early sessions should take place in the home in a quiet room with no distractions. A second handler to help hold the pup, do the trimming or do the feeding of the reward is helpful but not essential. Having a table/crate/chair close by, to keep the food on, is useful at first. Having a food pouch on the person may be too much temptation for a baby puppy that has not been taught self-control around available food. To avoid "mugging" by the puppy, having the food on a higher level, only within reach of the handler, is helpful.

The type of tool used to trim the nails is up to the individual raiser. Some raisers are more comfortable with one type of clipper over another (e.g. guillotine type such as "Resco" brand or one of the scissors-type clippers). Several pet nail grinders are on the market but a regular small, rechargeable Dremmel is popular among dog professionals. Puppies should be accustomed to both clippers and grinders before entering formal training.

Raisers should have a styptic pencil, some cornstarch, or ice cubes available to stop bleeding should a nail be accidentally quicked. A bleeding nail is not serious but can be distressing to the raiser and can create a bit of a mess.



Long nail **Correctly trimmed nail**

Trimming Technique
Raisers should be instructed in nail trimming by their leader. A demonstration one-on-one will help the raiser gain confidence in the procedure.

Most young puppies will have a hook on the end of the nail that needs to be trimmed off and makes for an easy visual as to where to trim. Obviously light colored nails show the quick well and the raiser can avoid that area more easily than with dark colored nails. Being conservative with dark nails will help avoid accidentally "quicking" the puppy. Trimming a little at a time several times per week will cause the quick to recede and the nail can then be trimmed shorter. See the photos of a long nail and correctly trimmed nails.

Use of a grinder lessens the chance of "quicking" the puppy. Raisers may also want to look at diagrams online showing exactly how and where to make the cut when trimming a dog's nails.

NOTE: As in all R+ training, the "mark", the word "Nice!", is always followed by a food reward.

Nail Trimming Steps
The puppy should be held belly up on the raiser's lap or between the raiser's legs on the floor as in Puppy Handling exercises. (Eventually the pup's nails may be trimmed while it is standing, sitting or on a table but for now it's more comforting for the puppy to be held.) The raiser may scratch the pup's tummy gently or rub its chest to get the pup to relax. Intermittent petting should be kept up throughout the foot handling to help keep the puppy calm. Speaking in a low, soothing voice will also help relax the puppy.

Step 1
The raiser should handle the puppy's feet individually. Each foot should be held for several seconds and the raiser should "mark" the puppy with "Nice!" before letting go of the foot. Immediately after marking the raiser should reach for the food and place a piece in the puppy's mouth. By quickly bringing the kibble to the puppy, the pup will learn not to reach toward the food but wait for the food to be placed right on its muzzle.

The raiser should gently take each toe and push the nail forward as though about to trim. While holding the toe, not after the toe is released, the raiser should mark. Immediately upon marking the raiser should reach for a kibble and place it in the puppy's mouth. If the puppy is accepting of the above the raiser may move on to the next steps. If the puppy is wiggly or pulling away from the toe handling, this procedure should be repeated for several days until the pup is relaxed and accepting.

Step 2
The nail should be pushed out as above, but now the raiser should grasp the nail between finger and thumb of the opposite hand, to simulate the clippers. While holding the nail with finger and thumb, the puppy should be marked. Immediately upon marking, the nail should be released and the puppy rewarded. It may be too much for the puppy to do all nails at once. Petting and massage in between will help keep the puppy calm.

Step 3
Now the raiser may introduce the tools. Initially the tools are turned off/not squeezed as though clipping. Letting the puppy smell the tool first is a good idea. The raiser should hold the puppy's paw and hold the tool of choice in the other hand. The tool should be gently touched to the puppy's paw, the puppy marked and fed. If the puppy is comfortable with the above, the raiser may push out individual nails, briefly touch the tool to the nail, mark and reward. Not all nails need be touched in one session.

Step 4
Now that the puppy is acquainted with the tool visually, an audible stimulus may be added. The raiser should hold the clippers away from the puppy, work them as though clipping, and while making the noise, mark the puppy. If a grinder is used, it should be turned on at arm's length at first and the puppy marked while it is running. Initially the grinder is more challenging to get the puppy used to because of the noise. It should be brought closer very gradually. Step 3, with no audible, should be repeated and several repetitions of steps 3 and 4 practiced so that the pup is made comfortable with both the touch and noise of the tools.

It may take several sessions for the puppy to be relaxed and comfortable with the previous steps. Some puppies may take a week or so of daily, positive interactions with the tools to be truly comfortable. Other puppies may go through all of the above steps in one session. The goal is to have a relaxed puppy that is ready for actual nail trimming. It is better to go slowly and positively rather than scare the puppy.

Step 5
The raiser should start by holding a nail with finger and thumb, as in step 2 above. Then the raiser should trim or grind the same nail, mark and reward. If the puppy is accepting, several nails may be trimmed but alternating between "pretending" to trim and actually trimming is a good way to keep the puppy's confidence. The puppy should be marked after each nail. A maximum of five nails should be trimmed the first session. As sessions are repeated, more nails can be trimmed. If the puppy is a little uncertain about the actual trimming, holding of the nail and pretending to trim should happen more than actually trimming. A high rate of reinforcement for several weeks will ensure the puppy has a good attitude toward nail trimming.

Step 6
The raiser may start random reinforcement i.e. not rewarding after each nail trimmed. It is advisable to vary how many nails are trimmed before marking and vary which nails are marked. If the raiser becomes too predictable in when they reward the puppy will learn to count!

Step 7
Older puppies, with several months of random reinforcement for acceptance of nail trimming, may be weaned to just one mark and reward as the last nail is trimmed. However, it is essential this experience be kept positive for the puppy and keeping up random rewards throughout the process is recommended.

Key Points

- All puppies progress at a different rate. Going slowly in the beginning will pay off later with nervous puppies.
- Having an assistant is valuable with nervous, wiggly or assertive puppies. An assistant can ensure that the puppy is receiving well-timed rewards or can be of help in doing the actual nail trimming while the handler focuses on holding and rewarding the puppy.
- Baby puppies that mouth when first introduced to these procedures should be re-directed. Usually if the puppy is moved slightly, or distracted by a chest scratch, the handler can accomplish a few

seconds of non-mouthy, appropriate behavior that can then be marked and rewarded. The more rewards the puppy receives for being compliant, the less likely it is to mouth in the future.

- Sometimes, putting a Gentle Leader on a puppy calms it down sufficiently to enable successful handling and rewards. (Puppies should be accustomed to the GL before putting it on the puppy for nail trimming and handling.)
- If the puppy is accidently quicked and is made nervous of nail trimming, it may be necessary to back up a number of steps in the procedure until the puppy is comfortable and trusting again. This may take several weeks.
- If raisers are having trouble trimming their puppy's nails, they should consult with their leader at the earliest opportunity.

Guide Dogs for the Blind

Toy Policy

Toys are an important part of a puppy's development. Appropriate toys provide mental stimulation, an outlet for normal chewing drive, and provide a positive alternative to destructive chewing of personal property.

A stimulating variety of toys keeps the puppy occupied. Puppies, like children, become bored with the same toys; it is highly recommended that types of toys be rotated frequently. Puppies should have a number of toys to choose from at all times; not only does this help keep the pup engaged but also reduces the chance of him ultimately becoming protective of his toys.

Not all toys currently on the market are safe for the ages, sizes or breeds of puppies in our program. In addition, some toys and activities are counterproductive to developing a working guide. Remember, a guide must willingly work past common distractions such as balls, Frisbees or other toys encountered in everyday life.

Toys can be effective tools in reducing attention-seeking behaviors such as 'keep away'. Puppies pick up unacceptable items and 'parade' them to get raisers' attention; praising and admiring the pup that parades his toys will make him less likely to steal household items. A pup that brings his toys to the raiser is to be encouraged, but under no circumstances should raisers throw toys for a pup or participate in retrieve games.

Even the best toys experience normal wear and tear. Toys should be routinely checked for any damage, splintering or wear. Special attention should be paid to ensure the toy has not become worn to the point of becoming too small, thus posing a choking or ingesting hazard. Some dogs are voracious chewers and will destroy even the strongest, safest toys. Observe the puppy and use toys with caution with strong chewers.

Please review the document Food Containing Toys for guidelines on use and seeking permission to offer toys containing food.

The toys in the list below have been carefully researched by GDB staff; *these are the only toys that may be accessed by a program puppy*. Be sure to stay with the brand names listed below as not all toys are of good quality material.

GDB APPROVED TOYS

General Use Toys:
These toys can be left readily available for a pup to play with at will.

Kong brand: black original and Ultra Kong 6". Black Kongs are stronger than red ones. Only the original Kong shape is approved; no balls, Frisbees, chews etc.

Goughnuts ring or stick; green or yellow (same strength) for most puppies and black for extremely hard chewers

---

Ruff Enough Toys from their "Guaranteed for Life Collection". Note: These toys are very durable and a good option for extremely hard chewers. However, just like any toy, they should be checked regularly for wear and tear and removed if the puppy is damaging the toy. Each one comes in two sizes: a small to medium, for dogs under 40lb, and an XL for dogs 40lb and over. The XL is quite heavy and probably would not be very appealing to a smaller puppy.

The Dawg-nut and the Ruff Dawg Cube are bouncy so keep this in mind with more active puppies – they might not be suitable for indoor access!

- Big Dawg Barbell Chew
- Dawg-Buster Chew Toy
- Dawg-nut Donut Chew
- Ruff Dawg Cube

Nylabone products: Galileo (5" or 6"), Nyla Wishbone, Nyla Ring, Durachew Textured Ring, Nyla Knot, Dinosaur, DuraChew Hollow Stick, any Nylabone (original hard material) that is appropriately robust enough for the size of puppy. The products will be packaged as "BIG Chews", Dura Chews and Dental Chews.

Benebone products: size MEDIUM or LARGE Wishbone, Zaggler, Maplestick, Fishbone shapes approved in all flavors.

Sterilized Bones: at least 4" long
No smoked or meaty bones.

With Supervision Only:
Tug toys should be put up, away from the puppy, after the game to maintain a balanced relationship. All of these toys can be interactive. Puppies must be closely observed the whole time they are playing with all of these toys, as they can be easily shredded and consumed:

Goughnuts Tug Toy

Rubber ring, rubber Figure 8 and JW rings tug toys

Olly Bone II (10" size recommended); made by Ollydog

Pacific Loop™ from Ruffwear

Bull Fit French Linen Tug Toy (be sure to order the French Linen Tug and not Fire Hose Tug; available on Amazon.com)

Tuffy's Ultimate Tug-O-War

Bumi by West Paw Design (large size)

Jollyball (no handle) with a rope through middle, sold as Romp-N-Roll. Toss 'n' Floss is a similar large ball with rope through it, also approved

Note: Raisers need to trim the frayed ends of the rope on the Jolly Ball to reduce the temptation for puppies to shred them. A very safe alternative is to remove the rope and replace it with the same plastic-covered cable our tie-downs are made of. A visit to the hardware store will supply cable and clamps to make a super durable “handle” for the pups to carry (see photo for example). Of course, this is a toy that is for supervised play only and should not be left with a puppy unattended.

Gallon sized or larger plastic bottles: Thoroughly rinsed, lids, labels and tops removed (**sturdy** *orange juice or detergent bottles only) no water bottles or milk container jugs*

Restricted, for Younger Pups Only:
Discontinue use with puppies over 4 months of age

Nylabone products: FlexiChew, Dental Chew products by Nylabone, Hercules bones (not with any fabric/rubber/plastic as part of the toy)

Nylabone products labeled “Puppy Chews” are not approved due to the variation in durability; these include the keys, pacifier and rings.

KONG Ring (Medium/Large)

KONG Wubba (regular or fleece “Snugga”)
*with supervision only; do not leave unattended

M.C.works Mango Dog Toy (available on Amazon.com)

Gnawt-a-Cone™ from Ruffwear

Tux Toy from West Paw Design

Flat, unstuffed fleece toys; no squeakers
*with supervision only; do not leave unattended

GoughNuts Lite products:

Original GoughNuts Lite is approved for puppies up to 12 weeks of age only

MaXX GoughNut Lite is approved for puppies up to 16 weeks of age

Note: The .75 GoughNuts Lite is not approved for puppies in raiser homes due to the small size

Unacceptable Toys:

- Edible toys: cornstarch bones, rawhide chews/toys, pigs ears, cow hooves, edible Nylabones
- Balls
- Frisbees
- Rope toys
- Retrieving toys
- Raw bones
- Sticks
- Personal items: socks, children's toys, etc.
- Anything not on the approved list

Guide Dogs for the Blind

Food Containing Toys for GDB Puppies

Toys that contain food can be a useful tool in helping puppies learn to settle. They also give higher-energy puppies something to do when the raiser cannot give them sufficient stimulation in other ways. Only the toys listed below may be used with food. There are many food-dispensing toys on the market but most are not safe and/or not practical for GDB puppies. These toys have been tested extensively and although they are very durable, care must always be taken with any type of toy left with a puppy. Black Kongs are stronger than red Kongs but some pups can destroy even black Kongs (and may be especially motivated to do so if there is food inside!)

Stuffed Kongs
Permission is not needed to utilize food-stuffed Kongs with puppies under 16 weeks of age so long as the guidelines below are followed. Raisers of puppies over 16 weeks of age should receive permission from their leader to utilize food-stuffed Kongs. Usage should be noted on the monthly report and communicated to the CFR. The puppy should be weaned off the stuffed Kong as it matures and/or the behavioral reason it was utilized for is resolved.

Situations where a stuffed Kong may be beneficial:

- Introducing puppies to being left alone in a crate
- When riding in vehicles for nervous puppies
- As part of a behavior modification program for puppies with anxiety in the crate
- In an ex-pen or on tie down at work with a higher energy puppy

Stuffing the Kong
The puppy's regular kibble should be soaked and stuffed into the Kong. For young puppies, or to get an older puppy interested in the stuffed Kong, it should not be frozen as this makes it harder for the pup to get the kibble out causing the pup to lose interest. Once the puppy is enjoying the stuffed Kongs, the kibble should be lightly soaked before inserting and the Kong frozen. If the kibble is just lightly soaked small pieces will fall out as it defrosts making it more enticing than a 'block' of food in the Kong which may be hard for the pup to reach and discouraging.

The amount of kibble used should be deducted from the pup's normal feeding ration.

Very occasionally, a puppy with lower food drive will have no interest in a kibble-stuffed Kong. The CFR may give permission for higher value food to be used, such as canned dog food (following guidelines for unfrozen/freezing above). Peanut butter may be used but a no more than a tablespoonful and care must be taken that the product does not contain Xylitol, an artificial sweetener that is poisonous to dogs.

When higher value stuffings are used it must be noted on monthly report. The puppy should be gradually weaned off the higher value stuffing to regular kibble.

Consideration should be given to puppies with sensitive GI systems when looking at alternative stuffings. Raisers and leaders should check with the CFR for suggestions.

The Wobbler

The “Wobbler” is made by the Kong Company and can be purchased at most pet stores or online. The smaller size should be used for puppies 25lb and under and the large size for puppies over 25lb: https://www.kongcompany.com/dog/play-type/interactive/wobbler

Raisers should receive permission from their leader to utilize the Wobbler. Usage should be noted on the monthly report and communicated to the CFR.

The Wobbler may be used in a plastic crate but is noisy and creates movement so a stuffed Kong is a better choice in that situation. It is not recommended for use in a wire crate or on tie down due to the scattering of kibble. Ideally the Wobbler would be utilized in an x-pen or dog run. The leader may use discretion and in some situations allow use of the Wobbler in other small, uncluttered, enclosed areas- such as a patio or picked up bathroom.

The puppy’s regular kibble is the only food that may be placed in the Wobbler. The amount of food used in the toy must be deducted from the puppy’s meals and should not exceed the amount the puppy would normally be fed.

Some types of kibble are small and the hole that the kibble is dispensed from is so large that too much food escapes at once. The hole can be made smaller by partially blocking it with duct tape *on the inside* of the Wobbler. Duct tape should not be placed on the outside tempting the pup to pluck it off!

Care should be taken to tighten the Wobbler firmly so that is does not become unscrewed as the pup is playing with it. If the puppy gnaws on the Wobbler, or persists in getting one apart, the CFR should be consulted.

Like any toy, the Wobbler should be checked regularly for wear and tear and discontinued if the puppy is chewing it excessively.

The Mango
The Mango is available on Amazon: https://www.amazon.com/M-C-works-Aggressive-Chewer-Dental-Indestructible/dp/B082R2H9ML

This toy can be loaded with food in two ways: small kibbles can be inserted to fall out when the toy is moved around, or the grooves can be coated with a soft/sticky food. Soaked and mushed up kibble (to make a paste) will work, but for puppies with lower food drive, peanut butter or canned dog food may be used. As with stuffing the Kong, CFR permission is needed to utilize higher value food. For puppies on a restricted diet due to GI issues, canned i/d may be used. The Mango should be soaked and well washed after each use.

The Mango is for unrestricted use with puppies 16 weeks and under, with uses similar to the Kong. It is not approved for puppies over 16 weeks except as noted below.

For Husbandry
The Mango is a great tool for use in husbandry such as grooming and nail trimming. Leader permission is needed for use as a husbandry tool with puppies over 16 weeks and it should be noted in the puppy’s monthly reports. Puppies that are uncomfortable/sensitive to e.g., ear cleaning, vet exams, nail trimming, may tolerate the procedure better when distracted by food smeared on the Mango. Classical conditioning is also occurring when the Mango is utilized this way so that future handling is more likely to be well tolerated by the puppy. The puppy should be gradually weaned off the necessity of the Mango and the CFR consulted for guidance if discomfort with this type of handling continues.

Guide Dogs for the Blind

Exercise and Play

Daily exercise and play are as important as nutrition, grooming and other activities in raising a healthy, well-behaved GDB puppy. Guide dogs are active animals. Returning to campus trim and well-muscled will make the transition to guide work training easier on the puppy. Exercise and play will also help the pup bond with the raiser and is a great stress reliever.

Puppies may indicate their need for more exercise by displaying:

- Excessive excitability
- Inability to settle
- Persistent mouthing
- Running through the house and jumping on furniture

Start early on a regular program of exercise and play. Use the following guidelines to help avoid injuries, behavior problems or overheating when exercising.

Watch for these signs of fatigue:

- Heavy panting
- Excessive salivation
- Tongue lolling far out of the mouth
- Dark pink mucous membranes
- Slowness
- Attempts to lie down

Play and exercise appropriately:

- Play and exercise - which includes running and romping - should occur outside in a fenced area or on a long-line or Flexi-lead\ if the area is not fenced. Running is acceptable, chase games should be avoided with both other dogs and people. Indoor play should be kept low-key by encouraging the puppy to play with its toys.
- Do not permit or encourage wrestling, roughhousing, chase or racing through the house (use a dragline to prevent)
- Walking on-leash, running in a fenced yard, swimming on a line in a safe environment and GDB approved types of play (interactive play, tug and hide-and-seek) are all good forms of exercise.
- Jogging can damage young, growing joints and should not be used as a form of exercise. Similarly, exercising a GDB puppy from a bicycle or skateboard is not appropriate.

Exercise and play in a safe manner

- Play should be in an enclosed area or on leash at all times
- The amount of exercise should be appropriate for the puppy's age, and energy level
- A puppy that is out of shape will not tolerate much exercise. It should be conditioned appropriately and fed correct amounts of food to bring it to a good level of fitness
- Dogs are more prone to overheating than humans; raisers should use caution when temperatures are high. Puppies may be wetted down to keep them cool. Water should be given frequently, but in small amounts to prevent vomiting.

Interactive play
Play is a crucial element in developing a well-balanced, happy puppy. Puppies learn about their world and how to interact with people through play. It is therefore important to teach the puppy how to play appropriately.

Appropriate play can be used to entertain the pup when it becomes bored, to mildly exercise it and to build its trust and self-control. Play can also be a great stress reliever.

Use these general rules when playing with the puppy:
- Teach the puppy to play "interactively" with games of tug and hide-and-seek
- Provide only GDB approved toys for the puppy; retrieval games aren't appropriate for GDB pups as they might distract a dog from its duty while guiding
- Gentle play should be encouraged; wrestling or rough housing are not appropriate for GDB pups as they could encourage undesirable behaviors
- Do not play chase or keep away

When playing, do not encourage or permit the puppy to:
- become excessively excited
- vocalize
- mouth or grab
- snap
- leap up
- mount

Controlling play
It is important to teach a GDB puppy how to play carefully with people. The raiser should decide:
- when to initiate play
- how the puppy plays
- the level and intensity of play
- when to end the game

Begin to play
- Start play at a time that is convenient, not when the puppy demands it
- Stop play before the puppy is ready to stop (use the "That's Enough" cue to end the game and ignore the puppy if it continues to try to engage)

Control the intensity of the game
- If the puppy gets over aroused, discontinue the game

Ensure play stops
- To stop play, tell the puppy "That's enough" in a calm, firm voice
    - A highly excitable puppy may need to sit and stay for a minute until it calms down. This will help it achieve self-control.
- If a toy is used, take it away, praising the puppy as it releases it
- Quietly and calmly praise the puppy when it calms
- Leave interactive toys out of sight until the next play session.

Tug games
Tug can be a very fun, interactive game to play with the puppy when taught properly and played within the guidelines given below. Approved tug toys are listed in the "Puppy Raising Toy Policy." Tug toys should only be used interactively; otherwise they should be put away.

When playing, keep the tug toy down at dog level, this will help encourage "four on the floor" rather than jumping up and grabbing.

"Play growling" is okay but body language and intensity of play should be monitored to prevent escalation. With any sign of grabbing at hands or other inappropriate behaviors, stop the game. Put the toy aside and do some calming exercises.

Do not swing the dog around while it is holding the toy. This is unsafe for the puppy and may cause injury.

- The tug game should be taught on-leash to prevent inappropriate behaviors and actions by the pup.
- Prevent the following behaviors:
    - jumping up
    - putting feet up
    - mouthing hands or clothing
- Practice starting and stopping the game once or twice per session. When stopping the play, use the "That's Enough" cue and praise the puppy when it releases the toy.

Hide and Seek game

This exercise teaches the puppy to come even when the pup cannot see its raiser. It should be taught on-leash using food rewards given by each handler. See "Food Induced Recall" for technique. This game should not be played by having the puppy stay or wait before being called. Two handlers are required for the game – one to hold the puppy and one to call the puppy.

- After completing the "Two Handler Come" exercise, the raiser can go around a doorway or corner and then call the puppy. For the first time or two, the raiser can step into sight and go up to the puppy if it does not immediately come. The raiser can show the puppy the food and lure the puppy to come while backing up. Verbal praise should be used as well.
- Practice the sequence until the puppy figures out that even though it can't see the raiser, the raiser is still around.
- After the puppy can successfully come a short distance with handler out of sight, a new handler can be used.
- When the puppy responds promptly, begin gradually increasing the distance and working in different areas.
- Remember to only work this exercise in safely enclosed areas such as inside the house or in a safely fenced area.
- If the puppy becomes overly excited and races indiscriminately throughout the exercise, discontinue play.

Toys

See "Puppy Raising Toy Policy" for the list of currently approved toys.

Toys are an important part of a puppy's development. Appropriate toys provide mental stimulation, an outlet for normal chewing drive, and provide a positive alternative to destructive chewing of personal property.

A stimulating variety of toys keeps the puppy occupied. Puppies, like children, become bored with the same toys; it is highly recommended that toys be rotated frequently. Puppies should have a number of toys to choose from at all times; not only does this help keep the pup engaged but also reduces the chance of it becoming possessive of its toys.

Not all toys currently on the market are safe for the ages, sizes or breeds of puppies in our program. In addition, some toys and activities are counterproductive to developing a working guide. Remember, a guide must willingly work past common distractions such as balls, Frisbees or other toys encountered in everyday life.

Toys can be effective tools in reducing attention-seeking behaviors such as keep away. Puppies pick up unacceptable items to get attention; praising and admiring the pup that parades its toys will make it less likely to steal household items. Bringing its toys to the raiser is to be encouraged, but raisers should not throw toys for a pup to retrieve.

Even the best toys experience normal wear and tear. Toys should be routinely checked for any damage, splintering, or wear. Special attention should be paid to ensure the toy has not become worn that it is a choking or ingesting hazard. Some dogs are voracious chewers and will destroy even the strongest, safest toys.

Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on use and seeking permission to offer toys containing food.

Guide Dogs for the Blind

Dog to Dog Interaction

One of the reasons a promising puppy may be dropped from the Guide Dog program is dog distraction. Some puppies are inherently more interested in other canines. Other puppies, allowed too much interaction with dogs, associate all dogs with fun and play. This association is counter-productive for a working dog coping with the challenges of loose dogs. A guide may encounter numerous invitations to greet or play with dogs in the environment daily.

The most effective way to deal with dog distraction is to prevent it by using positive reinforcement techniques. The Ground Tether, Hand Tether, Food Rewards for Distraction and Loose Leash Walking are all valuable tools in teaching a puppy to ignore other dogs and in creating a higher value in the handler in the presence of other dogs. By utilizing these exercises around other dogs, both in the home and in public, the puppy will learn to focus on his work in preference to engaging another dog.

Puppies that are not fully vaccinated should not be exposed to unknown dogs and should avoid high traffic dog areas. Appropriate behavior around other dogs can still be practiced at home and at puppy club meetings.

In the Home
Our puppies need to learn from a young age to settle around other dogs. We want GDB puppies to focus on interacting with people and build stimulus control. Having another dog in the household can be a great way for a puppy to learn self-control around dogs. We need to encourage the pup to appropriately "hang out" with the family dog (with a family member present; pups should never be left unattended with another dog) and to resist the temptation to engage in active play.

If the puppy is over-interested in engaging the family dog, he should be worked on the food reward games consistently in the presence of the other dog. If the pet dog cannot ignore the puppy, it may need to be tethered or otherwise restrained while the puppy is being trained. Raisers should always have kibble readily available to reward the puppy for resisting engagement with the pet dog. Pets who constantly engage the GDB puppy should be kept separated from the puppy.

Guide dog puppies should not be allowed to pester pet dogs. If the pet dog is too good-natured to defend itself, the raiser should step in and re-direct the puppy.

"Hanging out" can be defined as settling quietly in the same room, perhaps with a toy, without racing around or pestering the pet dog to play. Gentle mouth-to-mouth interactions (usually while lying down), limited social grooming and trading toys can be acceptable interactions so long as the intensity doesn't increase. Racing around, rough and tumble and even gentle wrestling-type play should be discouraged. Ideally, the dogs should be ignoring each other the majority of the time.

When interactions start to ramp up it's a good time for the handler to employ the "That's Enough" cue and encourage the dogs to resume settling. Sometimes it may be necessary to separate the dogs to control the energy level.

Active play times should be supervised and limited to a few minutes and preferably not on a daily basis. Active play should never be allowed inside the home but kept to an outdoor, fenced area. The raiser should be present and ready to intervene should the play start to build in intensity. Dogs should not be left to play unsupervised. Allowing more than two dogs in the play session increases the risk of the interaction escalating and also risks injury to the puppy. Good tempered, mature dogs are more appropriate playmates than other

puppies. Puppies learn appropriate interactions from adult dogs and an adult dog can be more easily redirected if the situation becomes too rough.

Defining active play is difficult as it can be very different depending on the players! Two dogs in a yard engaging in exploring together, loping around and gentle, relaxed games of doggie chase may be acceptable between suitably matched dogs. High speed racing around, physical wrestling and "drive by" type ambushes are not appropriate forms of play for guide dog puppies. Play should not be allowed to increase in intensity to the point where the puppy is unaware of its handler. Frequent recalls for food rewards and time spent "decompressing" on leash, with food rewards for calm behavior, are good ways to maintain a level of control during playtimes.

Obsessions with other dogs can be created if the puppy is left in a pen for long periods where it can see other dogs running and playing. A similar situation can occur in a raiser's fenced yard with a neighbor's dog being the distraction. Fence running and fence fighting may promote aggressive behavior.

Developing puppies will mimic the behavior of dogs that they live with. If a guide dog puppy sees a pet dog growling and barking at other dogs it may copy that behavior.

At Puppy Meetings

Letting GDB puppies greet each other and play at meetings teaches the pup to expect interaction and discourages focus on its handler. It is alright for the puppies to visit briefly once in a while, but only with the handlers' permission and after the pup shows full engagement with its handler. The puppy must show self-control to earn the privilege of visiting after it has settled down at the meeting. Raisers should not let the puppy visit other pups at every meeting; it's not necessary and encourages distractibility. Letting the pups greet each other regularly, even after settling down, creates an expectation in the puppy which could lead to keying on the other puppies. It could also lead to patterning the behavior of remaining calm then unexpectedly lunging toward another dog.

Raisers should practice the tethering games and as the puppy matures, Loose Leash Walking at meetings. A higher rate of reinforcement than is used at home will keep the puppy engaged in the game. If the puppy is having a hard time settling at a meeting, it should be taken to a quiet corner and given food rewards for calm behavior.

A working guide will inevitably come into contact with dogs of all shapes and sizes. We want our puppies to be comfortable around different types of dogs. Exposing GDB puppies to non-GDB breeds is beneficial but the other dogs should be calm and non-reactive. An ideal way to practice Loose Leash Walking and distraction proofing around different dogs, is to have leaders arrange some club meetings with appropriate pet dogs present. Alternately, the raiser can practice the games of Ground Tether and Hand Tether with friends' dogs that are under control.

In Public

Raisers should avoid out-of-control dogs in the neighborhood and gain control of their own pup by practicing Food Rewards for Distractions and Loose Leash Walking games. It may be necessary to practice at a great distance from the other dog initially, to give the puppy an opportunity to be successful. A high rate of reinforcement will be necessary at first.

A young puppy who is shy of other dogs or has been traumatized by a bad experience will gain confidence if the other dog is lying down. It is important that the pup is not forced to socialize but receives lots of positive reinforcement from its raiser for accepting the presence of the other dog. The other dog may have to be kept a good distance away initially, while the puppy is rewarded for calm behavior. Once the pup is comfortable, it can be encouraged to visit with the mentor dog but only on the puppy's terms. Sometimes it may take several weeks of positive reinforcement (food rewards from the handler) before the puppy is comfortable enough to allow the presence of another dog close by.

Occasionally a raiser will find himself in a tight space with no way to avoid leashed dogs, such as at a vet's office or on a crowded sidewalk. This would be a good time to utilize the "Emergency Lure" technique to focus the puppy's attention fully on the food as the dogs are passed by. This is not a technique for every day; such

situations should be avoided whenever possible. The Emergency Lure is very useful to prevent the puppy from engaging with other dogs in close quarters but is not a training technique; if a raiser is utilizing this technique on a regular basis, the puppy's socialization schedule needs to be reconsidered.

See document and video on "Emergency Lure"

Loose Dogs

Raisers should stay alert when walking their puppy and change direction if a loose dog is seen. Sometimes running into a loose dog is unavoidable. If this happens the handler's reaction can help or aggravate the situation. Often the loose dog can be persuaded to go home by the raiser bending to pick up some pebbles - any street-wise mutt knows what is coming next! If, however, the raiser is taken by surprise and cannot escape the situation, the best thing to do is encourage the guide pup to relax and be friendly. Yelling at the stray may incite the puppy to join in and teaches him to be aggressive to off-leash dogs. Tightening the pup's leash telegraphs tension; making him feel trapped and defensive. Struggling to make the pup stay may cause the loose dog to "help" you discipline the puppy! If the handler relaxes the leash, says "OK "and chats confidently, the dogs will relax too. Most dogs will give the pup a good sniff then leave.

Tip: Throwing a handful of kibble on the ground for the loose dog to eat will often distract it long enough that you can escape!

A guide dog puppy may become defensive toward other dogs if it inadvertently has a bad experience. A pup that has been 'jumped' by another dog should be socialized very carefully thereafter to help gain its confidence. Once again the placid, non-threatening pet dog is the ideal socializer.

The raiser should avoid routes where loose dogs frequent and/or enlist the help of the dogs' owner and perhaps the local Animal Control.

A guide dog puppy going into formal training ideally is comfortable in the presence of all types of dogs without being overly interested in them. If you feel you puppy is not receiving sufficient exposure to other dogs speak to your leader and/or CFR for suggestions for further socialization opportunities.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – June 2017

Fear of Dogs and Dog Distraction

In the last month, we have had several dogs dropped from training due to fear of non-GDB dogs encountered on route. This is a sudden increase for this behavior. While this spike may be an anomaly, we want to make sure raisers are proactive about appropriately socializing puppies around many different breeds of dogs. Appropriate socialization also helps with dog distraction, which, as we all know, is a more frequent reason for career change. We would like to help raisers prevent dog distraction in our pups and ensure that our pups are comfortable around different breeds – including those little yappers!

As a reminder, here is what the "Final Goal Behaviors" document says about distraction:
***Ideal**: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.*
***Acceptable**: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.*

A GDB pup that pulls toward, lunges at, and/or vocalizes in the presence of other dogs is distracted. Even keying (staring) at other dogs or checking back repeatedly after passing another dog may be too much dog interest. Casually noticing other dogs is normal behavior.

A GDB pup that hackles, avoids, cowers, tail tucks or otherwise shows discomfort around other dogs needs help gaining confidence in their presence.

Two documents from the manual have a lot of information about dog interaction and preventing dog distraction:

The "Dog to Dog Interaction" document:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf

This document on working with puppies around distractions:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Working-with-the-GDB-Puppy-Around-Distractions.pdf

Additional Tips

- Have raisers bring baby pups to meetings hungry, even missing the meal before the meeting, or use high-value food for less greedy puppies (check with CFR first) so that the pups are motivated to look to the raiser for food rewards, rather than to the other pups for entertainment.
- Ensure that raisers are providing a very high rate of reinforcement when young puppies are around other dogs. A cup of food in ten minutes of exposure is not too much for a four month old pup!

- Give young pups, or any puppies with dog-distraction issues, plenty of space at meetings, especially when passing in doorways etc. This is where the habit of lunging often begins. Have raisers utilize the “Emergency Lure” if tight spaces are unavoidable.
- Have raisers practice the tethering exercises and Paw Pad 2 with novel dog distractions as soon as the puppies have had their vaccinations. Invite pre-screened pet dogs belonging to raisers/friends/neighbors to meetings. Obviously such dogs should be vaccinated, parasite free and of a suitable temperament.
- Talk to local dog trainers/4H dog clubs/dog obedience and show clubs about visits or combined meetings now and then. Make sure all parties know the expectations ahead of time.
- Download files of dogs barking or make your own by stopping in at a shelter and recording the barking. Have raisers play the files very low volume while puppies are eating their meals and gradually up the volume over a period of days or weeks. Make new files of different barking dogs when the pup gets used to the first recording. This would be especially beneficial for pups who are worried about dogs barking behind fences.
- Build up the activity level of the distraction dog slowly. So along with considering the distance a GDB pup is from another dog, and the amount of time the pup is exposed, think about the level of distraction. At first the distraction dog might be just standing next to its owner, then walking around close to its handler, then trotting, then perhaps jumping up and down and eventually perhaps playing tug or barking. Each time the level of activity is raised the distance from the distraction should be increased initially to keep the GDB pup successful. Some pups may be ready for greater distraction than others; care must be taken in meetings to individualize the distraction to the pup.
- Set up “dog distraction” outings as in real life situations. This may mean planting a distractor dog and handler several blocks away with instructions to walk past the raiser and pup. Or the helper can sit at an outdoor café with the dog under a table to be brought out as the GDB pup walks by. Work the GDB puppies individually so that they don’t have the support and proximity of their puppy club buddies when encountering the “strange” dog.
- GDB puppies that don’t have a pet dog in their household should be given puppy sitting opportunities with other raisers to expose them to appropriate canine mentors. Some of the worst cases of dog distraction occur in dogs that have not learned to just “hang out” in the home with another dog.
- Play with another dog should be under the guidelines in the “Dog to Dog Interaction” document. It is good for puppies to learn social interaction with other dogs and they will learn best from adult dogs, not other puppies.
- Puppies that are nervous of dogs may be allowed to greet calm, gentle dogs in a carefully controlled way. Having the new dog lie down or sit and be neutral will give the pup confidence to approach and investigate. The mentor dog should always be of a known temperament to avoid the pup having a bad experience.

As you are all aware, our dogs are encountering other dogs in larger numbers in areas that were previously dog-free. Encounters with inappropriate “service dogs” and “emotional support” dogs are not uncommon in stores and businesses. If we can prepare our pups for these inevitable encounters through proper socialization and counter-conditioning, they will be able to keep their focus on their job once in harness.

Guide Dogs for the Blind
Puppy Raising Department

Ruff Notes – March 2021
Yard Time for GDB Puppies

Please see the manual documents:

- Confinement (section on yards and fencing) https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf
- Exercise and Play https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Exercise-and-Play.pdf
- Toy Policy https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Raising-Toy-Policy.pdf

Our puppies work hard for us and need to have some R&R time just like we do! It's obvious that higher energy puppies benefit from having a yard or other fenced area to romp in, but yard time is beneficial for all puppies. For some sensitive puppies just regular socialization outings or even neighborhood walks can be a little stressful. Having some time in a fenced area to allows these puppies to decompress on returning from their adventures. Raisers may be surprised to see puppies that have just had a long walk find the energy to race around in the yard! Sometimes this is a puppy's way of "shaking it off" and loosening up after the self-control required on a walk or outing. Some pups may be less energetic and just potter around and sniff; these pups may seem like they aren't candidates for much yard time, but actually these "following the nose and just being a dog" times contribute to the dog's overall well-being.

Raisers that don't have their own yard or access to a safe, fenced area might speak to other puppy club members and see if they can get "yard privileges" a couple of times per week. A neighbor or relative might also be willing to share their yard to let the puppy have some free time. If no fenced area is available, having the pup on a handheld longline (flat collar) in an open space is an acceptable alternative. In this situation the raiser would follow the puppy with minimum interference, letting it have some freedom to wander, so long as it is safe to do so.

Age Appropriate

Baby puppies that may ingest items in the yard such as leaves, twigs and grass should be kept on a leash or line. The pup can be allowed to wander and investigate. Should the puppy pick up vegetation it can be called to the handler, gently reeled in if necessary, and the item exchanged for a food reward. It is best not to make a big deal of removing the item as this can lead to keep-away problems. A little bit of vegetation is not going to harm the pup and we don't want to increase the value of such items to the puppy by grabbing at it. Imagine what happens in the litter when one puppy grabs a "prize" and all the other pups want it – the pup with the prize runs away to keep it!

If the puppy does tend to scavenge:

- Practice lots of hand tether games in the yard and use a high rate of reward (check with the leader if high value food may be appropriate depending on the puppy)

- Do many recall games in the yard using multiple pieces of kibble to reward the puppy
- Have some novel toys around the yard that the puppy can engage with and use lots of praise and positive attention when it interacts with them

As the puppy becomes less interested in scavenging, the line can be dropped and the pup given more freedom, but the raiser should always have food rewards available, and practice recalls frequently. If the puppy is only called when it's time to go inside/go home, it may start avoiding the handler. Lots of recalls with food/toy rewards, then being turned loose to play again, keeps the recall reliable.

Running and Romping
Running and "zoomies" in the yard are allowed. Care should be taken that the puppy can't leap off decks or skid on slippery areas where injury may occur, but otherwise running is a good way to blow off some steam. For some puppies providing a Jolly Ball or plastic jug to bat around and carry will encourage them to exercise more.

Relieving
The puppy should be offered leash relieving before being turned loose in the yard. As per our relieving guidelines, puppies should be relieved on leash, on hard surfaces rather than being turned loose in the yard to relieve at will. However, if the puppy does relieve itself while on recreation time in the yard, it is not counted as an "accident".

Digging
Puppies that tend to dig should be interrupted and redirected to a toy or another area of the yard. A communication of digging behavior will be sent out separately in the near future.

Interaction with Other Dogs
Dog to Dog Interaction in the manual: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf See the section on "active play" under "In the Home"

We want GDB puppies to be comfortable interacting with other dogs, but we don't want them distracted in public or obsessed with playing with other dogs in the home. It's all about balancing the amount of interaction according to the puppy's temperament. We find that many puppies raised without other dogs in the household are more dog distracted and may obsessively try to interact with pets when on puppy trades. Too much time spent playing with other dogs can also cause issues; the puppy learns to place higher value on social interactions with dogs over people.

Romping with another dog in the yard is great recreation time for a hard-working GDB puppy. Following the guidelines in the "Dog to Dog Interaction" document, daily play sessions in the yard should not be harmful for most puppies. For pups with no other dogs in the household, if an appropriate playmate can be found for occasional yard romps, it would help develop the pup's doggy social skills. Care should be taken that puppies who become playmates can settle around each other and work/focus on their handlers in each other's presence. Balancing free-play sessions with rewards for calm behavior and training games is a way to keep the relationship healthy for both dogs. Should the puppy become over aroused in play sessions, or seems to be showing more dog distraction, the leader and CFR should be consulted.

We want our puppies to have some time to just be dogs! Playing in a yard even a few times a week could make a difference for puppies that are a little anxious, stressed, shut down or very energetic. Please check with your leader/CFR if you have any questions.

Guide Dogs for the Blind

Puppy Raising Department

Fun Canine Conditioning Games for Guide Dog Puppies 12 Months & Older

We are excited to introduce a new program to puppy raising involving canine conditioning and fitness games. These games will give older puppies and raisers more activities to practice at home and will provide opportunities for engagement that should help exercise puppies' bodies and minds!

Participation in this program is not mandatory as we recognize that for some of our volunteers, raising a puppy and negotiating these challenging times is more than enough. We are asking however, that for co-raised puppies participating in this program, communication and consistency between homes be maintained to avoid risking injury to the puppy.

We suggest tracking and logging the progression of each puppy to ensure all parties are carefully following the guidelines. We also require raisers to document in the puppy's monthly report which exercises are currently being worked on. This will enable us to track the success of the program when the puppies return to campus and the vet department conducts in-for-training examinations.

Below are directions on how to build up the exercises gradually and minimum and maximum goals (number of sets, reps etc.). There is a minimum amount of time that must be committed to so that the puppy achieves/maintains a level of fitness. Sporadically doing the exercises and/or not building them up gradually, could result in injury. Likewise, doing too much at once with the dog, or overstressing the musculoskeletal system, could be harmful. Raisers are asked to stay within the guidelines below.

Introduction to Canine Conditioning Games for GDB Puppies from Our Veterinary Team

The following exercises are meant to be explored in puppies at least 12 months of age. This allows younger puppies a chance to first solidify their foundation of basic training and protects them from potential overuse injuries.

All the exercises selected below need minimal equipment and are easy to teach. They are also low risk for injury and will not interfere with formal guide training.

These exercises are divided into categories: stretching, core strengthening and front and rear leg strengthening. Many have the additional benefit of enhancing body positional awareness.

Stretching is crucial for prevention of injury in any working dog and promotes better range of motion and flexibility. Stretching helps warm up muscles by enhancing blood flow and over time it also increases muscle strength, particularly of smaller muscle groups that are not as often used in everyday activities. These smaller muscle groups (such as in the neck, flanks, groin and lower back) are important in body stabilization and they enhance overall training safety. This is particularly important upon return to campus, specifically for safe loading in and out of training vans as well as to prevent twisting injuries of the back and spine.

Core and leg strengthening are a major aspect of overall canine health and longevity. A strong dog is less likely to suffer from injuries, both acute injuries such as muscle sprains and tears, or chronic injuries such as cumulative arthritis and degenerative joint disease. Reducing acute injuries is particularly important for our dogs once they return to campus for formal training, to increase their efficiency and success through GDB's rigorous training program. Reducing chronic injuries is essential for maintaining a safe and comfortable working life as each dog ages, allowing for a longer and more strongly bonded working relationship in our client-guide teams. Core strengthening also enhances balance and flexibility which is crucial in our dogs, allowing for better and safer navigation in our client-guide teams (such as around escalators, trains, unexpected terrain shifts, etc.).

Lastly, enhancing body positional awareness is vital to the success of a working client-grad team. Dogs do not have natural rear end awareness and can often injure themselves on stairs, shifting or slippery terrain, narrow walkways, and jumping in and out of vehicles. Bringing positional awareness to the forefront of a dog's active and engaged mind helps improve balance and therefore safety.

General Information

Training the Body vs. Training the Mind

Unlike our other training games, the goal for this program is not a dog that performs a specific behavior on a verbal cue; none of the exercises have an associated verbal cue. The goal of these exercises is to build up the dog's strength and flexibility – to work on the dog's body. The dogs will be lured/pezzed during the exercise to ensure that the handler has maximum control over the speed at which the exercise is performed, and to ensure proper form (the manner in which the dog does the exercise). It is important to move slowly and deliberately through the exercises for maximum therapeutic benefit and minimize risk of injury. These exercises are not tricks that a dog performs on cue, but are beneficial conditioning exercises.

Warming Up

Taking the dog for a short walk (minimum of a couple of minutes) before doing the exercises will warm up its muscles and help prevent injury.

Reps and Sets

Reps – how many of that exercise are performed consecutively. Sets – how many times the recommended number of reps are repeated. In the instructions for the individual exercises, it may say 3 reps x 2 sets. So, this would mean we have the dog perform the exercise three times, give a break, then another three times. The break may just be 5 - 10 seconds of rest or more, depending on the exercise. Playing, petting and other forms of secondary reinforcement are encouraged between sets.

Amount to Work the Dog

Start with 3-5 exercises 4-5 times per week and spend about 10-15 min per session (not each exercise!) and watch for signs of fatigue. Pay attention to the instructions for each exercise on how to build up. Every dog will be different, and some will need to go more slowly than others. The *average* goal would be to build up about 20% per week, always watching for signs of fatigue.

Signs of Fatigue

Easy to misinterpret – watch carefully for these subtle signs!

- not able to hold correct position or movement when correct position/movement was previously achieved
- refusal or avoiding an exercise
- panting excessively

- lip licking
- wandering away - lack of focus
- yawning

A collection of all Canine Conditioning videos linked in this document can be found HERE.

Stretching

- Promotes better range of motion/suppleness and flexibility
- Enhances circulation and more oxygen to muscles
- Always have the dog do some stretching before doing any strengthening exercises

Be sure to warm the dog up (see above) before stretching. Stretching should be done slowly with close observation of the dog's response. Stretches should begin with a small range of motion, and the range increased gradually. If the dog hesitates to stretch for the food, just reward at the level at which it is comfortable for a few sessions before asking for a bit more. Start with the dog holding the position for 1-2 seconds and over a period of weeks, work up to 12-15 seconds per pose. Just going once through the series is sufficient each session.

- Stretches
  - See video link: https://youtu.be/YxyxWMWGBZ8
  - Nose to sternum
  - Stretch left – nose to shoulder then nose to hip
  - Stretch right – nose to shoulder then nose to hip

- Bow
  - See video link: https://youtu.be/-OG4Ej0xjPw
  - Build up the amount of time the dog is asked to hold the position a few seconds at a time over multiple sessions
  - The goal is to have the dog hold the bow position for about 15 seconds and can be done twice

Core Strengthening Exercises

- Strengthen the back muscles which in turn supports the entire body
- Stabilizes the lower back promoting smooth function of the pelvis/hips/lower back
- Maintains balance
- Enhances Flexibility
- Decreases susceptibility to soft tissue injury

Everyday Activities That Help with Core Strength

- Walking on uneven surfaces
- Walking up and down hills (walking figure 8s especially!)
- Walking slowly on leash up and down stairs

Always do a warmup walk and some stretches before commencing any strengthening exercises!

Canine Conditioning Games

- Position Changes – Stand to Sit to Stand
  - See video link: https://youtu.be/EMD5SUmBT8U
  - Proper form is essential for this exercise to have fitness benefits! Front feet should stay still (Paw Pad helps) and the dog should do a "kick back" stand and a "tuck" sit to engage the core
  - The goal is to do 5 reps, give the dog a break for five to thirty seconds and then do another 5 reps building up to 3 sets total after a couple of weeks of work

- Position Changes – Stand to Down to Stand
  - See video link: https://youtu.be/XDfCCkkpUiM

- Proper form is essential for this exercise to have fitness benefits! Front feet should stay still, and the dog should do a “kick back” stand and a “sphynx” down to engage core
- The goal is to do 5 reps, give the dog a break for five to thirty seconds and then do another 5 reps building up to 3 sets total after a couple of weeks of work

- Crawl
  - See video link: https://youtu.be/8vfip93sY8Q
  - Start with the dog following the lure under one chair
  - Pezz continuously to keep the dog engaged (challenging exercise)
  - Add a second chair or similar object after a week or two of work
  - The goal is to eventually have the dog crawl about three times its body length no more than twice each session

- Rollover
  - See video link: https://youtu.be/xcIoWu7IeQQ
  - Challenging to teach some dogs and takes a lot of core strength
  - Be patient and reward for tiny increments; use high value food at first if necessary
  - May take numerous sessions and some gentle physical assistance for the dog to get the idea
  - Roll both ways to keep the dog balanced – one way easier than the other
  - Slowly build up number of rolls over several weeks
  - Once the dog understands how to rollover the goal for each session is three “rolls” in each direction.

- Sit Pretty
  - See video link: https://youtu.be/fh8BLkqHRa4
  - Dogs with a sloppy sit are not going to be able to do this – work on the sit first (see video)
  - This is a real workout for the dog’s core and takes a lot of strength to do
  - May take two to four *weeks* to get the dog to actually sit up for more than a few seconds
  - Start with pop ups and/or physical assistance
  - Build up slowly to prevent injury! Practice no more than every other day to give the muscles a rest in between
  - The goal is for the dog to hold the position for 15 seconds, take a 5 second break then repeat x 3 reps

Rear End Awareness and Strengthening

Dog do not have natural rear end awareness. Lack of this awareness can cause dogs to be out of balance when undertaking certain training skills leading to possible injury. Also, a strong rear propels the dog when climbing stairs, jumping into vehicles etc.

Everyday Activities That Help with Strengthening the Rear

- Walking on uneven surfaces
- Walking up and down hills (walking figure 8s especially!)
- Walking *slowly* on-leash up stairs

Always do a warmup walk and some stretches before commencing any strengthening exercises!

Canine Conditioning Games

- Rear Foot Target
  - See video link: https://youtu.be/PFKcm2PCxIw
  - Prerequisite to Pivot on Rear (see below)
  - One method of teaching Back Up (see below)
  - Use barriers and environmental guides to help the dog understand
  - Luring/pezzing and spatial pressure to guide rear legs onto pad
  - Can be expanded to more advanced conditioning exercises later

- Back Up (also good for balance and proprioception)
  - See video link: https://youtu.be/FCbTfwp4Y5Q
  - Start with just a few steps backward and build up over several sessions
  - Slowly and straight for maximum conditioning
  - Collar cues are a simple way to have the dog back up
  - Barriers and environmental guides are useful to help the dog understand and stay straight
  - Teaching the Rear Foot Target is one way to get the dog to back up and can be used in other exercises
  - Goal is backing up in a straight line 10- 20 feet.
  - Changes of surface and even slight incline can be added for extra challenge!

- Pivot on Front
  - See video link: https://youtu.be/a0dv9NOmEcE
  - Start with a few steps
  - If this makes you dizzy do half circles!
  - Dogs will go more easily one way than the other
  - Build up to three circles *in each direction* within five sessions or so
  - Goal is three circles in one direction, then three circles in the other direction x 3 sets (give dog break in between sets)

- Side Stepping (both front and rear move laterally)
  - See video link: https://youtu.be/dN2lBs9zL_4
  - Use collar cues to move dog in each direction
  - Doing this with a wall close behind will help dog move laterally
  - Start with just a few steps in each direction. Build up a few steps at a time
  - Goal - ten steps in direction x 2 sets

- Position Changes – All (see above)
  - The position changes are great rear end strengtheners as well as core strengtheners

Front Leg Strengthening

Everyday Activities That Help with Strengthening the Front

- Walking on uneven surfaces
- Walking up and down hills (walking figure 8s especially!)
- Walking slowly on leash downstairs

Always do a warmup walk and some stretches before commencing any strengthening exercises!

Canine Conditioning Games

- Pivot on Rear
  A prerequisite to this exercise is the dog being comfortable with finding a rear foot target and standing with its rear feet on the target. See the video “Rear Foot Target” and work through that before attempting Pivoting on the Rear.
  - See video link: https://youtu.be/Gzk9x-VPH8A
  - Start with a few steps
  - If this makes you dizzy do half circles!
  - Build up to three circles in each direction within five sessions or so
  - Goal is three circles in one direction, then three circles in the other direction x 3 sets (give dog break in between sets)

Although the purpose of introducing these exercises into Puppy Raising is serious, we also want the program to be enjoyable for dog and raiser alike! Remember to use lots of praise and food rewards and keep the sessions lighthearted and fun! Please check with your leader should you have any questions.

Guide Dogs for the Blind

Swimming and Wading for GDB Puppies

Playing in water and swimming can be a great way to exercise a GDB puppy on warmer days. Some GDB puppies have no interest in swimming and should not be forced to enter water. Below are some tips and guidelines to make sure puppies stay safe and healthy.

Puppies should be introduced to water slowly and positively. The puppy's comfort level determines how quickly to proceed. Puppies should never be pulled into water but should be encouraged verbally and may be rewarded with kibble for entering the water. A dog that enjoys playing in water may act as a mentor for unsure puppies. Forcing a puppy into water may develop an aversion to water that would be detrimental to a working guide.

Puppies may gain confidence being introduced to water in a plastic kiddy pool. The water should be very shallow at first. The pup may be encouraged to enter by putting a favorite toy in the pool or having the handler step into the pool themselves and coax the puppy to follow.

Swimming Pools

- Puppies over four months of age may be carefully introduced to a swimming pool if the pool is easily accessible for the pup to step into. Puppies should not be picked up and placed in the pool. If the puppy enters the water voluntarily the handler should allow it to stay for just a minute or two before showing it how to get out of the pool. This should be repeated several times until the pup knows exactly where the exit is.
- Puppies must be attended at all times in swimming pool areas.
- If the swimming pool is not securely fenced the pup must be swam on a long line.
- Only swimming pools with steps, as opposed to a ladder, are suitable for puppies to swim in.
- Pools must be fenced so that the pup does not have unattended access.
- It is recommended but not required that puppies wear a life jacket when swimming. The buoyancy of the jacket may give beginner puppies some additional security when they can no longer touch the bottom!

Ponds, Sloughs, Lakes, Rivers

- Puppies should be at least four months old and must not be forced to enter the water.
- Puppies must always be on a leash or long line.
- Bodies of water inhabited by wildlife may be contaminated with bacteria such as giardia. Cyanobacteria, formerly called "blue-green algae" is common is some areas in the summertime and can be lethal to pets. Puppies should not swim in areas that would be unsuitable for humans to swim.
- Raisers should be aware of hazards such as submerged branches, fishing line etc.
- A gradual entry into the water is safer and less frightening to the pup than a steep bank; boat ramps and gently sloping banks are excellent entry points.
- Currents can be unpredictably strong; GDB pups should never be swam in a current.
- Raisers should take into consideration the dog traffic; good places for dogs to swim often have off-leash dogs around and are not safe for a GDB puppy.
- It is recommended but not required that puppies wear a life jacket when swimming. The buoyancy of the jacket may give beginner puppies some additional security when they can no longer touch the bottom!

Ocean

- All the above should also be considered when taking a pup to the beach. The ocean can be overwhelming to some pups and highly stimulating to others.
- Great caution should be taken even wading in the ocean with puppies and of course, pups should be on leash.
- Puppies that have played in the ocean should have their coats rinsed thoroughly afterwards to prevent irritation from the salt.

Additional Precautions

Any time a dog swims it will expose its ears to moisture. Excessive moisture in the ear can contribute to ear infections. Care must be taken to dry and air out the pup's ears after swimming. Pups that swim regularly may need additional precautions; raisers should check with their CFR if the pup swims often.

Guide Dogs for the Blind
Puppy Raising Department

Ruff Notes – June 2021
Summer Socialization

Summer offers many opportunities to socialize puppies in a variety of settings as many of us take advantage of the nice weather. Spending more time outdoors and traveling offers wonderful opportunities to socialize puppies in new, exciting ways. This document provides guidelines and safety tips for summer adventures with a GDB puppy.

Hot Weather Reminders

- At home during warm weather, be sure the puppy has access to water to stay hydrated. Ice cubes served in the puppy's bowl, or floated in their water, may entice additional hydration and cooling. Relieving opportunities may need to be increased with additional water consumption.
- Time outings for early in the day, or later in the evening when it cools off as the sun goes down.
- Whenever possible pre-cool a hot vehicle before loading a puppy inside.
- Bring water, and a vessel for the puppy to drink out of, when you head out during warm weather.
- Check the pavement, if it is too hot to keep your flat palm on for 3 seconds, it is too hot for the puppy to walk on.
- Pre-plan opportunities for rest, shade, and/or cooling down indoors during your outing. If these arrangements can't be made, leave the puppy home or ask for a sitter.

Being able to recognize signs of heat exhaustion and heat stroke is important. Look for signs of excessive panting, drooling, and/or bloodshot eyes. If you notice these signs, immediately seek ways to cool the puppy and find a way out of the heat. If the puppy shows signs of heat exhaustion, it may need emergency medical care. Should this occur please call your local vet/emergency clinic first then notify your club leader.

Outdoor, Recreational, and Water Activities

One of the most common ways for puppy raisers to take advantage of nice weather with the GDB puppy they are raising is an outdoor adventure. It is important to remember that the expectations of a GDB puppy are the same whether on a walk, hike, or a socialization outing. A puppy should walk on a loose leash on the raiser's left side. Raisers should seek out well-defined paths with good visibility, where there is space to pull off if necessary when passing other dogs. Dog to dog interactions should be avoided. Many pet dogs relieve indiscriminately on walks, and this happens more frequently in areas with a high volume of dog traffic. By keeping the GDB puppy in a "Let's Go" position and not allowing the puppy to sniff or wander, you are more likely to prevent relieving accidents in high traffic areas with enticing smells.
At the beach, river, or lake GDB puppies are allowed to participate in supervised water activities including swimming or wading, as long as the puppy raiser is using a leash or a longline. Off-

leash swimming is not permitted. If a puppy shows no interest in water, this should be respected. A puppy should never be forced into water if they show signs of discomfort. It may be beneficial to introduce water in a kiddie pool, or swimming pool in your yard, and make the experience as fun and positive as possible. A life jacket should be used if taking the puppy on an approved watercraft, or if the GDB puppy is not a skilled swimmer.

When walking to swimming areas, remember to keep the puppy in a “Let’s go” position until you reach your destination. Bring a long line, and just prior to attaching it, offer the puppy an opportunity to relieve. Spending time outdoors also offers a great opportunity to practice recalls, general obedience and settling on tie-down.

Please take time to review the guidelines for loose leash walking, and water activities here.

- Puppy Raising Manual: Watercraft Guidelines
- Puppy Raising Manual: Swimming and Wading for GDB Puppies
- Puppy Raising Manual: Loose Leash Walking

Camping

Camping can be a fun way to socialize a GDB puppy. Preparing in advance ensures that it will be positive experience for both raiser and puppy. Prior to embarking on your trip, it is important to check in with your club leader to discuss if the camping trip is appropriate for the GDB puppy. Age, maturity, and temperament will be used to factor puppy readiness. It is a good idea when registering for a campsite, to notify them you will be traveling with a Guide Dog puppy in training. Some campsites may only allow service dogs and restrict pet dogs or puppies in training. If this is the case, you will need to make other arrangements. The puppy should be up to date on all vaccines and current on both heartworm and flea preventative prior to leaving. Make sure you pack for the puppy’s needs as well as your own. Use this list below to ensure you pack for all the puppy’s needs:

- Sufficient dog food and water for duration of the trip, plus a few days extra in case of emergency. (Plan to store securely to avoid attracting bears and other wildlife.)
- Clean bowls for feeding and watering the puppy.
- Towels to dry off the puppy.
- Extra tarp or blanket for the puppy to settle on, to reduce amount of dirt on puppy or in tent.
- Crate for keeping the puppy safe in a quiet space, and/or for sleeping in at night.
- Appropriate toys that are easy to clean upon your return home.
- A spare leash and tie down.
- Grooming supplies. These come in handy while checking for fleas, ticks, and foxtails.
- Basic First Aid supplies
- Information about the closest veterinary and emergency centers to your campsite.

Be prepared to spend some time working with the puppy to teach appropriate settling behavior in this new environment and remember the puppy should be crated, on leash, or tie down at all times during camping to ensure the safety of all. Keep an eye out for wild plants in the area that may be unsafe or poisonous if ingested includeing foxtails, mushrooms or other poisonous plants. Be aware of low plants and grasses that may hide ticks.

Traveling in an RV
Some raisers may have the opportunity to travel in an RV with a puppy. RV travel can be fun, but it is important to consider the safety of the puppy. Just like in the car, where the puppy rides while the vehicle is in motion is an important consideration. Puppies are safest when traveling in a crate or on a tie down, away from where they may be impacted by airbags. When at the campsite, it is important to take the same considerations you would with tent camping. Remember that when you are in an RV, house rules still apply. The puppy should be encouraged to maintain appropriate behavior regarding furniture and sleeping arrangements. Appropriate outlets for chewing should be provided.

Have fun and be safe!
Enjoy the long days, sunshine, and summer activities with the GDB puppy you are raising, and remember it is important to ensure that each activity is safe and productive for the puppy. Leave puppies home in a safe space or ask for a sitter if you are attending an activity where you cannot ensure the safety of the puppy or follow GDB guidelines.

Guide Dogs for the Blind

Watercraft Guidelines

We realize that many raisers have access to water for fun, transportation, and sports and may wish to include their puppies. These guidelines are provided to ensure that our puppies stay safe and do not compromise the safety of others.

Note: Commercial ferries are exempt from these guidelines. Other large, multi-passenger craft and cabin cruisers may also be held to less restrictive standards. Please check with your CFR with any questions.

Guidelines

- Puppies should be positively introduced to a body of water before embarking in any watercraft; please see the document “Swimming and Wading for GDB Puppies”
- Puppies should be introduced to the craft out of the water before embarking
- Puppies must wear a life jacket and be on leash at all times
- A minimum of two people must be in the craft with the puppy including at least one adult.
- The handler must be capable of controlling the puppy at all times
- Only one puppy per craft.

Types of Craft

Only stable craft with sides are approved. GDB puppies are not allowed to ride on paddleboards, Jetskis/personal watercraft, inner tubes or kayaks. Puppies are not allowed to ride in non-motorized watercraft on fast flowing water or in the ocean.

These are general guidelines only. Raisers and leaders should check with their CFR before taking a puppy on the water.

Guide Dogs for the Blind

Teaching Good House Behavior

Goal Behavior
A guide dog is expected to live unconfined with its human partner. Good house behavior is essential for a guide dog as blind clients may be unaware of their canine partner's behavior while loose in the home. Puppies returning to campus for formal training should have good house manners instilled in them; a dog that is unreliable in the home cannot succeed as a guide. (See document "Final Goal Behaviors")

Home behavior requirements for young dogs entering guide training:

- Not destructive of and does not ingest, personal items/clothing or plants – indoors or out. Does not chew furnishings, wood trim etc.
- Leaves personal items alone – does not pick up or relocate items
- Leaves people food alone – whether on the ground or on a counter/table. Does not attempt to grab food from hands.
- Trained to relieve outdoors, on leash and on cue – never in the home.
- Remains quiet (no vocalization).
- Able to settle easily and is not unduly excitable or rambunctious, including when visitors arrive.
- Trustworthy left unconfined and unattended in the home for a minimum of 30 minutes (preferred goal of at least 2 hours) without incident.
- The documents "Prevention of Destructive Behavior," "Preventing Counter Surfing," and "Teaching Settled (Calm) Behavior in the Home" contain specific instructions on teaching puppies these topics.

The Basic Concepts
Raisers should focus on teaching desirable behaviors with positive reinforcement and preventing the puppy from practicing undesirable behaviors. Corrective methods might be indicated when positive or non-reinforcing methods are not effective in teaching good house manners. Raisers should consult with their leader or CFR if their puppy continues to exhibit undesirable house behavior despite positive methods and good management.

- Puppies will repeat behaviors that are rewarding to them. If rewarded (food rewards, praise, interactive play) for a behavior by the raiser, the puppy will tend to repeat that behavior to receive rewards and attention.
- Some behaviors are intrinsically rewarding for puppies, e.g. destructive chewing. A puppy may accidently discover some behaviors are rewarding, e.g. getting into kitchen trash. Controlling the puppy's environment, and preventing inappropriate behaviors, are essential to prevent the puppy from self-rewarding.
- If a behavior doesn't result in a rewarding experience, it is less likely to be repeated by the puppy.
- Some behaviors are attention-seeking by the puppy (e.g. keep-away, some types of vocalizing.) Ignoring these behaviors, when it is safe to do so, will result in the behavior extinguishing.
- Providing opportunities for alternative appropriate behaviors, such as picking up dog toys and chewing on them, along with appropriate reinforcement, will teach the puppy what to do. This is positive puppy raising and preferable to having to correct the puppy for undesirable behavior.
- Raisers should take care not to reinforce undesirable behaviors unintentionally. As an example, although it is better that the puppy carries the TV remote control to the raiser rather than destroying it, if rewarded for doing so, a "behavior chain" will be established: the puppy will be more likely to repeat the undesirable behavior of picking up the remote control because of the attention received. It is preferable to reward the puppy for ignoring the object and/or limit the opportunity by keeping the remote out of the puppy's reach in the first place.

Management
A guide dog needs to have solid house behavior; however it takes time and diligence to instill appropriate behavior in a young pup. The importance of management cannot be stressed enough in developing desirable responses in the home. As the puppy matures and is appropriately reinforced, it will start to distinguish what is allowable and what is not. Until that time, it is up to the raiser to ensure that the only choices a puppy can make are good choices.

When the raiser cannot actively supervise the puppy it should be safely confined in a crate, x-pen or placed on a tie-down. As the pup earns more freedom in the home it should be set up for success by having areas cleared of temptations and "puppy proofed," unless the raiser is actively engaged in training the puppy in appropriate behavior.

The puppy should be kept in the same room as the raiser in the first few months it is given access to the home. When under direct supervision, the raiser can reward the pup in a timely manner for good behavior and interrupt unwanted behavior. As the puppy learns what is acceptable behavior it can be given more freedom to explore other rooms (where the puppy has been previously actively supervised and reinforced for desirable behavior). The raiser should always be aware of where the pup is and what it is doing. Only when the pup is trustworthy loose in the house in multiple rooms with the raiser present, should the raiser consider leaving it loose alone.

Preparing the Puppy for Home Alone
Gradually the puppy may be given access to different rooms in the home but it is good management to confine the puppy to only one or two prepared rooms when first leaving the puppy loose alone. For full instructions on teaching a puppy to stay home alone, refer to the document "Home Alone."

Conclusion
Some puppies will take longer than others to be trustworthy house dogs and really "busy" pups are the most challenging. It is difficult to give time lines for when puppies should be ready to be left unattended in the home; each pup must be developed according to its individual temperament. In fact, some pups will be appropriate for several months then have a regression in behavior as they become adolescent. It is not unusual for raisers to have to go back to using a crate and gradually re-introduce the pup to freedom in the home after adolescence.

If a raiser feels that the puppy is not progressing as it should, the leader/CFR should be consulted. It is important that negative behaviors are not practiced by the puppy; the longer/more often a puppy repeats an undesirable behavior the more ingrained it will become. Setting the puppy up for success, and rewarding desirable behavior, will result in a young dog that is a pleasure to have in the home and is well-prepared to enter formal training.

Guide Dogs for the Blind

Teaching Settled (Calm) Behavior in the Home

Guide dog puppies need to learn from an early age to settle in the home environment. We speak of “calm” behavior in many situations and the document “Rewarding Calm Behavior” addresses how to encourage calm behavior in public settings and generally. Other documents address how to teach the puppy to ignore distractions. In this document, focus is on rewarding the puppy for choosing to settle in a home situation. If the puppy is rewarded appropriately, it will choose default calm behaviors, such as lying down in a relaxed manner, around the home.

As we train GDB puppies with food rewards, which they obviously enjoy, the puppies will tend to be energized when they believe the “game is on” and may start offering behaviors. Once learned, the marker “Nice!” produces a conditioned emotional response in the puppy – excitement. Because excitement is contrary to what we are looking for when teaching settled behavior, we do not use a verbal marker in this context. Raisers must be aware of the puppy’s state of mind and body language and reward only when the puppy is not anticipating, or thinking about, a food reward. If the puppy is rewarded for anticipating food it will result in staring at the handler and not demonstrating relaxed behavior. Rewards must be delivered in such a way so as to not stimulate the puppy. This is a little different from the behaviors we teach using the verbal marker. In teaching calm and settled behavior in the home we are “capturing” the desired behavior rather than “shaping” or “luring” as during teaching behaviors with a verbal marker.

Goal
A guide dog is expected to live unconfined with its human partner. Good house behavior is essential for a guide dog. Puppies returning to campus for formal training should be calm and settled in the home. They should be quiet and able to lie down, relaxed, for long periods, in one area. Casually walking around then quickly settling again is acceptable but constant pacing, or running at any time, are not behaviors we want to see in a potential guide. (See document “Final Goal Behaviors”)

Prerequisites
Puppies should be familiar with polite taking of food. Rewarding for settling can begin as soon as the puppy arrives into the raiser’s home.

Set Up

- As puppies will be rewarded frequently throughout the day, it is recommended that the raiser measure out the puppy’s daily food ration and take a portion to utilize in training. Any food remaining at the end of the day can be put back into the puppy’s bowl at feeding time.
- Raisers will always need food reward readily available, either on the person or at “stations” (stashed kibble, out of reach of the puppy, in designated areas in the home.)
- Raisers can practice rewarding the pup for settling at almost any time – while watching TV, at the computer etc. Eventually the pup will learn to relax even when the raiser is eating a meal or doing household chores.
- The young puppy should be in a confined area unless under the direct supervision of the raiser. Crate training is addressed in the document “Crate Introduction.” X-pens and baby gates are invaluable in making an area for the puppy to relax and play in when the raiser is home. A tie down may also be utilized. As the puppy matures it can be allowed more freedom, at first wearing a dragline. The area available to the puppy should be expanded as the pup proves it can settle appropriately.

Criteria for Rewarding Settled, Calm Behavior

- Puppy is awake
- Puppy is quiet
- If on-leash, the leash is loose with no contact on the pup's collar
- Puppy is lying down (may be sitting but raiser must be sure the puppy is relaxed and body language fits other criteria.)
- Puppy is not staring intently at the handler (rewarding for staring at the handler is rewarding for arousal and excitement)
- Puppy is not thinking about food

Some indicators the puppy is relaxed (not necessary that all are fulfilled to show relaxation):

- Sleepy/soft eyes and expression
- Relaxed ears
- Head down
- Rolled on a hip or laid flat on the floor
- Deep sighs
- Slow blinking

Sometimes the raiser can help the pup relax by patterning relaxation themselves. Some cues that dogs will pick up from humans:

- Breathing deeply and slowly
- Slow, exaggerated blinks
- Relaxed posture and muscles
- Relaxed stillness, especially in the hands
- Directing the gaze away from the puppy

Food Delivery

- The puppy should fulfill the above criteria for at least 30 seconds before reward. The time between rewards will be increased gradually until the puppy is only getting occasional rewards throughout the day for exhibiting calm behavior.
- The raiser should quietly reach for a piece of kibble or have some ready in the hand as they approach the pup
- Approach should be leisurely and relaxed with the raiser looking indirectly
- The kibble should be delivered straight to the puppy's mouth so that the puppy does not have to reach or break position to accept the reward.
- If the puppy becomes too excited in anticipation of food reward, the raiser should decrease the amount of food used and focus more on secondary reinforcers such as stroking and low-voiced, soothing praise.

General Suggestions to Increase Settled Behavior

- Having a comfortable dog bed available in each room the puppy spends time in will be helpful in teaching the puppy to relax. Most pups will seek out the cozy spot and quietly chew their toys or nap there. Dog beds and blankets must not be left unattended with a puppy until the pup is ready to spend time alone loose in the house (see the document "Teaching Good House Behavior" and the documents on prevention of counter surfing and destructive behavior.)
- Should the puppy jump up on X-pens or baby gates in excitement as the handler approaches, the handler should back away. When the pup settles, with four on the floor, the handler may approach again. The pup will quickly realize that only when it remains calm with its feet on the floor, will the handler continue approaching to reward.
- Excited behavior by pet dogs will have a negative impact on the puppy. GDB puppies should not be exposed to running, rough-housing pets until they have had extensive work on tethering techniques with increased distractions. The puppy should be separated from dogs that do not set good examples. A mellow, older dog is an excellent mentor for a puppy. (See document "Dog to Dog Interaction".)
- Visitors to the home should be instructed to ignore the puppy. This may mean asking visitors to not look at, talk to, or touch the puppy. The puppy should be set up for success and unfortunately, many visitors to the household will not understand what this means. Visitors can help the raiser with training by following instructions while the raiser practices tethering exercises with the puppy. This way, the

pup will learn to keep its focus on its handler and be calm when strangers visit and try to interact with the puppy – ideal guide dog behavior!

- As the pup is given more freedom, a dragline should be utilized. Occasionally the puppy may become too rowdy, or offer other inappropriate behavior in the home, despite a high reinforcement history for calm behavior. A dragline will enable the raiser to quickly regain control of the puppy. Once the puppy settles, meeting the above criteria, it can again be rewarded either with food or slow, calm stroking and praise.

Naturally lower-energy puppies will be easier to teach to settled house behavior. More active puppies will need closer supervision and raiser focus to capture those times when the puppy is offering settled behavior. Higher-energy puppies will benefit from practicing the shaping and luring exercises (tethering games, leash walking games, paw pad games etc.) more frequently, and/or being allowed off-leash fun with a Jolly Ball in the yard, before being asked to settle inside. If the puppy continues to be vocal, unsettled or generally “busy” in the house, despite the positive methods outlined above, the raiser should contact their leader/CFR for further advice.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – May 2018

Someone's at the Door!

Leaders frequently get questions about how to handle puppies who become overly excited when visitors come to the raisers' homes. We have also heard from our Field Service Managers that this often continues to be an issue for graduates too. Here are some tips and reminders that you can share with your raisers to help keep puppies calm when guests arrive.

We have seen a big improvement in people distraction/solicitous behavior in our puppies since we encouraged raisers to put their puppies on a "no pet policy" in public. This, combined with R+ methods, has resulted in puppies that are much more handler focused and less engaged with other people in the environment. We can apply the same methods to teach puppies to be calm when guests come to the home.

Visitors to the home should be instructed to ignore the puppy. This may mean asking visitors to not look at, talk to, or touch the puppy. The puppy should be set up for success and unfortunately, many visitors to the household will not understand what this means. Visitors can contribute to the pup's training by following instructions while the raiser reinforces the puppy for calm behavior. If the raiser knows that certain visitors will not be able to follow instructions, the puppy should be crated/kept separated when those individuals come to the home. Parents of junior raisers may have to be especially vigilant to ensure that young guests in the home are not undermining the raiser's efforts.

The behavior of other dogs in the household can affect the GDB puppy's reaction to visitors. Sometimes training the pet dogs to be calm and offer alternative behaviors is key to success with the puppy!

At the Door

The initial excitement occurs when someone knocks at the door or the doorbell rings. If these sounds have already become a stimulus for the puppy to ramp up its behavior, it would be a good idea to enlist the help of someone to make the noise multiple times in a row, while the raiser rewards the puppy for calm behavior utilizing one of the methods below. Practicing the noise combined with Go to Bed/Hand Tether/Paw Pad many times a day, at different times of day, will result in the puppy taking the noise as a cue to control itself, either by settling on its bed or focusing on the raiser.

The preferred alternate behavior to rushing the door is for the puppy to go to a mat or bed and lie down. However, it is unrealistic to expect the puppy to be able to offer this behavior until it has a good foundation in the "Go To Bed" exercise (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Go-To-Bed.pdf).

So while building the puppy's "Go To Bed" skills, the raiser can utilize two other R+ methods to teach impulse control – Hand Tether (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Hand-Tether-Game-Guidelines.pdf) and Paw Pad Game 2 (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Paw-Pad-Game-2.pdf).

Both of these games should be part of the repertoire of younger puppies; once the pup is showing an understanding of these games they can be practiced around the door with a helper acting as the "visitor". The raiser should remember the "Three Ds" of Distraction, Distance and Duration! Initially the puppy should be kept well back of the entryway and given a high rate of reinforcement for staying in place, either on a loose leash in heel position and/or on the Paw Pad. The helper should ring the bell and come in, then leave again quickly without looking at the puppy. This should be done many times until the pup willingly stays in place without attempting to leave its position. Then the helper can come in a little further or stay a little longer. Gradually the raiser and pup can move a little closer to the door but always making sure the puppy is being set up for success. Remember positive reinforcement is about preventing mistakes from happening and rewarding desirable behavior!

If real visitors come to the door while the puppy is still being trained and the raiser feels the pup would be over-stimulated, the pup should be put on tie-down or crated while the raiser deals with the visitor.
For puppies that are reliable on the Go to Bed cue and have some duration, the game should be practiced on a mat/bed placed 8-20 feet away from the door. Initially the raiser can knock on the door, quickly followed by the "Go to Bed" cue. The pup should be heavily reinforced for going to the bed/mat and duration gradually introduced. Then a helper can pretend to be a visitor while the raiser reinforces the pup for making the choice of going to its bed when there is a knock on the door. Eventually the
knock/ring will become the puppy's cue to go to its bed!

Manners Around Guests
If the puppy is not ready for long periods of staying on its bed, or as an alternative to being on its bed, the raiser can practice rewarding for calm behavior with the pup on leash next to the raiser:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Food-Reward-for-Calm-Behavior-Guidelines.pdf
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Settled-Behavior-in-the-Home.pdf

Once again, it will be much easier for the pup to settle if the guests ignore the puppy.

Only when the puppy has demonstrated consistently that it can be calm and ignore guests may the guests interact with the puppy. For some puppies this may mean months of practice before they have earned the privilege of interacting with guests. When the visitor greets the puppy they should be low- key and be ready to increase the distance away from the pup if it becomes too aroused. It is recommended that the raiser keep the pup on leash and/or utilize the Paw Pad and dispense a very high rate of food reward to keep the puppy's focus on the raiser. Gradually the food rewards are slowed and given more intermittently for the puppy keeping "four on the floor" and remaining calm.

As the pup progresses through training and matures, it can be given more freedom around guests but the raiser must be prepared to return to "training mode" should the pup's behavior escalate.

The most challenging aspect of teaching a GDB puppy to be calm with visitors is controlling the behavior of the visitors! That is why it is highly recommended that these games and exercises be practiced with helpers (other club members going to each other's home would be ideal!) before expecting the puppy to be well-behaved around guests. Better to put the pup on tie-down or in a crate than risk it practicing inappropriate behaviors.

If the raiser feels the puppy is continuing to be overly-aroused at the door or around guests the leader should be informed so that a behavior plan can be initiated for the puppy.

Guide Dogs for the Blind

Food Containing Toys for GDB Puppies

Toys that contain food can be a useful tool in helping puppies learn to settle. They also give higher-energy puppies something to do when the raiser cannot give them sufficient stimulation in other ways. Only the toys listed below may be used with food. There are many food-dispensing toys on the market but most are not safe and/or not practical for GDB puppies. These toys have been tested extensively and although they are very durable, care must always be taken with any type of toy left with a puppy. Black Kongs are stronger than red Kongs but some pups can destroy even black Kongs (and may be especially motivated to do so if there is food inside!)

Stuffed Kongs
Permission is not needed to utilize food-stuffed Kongs with puppies under 16 weeks of age so long as the guidelines below are followed. Raisers of puppies over 16 weeks of age should receive permission from their leader to utilize food-stuffed Kongs. Usage should be noted on the monthly report and communicated to the CFR. The puppy should be weaned off the stuffed Kong as it matures and/or the behavioral reason it was utilized for is resolved.

Situations where a stuffed Kong may be beneficial:

- Introducing puppies to being left alone in a crate
- When riding in vehicles for nervous puppies
- As part of a behavior modification program for puppies with anxiety in the crate
- In an ex-pen or on tie down at work with a higher energy puppy

Stuffing the Kong
The puppy's regular kibble should be soaked and stuffed into the Kong. For young puppies, or to get an older puppy interested in the stuffed Kong, it should not be frozen as this makes it harder for the pup to get the kibble out causing the pup to lose interest. Once the puppy is enjoying the stuffed Kongs, the kibble should be lightly soaked before inserting and the Kong frozen. If the kibble is just lightly soaked small pieces will fall out as it defrosts making it more enticing than a 'block' of food in the Kong which may be hard for the pup to reach and discouraging.

The amount of kibble used should be deducted from the pup's normal feeding ration.

Very occasionally, a puppy with lower food drive will have no interest in a kibble-stuffed Kong. The CFR may give permission for higher value food to be used, such as canned dog food (following guidelines for unfrozen/freezing above). Peanut butter may be used but a no more than a tablespoonful and care must be taken that the product does not contain Xylitol, an artificial sweetener that is poisonous to dogs.

When higher value stuffings are used it must be noted on monthly report. The puppy should be gradually weaned off the higher value stuffing to regular kibble.

Consideration should be given to puppies with sensitive GI systems when looking at alternative stuffings. Raisers and leaders should check with the CFR for suggestions.

The Wobbler

The “Wobbler” is made by the Kong Company and can be purchased at most pet stores or online. The smaller size should be used for puppies 25lb and under and the large size for puppies over 25lb: https://www.kongcompany.com/dog/play-type/interactive/wobbler

Raisers should receive permission from their leader to utilize the Wobbler. Usage should be noted on the monthly report and communicated to the CFR.

The Wobbler may be used in a plastic crate but is noisy and creates movement so a stuffed Kong is a better choice in that situation. It is not recommended for use in a wire crate or on tie down due to the scattering of kibble. Ideally the Wobbler would be utilized in an x-pen or dog run. The leader may use discretion and in some situations allow use of the Wobbler in other small, uncluttered, enclosed areas- such as a patio or picked up bathroom.

The puppy’s regular kibble is the only food that may be placed in the Wobbler. The amount of food used in the toy must be deducted from the puppy’s meals and should not exceed the amount the puppy would normally be fed.

Some types of kibble are small and the hole that the kibble is dispensed from is so large that too much food escapes at once. The hole can be made smaller by partially blocking it with duct tape *on the inside* of the Wobbler. Duct tape should not be placed on the outside tempting the pup to pluck it off!

Care should be taken to tighten the Wobbler firmly so that is does not become unscrewed as the pup is playing with it. If the puppy gnaws on the Wobbler, or persists in getting one apart, the CFR should be consulted.

Like any toy, the Wobbler should be checked regularly for wear and tear and discontinued if the puppy is chewing it excessively.

The Mango
The Mango is available on Amazon: https://www.amazon.com/M-C-works-Aggressive-Chewer-Dental-Indestructible/dp/B082R2H9ML

This toy can be loaded with food in two ways: small kibbles can be inserted to fall out when the toy is moved around, or the grooves can be coated with a soft/sticky food. Soaked and mushed up kibble (to make a paste) will work, but for puppies with lower food drive, peanut butter or canned dog food may be used. As with stuffing the Kong, CFR permission is needed to utilize higher value food. For puppies on a restricted diet due to GI issues, canned i/d may be used. The Mango should be soaked and well washed after each use.

The Mango is for unrestricted use with puppies 16 weeks and under, with uses similar to the Kong. It is not approved for puppies over 16 weeks except as noted below.

For Husbandry
The Mango is a great tool for use in husbandry such as grooming and nail trimming. Leader permission is needed for use as a husbandry tool with puppies over 16 weeks and it should be noted in the puppy’s monthly reports. Puppies that are uncomfortable/sensitive to e.g., ear cleaning, vet exams, nail trimming, may tolerate the procedure better when distracted by food smeared on the Mango. Classical conditioning is also occurring when the Mango is utilized this way so that future handling is more likely to be well tolerated by the puppy. The puppy should be gradually weaned off the necessity of the Mango and the CFR consulted for guidance if discomfort with this type of handling continues.

Guide Dogs for the Blind

Confinement

Fencing, Kennel Runs, Crates, X-Pens and Tie-Downs

Fencing and Dog Runs

- Yard fences should be a minimum of five feet in height and secure enough to prevent escape.
- Young puppies should not be left unattended for the following reasons:
    - The average yard may contain poisonous plants.
    - Many young puppies will chew when left alone and may ingest something that could be poisonous or could cause gastrointestinal obstructions.
    - Many young puppies learn to dig when they are left unsupervised in a grassy area.
    - Puppies left alone in a fenced yard are susceptible to being stolen.

Older pups that are no longer prone to scavenging may be left in a fenced yard when a responsible person is at home to check on the puppy frequently.

If the fence is not 100 percent secure, or the puppy is too young to be trustworthy loose in the yard, a kennel run (preferably covered) is useful. The following are some recommendations for kennels:

- The kennel should be at least six feet wide, twelve feet long and six feet high.
- The kennel run must be clean and dry.
- The puppy must not be able to dig out of the kennel run. Rubber horse stall mats or large cement stepping stones placed side by side make an inexpensive, puppy-proof, non-permanent kennel floor.
- Shade and water must always be available.
- A warm, dry dog house must be provided for the puppy when it is outside in the kennel.
- A clip should be used to prevent the puppy from accidentally opening the latch.
- Temperatures over 85 degrees and below 30 degrees, including wind chill, can be life threatening. Raisers should be aware of the weather when kenneling the puppy in yard.
- Female puppies that are in season should not be left in the kennel run unattended.
- Puppies left alone in kennel runs, even within a fenced yard, are susceptible to being stolen.
- Puppies should not be left in a kennel run all day while the raiser is at work or school.

Teaching the puppy to accept being placed in a kennel run for one to four hours at a time (with someone home in the house) is good preparation for coming back to the GDB kennel. Puppies should be introduced to the run gradually, with the raiser close by to reward the puppy for quiet behavior at first. Giving the puppy a novel approved toy or bone will help it settle in the run. Feeding some meals in the run will also give the pup a positive association with being confined.

The Crate

See document “Crate Introduction”

- A crate is an excellent aid in teaching proper home behaviors and containing the puppy when it cannot be supervised.
- The crate can be of the plastic airline type or a wire crate. The plastic crates are probably best with a young puppy for ease of cleaning.
- The crate should be large enough for a puppy to stand up, lie down and turn around in it, but small enough so that a puppy does not feel comfortable soiling in it. Too big a crate will allow the pup to sleep in one end and use the other as a toilet – defeating the purpose of crating. Some puppy clubs have different size crates to loan out as a smaller crate facilitates housebreaking.
- The crate should be kept clean and dry.
- Approved toys such as Nylabones™ can be placed in the crate with a young puppy.

- See document Crate Bedding for guidance on appropriate bedding to avoid ingestion.
- Puppies should not be left in a crate for more than four hours maximum other than overnight. It is not acceptable for the puppy to be crated all day (even with a lunch break) while the raiser is at work or school.

The X-Pen
An X-pen (exercise pen) is a portable pen that consists of wire panels that are connected together. When not in use it can be folded up and readily stored. When set up it can be formed into a circle or a square. X-pens come in 24, 30, 36, and 48-inch heights.

- Any pup over 25 pounds should not be confined in a pen ***without explicit approval from the CFR***, and the minimum height of the pen should be 36 inches. The correct size to use would depend on the age and size of the dog.
- X-pens should be used in the same fashion as a tie-down – ***in a supervised situation only***.
- X-pens are useful to close off an area of the house (e.g., the kitchen) or for making a large area smaller. This can limit the pup's access to puppy-proofed areas.
- X-pens should not be used in place of a run or a securely fenced yard, as unsupervised puppies can get hurt by getting caught in the opening or between bars.
- X-pens can also topple or collapse. To use the pen correctly, it should be secured to a wall by bungee cords or straps attached to eyebolts.

The Tie-Down (Tethering)
The tie-down is used to teach the puppy to calmly accept remaining in one place. It is often a convenient alternative to an x-pen or crate. **The puppy should never be left unattended on a tie-down.**

- Tie-downs are plastic covered metal cables with clips on each end - one for the pup's collar, one for a ring in the wall. They should be at least 30 inches in length, long enough to permit movement. Your puppy should be able to stand and turn around comfortably.
- Tie-downs should be short enough to prevent tangling and to discourage relieving. If the pup is tethered with too much freedom it may relieve indiscriminately.
- Too long a tie-down may cause injury if the pup suddenly runs to the end of it and gets jarred.
- The leash should not be used (even temporarily) for a tie-down. If a pup chews on a leash it may become a habit.
- A safe, visible spot should be selected to attach the tie-down. Good places for fastening a tie-down are into the studs in a wall, to a couch, a heavy table or bed.
- The tie-down should be in an area where the puppy can be observed 100 percent of the time.
- Ideally there should be several secure places to attach a tie-down in the home.

Introducing the Tie-Down
The puppy should not be attached to the tie-down until it has been in the home for several days and is comfortable on leash and knows how to take food politely from the hand.

- The first few times the puppy is put on the tie-down the raiser should stay right next to the puppy and quietly reward it with kibble for calm behavior (see documents "Food Rewards for Calm Behavior" and "Teaching Settled Behavior in the Home".
- The puppy should be given an approved chew toy when the raiser leaves the pup's side.
- Care should be taken to ensure the pup knows it is tethered – the raiser holding onto the tie-down and gradually letting go prevents the pup from bolting to the end of the cable and jarring itself.
- The raiser should stay close by and occasionally hand the puppy a food reward when it is relaxed.
- If the puppy whines or pulls on the tie-down it should be ignored.
- Introduction should be for short periods with the raiser close by when the household is not busy. Distractions will add to the challenge of teaching good tie-down behavior.
- The puppy should not be released from the tie-down unless it is calm and quiet.
- If the puppy does not accept the tie-down after several days of introduction, the leader should be consulted.

Guide Dogs for the Blind

Puppy Raising Department

Crate Bedding Guidelines

Bedding in the crate provides a warm, cozy place for baby puppies to snuggle up when they leave their littermates. Many older puppies also appreciate a soft surface to lie down upon when crated. We want our puppies to be comfortable, but safety, and the prevention of undesirable habits, is important. These guidelines will help ensure that our puppies can continue to enjoy the benefits of bedding in their crates.

- Bedding may be left in the crate, even when the puppy is unsupervised. Suitable chew toys may be made available to help prevent chewing on bedding.
- For puppies that exhibit a high level of stress/anxiety when crated, adding protocols, such as the Treat & Train Protocol, is encouraged. Speak to your PFM about suitable options.
- It is not necessary to wean the puppy off crate bedding, however, as the puppy matures it may go through an intense chewing phase. Puppies should be periodically monitored, and bedding checked regularly, to ensure ripping and shredding isn't occurring. To prevent ingestion, puppies that do start chewing on bedding should have the bedding removed.
- Some puppies, just like some people, tend to 'run hot'. These puppies, and those being raised in warmer climates, may not appreciate bedding in the crate. If the bedding is constantly being pushed to one side of the crate (and not being used as a 'nest') then it should be removed.

Types of Bedding

- Bedding should not lend itself to shredding/ingesting. Certain types of bedding are more appealing than others when it comes to oral behaviors. Seams, stitching, loose weaves, bolsters, and texture that lends itself to plucking, should be avoided. This precludes most available dog beds, even most 'ballistic' dog beds are not chew proof and are quite expensive. We recommend fleece fabric purchased inexpensively from any fabric store e.g.: https://www.joann.com/fabric/fleece-fabric/
- Blankets cut from fleece fabric do not need stitching/hemming and can be easily washed.
- Alternatively, the fleece pads we have available in the gift shop are conveniently cut to size: https://store.guidedogs.com/fleece-rug.html
- Plusher fleece, such as the pads and the 'faux fur' available at fabric stores, lends itself to plucking by puppies. If the puppy tends to pluck at the longer fleece, it should not be left alone with this type of bedding in the crate. If in doubt, stay with regular fleece fabric.
- Larger pieces of fleece can be folded over to make a thicker, heavier 'bed'. Inexpensive fleece blankets with the hemmed edging/seam cut off (the part most likely to attract chewing) also work well.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – August 2017

Crating Issues

Occasionally we have young dogs arrive on campus that display anxiety when crated. Some may balk at going into a crate and some may enter willingly but then show signs of stress in the crate. When we look back at the dogs' history, we see that they were successfully crate trained as youngsters; so why are they avoidant of/uncomfortable in crates when they come to campus?

Possible causes of negative crate behavior and how to address them:

The puppy became reliable in its house behavior so the raiser stopped using a crate to confine the puppy.
The puppy should continue to be crated for several hours at a time throughout its raising. This should include daytime crating, not just when the raiser is in bed. The pup should be crated both when people are at home and when left alone. It should be accustomed to being confined with people in the same room and with people in other rooms that can be heard but not seen. Continuing this type of training at least four times per week until the puppy returns for training is recommended for a guide dog puppy.

The puppy was only exposed to one or two crates with its own scent in the crate.
Sometimes, if a pup has not been traded or puppy sat frequently, it may balk at the odor of other dogs in a crate. Puppies should be socialized to different crates utilizing a food reward for entering the crate at first to set the puppy up for success. See "Crate Introduction Game":
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Crate-Introduction-Game.pdf

The puppy has only been crated in one type of crate.
Wire crates are convenient and cooler than a plastic crate but GDB puppies are more likely to be crated in a plastic crate on campus and in the graduate's home. The noise and rattle of a wire crate is good preparation for riding in the training vans. Exposure to both types of crate as a youngster is beneficial.

The puppy has not learned to accept crating in different areas or with a lot of activity going on around it.
Once again, trading and puppy sitting makes for an adaptable puppy that will settle in a crate in novel environments. Being crated in different home and work situations (with a food-laden Kong at first) is excellent practice for a puppy. Leaders should also have club meetings where some raisers work on crate behavior while other puppies are being actively trained on Paw Pad games etc. Keeping the crated puppies well reinforced with kibble dropped into their crates is good preparation for the busy campus environment later on.

Preparing for the Training Van
GDB puppies should be prepared for riding in the training vans by traveling in a crate in a vehicle on a regular basis. This doesn't mean that the pup has to be crated every time it rides in a car; we want them to be comfortable riding on the floor of a vehicle too. We also recognize that not everyone has a vehicle capable of accommodating a crate. Giving every puppy the opportunity to experience riding in crates in different vehicles can be a club project.

When puppies are traded/puppy sat frequently they will be exposed to riding in different vehicles; probably some novel vehicles will also have crates.

A club meeting can be held in a large parking lot with raisers taking turns giving puppies rides crated in different vehicles. To ensure a positive association a food-laden Kong can be placed in the crate and/or kibble tossed into the crate before loading the puppy. Obviously considerate driving is a must for inexperienced puppies!

Wire crates rattle and can be slippery. Exposure to wire crates in a vehicle is recommended but a sensitive puppy may need to habituate to a wire crate at home before being asked to ride in one. Placing a towel or rubber mat on the floor of the crate to prevent sliding is acceptable if someone can watch the puppy for chewing. Otherwise taking the tray out of the crate may actually be more comfortable for the pup than sliding around.

It has been found that keeping the vehicle very cool is conducive to settled, comfortable puppies. This may mean the human occupants have to turn up the air and wear a jacket!

Much more information on introducing puppies to riding in vehicles both crated and on the floor can be found in the section Teaching the Puppy to Ride Calmly in Vehicles in the “Socialization” document online: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Socialization.pdf

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – November 2019

Settling Behavior

We have had a number of dogs dropped from training in recent months for poor behavior on tie-down and when crated. Although the Training Department will work on these behaviors, tie-down and crate behaviors are more challenging to work on in a kennel environment and are necessarily time consuming. These skills are more successfully addressed at a younger age in the puppy raising home. It is imperative that our puppies learn to settle both when left alone and with people at home.

Crate Behavior
Here is a link to a Ruff Notes from a couple of years ago addressing crate behavior:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-8.17-Crating-Issues.pdf

Any whining, howling or barking in the crate after the puppy is about four months old is behavior that should be brought to the attention of the CFR. The CFR and leader consulting together can come up with a training plan appropriate to the individual puppy and situation. The CFR may decide to utilize a number of techniques including various R+ training tools such as food-dispensing toys. Once the puppy is settling well in a crate at home, it should be traded around to different home environments to help it generalize good crate behavior. It is essential that practice in the crate continues on almost a daily basis until the puppy is recalled for training. Particular attention should be paid to ensuring that the puppy is capable of settling in a crate in one part of the home while family activities happen in another part of the home. This practice will help prepare the puppy for the busy kennel environment.

Tie-Down Behavior
Here is a link to the document on introducing the tie-down (and crates, x-pens) from the manual:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf

Puppies should be relaxed and quiet when tethered in the home, at the office/school and in puppy sitter homes. Gradually the puppy should learn to accept tethering even in busier households/work situations but introduction of challenges/novel situations should be gradual. The raiser should also practice stepping out of sight of the puppy, at first very briefly, then building up to several minutes. At no point should the puppy be left unattended on a tie-down but the raiser listening from another room close by is good preparation for a “real life” work environment.
If a puppy over 4 months old is not settling when tethered (vocalizing, lunging, chewing on cable or on self/other non-approved items) the CFR should be consulted. Again, the CFR and leader consulting together can come up with a training plan appropriate to the individual puppy and situation. The CFR may decide to utilize a number of techniques including various R+ training tools such as food-dispensing toys.

X-Pens
X-pens can be very useful for confining a puppy when someone is home. Guidelines:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf

The puppy that is able to settle in an x-pen will be more adaptable and should make the transition to a kennel run more easily. X-pens are sometimes used on campus to confine dogs close to work areas where the dogs can watch what is going on and can be supervised by CWTTs.
The ability to settle in a variety of environments is an essential skill for a guide dog candidate. Please be sure to communicate with your CFR if the puppy is having difficulty in this area. Early intervention will enable us to ensure that the puppy learns to be comfortable and relaxed when confined away from its handler.

Guide Dogs for the Blind

Crate Introduction Game

Goal Behavior
The puppy willingly enters the crate on cue and settles calmly. When the door is opened, the puppy waits until invited to exit the crate. Duration will be achieved in increments; the goal is for the puppy to be relaxed and quiet in a crate, with or without people present, for several hours and/or overnight.

Training Session Objectives
Build a strong reinforcement history for entering the crate and remaining quietly in the crate for increasingly longer periods of time. In early sessions, the raiser will remain in sight but will eventually step out of the room for brief periods, returning to reward the puppy for quiet, calm behavior. Continue rewarding calm behavior in the crate and gradually expand the time between rewards. Approved food-stuffed toys can be utilized if the raiser needs to leave the puppy for a prolonged length of time that the puppy has not been prepared for. Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on use and seeking permission to offer toys containing food.

Prerequisites
Puppy is relieved and not too hungry, which might make him frantic and unable to settle.

Session Set Up
- Crate should be placed in an area where the puppy will not feel abandoned but where there is not a huge amount of activity that might stimulate the puppy. A quiet corner of the living room or bedroom is ideal.
- Crate should be an appropriate size for the puppy. If using a wire crate, cover it for training purposes which will enable an easier transition to a plastic crate. (Some pups only trained in a wire crate may need some retraining in a plastic crate.)
- Crate may need to be placed on a pad of some kind if the flooring underneath causes the crate to slide or makes it too noisy and scares the puppy.

Food rewards should be puppy's regular kibble unless instructed otherwise by CFR.

Reading / Video reference
Video will be available soon.

Steps
Note: We are not marking for the puppy entering or being in the crate. We are utilizing classical conditioning – teaching the pup that the crate is a great place to be by associating it with food. This is similar to "Food Rewards for Calm Behavior".

1. Start with bottom half of crate. Let the pup see you have food. Lure into crate and place kibble successively deeper into the crate so he goes further in. After initial introduction food will always be placed at the back of the crate. When pup turns around, meet him before he exits and give him several pieces of food. Do not feed when he comes out of the crate. (When in the vicinity of a crate, food only happens in the crate).
2. Wait until puppy steps into crate bottom then throw kibble into back of crate. Don't move the hand to food bag until the pup steps into the crate. When pup turns around meet him before he exits and give him several pieces of food. Do not feed when he steps out. Quietly drop a kibble into the back of the crate as he's exiting so that a kibble is already there for him when he steps into the crate again.
3. Add the top half of the crate secured to the bottom half but still with no door. Ideally an assistant can place kibble in the back of the crate unseen by the puppy. Handler can unobtrusively place the kibble

with one hand while feeding the pup with the other hand at crate entrance. Puppy goes in, eats kibble, turns around and receives several food rewards at crate entrance.

4. Do not preset food in the crate. Wait until puppy chooses to go into the crate. Wait it out, he probably will go in. Reward after he turns around before he exits the crate. Occasionally drop some food in the back of the crate while puppy is already inside.
5. Put the door on the crate, wide open. Have an assistant place a kibble in the rear again or pre-load the crate yourself. If he doesn't go in after a while, move away from the crate (the pup has lost the opportunity for a reward.) After he turns around in crate, feed at open door before pup exits. If pup is hesitant to come out, lure a few times with kibble. Repeat several times.
6. As pup is waiting at crate entrance to be fed, close door and feed through door five or six times. Then delay feeding for four to five seconds and feed several pieces again. Repeat several times. Increase duration. Hold the gate closed so that he doesn't push it open. Feed several pieces at entrance when you open the door and before he exits.
7. Now latch the door and repeat as above. Increase duration between feedings to ten to twenty seconds.
8. Handler walks away from crate, returns, feeds through door. Do this multiple times with varying, unpredictable duration. Set crate near a doorway so handler can go out of sight briefly.
9. Increase noise/distraction when away from crate.
    - Return and reward after shorter duration when first introducing noise/distraction.
10. Put the puppy in the crate and leave the room, return to praise and feed intermittently. Continue to reward randomly for quiet, calm behavior in crate.

Key Points

- Add the verbal cue only when the handler is certain the puppy will enter the crate.
- Do these games fifteen minutes before bedtime to tire pup's brain before bedtime.
- Give the puppy a food-stuffed Kong if he has to be left in the crate for more time than he has been prepared for (see guidelines for Food Containing Toys: Stuffed Kong and Wobbler).
- If the pup does not want to exit the crate, let 10 seconds go by, then offer food.
- With this foundation laid, if puppy persistently barks for attention, correct with a long line through the crate door as described in the manual.

Guide Dogs for the Blind

Home Alone

An essential part of a GDB puppy raiser's job it to teach the puppy good house manners. As the puppy matures it should be introduced to being left alone loose in the home without being destructive or distressed. The goal is to send a young dog into formal training that is reliable in the house if left unattended for a couple of hours. Some dogs may only reach half an hour alone in one puppy-proofed room; others may be reliable for several hours with freedom in the whole house. The dog's individual temperament will affect how quickly it can be left "home alone." (See document "Final Goal Behaviors")

When the young dog comes into the GDB kennels for formal training there is little opportunity for the trainers to proof house behavior. The dogs may be tested for short periods in home settings but there is no time, or opportunity, to teach these dogs what they should already know about living in a home. The instructors trust that the youngsters come in for guide training knowing how to behave in a home environment even when left unattended.

Reference documents for teaching house manners:

- Teaching Good House Behavior
- Preventing Destructive Behavior
- Teaching Settled Behavior in the Home
- Preventing Counter Surfing

Before Introducing "Home Alone" (not crated, alone in the house)

- If the puppy still attempts to pick up inappropriate items or is investigating food smells etc. in the raiser's presence, then it is not ready to be left alone.
- The puppy should show calmness and reliability as the raiser moves from room to room around the house. Puppies still needing direct supervision are not ready to be left alone.
- The puppy should no longer need a drag-line to prevent or interrupt undesirable behaviors.
- It is difficult to say at exactly what age the puppy should be left loose in the house because much depends on the individual pup's propensities. We do not want to risk the puppy engaging in inappropriate behaviors so it must prove that it is ready; for some pups this may be as young as 6-7 months and for others it may be as late as 12 months.

First Steps

- A room that the puppy is familiar with should be chosen for first times alone. Leaving the pup in a less familiar room may cause anxiety leading to chewing behavior.
- If the pup is respectful of X-pens and/or baby gates these can be utilized to cordon off open areas in place of closed doors. (Only to be used if the raiser is present in another part of the house.)
- The room/area should be picked up so that nothing tempting or dangerous is available for the pup to chew on.
- The pup should be exercised, relieved, calm and relaxed before being left.
- The pup may be given a new or favorite approved toy to keep it occupied.
- At first the raiser should just nonchalantly leave and go to another part of the house.
- The raiser should return after just a few minutes in the same relaxed way. The raiser should come and go a few times if the pup seems comfortable.
- Praise should be kept low key; too much excitement upon the raiser's return will create anticipation the next time the raiser leaves and can actually lead to behavior issues.
- Once the pup is comfortable alone while the raiser goes into different areas of the house for five minutes, the raiser may go outside into the yard.

The amount of time alone should be built up slowly. Short, frequent practices make it a positive learning experience for the puppy. Should the puppy get into something when left, the raiser should do some set-ups with that temptation when present or when in another room close by. Small bells attached to the object or placed in a garbage can, will alert the raiser to the puppy's transgression and the raiser can immediately give a verbal interrupter, "Ay!" from the other room. Puppies with busy natures need especially thoughtful introduction to being home alone!

Going to the mailbox or doing yard work are good opportunities for raisers to practice leaving the pup alone in the house. Raisers should be aware of passing time and only gradually give the pup more responsibility around personal belongings.

The first few times the raiser actually drives away and leaves the pup loose it would be wise to go back several steps in the training (e.g. leaving for only a very short time in one puppy- proofed room). Many dogs are unsettled when the owner drives off without them until they realize that someone will be back shortly. This would also be a good time to give the pup that novel toy to occupy him. If an individual puppy finds it very difficult to settle when the raiser is gone, the CFR may recommend a food-stuffed toy.

Some puppies will take longer than others to be trustworthy house dogs and really busy pups are the most challenging. Some pups will seem to do fine for several months then have a regression as they go through an adolescent stage. In this case raisers are advised to go back to using a crate and training set-ups with careful re-introduction of home alone at a later time.

Guide Dogs for the Blind

Preventing Destructive Behavior

The focus for developing good home behavior should be on rewarding the puppy for appropriate behaviors when it is loose in the home. When the puppy cannot be supervised it should be confined to a crate, x-pen or tie-down. Puppies should leave household and personal items alone and only interact with appropriate dog toys. If puppies are taught to ignore inappropriate items, they will be less likely to be destructive.

Goal Behavior
The puppy can be left alone in the house with access to multiple rooms without picking up inappropriate items or exhibiting destructive behavior. Upon recall to campus for guide training, the puppy should be reliable when left in at least one room for a minimum of thirty minutes. Ideally, the puppy should be capable of appropriate behavior when left loose in the whole house for several hours. (See document “Final Goal Behaviors”)

Prerequisites
Puppies should have an introduction to ground tether, hand tether and collar cues prior to starting the following exercises. In the tethering exercises, puppies should consistently and reliably redirect their focus from distractions back to the handler, or away from the distractions.

Preparation
Suggested items

- For puppies under 12 weeks of age – appropriate toys and inappropriate items (e.g. tissue paper, magazines, books, a dryer sheet), 6 foot dragline or light-weight leash.
- For puppies over 12 weeks – use a longer dragline (12 – 20 feet as necessary.
- A bait bag ready with enough kibble for the training session.

With the puppy confined in a crate in another room, the raiser should scatter several of items in small area of the room. There should be sufficient distance between items so that the puppy views them as separate items and there should be sufficient space to maneuver between items.

Initial Sessions - Getting Started

- The puppy should be taken from its crate with a leash attached to the flat collar and encouraged to walk into the area that has been prepared.
- While the raiser continues to hold the leash, the puppy should be given an “Okay” to allow it to investigate the items on the floor.
- Verbal praise should be given when the puppy shows interest in an approved toy. Physical praise may be used as well.
- A brief investigation of an inappropriate item is OK and should be ignored.
- If the puppy intentionally avoids an inappropriate item, the behavior can be marked with a “Nice” and reinforced with food reward.
- If the puppy attempts to pick up an inappropriate item, the handler should use the hand tether technique to prevent it. Once the puppy ceases pulling towards the object, the handler may mark the behavior and deliver food reward. The puppy should be allowed to continue to investigate the items on the floor for a few minutes.
- If the puppy makes incorrect choices several times in a row, the situation should be made easier by reducing the number of inappropriate items. More practice on tethering techniques (see Ground Tether and Hand Tether documents) might also be helpful to train desired responses.
- If the puppy stops investigating items, end the session.

Intermediate Sessions

- The puppy should have a longer dragline attached to the flat collar and the line should no longer be hand-held but dragging from the pup's collar.
- As in the first session, interactions with appropriate items may be verbally and physically praised. If the puppy approaches the handler with a dog toy, the handler may engage in a quick play session.
- Any sign that the puppy is purposely ignoring an inappropriate item should be marked with a "Nice" and reinforced with food reward.
- If the puppy picks up an inappropriate item, the handler should pick up the end of the dragline and pull the puppy in calmly. The item should be removed from the puppy's mouth in a quiet, efficient manner. No verbal or physical correction should be given. The line should be dropped again after the item is returned to the original location.
- If a puppy continues to choose inappropriate items over approved toys, the handler should revisit ground and hand tether techniques to improve the puppy's impulse control. Once a puppy is making good choices using tethering, the initial sessions can be restarted.

Proofing Behavior

- As the puppy learns to choose appropriate dog toys and leave the inappropriate items alone, sessions should model real life situations. One or two personal items can be left on the floor. Randomly scattered approved toys should also be available.
- Raisers should appear relaxed and inattentive to the puppy while actually observing the puppy carefully.
- Access to additional rooms should be given as the puppy's behavior becomes more reliable. When unsupervised access is first allowed, puppies should only be unattended for a minute or two. To set the puppy up for success, the rooms should not have any inappropriate items that might tempt the pup into making poor choices. (See documents "Teaching Good House Behavior" and "Home Alone")
- Reinforcing Appropriate Behavior Outside of Training Sessions
- If the puppy picks up an approved toy, acknowledge the good choice with verbal praise and petting.
- For pups who have greater difficulty settling: When a puppy is quietly settled with an appropriate dog toy, a food reward may be given. No marker should be used and the handler should approach the puppy to deliver the food. Frequent reinforcement of this kind will quickly teach the puppy that calm, settled behaviors are very rewarding. (See documents "Rewarding Calm Behavior" and "Teaching Settled (Calm) Behavior in the Home".)
- Once the puppy is successfully choosing only the approved dog toys, gradually reward randomly and less frequently. Continue occasional reinforcement until the puppy is considered completely reliable in the house.

Notes

- Raisers should start with inappropriate items of lower interest to the puppy. As the puppy becomes more proficient at making good choices, more tempting items may be used (socks, shoes, a toddler's toy, a paper plate with the scent of food).
- It is helpful to conduct the training sessions in different rooms of the house to help the puppy generalize good behavior to all rooms and locations.
- Raisers should not play games of chase and possession with puppies, as this will promote the grabbing of any nearby item for use in the game.
- Puppies might interpret the raiser's actions to regain possession of an inappropriate item as the beginnings of a game of chase and keep away. It is important to maintain a disinterested air to prevent the excitement from escalating
- Some puppies might continue to pick up inappropriate items. In these circumstances, the use of more corrective methods may be necessary. The club leader or CFR can offer guidance and direction for raisers whose puppies continue to show interest in inappropriate items.

Guide Dogs for the Blind

Preventing Counter Surfing and Scavenging

See the document “Teaching Good House Behavior” for more information on developing well-behaved pups in the home.

Goal Behavior
The puppy will demonstrate sufficient self-control to prevent investigation of items that are on counters, coffee tables, or any other elevated surface. The puppy will not place its head or its feet on these surfaces regardless of any distractions present. The puppy will not persistently sniff the floors looking for dropped food etc.

Initial Training Session Objectives
The puppy will gradually learn to be in an area with interesting smells and objects without taking the opportunity to investigate. Exposure to food and other distractions should increase as the puppy proves reliable at each step outlined below. Each puppy will progress at a different rate depending upon its temperament and maturity level.

Prerequisites
Puppies should start this training immediately. Polite food taking should be introduced prior to this exercise. The exercises “Ground Tether” and “Hand Tether” with distractions will also help teach the puppy to ignore food and items on the floor and can be practiced around the home too.

Session Set Up
When introducing this exercise, the environment should be quiet. It should be free from activity, strong odors, toys, other pets, and food bowls. Sweeping the floor might be helpful.

- The puppy should be on a dragline.
- The puppy should be in a training mindset, the raiser can work on loose leash walking or similar exercise prior to beginning this exercise.
- The puppy should follow the raiser into the area and receive frequent food rewards for having all four feet on the floor. The raiser can judge the effectiveness of food delivery by whether the pup remains engaged but not so focused on the handler that it ignores everything else in the environment. (For this reason, we will not be marking before offering a food reward; we do not want the puppy going into “game on” mode and offering behaviors to earn rewards. Food delivery should be calm and relaxed.)
- The raiser can move around the room slowly to encourage movement from the puppy, reinforcing the puppy’s good decisions to keep its feet on the floor.
- If the puppy attempts to investigate the counter by jumping up, the raiser should step on the line to prevent it. The raiser should immediately reward the puppy when all four feet are on the floor again. It is preferable that the puppy is prevented from jumping up by timely food rewards than having to be corrected with the leash.
- Although scavenging is not desirable, it is acceptable if the puppy briefly sniffs the floor.

Teaching the Puppy Not to Scavenge in the Kitchen or Bathroom

- The puppy should only be in these environments when closely monitored until it can be trusted not to engage in inappropriate behaviors. Prevention is key in developing good behavior in pups. The environment should be clear of anything tempting to prevent any inadvertent reinforcement from occurring.
- Training opportunities and freedom in the house should be based on the puppy's age and level of progress. Just one successful episode of counter surfing or scavenging could be enough to encourage a lifetime of seeking behavior.
- If the puppy attempts to investigate a temptation, the raiser should either redirect the puppy by calling it to them or interrupt the pup with a verbal reprimand ""Ay!" With some puppies a quick tug on the dragline may be necessary.
- If a puppy has a tendency to scavenge, the leader should be contacted. Other techniques may be recommended by the leader or CFR.

Tips for Success:

- The raiser should keep these initial sessions short, positive and frequent to allow for optimal learning.
- The puppy should only be in the kitchen/bathroom environment when actively training to prevent accidental reinforcement from occurring.
- As the puppy demonstrates success, more distractions may be added.
- Raisers should remain vigilant even with puppies who have not demonstrated negative behaviors in the past.
- Puppies should be monitored or confined during busy times in the home to prevent undesirable behavior and reinforce good behavior.

Learning appropriate house behaviors is one of the most important things that a guide dog puppy needs to accomplish. A dog that has inappropriate house behavior cannot become a working guide or a breeding dog for the program. If a raiser experiences poor progress when working with a pup on house behavior, the leader/CFR should be consulted for additional help.

Guide Dogs for the Blind

Relieving and Housebreaking

Goal Behavior
The puppy readily leash-relieves on cement or other hard surface when offered regularly scheduled opportunities and in response to the “Do Your Business” (DYB) cue. The puppy is prompt in its response to the cue, relieving in less than three minutes. The puppy will wait for an offered relieving opportunity and will not indiscriminately relieve on walks, outings or other socialization experiences. The puppy is comfortable with the handler physically close during relieving and is relieved in front of the raiser. The puppy does not relieve in the house, demonstrating self-control over urinating and defecating (waits for offered relieving). Although waiting for offered relieving times is ideal, indicating a necessity to relieve when in the home is preferable to having accidents. The puppy is able to walk briskly for at least 1 mile without the need to relieve.

Initial Training Session Objectives
Each puppy will progress at a different rate depending on its temperament and physical maturity. The puppy will learn to relieve on-leash at a predetermined relieving location. The goal is to have the puppy walk by the handler’s side to the relieving area in a controlled manner, then relieve on cue in front of the handler.

Note: The puppy jacket should always be removed before offering relieving. If the puppy does start to relieve while in jacket, the raiser need not remove the jacket at that point but should resolve to anticipate the pup’s needs in the future.

Prerequisites
Raisers should start these exercises as soon as the puppy comes home. Young puppies need frequent relieving opportunities and may initially need to be carried to the relieving location to prevent an accident in route.

Session Set Up
The raiser should choose a relieving area that can be used each time the puppy is taken outside. Using the familiar area acts as an additional cue to the puppy about what is expected and may help the puppy relieve more promptly.

- Ideally the relieving area should consist of a hard surface like concrete or asphalt. Puppies come from the kennel already familiar with relieving on cement; it is advantageous to keep up this habit as the puppy matures. If these substrates are not readily available, an area can be created using premade pavers found at most Home and Garden stores.
- Packed dirt or gravel can be substituted if absolutely necessary, understanding that the puppy must be relieved on concrete/hard top regularly to keep it comfortable with those surfaces.

First Steps

- The handler should take the puppy, on-leash, to the relieving area. Young puppies in a hurry may need, at first, to be carried to the relieving area.
- As the puppy reaches the relieving area, the handler gives the puppy a release cue of “OK” and casts the puppy out in front of the handler.
- The puppy should be allowed to sniff the ground and may be encouraged to move back and forth, or in a circular pattern, in front of the handler to promote relieving.
- The handler may pivot in the center if necessary, however, the handler should remain facing the pup as it circles, teaching the pup to relieve in front of the handler. Preventing a puppy from relieving on the handler’s left side may help it understand that it is not desirable to relieve in heel position.
- The handler should not follow the puppy if it attempts to move to fresh ground; this will encourage the puppy to explore instead of focusing on the task at hand
- A six-foot radius around the handler should be sufficient for the puppy to relieve in.

- If the puppy is reluctant to move, the handler may take several steps forward and backwards or side to side, while encouraging the puppy to keep moving and stay engaged in the activity.
- The moment the puppy begins to relieve, the handler should add the cue “Do Your Business” repeating as the puppy relieves. As the pup finishes relieving the handler may choose to mark the behavior and use a food reward as soon as the pup returns from the squat to a normal position.
- As the training progresses and the puppy starts to make an association with the cue, the handler can progress to giving the DYB cue as the puppy is cast out in front of the handler, (the cue initiates relieving) rather than saying and repeating the cue as the puppy is actually in the act of relieving.

Handling Tips

- The handler may need to repeat the “Do Your Business” cue to get the puppy back on track if at any time the pup becomes distracted or loses interest in the activity.
- Generally puppies that stop moving or sit down and “star gaze” are not likely to relieve without a leash prompt to keep moving.
- Sniffing is a preliminary behavior to relieving. Handlers should be careful to watch for scavenging in young puppies, however, it is permissible for the puppy to sniff the ground in preparation to relieve.
- Preventing the pup from sniffing may accidently prevent the puppy from relieving.

Housebreaking (teaching the puppy not to relieve in the home)

Young puppies should be supervised at all times and crated when supervision is not practical. This allows the handler to watch for indications that the puppy needs to relieve and to take the puppy to the desired relieving location prior to an accident. It also allows the handler to interrupt the puppy should it start to relieve. Young puppies have small bladders and need to be offered the opportunity to relieve frequently.

Handlers should be alert to the puppy’s body language signaling that the puppy needs to relieve. This may include sniffing the floor, starting to circle intently, moving in a different manner or suddenly interrupting an activity. Barking and whining may also be indicators of the need to relieve, especially when crated.

Raisers should observe how often the puppy shows the desire to relieve and should take the puppy out on a schedule. During initial housebreaking, the puppy should also be taken out every time it signals, or indicates the need, to relieve.

If the puppy starts to relieve in the home the handler should quickly interrupt it with a startle sound such as a verbal “AY!” or a sharp clap of the hands. This is intended to interrupt the progress of the accident and to communicate to the puppy that relieving inside is not appropriate. Once interrupted, the puppy should immediately be taken to the designated spot to finish relieving. The DYB cue should be given and the puppy praised when finished.

If the puppy has had an accident in the home, the soiled area should be cleaned completely with a stain and odor remover solution such as Natures Miracle. This will eliminate any evidence of the accident and prevent the puppy from being drawn back to the area in the future.

Tips for Success:

- The raiser should keep a log tracking the puppy’s natural patterns for relieving and how long the puppy can “hold it” between opportunities to relieve.
- Water intake may need to be monitored (not restricted) to set the puppy up for success. Raisers who have concerns about the volume of water their puppy is consuming, or concerns about changes in their puppy’s drinking or relieving patterns should bring this to the attention of their leader.
- An opportunity to relieve should be offered after the puppy’s last meal of the day and just prior to crating at bedtime; this will help insure the pup’s bladder and bowels are empty.

Note: GDB veterinarians recommended free access to water for GDB puppies. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age. Although free access to water is preferable, water may be offered on a schedule to younger puppies and those challenged with urination accidents. Offering the puppy as much water as it wants to drink, at least 8 times per day, will keep the puppy healthy.

Teaching the Puppy Not to Relieve Indiscriminately On Leash

As well as learning to relieve on command, the puppy also needs to learn to not relieve indiscriminately.

- Ideally the puppy should only be relieved at home, on-leash, in the same spot, according to its regular biological schedule.
- The process of teaching the puppy this concept starts by relieving the puppy only in the designated relieving spot and taking note of the puppy's biological schedule.
- Initially limiting the number of designated relieving spots to one at home and one at work/school, if needed, can help diminish confusion in the puppy and set him up for success.
- Appropriate socialization outings should be planned based on the puppy's age. Puppies should not be taken on an outing of a duration that necessitates relieving. Outings should be planned so that the puppy can return to the designated spot at home to relieve.
- Puppies that accompany the raiser to work should have one designated relieving area at home and another designated area near the workplace.
- The puppy should always be fully relieved before setting out for a walk or socialization event. The raiser should never take a "loaded" puppy away from home! If the puppy does not relieve when given the opportunity offered, the walk/outing must be delayed until the pup has relieved or the puppy must stay home.
- Neighborhood walks should never be used as a relieving opportunity. Allowing a puppy to relieve on a walk (even if the jacket is removed) creates a negative pattern of relieving at will. This leads to confusion and relieving in harness.
- When introducing a puppy to stores and businesses, the puppy should be kept close to the entrance and only allowed in the store for a minute or so. This procedure should be followed for several weeks so that the puppy is never given the chance to relieve itself inside a store.
- As the pup matures and is able to control itself better, it can be taken inside the store/mall for longer periods but still shouldn't be taken far from an entrance.
- If the puppy does have an accident in a place of business, the handler should go back to one minute at the entrance and take time to build up the exposure again. Relieving habits form quickly and several accidents in the mall may take months of careful retraining. A general rule is that after a second accident in a particular place that place should be avoided for several months and then visited with caution, using slow introduction as above.
- A relieving accident is defined as any time a puppy indicates a need to relieve without the handler first offering the opportunity to relieve. Ideally this opportunity would be at a scheduled time in the regular relieving spot.

"Marking"

- To discourage marking behavior, handlers should always relieve adolescent male puppies away from vertical objects such as trees, bushes and the sides of buildings. Level areas without vertical objects should be chosen for relieving areas.
- Handlers should take care when walking hormonal male dogs to keep them away from vertical objects and areas where other dogs may have marked previously.
- Male pups will sometimes mark (release a small amount of urine) without lifting the leg and even sometimes while walking. Any urinating without a cue from the raiser is to be discouraged.

Accidents on Walks

It is vital that a GDB puppy learn to relieve on cue when offered an opportunity and also learn that it is not appropriate to relieve in the absence of the cue. An accident is defined as anytime a puppy makes an unplanned attempt to relieve without the DYB cue, regardless of whether the puppy is in a building/store or outside. This applies whether the puppy is in or out of jacket.

- The puppy should always be relieved at home prior to any walks or socialization outings. The puppy should be left at home if it refuses to relieve when given the opportunity in its regular relieving spot.
- Raisers should be aware of how an individual puppy indicates the desire to relieve. Some puppies slow down, balk or pull to the side.
- If the puppy indicates the desire to relieve on a walk or outing, the handler should verbally interrupt the pup and place it quickly into a sit for several minutes. This attempts to interrupt the urge to relieve and changes the puppy's focus. As the handler resumes the walk (heading for home or the car) it can often be helpful to focus on rewarding for loose leash walking, or other desirable behaviors, to help redirect the puppy's attention from relieving.

- Raisers should never follow up an indication from the puppy of a need to relieve by immediately moving several feet and providing an opportunity for the pup to relieve on cue.
- The puppy should be taken home, if possible, to complete relieving with the DYB cue in its regular relieving spot. Most puppies can hold themselves for the car ride home or at least to another designated relieving area. The time between the puppy indicating a desire to relieve, and being given the opportunity, will teach it that it must sometimes hold itself. Once home, the puppy should be praised and played with when it relieves on cue in the designated relieving area.
- If the puppy is unstoppable in a relieving accident, the handler should ignore the pup while it completes relieving and while cleaning up the accident. The handler should determine to be more vigilant in observing the puppy for warning signals in the future.
- Negative relieving habits can develop quickly. If a puppy has an accident on a walk the raiser should contact the leader immediately. Together a plan can be created to prevent a negative pattern being initiated that could lead to eventual career change.

Problem Solving Relieving Issues - When to Check With Your Leader or CFR
Ongoing relieving issues should be taken seriously as they can impede the puppy's success as a guide dog. Puppies over 5 months of age that have two or more relieving accidents in the course of their raising are considered to have a relieving issue.

Examples of more common relieving issues:

- Older puppies that are slow to relieve away from home leading to having accidents. A puppy who fully understands the cue to "Do Your Business" should be able to relieve away from home when required. There will be times when it is not practical to wait until the puppy arrives home to relieve such as puppy sitting exchanges, overnight travel and on outings longer than 4 hours.
- A puppy on a predictable relieving schedule that surprises the raiser with an extra stool on outings due to stress/excitement/stimulation. Puppies that only have accidents on outings should be monitored for signs of stress. The Socialization Guide should be utilized along with close supervision and monitoring by the leader and CFR.
- Many puppies need to have two bowel movements before they are truly empty; should the puppy be taken on an outing before it is empty it may produce the second stool when it becomes stimulated. These puppies need to be praised for the first bowel movement then immediately cast out again and prompted to finish relieving. If the raiser knows the pup has not completed relieving it should not go on the outing.
- A puppy that needs to urinate frequently, with an inability to control itself despite being cleared of any medical reason by a veterinarian. A "relieving diary" should be initiated tracking feeding, water consumption and relieving habits. Pups that tend to "tank up" should be offered limited amounts of water on a schedule (in consultation with the CFR.)
- A puppy that produces large amounts of feces leading to multiple stools per day and/or frequent urgency. Puppies that produce abnormal amounts of waste and have difficulty holding themselves may need to be placed on a lower residue diet after consultation with the CFR.

Tips for Preventing Filth Eating
Eating stools (i.e."coprophagia") is understandably an undesirable habit in both a puppy and a working guide. Young puppies may pick up, play with and even eat their own feces or that of another dog. This often starts out of boredom, but may soon become a habit. Some puppies are inherently more interested in this behavior than others however; it is much easier to prevent a habit than to extinguish it once developed.

Key points:

- Keep the area clean. The fewer opportunities the puppy has to pick up a stool, the less likely the pup will develop the habit.
- Handlers should supervise the puppy when in the yard and interrupt any interest in stools. Keeping a puppy on a dragline makes this much easier.
- If the puppy attempts to investigate a stool the raiser should redirect the puppy with a tug on the dragline.
- If a puppy has a repeated tendency to filth eat, the leader should be contacted. There are various additives on the market that may be recommended for dogs that practice this behavior. Leader and CFR approval is required before trying these products on a GDB puppy. If additives are suggested, all dogs in the household will need to be treated.

- All dogs are attracted to, and will eat, cat feces if the opportunity arises; this is not technically referred to as filth eating. Ingesting stools from the litter box can cause illness. Puppies should not have access to litter boxes.

Teaching appropriate relieving habits is one of the most important things a raiser can do when raising a guide dog puppy. A dog that relieves indiscriminately cannot become a working guide or a member of the breeding colony. If the puppy is started correctly with close attention paid to these guidelines the process is quite simple. Leaders and CFRs should be consulted sooner than later if an issue arises; not allowing the practice of inappropriate relieving is the key to success.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – October 2018

Relieving Review

Please review the document on relieving and housebreaking in the manual:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Relieving-and-Housebreaking.pdf

Some questions have come up in recent months regarding relieving surfaces and method of relieving on leash. After discussions in our Training and Behavior Standards Workgroup (comprised of senior staff in both Puppy Raising and the Training Department) we decided to try to clarify some areas of the relieving protocol for our raisers.

Relieving Surfaces
It has been noted by some volunteers visiting campus that training staff are relieving dogs on grass. We ask raisers to teach their pups to relieve on hard surfaces and avoid grass if at all possible. The instances where dogs are relieved on grass on campus may be:

- During construction when normal hard-surface relieving areas are not available for use
- During unusually hot weather when hard top is uncomfortably warm for the dogs
- When a dog has a veterinary issue and it needs to be relieved as quickly and comfortably as possible

We became aware that some campus volunteers were relieving dogs on grass or other vegetation before walking them; we are providing education for them on our relieving protocols to help them understand the importance of maintaining hard-surface relieving.

We all want our dogs to be successful and appreciate the hard work that our puppy raisers put into teaching puppies to relieve on hard surfaces. Recognizing that the pups' relieving behavior can be compromised by allowing them to relieve on grass regularly is part of education for all our volunteers. Please remind raisers that continuing to relieve pups on hard top or cement is the best way to keep up good habits in the puppy. Dirt, bark and gravel are not substitutes for teaching relieving on hard top and cement and should only be used if the choice is between these surfaces or grass.

Handling When Relieving
There has recently been some confusion about the method of relieving; some handlers cast the dog to relieve in front of the handler and some pivot in place with the dog circling the handler. We prefer that raisers use the former method however pivoting may be used if the raiser ensures that the dog remains in front of the handler when relieving. The Training Department will use both methods depending on the environment and the dog. For a client, it is sometimes inconvenient to use one or the other method (a client would not pivot but would stand in place and pass the leash behind; not something we want raisers doing with puppies as it risks teaching the pup that it's OK to relieve on the left in heel position.)

We advise that raisers teach the puppy to relieve in front of the handler as it is easier to add circling the handler later; if the pup is only taught circling to begin with, it will be much more difficult to get the pup to relieve in front of the handler.

Here are the guidelines on introducing the pup to leash relieving from the manual:

- As the puppy reaches the relieving area, the handler gives the puppy a release cue of “OK” and casts the puppy out in front of the handler.
- The puppy should be allowed to sniff the ground and may be encouraged to move back and forth, or in a circular pattern, in front of the handler to promote relieving.
- The handler may pivot in the center if necessary, however, the handler should remain facing the pup as it circles, teaching the pup to relieve in front of the handler. Preventing a puppy from relieving on the handler’s left side may help it understand that it is not desirable to relieve in heel position.
- The handler should not follow the puppy if it attempts to move to fresh ground; this will encourage the puppy to explore instead of focusing on the task at hand
- A six-foot radius around the handler should be sufficient for the puppy to relieve in.
- If the puppy is reluctant to move, the handler may take several steps forward and backwards or side to side, while encouraging the puppy to keep moving and stay engaged in the activity.
- The moment the puppy begins to relieve, the handler should add the cue “Do Your Business” repeating as the puppy relieves. As the pup finishes relieving the handler may choose to mark the behavior and use a food reward as soon as the pup returns from the squat to a normal position.

Here are some great tips from a document we put out several years ago:

Relieving Q&A

Why is it considered an accident if the puppy indicates the need to relieve if I can make him wait for a moment?
A graduate needs to have a dog that will take a given opportunity to relieve when a proper relieving area or “doggie bathroom” is presented. The grad of course will adjust to the dog’s biological need but is imperative that he has a dog that is on a dependable schedule and utilizes scheduled “coffee breaks” to take care of business. It becomes a work disruption for a dog to relieve or ask to relieve when working just as it is a disruption in a classroom setting for a student to excuse himself to use the restroom just after recess!

Why shouldn’t I let the puppy tell me when he needs to go outside?
When first housebreaking the puppy, he will need to be taken out frequently to relieve due to his bladder and bowel immaturity. As his body matures, these opportunities will become less frequent. The goal is to teach the puppy to wait until he is given an opportunity and that he needs to relieve each time he is given that opportunity. Too frequent relieving opportunities leads to a pup not “producing” when offered. Regularly scheduled relieving opportunities, becoming less frequent as he matures, are highly preferred. All growing pups are at risk of occasional digestive upsets; these and diet changes can cause them to occasionally be off-schedule. It is OK to respond to the dog subtly asking/signaling to go out (no ringing of bells, barking or other prompts please) but make sure he really needs to relieve and is not just wanting a change of scenery!

If I am on a two-mile hike, is it okay for me to give the puppy a relieving opportunity?
Guide work can involve a lot of walking and we need to prepare puppies for this. The puppy should be relieved at home first so he will be “empty” and not need to relieve on the hike or any walk for that matter. We do not want to pattern dogs to be exercise-induced relievers. I suspect most handlers do not stop to relieve themselves on a hike but likely take care of business before setting out! If the pup cannot walk two miles

without relieving then take him for shorter walks and don't attempt a distance beyond the level to which he is gradually trained to hold himself.

If the puppy relieves on walks, how am I supposed to exercise him if I was told not to take him on walks until he is accident free?
Puppies pattern behavior very quickly. If the pup has a pattern of relieving on walks, refrain from walks while the relieving process is retrained and set the puppy up for success. During this period of "house arrest" the pup is given the chance to successfully relearn doing his business when asked, without confusion.

After he has been relieved appropriately in the designated relieving spot, play tug or offer an opportunity to play with a Jolly Ball to help satisfy his exercise needs. The raiser may need to get creative in finding alternatives to the neighborhood walks; however it is very important for the puppy not be put in a situation where he will fail and have another accident while he is establishing new habits. Remember that house arrest is not meant to be punitive or long-term but rather an opportunity to relearn proper relieving habits. Walks can be gradually re-introduced once good relieving habits are established.

I really don't want the puppy to have an accident but I am worried he will go in a store, why can't I relieve him prior to going inside?
The primary "doggie bathroom" should be at home. He should be relieved prior to leaving home. Raisers who offer an opportunity to relieve each time before going into a store, may be asking the puppy to relieve over-frequently. Too-frequent relieving opportunities leads to the puppy not "producing" when offered, and consequently, poor relieving habits. If the puppy is immature and may have an accident in a business, take him fewer places until he is ready to hold himself longer. Having an additional handler who can just wait at the store entrance with the puppy, while the raiser shops, for example, is still good socialization and avoids risk of accidents.

The puppy urinated on an outing but he wasn't wearing his jacket. If he isn't "on duty" why is that an accident?
Pups need to learn to only relieve when given the cue "Do Your Business". The fact that a puppy is not in jacket does not mean he can relieve at will. Remember the jacket only identifies the puppy to the public and should not be used as a deterrent for poor behavior. Good manners are the same 24/7: no relieving without permission, no mouthy behavior, no jumping on people etc. whether or not the puppy has a jacket on!

If I don't take the puppy out because I am afraid he will have an accident, how is he supposed to get socialized?
Socialization is a slow process. Once fully relieved at home, the puppy is free to go out and about as dictated by his readiness for socialization. Over-socialization creates many relieving issues and puts a puppy in a situation that he may not be ready for.

The puppy takes forever to poop, how long should I give him to go before I just put him in a crate?
We recommend 3-5 minutes maximum. If the puppy were not distracted we would expect him to relieve within the first minute or so. The key is to keep him sniffing and circling – if the puppy is standing and staring off into space no amount of time will get him to relieve. Puppies that don't relieve should be put back into the crate (where they can't have an accident) and given another relieving opportunity later. Keeping a relieving log can really help clarify the pup's relieving patterns and provides the information needed to help him build good habits.

The puppy will go on grass easily so that is what I use when I am out and about, why is that not desirable?
Many graduates need to relieve their dogs on hard surfaces while at work or traveling. It can be difficult to find a grassy spot each time the guide needs to be relieved. Puppies enter raiser homes being most familiar with

relieving on cement. It is much easier to just maintain this pattern; once puppies get used to relieving on grass they can become pickier about their relieving surface. When the dogs return for training they are relieved on cement so it helps them to maintain that familiarity throughout puppyhood.

The puppy pees every time I take him out; sometimes it is only a quarter size puddle. Is this what my aim should be?
It's good that the puppy understands what is asked of him. However, the puppy may be receiving too many relieving opportunities and he needs to learn to hold himself for longer periods.

At what age should I expect the puppy to be accident free?
Puppies should have no more accidents after they are fully housebroken (usually by 4-5 months.) Once housebroken any more than one or two accidents constitutes a relieving problem and the leader should be consulted immediately before the bad habit becomes entrenched. Remember preventing accidents is the key!

The puppy often relieves while playing off-leash in the yard – is this an "accident"?
Technically no, it's not an accident if the pup relieves when free-running in the yard. However, if this is happening routinely and interfering with scheduled on-leash relieving opportunities, raisers might want to consider only free-running the pup after it has taken advantage of offered on-leash relieving and is "empty". If the pup is producing "extra" when free-running, and has no other relieving issues, don't worry about it.

Guide Dogs for the Blind

Dog to Dog Interaction

One of the reasons a promising puppy may be dropped from the Guide Dog program is dog distraction. Some puppies are inherently more interested in other canines. Other puppies, allowed too much interaction with dogs, associate all dogs with fun and play. This association is counter-productive for a working dog coping with the challenges of loose dogs. A guide may encounter numerous invitations to greet or play with dogs in the environment daily.

The most effective way to deal with dog distraction is to prevent it by using positive reinforcement techniques. The Ground Tether, Hand Tether, Food Rewards for Distraction and Loose Leash Walking are all valuable tools in teaching a puppy to ignore other dogs and in creating a higher value in the handler in the presence of other dogs. By utilizing these exercises around other dogs, both in the home and in public, the puppy will learn to focus on his work in preference to engaging another dog.

Puppies that are not fully vaccinated should not be exposed to unknown dogs and should avoid high traffic dog areas. Appropriate behavior around other dogs can still be practiced at home and at puppy club meetings.

In the Home
Our puppies need to learn from a young age to settle around other dogs. We want GDB puppies to focus on interacting with people and build stimulus control. Having another dog in the household can be a great way for a puppy to learn self-control around dogs. We need to encourage the pup to appropriately "hang out" with the family dog (with a family member present; pups should never be left unattended with another dog) and to resist the temptation to engage in active play.

If the puppy is over-interested in engaging the family dog, he should be worked on the food reward games consistently in the presence of the other dog. If the pet dog cannot ignore the puppy, it may need to be tethered or otherwise restrained while the puppy is being trained. Raisers should always have kibble readily available to reward the puppy for resisting engagement with the pet dog. Pets who constantly engage the GDB puppy should be kept separated from the puppy.

Guide dog puppies should not be allowed to pester pet dogs. If the pet dog is too good-natured to defend itself, the raiser should step in and re-direct the puppy.

"Hanging out" can be defined as settling quietly in the same room, perhaps with a toy, without racing around or pestering the pet dog to play. Gentle mouth-to-mouth interactions (usually while lying down), limited social grooming and trading toys can be acceptable interactions so long as the intensity doesn't increase. Racing around, rough and tumble and even gentle wrestling-type play should be discouraged. Ideally, the dogs should be ignoring each other the majority of the time.

When interactions start to ramp up it's a good time for the handler to employ the "That's Enough" cue and encourage the dogs to resume settling. Sometimes it may be necessary to separate the dogs to control the energy level.

Active play times should be supervised and limited to a few minutes and preferably not on a daily basis. Active play should never be allowed inside the home but kept to an outdoor, fenced area. The raiser should be present and ready to intervene should the play start to build in intensity. Dogs should not be left to play unsupervised. Allowing more than two dogs in the play session increases the risk of the interaction escalating and also risks injury to the puppy. Good tempered, mature dogs are more appropriate playmates than other

puppies. Puppies learn appropriate interactions from adult dogs and an adult dog can be more easily redirected if the situation becomes too rough.

Defining active play is difficult as it can be very different depending on the players! Two dogs in a yard engaging in exploring together, loping around and gentle, relaxed games of doggie chase may be acceptable between suitably matched dogs. High speed racing around, physical wrestling and "drive by" type ambushes are not appropriate forms of play for guide dog puppies. Play should not be allowed to increase in intensity to the point where the puppy is unaware of its handler. Frequent recalls for food rewards and time spent "decompressing" on leash, with food rewards for calm behavior, are good ways to maintain a level of control during playtimes.

Obsessions with other dogs can be created if the puppy is left in a pen for long periods where it can see other dogs running and playing. A similar situation can occur in a raiser's fenced yard with a neighbor's dog being the distraction. Fence running and fence fighting may promote aggressive behavior.

Developing puppies will mimic the behavior of dogs that they live with. If a guide dog puppy sees a pet dog growling and barking at other dogs it may copy that behavior.

At Puppy Meetings

Letting GDB puppies greet each other and play at meetings teaches the pup to expect interaction and discourages focus on its handler. It is alright for the puppies to visit briefly once in a while, but only with the handlers' permission and after the pup shows full engagement with its handler. The puppy must show self-control to earn the privilege of visiting after it has settled down at the meeting. Raisers should not let the puppy visit other pups at every meeting; it's not necessary and encourages distractibility. Letting the pups greet each other regularly, even after settling down, creates an expectation in the puppy which could lead to keying on the other puppies. It could also lead to patterning the behavior of remaining calm then unexpectedly lunging toward another dog.

Raisers should practice the tethering games and as the puppy matures, Loose Leash Walking at meetings. A higher rate of reinforcement than is used at home will keep the puppy engaged in the game. If the puppy is having a hard time settling at a meeting, it should be taken to a quiet corner and given food rewards for calm behavior.

A working guide will inevitably come into contact with dogs of all shapes and sizes. We want our puppies to be comfortable around different types of dogs. Exposing GDB puppies to non-GDB breeds is beneficial but the other dogs should be calm and non-reactive. An ideal way to practice Loose Leash Walking and distraction proofing around different dogs, is to have leaders arrange some club meetings with appropriate pet dogs present. Alternately, the raiser can practice the games of Ground Tether and Hand Tether with friends' dogs that are under control.

In Public

Raisers should avoid out-of-control dogs in the neighborhood and gain control of their own pup by practicing Food Rewards for Distractions and Loose Leash Walking games. It may be necessary to practice at a great distance from the other dog initially, to give the puppy an opportunity to be successful. A high rate of reinforcement will be necessary at first.

A young puppy who is shy of other dogs or has been traumatized by a bad experience will gain confidence if the other dog is lying down. It is important that the pup is not forced to socialize but receives lots of positive reinforcement from its raiser for accepting the presence of the other dog. The other dog may have to be kept a good distance away initially, while the puppy is rewarded for calm behavior. Once the pup is comfortable, it can be encouraged to visit with the mentor dog but only on the puppy's terms. Sometimes it may take several weeks of positive reinforcement (food rewards from the handler) before the puppy is comfortable enough to allow the presence of another dog close by.

Occasionally a raiser will find himself in a tight space with no way to avoid leashed dogs, such as at a vet's office or on a crowded sidewalk. This would be a good time to utilize the "Emergency Lure" technique to focus the puppy's attention fully on the food as the dogs are passed by. This is not a technique for every day; such

situations should be avoided whenever possible. The Emergency Lure is very useful to prevent the puppy from engaging with other dogs in close quarters but is not a training technique; if a raiser is utilizing this technique on a regular basis, the puppy's socialization schedule needs to be reconsidered.

See document and video on "Emergency Lure"

Loose Dogs

Raisers should stay alert when walking their puppy and change direction if a loose dog is seen. Sometimes running into a loose dog is unavoidable. If this happens the handler's reaction can help or aggravate the situation. Often the loose dog can be persuaded to go home by the raiser bending to pick up some pebbles - any street-wise mutt knows what is coming next! If, however, the raiser is taken by surprise and cannot escape the situation, the best thing to do is encourage the guide pup to relax and be friendly. Yelling at the stray may incite the puppy to join in and teaches him to be aggressive to off-leash dogs. Tightening the pup's leash telegraphs tension; making him feel trapped and defensive. Struggling to make the pup stay may cause the loose dog to "help" you discipline the puppy! If the handler relaxes the leash, says "OK "and chats confidently, the dogs will relax too. Most dogs will give the pup a good sniff then leave.

Tip: Throwing a handful of kibble on the ground for the loose dog to eat will often distract it long enough that you can escape!

A guide dog puppy may become defensive toward other dogs if it inadvertently has a bad experience. A pup that has been 'jumped' by another dog should be socialized very carefully thereafter to help gain its confidence. Once again the placid, non-threatening pet dog is the ideal socializer.

The raiser should avoid routes where loose dogs frequent and/or enlist the help of the dogs' owner and perhaps the local Animal Control.

A guide dog puppy going into formal training ideally is comfortable in the presence of all types of dogs without being overly interested in them. If you feel you puppy is not receiving sufficient exposure to other dogs speak to your leader and/or CFR for suggestions for further socialization opportunities.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – June 2017

Fear of Dogs and Dog Distraction

In the last month, we have had several dogs dropped from training due to fear of non-GDB dogs encountered on route. This is a sudden increase for this behavior. While this spike may be an anomaly, we want to make sure raisers are proactive about appropriately socializing puppies around many different breeds of dogs. Appropriate socialization also helps with dog distraction, which, as we all know, is a more frequent reason for career change. We would like to help raisers prevent dog distraction in our pups and ensure that our pups are comfortable around different breeds – including those little yappers!

As a reminder, here is what the "Final Goal Behaviors" document says about distraction:
***Ideal**: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.*
***Acceptable**: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.*

A GDB pup that pulls toward, lunges at, and/or vocalizes in the presence of other dogs is distracted. Even keying (staring) at other dogs or checking back repeatedly after passing another dog may be too much dog interest. Casually noticing other dogs is normal behavior.

A GDB pup that hackles, avoids, cowers, tail tucks or otherwise shows discomfort around other dogs needs help gaining confidence in their presence.

Two documents from the manual have a lot of information about dog interaction and preventing dog distraction:

The "Dog to Dog Interaction" document:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf

This document on working with puppies around distractions:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Working-with-the-GDB-Puppy-Around-Distractions.pdf

Additional Tips

- Have raisers bring baby pups to meetings hungry, even missing the meal before the meeting, or use high-value food for less greedy puppies (check with CFR first) so that the pups are motivated to look to the raiser for food rewards, rather than to the other pups for entertainment.
- Ensure that raisers are providing a very high rate of reinforcement when young puppies are around other dogs. A cup of food in ten minutes of exposure is not too much for a four month old pup!

- Give young pups, or any puppies with dog-distraction issues, plenty of space at meetings, especially when passing in doorways etc. This is where the habit of lunging often begins. Have raisers utilize the “Emergency Lure” if tight spaces are unavoidable.
- Have raisers practice the tethering exercises and Paw Pad 2 with novel dog distractions as soon as the puppies have had their vaccinations. Invite pre-screened pet dogs belonging to raisers/friends/neighbors to meetings. Obviously such dogs should be vaccinated, parasite free and of a suitable temperament.
- Talk to local dog trainers/4H dog clubs/dog obedience and show clubs about visits or combined meetings now and then. Make sure all parties know the expectations ahead of time.
- Download files of dogs barking or make your own by stopping in at a shelter and recording the barking. Have raisers play the files very low volume while puppies are eating their meals and gradually up the volume over a period of days or weeks. Make new files of different barking dogs when the pup gets used to the first recording. This would be especially beneficial for pups who are worried about dogs barking behind fences.
- Build up the activity level of the distraction dog slowly. So along with considering the distance a GDB pup is from another dog, and the amount of time the pup is exposed, think about the level of distraction. At first the distraction dog might be just standing next to its owner, then walking around close to its handler, then trotting, then perhaps jumping up and down and eventually perhaps playing tug or barking. Each time the level of activity is raised the distance from the distraction should be increased initially to keep the GDB pup successful. Some pups may be ready for greater distraction than others; care must be taken in meetings to individualize the distraction to the pup.
- Set up “dog distraction” outings as in real life situations. This may mean planting a distractor dog and handler several blocks away with instructions to walk past the raiser and pup. Or the helper can sit at an outdoor café with the dog under a table to be brought out as the GDB pup walks by. Work the GDB puppies individually so that they don’t have the support and proximity of their puppy club buddies when encountering the “strange” dog.
- GDB puppies that don’t have a pet dog in their household should be given puppy sitting opportunities with other raisers to expose them to appropriate canine mentors. Some of the worst cases of dog distraction occur in dogs that have not learned to just “hang out” in the home with another dog.
- Play with another dog should be under the guidelines in the “Dog to Dog Interaction” document. It is good for puppies to learn social interaction with other dogs and they will learn best from adult dogs, not other puppies.
- Puppies that are nervous of dogs may be allowed to greet calm, gentle dogs in a carefully controlled way. Having the new dog lie down or sit and be neutral will give the pup confidence to approach and investigate. The mentor dog should always be of a known temperament to avoid the pup having a bad experience.

As you are all aware, our dogs are encountering other dogs in larger numbers in areas that were previously dog-free. Encounters with inappropriate “service dogs” and “emotional support” dogs are not uncommon in stores and businesses. If we can prepare our pups for these inevitable encounters through proper socialization and counter-conditioning, they will be able to keep their focus on their job once in harness.

Guide Dogs for the Blind

Puppy Socialization

Reference Documents:

- Puppies with Sensitive Temperaments (formerly titled “Raising Softer Puppies”)
- Working with GDB Puppies Around Distractions (formerly titled “Food Rewards for Countering Distractions”)
- Building a Confident Puppy with R+
- Chart: Steps to a Well-Socialized Puppy

Taking the puppy out into the world is one of the most enjoyable parts of being a puppy raiser. If the puppy is to eventually guide a person with a visual impairment, it must be capable of going anywhere without fear or hesitation. Proper socialization is a key part of puppy raising; however it must be accomplished thoughtfully and positively. It may be detrimental to a puppy’s development to expose it to scenarios it is not ready for. Although socialization is more limited for puppies until one week after their 16-week shots, younger puppies should still be socialized. The time between 8 and 16 weeks of age is critical to the development of a puppy. Raisers should introduce the puppy to many types of people, places and things, following the Steps to a Well-Socialized Puppy. Some outings may be too overwhelming for a young or sensitive puppy. If raisers are unsure about the suitability of an outing the leader should be contacted.

Public Access

State laws vary regarding granting public access to guide dog puppies. Regardless of state law, and in accordance with Guide Dogs for the Blind policy, GDB puppies may only have access to public or private places where they are granted willing admittance or inclusion by the proprietor.

Guide Dogs will not lobby or otherwise attempt to achieve access for puppies in any setting where the puppies are not welcome. Raisers and leaders may not demand, coerce, lobby, argue, litigate or otherwise attempt to force issues of access for Guide Dog puppies.

Safety Considerations During Socialization

- Puppies should not be walked into the vet's office or relieve outside the vet's office until after the completion of the vaccination series. Puppies should be carried in and held on the lap in the waiting room.
- Keeping the puppy safe from exposure to dog diseases is very important with puppies under 17 weeks of age. Even though a place may be listed as “OK” on the Steps to a Well-Socialized Puppy, consideration should always be given to the amount of dog traffic and possible transmission of disease.
- During summer heat it is best to socialize the puppy early in the morning and later in the evening. During hot weather, a puppy’s footpads can be burned by very hot pavement. Puppies can overheat and dehydrate quickly. Cool water should be offered frequently to the puppy. Early signs of heat stress may include lethargy, excessive panting, anxious behavior and a bright red tongue. Should a puppy become overheated, a cool water soak will reduce its body temperature.
- In a parked car, temperatures can rise to dangerous levels within a few minutes. Puppies should never be left alone in a car.
- In icy conditions raisers should be aware of surfaces that may have been treated with chemical deicers. These substances can cause intense irritation to dogs’ feet.
- When taking the puppy to friends’ and relatives’ homes raisers should be familiar with the pets in the household and protect the puppy from negative experiences. If in doubt, the pets should be confined away from the puppy during the visit.

Puppy Jacket Guidelines

Guide Dogs for the Blind provides the leader of each group with puppy jackets in a variety of sizes. We want the puppy to wear its jacket whenever it is in public and especially if it is in a place where puppies are not normally allowed. Club leaders will provide raisers with puppy jackets when the puppy is ready to be socialized in public; age upon receiving the jacket may vary depending on the puppy's temperament.

- The jacket provides a visual explanation to the public as to why the puppy is in an area where dogs may not normally be allowed.
- Only GDB program puppies are allowed to wear a puppy jacket.
- Raisers should remove the puppy jacket before giving a cue to the puppy to relieve. If the puppy does start to relieve while wearing its jacket, it should be ignored and the raiser resolve to be more aware of the puppy's schedule to prevent future accidents.

The Puppy in the Community

- The raiser should not allow the puppy to be petted by members of the public unless the raiser has control of the puppy and the puppy can remain calm. Raisers should use food rewards to reinforce calm behavior and utilize the Emergency Lure technique if the puppy becomes too stimulated and needs to be removed from the situation.
- Allowing the puppy to become over-stimulated during greetings sets the puppy up for poor greeting behavior and solicitous behavior.
- The raiser should politely explain to visitors and members of the community that the puppy is being trained to be a guide dog. Many people are aware of the rules surrounding service dogs and are respectful. Should individuals still insist on greeting the puppy, the raiser should take the opportunity to educate in a cheerful tone as they work with the puppy to keep it engaged with its handler with the use of food.
- Often, letting someone pet the pup's rear, while the raiser gives food rewards at a high rate of reinforcement, will allow the member of the public to touch the puppy while the pup's focus remains on its handler.
- The raiser should try to keep encounters with the general public positive for everyone.

First Outings

- Follow the Steps to a Well-Socialized Puppy. Remember each puppy develops at a different rate and leaders can offer advise at to the readiness of the puppy for outings
- Raisers should take the young puppy to places where it can receive positive socialization experiences. Outings should be dedicated to puppy socialization and not, for example, shopping trips where the pup is just taken along; the raiser needs to focus on the puppy.
- If it is necessary to stop at a business with a young pup, one family member should be the handler and stay with the pup, either at the store entrance or in the vehicle if the area is too busy.
- Raisers should use the "quick in and out" method of socializing new or young puppies: The raiser and puppy walk into a building, stop a few paces inside the door, the puppy has a look around and then the team exits. The visit is brief to avoid relieving accidents and over-stimulating the puppy. This is a good opportunity for the raiser to use food as reinforcement for calm behavior and loose leash walking.
- As the puppy gets a little older, the raiser can progress to sitting on a bench inside a mall or in a quiet outside area away from heavy traffic. This gives the puppy plenty of time to see the environment. Once again food rewards should be utilized to reinforce calm behavior.
- Young puppies (below 17weeks of age) should not be taken to areas with high dog traffic. Places that have high dog traffic may include outdoor shopping centers where the public brings pet dogs, public parks, rest areas, pet stores, grooming shops, school playgrounds etc.

General Tips for Socializing

- It is highly recommended that all raisers review the document "Puppies with Sensitive Temperaments" for tips on how to recognize stress in a puppy – any puppy can become overwhelmed during socialization
- Raisers should provide step-by-step experiences that are age and development appropriate
- Novel objects should be introduced from a distance at first and the pup rewarded for calm behavior
- If possible, raisers should select single stimulus experiences when introducing something new. E.g. the vacuum cleaner:
    - let the puppy see and investigate the turned off vacuum first

    - when the pup is comfortable keep the vacuum stationary but turn it on with the pup at a distance
    - once the puppy accepts the noise turn the vacuum off again but move it a little
    - once the pup is comfortable with the movement turn the vacuum on again
    - sensitive puppies may take several days of gradual exposure to become comfortable
- Raisers should be calm and not hurried when socializing the puppy. The pup should be allowed to spend time looking at things.
- Puppies should not be forced toward objects or into situations. Sometimes the raiser touching the object and speaking in a happy tone will give the puppy confidence
- Food should not be used to lure the pup toward an object. The pup may be verbally encouraged to approach as far as it is comfortable then rewarded with food.

For more detailed instructions on working with puppies that lack confidence see the documents “Puppies with Sensitive Temperaments” and “Building a Confident Puppy with R+”

Teaching the Puppy to be Comfortable on Surfaces
The goal is to teach the puppy to walk on new or different surfaces in a relaxed and confident manner, maintaining a normal or slower pace. “Rushing” over surfaces generally indicates anxiety in the puppy. Surfaces that the puppy should experience include stairs, slick floors, grates, manhole covers etc. Some grates are too uncomfortable for a puppy to navigate; raisers should use common sense when asking a puppy to negotiate a novel surface.

Introducing New Surfaces
- Raisers should slow down when approaching the new surface.
- The puppy should be allowed to look at, sniff, and investigate the new surface.
- The raiser should verbally praise the pup for stepping onto the surface.
- Puppies may be marked and rewarded for approaching toward and stepping onto new surfaces. Giving several more rewards for standing on the surface will increase the pup’s comfort with the surface. The frequency of rewards will decrease as the puppy becomes familiar with the surface.
- A mentor dog may help give confidence to a pup that is timid of new surfaces
- At meetings, practice on surfaces may include and x-pen laid out on the ground covered by towels or blankets which are gradually pulled back until the puppy is walking across the x-pen (simulates a grate).

Introducing the Puppy to Stairs
- Going up: The puppy should be started at the top of the stairs with its front feet on the landing and its back feet on the first step below the landing. The pup may need to be carried up to the top step to start this procedure.
- Going down: The puppy should be placed at the bottom with its front feet on the ground and its back feet on the first step above the ground. It may need to be carried down to the bottom step to start this procedure.
- The puppy should be encouraged to take the one step onto the landing or onto the ground.
- The puppy should be praised.
- The puppy should be moved further up or down the steps as it becomes more confident.
- Puppies may be marked and rewarded for stepping up and down stairs. The reward should be given on the stairs. The frequency of rewards will decrease as the puppy becomes familiar with the surface.
- Puppies that tend to rush stairs should be paused and rewarded frequently for being on the stairs. Puppies need to develop a calm, steady pace on stairs.

Teaching the Puppy to Be Confident Around Traffic
As in all types of socialization, exposure to traffic should be done slowly and systematically. A hurried, premature exposure to heavy traffic can develop insecure reactions in the puppy that could affect its ability to be a successful guide. The following guidelines will help in teaching the puppy to be confident around traffic:
- The puppy should be exposed at a distance far enough from the traffic to maintain confidence.
- First exposures should be to a low-traffic street in a residential area.
- Only after the puppy is totally comfortable at the first level should the puppy be exposed to streets with higher traffic levels

- The raiser sitting on a bench allowing the puppy to just observe the traffic will develop the pup's confidence. The use of food to reinforce calm behavior will help make this a positive experience.
- Once the puppy is comfortable around traffic while the raiser is stationary, walking in the vicinity of traffic should be practiced with lots of food rewards for loose leash walking.
- It is advisable that the team face oncoming traffic when first introducing walking, with the handler placed between traffic and the puppy.

.
If the puppy continues to be stressed or fearful around traffic the raiser should contact their leader/CFR for advice.

Teaching the Puppy to Ride Calmly in Vehicles
Review the "Travel Policy for GDB Puppies" in particular the section "Transporting Guide Dog Puppies in Vehicles."

Puppies should be acclimated to riding in vehicles step-by-step. Transportation home from the GDB kennel is an unavoidable necessity; if the puppy seems stressed or becomes car sick it is even more important that future introductions are careful and a positive experience. To lessen the chance of the puppy becoming motion sick in its first experiences of car riding, it is suggested that keeping the vehicle quite cool helps. Also, not allowing the puppy to see out of the vehicle may help prevent carsickness. Sometimes it takes experimenting with the puppy riding in different areas in the vehicle e.g. front vs rear, in a crate or out, to find the best spot for a nauseous puppy. The puppy should not be fed a meal right before a car trip.

During introductions to car riding, should the raiser notice any of the signs below they should contact their leader/CFR for instructions on how to proceed:
- Reluctance to approach or enter the vehicle
- Reluctance to exit the vehicle
- Stress panting
- Drooling
- Vomiting
- Vocalizing
- Inability to settle
- Attempts to hide in the vehicle or crate

Introduction to Car Riding
- The puppy's first introduction to the car should be with the engine turned off. The puppy may be lifted into the car, placed where it will be expected to ride (see Travel Policy – Transporting GDB Puppies in Vehicles) and rewarded with food for calm behavior. Several such exposures before turning the engine on will create a positive association for the puppy.
- If the vehicle is low enough, the pup can be gently assisted to climb into the vehicle and rewarded inside the vehicle.
- Once the pup is comfortable in the vehicle, the engine may be turned on and the puppy rewarded for calm behavior. No marking is necessary. (See document "Rewarding Calm Behavior".)
- First drives should be brief – around the block is sufficient.
- If the puppy seems comfortable, short trips with positive destinations can be added - a ten-minute drive to a friend's house for example.
- If a crate is not being used, having a passenger to assist on the first few trips would be beneficial.
- Puppies may be concerned about approaching and loading into running vehicles. Care should be taken to protect the pup from exhaust fumes. Turning the engine off may be necessary until the puppy has more experience loading into a vehicle with the engine off and around traffic in general.
- As the puppy grows, it should be exposed to riding in different vehicles and in different locations within vehicles.
- Puppies must have experience riding crated in vehicles before returning to campus. Should the raiser not have room for a crate in their own vehicle, trading the puppy frequently to other raisers, who have the option of using a crate, would be beneficial.

Public Transportation

- Puppies over seventeen weeks may be introduced to public transportation. The leader should be consulted as to when the puppy is developmentally ready for such exposure. Some softer-tempered puppies may not be ready to ride public transport until they are eight to ten months old
- First introduction to buses, MAX, BART etc. should simply be a visit to the station, with good distance kept between the puppy and the vehicles. A mentor dog would be of huge benefit for more sensitive puppies.
- Once the puppy is comfortable in the presence of buses coming and going, it may be allowed to board a stationary bus, preferably with the engine turned off. A quick on and off, with lots of praise and food rewards would be sufficient initially.
- The puppy's first ride should be short and chosen for a smooth route with few starts and stops. Plans should be made as to how to get home/to the destination should the puppy become stressed and need to be removed from the vehicle.
- The leader and/or CFR should be consulted if the puppy shows signs of stress or nervousness riding public transportation.

Policy Regarding Puppies in Strollers, Shopping Carts and Other Carriers

GDB does not allow puppies to be placed in strollers, shopping carts, wagons, bike carriers or carry packs for the following reasons:

- Such devices encourage raisers to take puppies out too early into unsuitable environments
- Carrying a puppy into a situation gives the puppy more support and limits the duration of the exposure
- The raiser can more accurately read the puppy's comfort level when it is on a leash rather than confined in a stroller
- More benefit is attained with the "quick in and out" method of socialization than rolling or being carried through an area.
- Early socialization is limited by house breaking /vaccination policy which doubles as a gauge to age-appropriateness of an outing/environment

With the new positive puppy training methods there are so many fun games raisers can play with young puppies! We recommend raisers focus on these games and refer to the Steps to a Well-Socialized Puppy once the puppy is old enough to start going on outings.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – November 2020 (updated July 2022)

Alternative Young Puppy Socialization

Socializing young puppies is one of the most important tasks that puppy raisers do in preparing GDB dogs to be successful guides, breeders, and K9 Buddies. Where many raisers might take a puppy on public outings or attend puppy club meetings for early socialization, this is not always possible or ideal. For example, puppies living in high dog-traffic areas or other busy urban areas may not be ready for neighborhood walks/outings for several weeks. We have created a list of alternate ways to socialize puppies in the home and in public.

We want each socialization experience to be positive and fun for the puppy. If you notice the puppy you are raising showing signs of fear (refusing food, cowering, barking, hackling, hiding, etc.) please reach out to your club leader for further support. For more information on reporting negative behaviors, please see the Ruff Notes from May 2019.

In-home Socialization

- **Audio Socialization:** Think about all of the many sounds that we might encounter in a given day - traffic, birds, construction, doorbells/knocking on doors, children playing, etc. We can find many of these sounds on YouTube! Start by playing the sound at a low level while feeding the puppy. Slowly, over multiple training sessions, increase the volume. We want the puppy to feel confident around these noises. Try selecting noises that are not common to your home environment. This may include but is not limited to construction noise, yard equipment, sirens, garbage trucks, etc.

  Below are a series of sounds you can play for the puppy you are raising:
  - https://www.youtube.com/playlist?list=PL-oTwuFvwH33-BIEjpZdXrslu3J6KxjFH
  - https://www.dogwise.com/sound-socialization-audio-updated-2019-digital-download-mp3/

- **Surface Socialization:** In the “real world”, puppies will encounter many different kinds of surfaces. It’s important that GDB pups are confident and willing to walk on various surfaces. At home, we can simulate many of these surfaces with common household items! Remember, when introducing puppies to new surfaces, we want to use lots of food and praise. You’ll want to mark and reward when the puppy approaches and is standing on the surface. To start, use a towel or blanket to cover the surface. Once the puppy is comfortable, you can roll or fold the blanket/ towel to reduce the covered surface area. Mark and reward the puppy when their feet are touching the exposed surface. After a few sessions, the puppy can try walking over the surface without a covering. Here are examples of household items that make interesting new surfaces:
  - Cookie cooling rack
  - Wire crate kennel separator
  - Tarp
  - X-pen laid out
  - Wet grass or cement (hose it down!)

- **People Socialization:** While working, guide dogs encounter all kinds of people, so having a confident dog that is willing to walk past a distracting person is really important. To help socialize

puppies, try having a household member dress up in different types of clothes or costumes. Some examples of this include wearing scrubs, face covering/mask, hoodie (with the hood up), trench coat, Halloween costumes, uniforms and much more. Start with the puppy from a distance, mark and reward when the pup is calmly looking at the person who is dressed up. As the person approaches, you may need to increase the rate of food rewards. If the puppy is comfortable and calm, they can greet the person with the "ok" release word. You can also take advantage of people in your neighborhood such as gardeners, postal workers, and garbage collectors. Consider introducing the puppy to moving people on bikes and skateboards from an appropriate distance to ensure the puppy is successful. To add an additional challenge, try working on this at varied times of day and locations. For example in the day vs. at night or inside the home vs. in the driveway.

- **Mock Vet Visit:** At GDB, we want our puppies to be calm and comfortable when visiting a veterinary clinic and when being handled by veterinary staff. At home, you can set-up a mock veterinary visit by placing a towel on a table and having someone wearing a mask (and scrubs if you have them!) pick-up the puppy and proceed with body handling. At vet clinics, puppies are looked at from the tip of their nose to the tip of their tail. It's important to practice touching their paws, feeling down their spine to the tip of their tail, looking in their ears, eyes, and mouth, along with practicing the layover. Use lots of food and praise to ensure this is a positive experience for the puppy.

- **At-home Dining Experiences:** Restaurant socialization is an important part of puppy raising. Creating a restaurant-like atmosphere in the home can be a fun and convenient way to socialize puppies. Try placing a table outside in the yard or driveway, having tablecloths on the table, and practice settling/kenneling under the table similarly to a restaurant environment. If you have other people living in the home, you can have them act as a server and deliver food and drinks, too! Food debris on the floor can also be utilized with puppies at an appropriate distance for their age and temperament.

- **Object Show and Tell:** Simple household items can be new and exciting things to puppies when put in unusual places or when experiencing them for the first time. Start by placing household items in a familiar room and allow the puppy to sniff and investigate the item. If the puppy seems comfortable, you can do easy, loose leash walking exercises or obedience around the item. If the item is a bit more challenging, utilize distance and pezzing to create a positive experience. Here are some examples of objects that you can introduce to the puppy:
    - Flags
    - Vacuum cleaner
    - Hair dryer
    - Holiday decorations

Public Socialization

- **Car Trips:** Car trips are an easy and fun way to socialize puppies to different sounds, smells, and sights that they will experience as they grow. Depending on the area that you live in, puppies may have the opportunity to experience a wide variety of sights and sounds within a relatively short drive and from the safety of the vehicle. Start by driving to a quieter area and let the puppy hear, smell, and see the area while feeding. If safe, have the puppies out of the car experiencing the environment. Start with short, quiet trips, and work up to busier areas. Some opportunities might include:
    - Grocery store parking lot
    - Neighborhood park
    - Neighborhood walks (near home or in a new area)
    - A coastal area or nature preserve
    - Echo-y parking garage
    - Bus or train station
    - Stables or farm
    - Dog park (staying in vehicle at a distance)

Guide Dogs for the Blind
Puppy Raising Department

Ruff Notes – June 2021
Summer Socialization

Summer offers many opportunities to socialize puppies in a variety of settings as many of us take advantage of the nice weather. Spending more time outdoors and traveling offers wonderful opportunities to socialize puppies in new, exciting ways. This document provides guidelines and safety tips for summer adventures with a GDB puppy.

Hot Weather Reminders

- At home during warm weather, be sure the puppy has access to water to stay hydrated. Ice cubes served in the puppy's bowl, or floated in their water, may entice additional hydration and cooling. Relieving opportunities may need to be increased with additional water consumption.
- Time outings for early in the day, or later in the evening when it cools off as the sun goes down.
- Whenever possible pre-cool a hot vehicle before loading a puppy inside.
- Bring water, and a vessel for the puppy to drink out of, when you head out during warm weather.
- Check the pavement, if it is too hot to keep your flat palm on for 3 seconds, it is too hot for the puppy to walk on.
- Pre-plan opportunities for rest, shade, and/or cooling down indoors during your outing. If these arrangements can't be made, leave the puppy home or ask for a sitter.

Being able to recognize signs of heat exhaustion and heat stroke is important. Look for signs of excessive panting, drooling, and/or bloodshot eyes. If you notice these signs, immediately seek ways to cool the puppy and find a way out of the heat. If the puppy shows signs of heat exhaustion, it may need emergency medical care. Should this occur please call your local vet/emergency clinic first then notify your club leader.

Outdoor, Recreational, and Water Activities

One of the most common ways for puppy raisers to take advantage of nice weather with the GDB puppy they are raising is an outdoor adventure. It is important to remember that the expectations of a GDB puppy are the same whether on a walk, hike, or a socialization outing. A puppy should walk on a loose leash on the raiser's left side. Raisers should seek out well-defined paths with good visibility, where there is space to pull off if necessary when passing other dogs. Dog to dog interactions should be avoided. Many pet dogs relieve indiscriminately on walks, and this happens more frequently in areas with a high volume of dog traffic. By keeping the GDB puppy in a "Let's Go" position and not allowing the puppy to sniff or wander, you are more likely to prevent relieving accidents in high traffic areas with enticing smells.
At the beach, river, or lake GDB puppies are allowed to participate in supervised water activities including swimming or wading, as long as the puppy raiser is using a leash or a longline. Off-

leash swimming is not permitted. If a puppy shows no interest in water, this should be respected. A puppy should never be forced into water if they show signs of discomfort. It may be beneficial to introduce water in a kiddie pool, or swimming pool in your yard, and make the experience as fun and positive as possible. A life jacket should be used if taking the puppy on an approved watercraft, or if the GDB puppy is not a skilled swimmer.

When walking to swimming areas, remember to keep the puppy in a “Let’s go” position until you reach your destination. Bring a long line, and just prior to attaching it, offer the puppy an opportunity to relieve. Spending time outdoors also offers a great opportunity to practice recalls, general obedience and settling on tie-down.

Please take time to review the guidelines for loose leash walking, and water activities here.

- Puppy Raising Manual: Watercraft Guidelines
- Puppy Raising Manual: Swimming and Wading for GDB Puppies
- Puppy Raising Manual: Loose Leash Walking

Camping

Camping can be a fun way to socialize a GDB puppy. Preparing in advance ensures that it will be positive experience for both raiser and puppy. Prior to embarking on your trip, it is important to check in with your club leader to discuss if the camping trip is appropriate for the GDB puppy. Age, maturity, and temperament will be used to factor puppy readiness. It is a good idea when registering for a campsite, to notify them you will be traveling with a Guide Dog puppy in training. Some campsites may only allow service dogs and restrict pet dogs or puppies in training. If this is the case, you will need to make other arrangements. The puppy should be up to date on all vaccines and current on both heartworm and flea preventative prior to leaving. Make sure you pack for the puppy’s needs as well as your own. Use this list below to ensure you pack for all the puppy’s needs:

- Sufficient dog food and water for duration of the trip, plus a few days extra in case of emergency. (Plan to store securely to avoid attracting bears and other wildlife.)
- Clean bowls for feeding and watering the puppy.
- Towels to dry off the puppy.
- Extra tarp or blanket for the puppy to settle on, to reduce amount of dirt on puppy or in tent.
- Crate for keeping the puppy safe in a quiet space, and/or for sleeping in at night.
- Appropriate toys that are easy to clean upon your return home.
- A spare leash and tie down.
- Grooming supplies. These come in handy while checking for fleas, ticks, and foxtails.
- Basic First Aid supplies
- Information about the closest veterinary and emergency centers to your campsite.

Be prepared to spend some time working with the puppy to teach appropriate settling behavior in this new environment and remember the puppy should be crated, on leash, or tie down at all times during camping to ensure the safety of all. Keep an eye out for wild plants in the area that may be unsafe or poisonous if ingested includeing foxtails, mushrooms or other poisonous plants. Be aware of low plants and grasses that may hide ticks.

Traveling in an RV
Some raisers may have the opportunity to travel in an RV with a puppy. RV travel can be fun, but it is important to consider the safety of the puppy. Just like in the car, where the puppy rides while the vehicle is in motion is an important consideration. Puppies are safest when traveling in a crate or on a tie down, away from where they may be impacted by airbags. When at the campsite, it is important to take the same considerations you would with tent camping. Remember that when you are in an RV, house rules still apply. The puppy should be encouraged to maintain appropriate behavior regarding furniture and sleeping arrangements. Appropriate outlets for chewing should be provided.

Have fun and be safe!
Enjoy the long days, sunshine, and summer activities with the GDB puppy you are raising, and remember it is important to ensure that each activity is safe and productive for the puppy. Leave puppies home in a safe space or ask for a sitter if you are attending an activity where you cannot ensure the safety of the puppy or follow GDB guidelines.

Guide Dogs for the Blind

Video: Fearful Behavior in GDB Puppies Raiser Webinar

https://youtu.be/N2XJmOfRiBE

Run time: 1 hour 30 minutes 57 seconds
Description: This is a recording of the Spring 2020 puppy raiser webinar titled "Fearful Behavior in GDB Puppies". This session was held on May 28, 2020 at 6:30pm Pacific and hosted by Canine Resources Managers Pat Cook and Lynna Feng and moderated by CFRs Devin Warner and Alex

Guide Dogs for the Blind

Steps to a Well-Socialized Guide Dog Puppy

Every puppy develops at a different rate. Raisers should check with their leaders for guidance on appropriate outings for growing puppies. See the documents on Socialization for more information.

NEVER
Zoo
Wild animal park
Revolving doors
Escalators
Moving sidewalks
Off leash dog areas
Amusement rides
Firework displays

PFM APPROVAL School Airline travel

6+ mos — **LEADER APPROVAL**
Skate parks
Dog shows
Amusement parks
Professional sporting events
Large parades
Concerts

17 - 6 mos — **LEADER APPROVAL**
Large indoor malls
Public transportation
Big city (downtown)
Heavy traffic
Crowds
Warehouse store (Costco, etc.)
Parks/Public beaches
Small parades
GDB campuses
Movie theater
Ice/hockey rink
Bowling alley
Bus stops
Church

12-17 wks
Elevators
Bicycles/Skateboards
Restaurants
Open stairs (public)
Small town
Shopping centers
Power equipment
Residential traffic – light traffic oncoming & from behind with buffer (such as vehicles)
City sidewalk – moderate traffic from a distance

People – as diverse as possible:
* all ages
* disabilities
* big, looming
* loud
* costumes
* odd gaits
* uniforms
* umbrellas
* hats or helmets
* beards
* glasses
* gloves

Animals –
* adult dogs (calm, friendly, & vaccinated)
* cats/kittens
* small pets
* birds and livestock

8-12 wks
Car rides
Vet visits (carry in/out until 17 wks)
Household appliances
Fans
Crates
Grates
Parking lots
Household stairs
Slippery floors
Friends' homes
Flags/tarps blowing

Guide Dogs for the Blind
Puppy Sitting Form

Download the Word form here: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/GDB-Puppy-Sitting-Fillable-Form.docx

Please use this form to track puppy sitting experiences. Hit [TAB] to move to the next field. If the puppy sitting time is divided between multiple sitters, each sitter should receive their own form with applicable dates.

1) Raisers fill in Raiser Portion and send to the leader before the puppy is sat.
2) Leaders will review as needed and share the puppy sitting form with sitters.
3) Sitters complete Sitter Portion and return it to their leader and raiser.
4) Leaders add any additional comments and send the completed form to their CFR.

Raiser Portion*

Puppy Sitting Dates (FROM – TO): _____

Puppy Contact Information

Puppy's Name: _____ Raiser's Name: _____

Puppy Date of Birth: _____ Raiser's Phone #: _____

Puppy's GDB ID: _____ Emergency Contact: _____

Intact? (last season, if applicable): _____

Veterinarian/Vet Clinic: _____

Clinic Address: _____

Vet Phone #: _____

Any medication (and instructions/notes):

Feeding Information

Meals/Day: _____ Feeding Times: _____

Cups/Meal: _____ Food Brand: _____

Feeding & Watering Notes:

Sleep and Relieving Information

Sleeping (crate/tie-down, schedule, etc.):

PDF COPY

Guide Dogs for the Blind

Relieving (surfaces, schedule, etc.) – *also note any relieving accidents in the last month (outings, at home, etc.):*

Confinement

Freedom in the home? Home alone? (amount of time/access):

Vehicle Travel (crate, tie-down, etc.):

Special Protocols/Additional Comments (challenge areas, activity level, etc.)

PDF COPY

Puppy Supply Reminders! Please check off supplies packed to make sure they are returned…

- Food: enough for the duration of the puppy sit + extra just in case
- Medications: ☐ Heartworm/Flea Control (if appropriate), ☐ any special meds (as required) please list: _____
- Sleeping: ☐ Dog bed, ☐ tie-down, ☐ crate (as needed)
- Equipment: ☐ Jacket, ☐ Leash, ☐ Dragline, ☐ Gentle Leader, ☐ Puppy ID card

  ☐ Toys (list): _____

  ☐ Other (specify): _____

Guide Dogs for the Blind
Sitter Portion*

Sitter's Name: _____ Sitter's Phone #: _____

Cue Responses

Please rate the puppy's behavior on the following cues based on the scale below:
(Click and choose number from drop down menu.)

0 Not Used	1 No Response	2 Occasionally	3 Half the Time	4 Most of the Time	5 All the Time

Name:	Rating		Collar Cues:	Rating		"Wait":	Rating
"Nice":	Rating		"Let's Go":	Rating		"Stay":	Rating
"Sit":	Rating		"Come" (on leash):	Rating		"OK":	Rating
"Down":	Rating		"Come" (off leash):	Rating		"Go To Bed":	Rating
"Stand":	Rating		"That's Enough":	Rating		"Do Your Business":	Rating

Cue Response Comments (verbal vs. hand signal responses, gentle food taking, etc.)

Observations

House Behavior (vocalizations, greeting people, confinement, other pets in the home, etc.)

Ease of Handling (loose leash walking, equipment acceptance, body handling)

Relieving (surfaces, on cue, any accidents)

Outings the puppy went on with you.

PDF COPY

Guide Dogs for the Blind

Confidence (dogs, people, objects, noises, surfaces, etc.) *Please note exemplary behavior in difficult situations AND any fearful reactions, including how quickly the puppy recovered.*

Distractibility (dogs, people, objects, noises, etc.) *Please explain the distraction, the puppy's reaction, and how quickly the puppy recovered.*

Surfaces (grates, wet, stairs, etc.)

Additional Sitter Comments

Leader Comments

PDF COPY

Guide Dogs for the Blind

Puppy Sitting Form

Please use this form to track puppy sitting experiences. If the puppy sitting time is divided between multiple sitters, each sitter should receive their own form with applicable dates.

1) Raisers fill in Raiser Portion and send to the leader before the puppy is sat.
2) Leaders will review as needed and share the puppy sitting form with sitters.
3) Sitters complete Sitter Portion and return it to their leader and raiser.
4) Leaders add any additional comments and send the completed form to their CFR.

Raiser Portion*

Puppy Sitting Dates (FROM – TO): _____

Puppy Contact Information

Puppy's Name: _____ Raiser's Name: _____

Puppy Date of Birth: _____ Raiser's Phone #: _____

Puppy's GDB ID: _____ Emergency Contact: _____

Intact? (last season, if applicable): _____

Veterinarian/Vet Clinic: _____

Clinic Address: _____

Vet Phone #: _____

Any medication (and instructions/notes):

Feeding Information

Meals/Day: _____ Feeding Times: _____

Cups/Meal: _____ Food Brand: _____

Feeding & Watering Notes:

Sleep and Relieving Information

Sleeping (crate/tie-down, schedule, etc.):

Relieving (surfaces, schedule, etc.) – *also note any relieving accidents in the last month (outings, at home, etc.):*

Guide Dogs for the Blind

Confinement

Freedom in the home? Home alone? (amount of time/access):

Vehicle Travel (crate, tie-down, etc.):

Special Protocols/Additional Comments (challenge areas, activity level, etc.)

Puppy Supply Reminders! Please check off supplies packed to make sure they are returned…

- ❖ Food: enough for the duration of the puppy sit + extra just in case
- ❖ Medications: ☐ Heartworm/Flea Control (if appropriate), ☐ any special meds (as required) please list: _____
- ❖ Sleeping: ☐ Dog bed, ☐ tie-down, ☐ crate (as needed)
- ❖ Equipment: ☐ Jacket, ☐ Leash, ☐ Dragline, ☐ Gentle Leader, ☐ Puppy ID card

  ☐ Toys (list): _____

  ☐ Other (specify): _____

Guide Dogs for the Blind
Sitter Portion*

Sitter's Name: _____ Sitter's Phone #: _____

Cue Responses

Please rate the puppy's behavior on the following cues based on the scale below:

0 Not Used	**1** No Response	**2** Occasionally	**3** Half the Time	**4** Most of the Time	**5** All the Time

Name:			Collar Cues:			"Wait":	
"Nice":			"Let's Go":			"Stay":	
"Sit":			"Come" (on leash):			"OK":	
"Down":			"Come" (off leash):			"Go To Bed":	
"Stand":			"That's Enough":			"Do Your Business":	

Cue Response Comments (verbal vs. hand signal responses, gentle food taking, etc.)

Observations

House Behavior (vocalizations, greeting people, confinement, other pets in the home, etc.)

Ease of Handling (loose leash walking, equipment acceptance, body handling)

Relieving (surfaces, on cue, any accidents)

Outings the puppy went on with you.

Confidence (dogs, people, objects, noises, surfaces, etc.) *Please note exemplary behavior in difficult situations AND any fearful reactions, including how quickly the puppy recovered.*

Distractibility (dogs, people, objects, noises, etc.) *Please explain the distraction, the puppy's reaction, and how quickly the puppy recovered.*

Surfaces (grates, wet, stairs, etc.)

Additional Sitter Comments

Leader Comments

Guide Dogs for the Blind

Travel Guidelines

Travel can be a good socialization opportunity for a guide dog puppy, but it also needs to be a positive experience for the puppy, raisers and for the general public who may come into contact with the puppy on its travels. Regardless of the means of transportation, GDB staff and volunteers must make every effort to ensure that a program dog travels as safely as possible.

Here are some general guidelines to ensure a safe and pleasant trip:

- Raisers should check with leaders before taking a puppy on a trip; the leader needs to know where each puppy is and if the planned trip is suitable. If the puppy is not ready for such a trip, the leader will help coordinate with a puppy sitter in the club or perhaps with another club close by. If a puppy sitter is unavailable, raisers may have to board the puppy at an approved kennel in their area at their own expense.
- Travel outside of the supervising CFR's territory must be approved by the CFR by filling out the Puppy Travel form and submitting it to the leader who will forward it to the CFR. If raisers are not sure if the area they plan to visit is outside of their CFR's territory, they should consult with their leader.
- GDB puppies are only allowed to travel within the states covered by GDB CFR staff. However, puppies may travel into states that are not covered by staff so long as the destination is no more than three hours from a functioning puppy raising club. Raisers may travel into Canada so long as the destination is no more than three hours from a functioning puppy raising club. No travel is allowed into Mexico.
- The states covered by GDB staff are:
    - Arizona
    - California
    - Colorado
    - Idaho
    - Nevada
    - New Mexico
    - Oregon
    - Texas
    - Utah
    - Washington
- For raisers of intact female puppies, the potential of the dog coming into season while on a trip must also be considered. For intact female puppies over six months of age, raisers must consult with their leader and/or CFR as to the suitability of the trip and discuss accommodations that may need to be made if the female comes into season.
- Raisers should carefully consider the appropriateness of settings frequented on vacation. Amusement parks, festivals and fairs may overwhelm the puppy. Hot weather may make if uncomfortable or even dangerous for a puppy to go on an outing. Consult the Socialization Guide and be prepared to make alternate accommodations for the puppy. Sometimes a local puppy raising club can arrange puppy sitting in their area; plans should be made through leaders and CFRs well in advance of the trip. When visiting family members in their home, raisers should consider the suitability of other pets in the home that may interact with the guide dog puppy.
- It is good planning to take a crate along on the trip if there is room. A wire crate can fold up for ease of packing and is very handy when staying in hotels and unfamiliar homes. Fabric crates are not suitable for guide dog puppies.
- Any travel with puppies not fully vaccinated should be carefully considered due to the risk of exposure to pathogens.
- Raisers and leaders may not demand, coerce, lobby, argue, litigate or otherwise attempt to force issues of access for any puppy denied access to any means of public or private transportation.

- A GDB puppy causing a disturbance on public transportation must exit that transportation at the first available opportunity.
- Raisers need to be prepared with a backup plan in case of denied access. This is particularly crucial when traveling by air. (See Airline Travel with GDB Puppies below.)

Travel provides many opportunities for development in a guide dog puppy. Equally beneficial however, is the puppy learning to adapt to other households and different work/school routines. To a puppy, going to stay with another club member is just as big an adventure as going on a trip out of town! Raisers should discuss their travel plans with their leader at the earliest opportunity so that other arrangements can be made for the puppy should it be decided that the pup is not ready to travel.

Career Change Dogs

- Career change dogs may not ride within the cabin of an airline and may not access other means of public or private transportation made available specifically to program-active dogs either by law or by the courtesy of transporter.
- Career change dogs may never wear a guide dog harness or puppy coat to gain access to a means of transportation.

Transporting GDB Puppies in Vehicles

The primary rule in dog transportation is to use common sense. Raisers should evaluate the situation utilizing the guidelines that follow and select a safe, manageable option. The primary goals are safety and teaching the puppy to calmly remain where it is placed in the vehicle.

- A puppy that is not trusted to remain calm in all circumstances should be on tie-down or crated while in a vehicle. If volunteers are transporting a potentially unruly or otherwise distracting puppy, it must be crated or managed by a passenger, so as not to distract the driver.
- The safest place for puppies to ride in cars is in a secured crate, if one will fit in the back seat or a cargo area. Depending on the type of vehicle a puppy raiser drives, there may not be room for a crate.
- Allowing pups on seats is not permitted, but there are some cars that give no option due to floor space or other factors, including front seat airbags. If the raiser has no choice but to allow the puppy on a seat, the pup should be kept in one spot, preferably on the rear seat and not allowed to move around. If riding in someone else's car, it is courteous to provide a large towel or sheet to cover the spot to help keep the seat clean.
- There is concern over the danger to children and animals with some passenger side airbags. In some incidences, accidents triggering these airbags have injured and even killed small children and animals. For this reason, we advise having puppies that ride in cars that have front seat passenger airbags, lie on the back seat floorboards, the back seat if there is not adequate room on the backseat floorboards, or on tie-down on the passenger floor at a level which will be below an activated airbag.
- Car seat restraints should not be used for a guide dog puppy. There is limited evidence of the complete testing of any of these devices. Devices are most often tested for fabric strength not animal injury prevention. Improperly designed models may have the potential to cause injury to a puppy.
- A puppy may ride in the back of a station wagon or hatchback, but it should remain in one spot and be well behaved. If the surface is slick, a non-slick surface such as a rubber-backed carpet or a rubber mat may be provided for the pup to ride on. Puppies can become worried if they slide around and cannot get any traction to brace themselves. This may cause a fear of car riding.
- GDB puppies may not travel in the back of open pickup trucks. If a raiser must transport the pup in the back of a pickup truck, it must have a shell and the puppy must be safely secured in a crate.

GDB puppies may not be left unattended in vehicles regardless of the weather. A common cause of death in dogs is being left unattended in cars on hot, or even just warm, days.

Airline Travel with GDB Puppies

GDB recommends that raisers very carefully consider whether taking their puppy on board an airplane is really of benefit to the puppy. For assistance identifying appropriate channels for air travel, please reference Air Travel for Puppies in Training.

Just as ticketed passengers are experiencing increased scrutiny of their persons and belongings when they fly, so do service animals and guide dogs. Guide users, GDB staff, and some puppy raising volunteers, have reported incidents where they experienced unexpected delay and inconvenience when traveling with a dog or program puppy. There have been occasions when a puppy has been refused permission to fly in cabin with the ticketed passenger.

Raiser needs to always inform the airline ahead of time that they are traveling with a guide dog puppy. Raisers need to be prepared with a backup plan in case of denied access. Ticket and gate personnel may deny boarding for a GDB puppy in training even though the raiser has received permission to fly the puppy when booking the flight. Puppy raisers should always remember that there is no legal right to transport puppies in the cabin of airplanes. Such access is granted as a courtesy from individual airlines that wish to voluntarily do so. Different airline staff may interpret airline policy differently. Raisers may be denied access at any time and must willingly comply with the instructions of the airline employee that they are communicating with. Raisers must always be courteous when interacting with airline personnel or other passengers.

- All puppies transported within an airline cabin must be approved by the supervising CFR by submitting the Puppy Travel form to the leader who will advise and forward to the CFR. Puppies may be denied permission to fly in the cabin if the pup is not developmentally ready for such a journey.
- Raisers are responsible for obtaining a Health Certificate and Rabies certificate, required by law, to transport a dog by air. GDB will not reimburse for any costs associate with airline travel unless the travel is at GDB's request.
- Puppies below the age of 20 weeks, and all other GDB puppies that show evidence of behavioral or medical conditions that might affect their ability to behave appropriately during an airplane trip, must be flown as freight or excess baggage (with advance permission from the airlines and the approval of their CFR only.)
- No youth under 18 years of age may transport a GDB puppy in an airline cabin without an adult GDB-trained handler in attendance.
- GDB puppies are allowed to travel by air within the ten western states (CA, OR, WA, NV, ID, AZ, UT, CO, TX and NM) only, and must always have permission to fly from the club leader and the Community Field Representative (CFR). Remaining in the states in which GDB has puppy raising staff gives raisers an emergency contact in case there is a problem while traveling.

Additionally raisers should consider the following:

- The duration of the flight – is it appropriate for the age and relieving schedule of the puppy?
- Flight times vs. meal times – puppies should not be fed pre-flight.
- Direct flights are preferred
- Raisers should always travel with an extra day of food for the pup in the event of delays.
- Raisers may consider downloading the app "Where to Go: a directory to airport animal relief areas" (Apptology) to their smartphone, which provides the locations of animal relieving areas in airports.

Going Through Security with a GDB Puppy

- The handler and dog are able to clear metal detector machines as separate units (utilizing a sit-stay command). However, the handler must retain physical control of the dog even if the handler is being screened. This means holding onto the leash at all times. (See note below about leash type for this.)
- Screeners will need to visually and physically inspect an animal when an alarm is sounded during its screening. This is normally done by hand, however the hand wand can be used. The hand wand can be used in the "vibrate" mode so as not to frighten the dog.
- When a raiser receives permission to fly with a puppy, the raiser should carry an additional leash (nylon slip type with no metal) to use when taking the dog through security. Raisers may have to make such a leash as commercially available ones have metal rings. The cord leash should be at least six feet long and longer would be preferable. The reason for this is that sometimes the raiser is required to have the dog stay on one side of the metal detector and then be called through to the raiser on the other side.

GDB understands that guide dog puppies are part of the family and that raisers will want to include them in their vacation and travel plans. When it is possible to do so in a safe reasonable manner, GDB will try to accommodate those wishes. GDB appreciates raisers understanding when such arrangements are not possible. It is GDB's first priority to make travel safe and ensure the wellbeing of program puppies.

Guide Dogs for the Blind

Puppy Raising Department

Air Travel for Puppies in Training

This document outlines airline policies for GDB puppies traveling in-cabin after the January 11, 2021 update from the Department of Transportation on the Air Carrier Access Act (ACAA). Baby puppies (8-10 weeks of age) being transported to their raiser territory from GDB can often comfortably fit in a carry-on "Sherpa" bag and have more options for traveling in cabin. Note that policies can change; please review the airline's current website or call their accessibility line for most current guidelines. If you have any questions or would like assistance navigating policies for an airline not listed below, please do not hesitate to reach out to your Leader/CFR.

Airline	Service dogs in training allowed in-cabin?	Baby puppies being transported to raisers in-cabin?	Special paperwork?	Website
Alaska Airlines	Yes	Yes, no fee	The raiser must provide a **health certificate** or **current vaccination record** for the puppy in training on official letterhead from the assistance organization or local veterinarian. The trainer/raiser must provide an official Trainer **ID card** issued by the assistance organization.	https://www.alaskaair.com/content/travel-info/accessible-services/specialservices-support-animals
United Airlines	Yes	Must be 16 weeks of age or older (GDB puppies are generally too large to fly in a Sherpa by this age) $125 "Pet" fee	For puppies in Sherpas, a **health certificate** is required. For puppies in training: "Service dogs training to assist disabled travelers can fly with their trainers for free."	https://www.united.com/ual/en/us/fly/travel/special-needs/disabilities/assistance-animals.html
Delta Airlines	No	Yes, but must be 10 weeks of age or older $125 "Pet" fee	N/A	https://www.delta.com/us/en/accessible-travel-services/service-animals

Airline	Service dogs in training allowed in-cabin?	Baby puppies being transported to raisers in-cabin?	Special paperwork?	Website
American Airlines	No	Yes $125 “Pet” fee	The raiser must provide a **health certificate** for the puppy.	https://www.aa.com/i18n/travel-info/special-assistance/service-animals.jsp
Frontier Airlines	No	Yes $99 “Pet” fee	The raiser must provide a **health certificate** for the puppy.	https://www.flyfrontier.com/travel/travel-info/special-services/?according=trained%20service%20animals
JetBlue	No	Yes $125 “Pet” fee	The raiser must provide a **health certificate** for the puppy.	https://www.jetblue.com/at-the-airport/accessibility-assistance/service-dogs-animals
Southwest Airlines	No	Yes $95 “Pet” fee	N/A	https://www.southwest.com/html/customer-service/traveling-with-animals/index-pol.html
Spirit	No	Yes $110 “Pet” fee	N/A	https://customersupport.spirit.com/en-us/category/article/KA-01492

Guide Dogs for the Blind

Travel Request Form for GDB Puppies

Download the Word form here: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Travel-Form.docx

All raisers considering travel with a GDB puppy should review the *Travel Guidelines* section in the *Puppy Raising Volunteer Policies and Procedures Manual*.

Raisers planning to travel outside of their supervising CFR's territory need to fill out this Travel Request form and send it to their leader who will forward, with recommendations, to the CFR.

Date : _____

Puppy Name :_____ Breed : Choose one

ID : Date of birth : _____

Raiser's Name : _____ Club : _____

Who will the puppy be traveling with? _____

Dates of expected travel : _____

Destination: _____

Method of travel: Choose one

If airplane travel, how long is the actual flight? _____

Please list any other important information about your trip that should be considered for the puppy: _____

Please remember that GDB does not rely on individual state law to allow public access to puppies in training, even if the state law provides this privilege. If the presence of a GDB puppy is not welcome by a merchant or other place of public accommodation, we ask that you thank them for their time and remove the puppy.

What arrangements can be made for the GDB puppy if public accommodations can not be met under these guidelines during your trip? _____

Leader comments : _____

Guide Dogs for the Blind

Dog to Dog Interaction

One of the reasons a promising puppy may be dropped from the Guide Dog program is dog distraction. Some puppies are inherently more interested in other canines. Other puppies, allowed too much interaction with dogs, associate all dogs with fun and play. This association is counter-productive for a working dog coping with the challenges of loose dogs. A guide may encounter numerous invitations to greet or play with dogs in the environment daily.

The most effective way to deal with dog distraction is to prevent it by using positive reinforcement techniques. The Ground Tether, Hand Tether, Food Rewards for Distraction and Loose Leash Walking are all valuable tools in teaching a puppy to ignore other dogs and in creating a higher value in the handler in the presence of other dogs. By utilizing these exercises around other dogs, both in the home and in public, the puppy will learn to focus on his work in preference to engaging another dog.

Puppies that are not fully vaccinated should not be exposed to unknown dogs and should avoid high traffic dog areas. Appropriate behavior around other dogs can still be practiced at home and at puppy club meetings.

In the Home
Our puppies need to learn from a young age to settle around other dogs. We want GDB puppies to focus on interacting with people and build stimulus control. Having another dog in the household can be a great way for a puppy to learn self-control around dogs. We need to encourage the pup to appropriately "hang out" with the family dog (with a family member present; pups should never be left unattended with another dog) and to resist the temptation to engage in active play.

If the puppy is over-interested in engaging the family dog, he should be worked on the food reward games consistently in the presence of the other dog. If the pet dog cannot ignore the puppy, it may need to be tethered or otherwise restrained while the puppy is being trained. Raisers should always have kibble readily available to reward the puppy for resisting engagement with the pet dog. Pets who constantly engage the GDB puppy should be kept separated from the puppy.

Guide dog puppies should not be allowed to pester pet dogs. If the pet dog is too good-natured to defend itself, the raiser should step in and re-direct the puppy.

"Hanging out" can be defined as settling quietly in the same room, perhaps with a toy, without racing around or pestering the pet dog to play. Gentle mouth-to-mouth interactions (usually while lying down), limited social grooming and trading toys can be acceptable interactions so long as the intensity doesn't increase. Racing around, rough and tumble and even gentle wrestling-type play should be discouraged. Ideally, the dogs should be ignoring each other the majority of the time.

When interactions start to ramp up it's a good time for the handler to employ the "That's Enough" cue and encourage the dogs to resume settling. Sometimes it may be necessary to separate the dogs to control the energy level.

Active play times should be supervised and limited to a few minutes and preferably not on a daily basis. Active play should never be allowed inside the home but kept to an outdoor, fenced area. The raiser should be present and ready to intervene should the play start to build in intensity. Dogs should not be left to play unsupervised. Allowing more than two dogs in the play session increases the risk of the interaction escalating and also risks injury to the puppy. Good tempered, mature dogs are more appropriate playmates than other

puppies. Puppies learn appropriate interactions from adult dogs and an adult dog can be more easily redirected if the situation becomes too rough.

Defining active play is difficult as it can be very different depending on the players! Two dogs in a yard engaging in exploring together, loping around and gentle, relaxed games of doggie chase may be acceptable between suitably matched dogs. High speed racing around, physical wrestling and "drive by" type ambushes are not appropriate forms of play for guide dog puppies. Play should not be allowed to increase in intensity to the point where the puppy is unaware of its handler. Frequent recalls for food rewards and time spent "decompressing" on leash, with food rewards for calm behavior, are good ways to maintain a level of control during playtimes.

Obsessions with other dogs can be created if the puppy is left in a pen for long periods where it can see other dogs running and playing. A similar situation can occur in a raiser's fenced yard with a neighbor's dog being the distraction. Fence running and fence fighting may promote aggressive behavior.

Developing puppies will mimic the behavior of dogs that they live with. If a guide dog puppy sees a pet dog growling and barking at other dogs it may copy that behavior.

At Puppy Meetings

Letting GDB puppies greet each other and play at meetings teaches the pup to expect interaction and discourages focus on its handler. It is alright for the puppies to visit briefly once in a while, but only with the handlers' permission and after the pup shows full engagement with its handler. The puppy must show self-control to earn the privilege of visiting after it has settled down at the meeting. Raisers should not let the puppy visit other pups at every meeting; it's not necessary and encourages distractibility. Letting the pups greet each other regularly, even after settling down, creates an expectation in the puppy which could lead to keying on the other puppies. It could also lead to patterning the behavior of remaining calm then unexpectedly lunging toward another dog.

Raisers should practice the tethering games and as the puppy matures, Loose Leash Walking at meetings. A higher rate of reinforcement than is used at home will keep the puppy engaged in the game. If the puppy is having a hard time settling at a meeting, it should be taken to a quiet corner and given food rewards for calm behavior.

A working guide will inevitably come into contact with dogs of all shapes and sizes. We want our puppies to be comfortable around different types of dogs. Exposing GDB puppies to non-GDB breeds is beneficial but the other dogs should be calm and non-reactive. An ideal way to practice Loose Leash Walking and distraction proofing around different dogs, is to have leaders arrange some club meetings with appropriate pet dogs present. Alternately, the raiser can practice the games of Ground Tether and Hand Tether with friends' dogs that are under control.

In Public

Raisers should avoid out-of-control dogs in the neighborhood and gain control of their own pup by practicing Food Rewards for Distractions and Loose Leash Walking games. It may be necessary to practice at a great distance from the other dog initially, to give the puppy an opportunity to be successful. A high rate of reinforcement will be necessary at first.

A young puppy who is shy of other dogs or has been traumatized by a bad experience will gain confidence if the other dog is lying down. It is important that the pup is not forced to socialize but receives lots of positive reinforcement from its raiser for accepting the presence of the other dog. The other dog may have to be kept a good distance away initially, while the puppy is rewarded for calm behavior. Once the pup is comfortable, it can be encouraged to visit with the mentor dog but only on the puppy's terms. Sometimes it may take several weeks of positive reinforcement (food rewards from the handler) before the puppy is comfortable enough to allow the presence of another dog close by.

Occasionally a raiser will find himself in a tight space with no way to avoid leashed dogs, such as at a vet's office or on a crowded sidewalk. This would be a good time to utilize the "Emergency Lure" technique to focus the puppy's attention fully on the food as the dogs are passed by. This is not a technique for every day; such

situations should be avoided whenever possible. The Emergency Lure is very useful to prevent the puppy from engaging with other dogs in close quarters but is not a training technique; if a raiser is utilizing this technique on a regular basis, the puppy's socialization schedule needs to be reconsidered.

See document and video on "Emergency Lure"

Loose Dogs

Raisers should stay alert when walking their puppy and change direction if a loose dog is seen. Sometimes running into a loose dog is unavoidable. If this happens the handler's reaction can help or aggravate the situation. Often the loose dog can be persuaded to go home by the raiser bending to pick up some pebbles - any street-wise mutt knows what is coming next! If, however, the raiser is taken by surprise and cannot escape the situation, the best thing to do is encourage the guide pup to relax and be friendly. Yelling at the stray may incite the puppy to join in and teaches him to be aggressive to off-leash dogs. Tightening the pup's leash telegraphs tension; making him feel trapped and defensive. Struggling to make the pup stay may cause the loose dog to "help" you discipline the puppy! If the handler relaxes the leash, says "OK "and chats confidently, the dogs will relax too. Most dogs will give the pup a good sniff then leave.

Tip: Throwing a handful of kibble on the ground for the loose dog to eat will often distract it long enough that you can escape!

A guide dog puppy may become defensive toward other dogs if it inadvertently has a bad experience. A pup that has been 'jumped' by another dog should be socialized very carefully thereafter to help gain its confidence. Once again the placid, non-threatening pet dog is the ideal socializer.

The raiser should avoid routes where loose dogs frequent and/or enlist the help of the dogs' owner and perhaps the local Animal Control.

A guide dog puppy going into formal training ideally is comfortable in the presence of all types of dogs without being overly interested in them. If you feel you puppy is not receiving sufficient exposure to other dogs speak to your leader and/or CFR for suggestions for further socialization opportunities.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – June 2017

Fear of Dogs and Dog Distraction

In the last month, we have had several dogs dropped from training due to fear of non-GDB dogs encountered on route. This is a sudden increase for this behavior. While this spike may be an anomaly, we want to make sure raisers are proactive about appropriately socializing puppies around many different breeds of dogs. Appropriate socialization also helps with dog distraction, which, as we all know, is a more frequent reason for career change. We would like to help raisers prevent dog distraction in our pups and ensure that our pups are comfortable around different breeds – including those little yappers!

As a reminder, here is what the "Final Goal Behaviors" document says about distraction:
***Ideal**: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.*
***Acceptable**: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.*

A GDB pup that pulls toward, lunges at, and/or vocalizes in the presence of other dogs is distracted. Even keying (staring) at other dogs or checking back repeatedly after passing another dog may be too much dog interest. Casually noticing other dogs is normal behavior.

A GDB pup that hackles, avoids, cowers, tail tucks or otherwise shows discomfort around other dogs needs help gaining confidence in their presence.

Two documents from the manual have a lot of information about dog interaction and preventing dog distraction:

The "Dog to Dog Interaction" document:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf

This document on working with puppies around distractions:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Working-with-the-GDB-Puppy-Around-Distractions.pdf

Additional Tips

- Have raisers bring baby pups to meetings hungry, even missing the meal before the meeting, or use high-value food for less greedy puppies (check with CFR first) so that the pups are motivated to look to the raiser for food rewards, rather than to the other pups for entertainment.
- Ensure that raisers are providing a very high rate of reinforcement when young puppies are around other dogs. A cup of food in ten minutes of exposure is not too much for a four month old pup!

- Give young pups, or any puppies with dog-distraction issues, plenty of space at meetings, especially when passing in doorways etc. This is where the habit of lunging often begins. Have raisers utilize the “Emergency Lure” if tight spaces are unavoidable.
- Have raisers practice the tethering exercises and Paw Pad 2 with novel dog distractions as soon as the puppies have had their vaccinations. Invite pre-screened pet dogs belonging to raisers/friends/neighbors to meetings. Obviously such dogs should be vaccinated, parasite free and of a suitable temperament.
- Talk to local dog trainers/4H dog clubs/dog obedience and show clubs about visits or combined meetings now and then. Make sure all parties know the expectations ahead of time.
- Download files of dogs barking or make your own by stopping in at a shelter and recording the barking. Have raisers play the files very low volume while puppies are eating their meals and gradually up the volume over a period of days or weeks. Make new files of different barking dogs when the pup gets used to the first recording. This would be especially beneficial for pups who are worried about dogs barking behind fences.
- Build up the activity level of the distraction dog slowly. So along with considering the distance a GDB pup is from another dog, and the amount of time the pup is exposed, think about the level of distraction. At first the distraction dog might be just standing next to its owner, then walking around close to its handler, then trotting, then perhaps jumping up and down and eventually perhaps playing tug or barking. Each time the level of activity is raised the distance from the distraction should be increased initially to keep the GDB pup successful. Some pups may be ready for greater distraction than others; care must be taken in meetings to individualize the distraction to the pup.
- Set up “dog distraction” outings as in real life situations. This may mean planting a distractor dog and handler several blocks away with instructions to walk past the raiser and pup. Or the helper can sit at an outdoor café with the dog under a table to be brought out as the GDB pup walks by. Work the GDB puppies individually so that they don’t have the support and proximity of their puppy club buddies when encountering the “strange” dog.
- GDB puppies that don’t have a pet dog in their household should be given puppy sitting opportunities with other raisers to expose them to appropriate canine mentors. Some of the worst cases of dog distraction occur in dogs that have not learned to just “hang out” in the home with another dog.
- Play with another dog should be under the guidelines in the “Dog to Dog Interaction” document. It is good for puppies to learn social interaction with other dogs and they will learn best from adult dogs, not other puppies.
- Puppies that are nervous of dogs may be allowed to greet calm, gentle dogs in a carefully controlled way. Having the new dog lie down or sit and be neutral will give the pup confidence to approach and investigate. The mentor dog should always be of a known temperament to avoid the pup having a bad experience.

As you are all aware, our dogs are encountering other dogs in larger numbers in areas that were previously dog-free. Encounters with inappropriate “service dogs” and “emotional support” dogs are not uncommon in stores and businesses. If we can prepare our pups for these inevitable encounters through proper socialization and counter-conditioning, they will be able to keep their focus on their job once in harness.

Guide Dogs for the Blind

Building a Confident Puppy with R+

Guide Dogs for the Blind puppies need to be carefully socialized so that they grow up to be confident dogs capable of working in a variety of environments including busy metropolitan areas. The Puppy Socialization document and the Socialization Guide are important references for raisers. Some puppies may be less confident than others and many puppies will show caution of some things or situations as they develop. What is more important than a startle, or display of fear, is how quickly and how fully the puppy recovers back to a secure and confident demeanor. The raiser can help the puppy overcome its fears by supporting and handling the puppy appropriately. This document explains how to use counter conditioning and desensitization to change a puppy's fear response.

Fear may be to an individual object, noise, person etc. or the fear may be generalized. Following are some signs that a puppy may be fearful or stressed by a situation. More information can be found in the document "Puppies with Sensitive Temperaments."

- Avoidance/unwillingness to approach/balking
- Lowered head/body
- Bolting away
- Hiding behind the raiser or an object
- Ears back or stiff and tense
- Tail clamped down or held under body
- Trembling
- Hackling
- Wet mouth or drooling
- Lips pulled back tight or 'puffing' at the sides
- Panting
- Licking lips or nose; a clear runny nose
- Refusal to accept food rewards or grabbing roughly at food rewards
- Rampy behavior (rushing/pulling to get out of a situation or get it over with quickly

Two techniques that are used to change a puppy's emotional response (how it feels about something) are counter conditioning and desensitization. These two behavior modification techniques are used together to help a puppy overcome any negative feelings toward such things as:

- Novel or strange looking objects
- Surfaces
- Traffic
- Odors
- People
- Animals
- Noises

Desensitization is the gradual, controlled exposure to something that the puppy is concerned about. We reduce the puppy's sensitivity to something by habituating the puppy to the stimulus (the thing or event) at a very low level (as in sensitivity to a noise) or keeping a great distance from the object/situation at first. Over a period of time, as the puppy becomes comfortable at a low level, we increase the noise or movement or proximity, never going to the point where the puppy is made nervous. Eventually the puppy becomes "used to" the stimulus and ignores it.

Counter conditioning is the process of teaching the puppy to have pleasant feelings about something that it previously feared or disliked. This is done by pairing the stimulus with something the puppy enjoys – usually

food, but a game with a toy can work too. Eventually the puppy will have a positive or neutral feeling about the scary thing or situation rather than reacting negatively toward it.

When puppies are being socialized these two techniques are actually being used proactively all the time by careful raisers. We only gradually expose puppies to busier situations and we use lots of food rewards for loose leash walking, calm behavior and ignoring distractions. As well as rewarding those specific behaviors, the rewards are promoting a positive association with being out in public.

For most GDB puppies this type of socializing will be sufficient but for some more sensitive puppies, or those that have had a bad experience, extra support may be needed. If a puppy shows more than mild, initial discomfort upon exposure to a new thing or situation, raisers should consult with their leader about how to help the puppy overcome its caution. Continuing to expose the puppy without a plan can actually compound the fear and make it much worse.

The "Three D's" of dog training not only apply to teaching behaviors but also to conditioning a dog to accept something it is reactive to or afraid of. Success will be attained if only one of the "D's" is increased at a time. In the case of changing fearful reactions we would look at:

- **D**istance – how far away the object is or how far back the puppy can be kept from a situation
- **D**uration – how long the puppy is exposed to the object or situation, this is especially important on first exposures to busy stores, streets etc.
- **D**istraction – in this case the stimulus that causes the puppy to be concerned. An object that is stationary is less frightening than an object that moves. An object that moves and makes noise is even more potentially frightening. Only one element should be added at a time when possible.

Steps in a Program

As an example of a training plan let's take a puppy that is afraid of a rolling garbage can. Depending on the pup's level of discomfort with the can, this process may take several days or several weeks. From the puppy's point of view we have three elements to the rolling garbage can – the object itself, the movement of the object and the noise as it rolls.

Phase 1

- The raiser should approach sufficiently close that the puppy notices the can but is not showing any fear.
- The puppy should not be forced to approach but if it wants to move closer it should be allowed to do so.
- The puppy should be liberally rewarded with food as soon as it looks toward the can.
- If the puppy refuses to accept the food or is uncharacteristically grabby for the food, the raiser should increase the distance away from the can. (Only the CFR can recommend high value food. High value rewards may be helpful with some puppies that have lower food interest generally.)
- Exposure should be for a short amount of time, thirty seconds or so at first, and as soon as the puppy is removed from sight of the can the rewards are withheld. This way the pup will realize that the presence of the can initiates the food reward.
- The above steps should be repeated several times, increasing the amount of time spent rewarding the puppy at a comfortable distance from the can.

Phase 2

- If the puppy is relaxed with the can at a distance for a minute or two, the raiser can approach a little closer.
- The puppy should receive a higher rate of reinforcement (more food) the closer it is to the can.
- Because the pup is closer to the scary object the duration of exposure should be decreased back to a shorter amount of time.
- When the raiser walks away from the object the food rewards cease.
- The above steps should be repeated over a period of time until the puppy can stand next to the can, cheerfully accepting food rewards.
- While the puppy is out of sight and earshot, the can should be moved to a new position and the above steps repeated.
- Only when the puppy approaches the can without hesitation and can remain in the vicinity of the can for several minutes without concern, is it ready to move on to the next phase.

Phase 3
A helper will be needed at this point. Preferably someone the puppy is familiar with. It would be best if the can is placed on a lawn or dirt to muffle some of the noise of it rolling. If noise and movement are added together it may be too much stimulus for the puppy.

- The puppy is kept at a good distance from the can. The person handling the can should speak to the puppy in a cheerful tone before gently and slowly moving the can away from or parallel to (not toward) the puppy. Rolling the can a few inches before stopping again will allow the pup to become accustomed to the movement a little at a time.
- The raiser should reward the puppy at a high rate as it watches the can.
- If the puppy is nervous it should be calmly moved further back from the can and the helper should keep the can more stationary.
- If the puppy wishes to approach the can it should be allowed to do so; the can should become still as the puppy approaches.
- Only a few seconds of exposure at first can be gradually increased until the puppy can watch the can moving for a minute or more.
- It may take days or weeks for the puppy to be comfortable watching a moving garbage can. Rewarding around a stationary can should continue but with less food reward than at first and less than when the can is “moving”.
- Only when the puppy is unconcerned about the moving can is it ready for the next phase.

Phase 4
Once again, a helper is needed.

- The puppy should be kept at a good distance, as in the initial introduction, as the can is now rolled gently in small increments on a hard surface.
- The addition of noise may make the puppy uncomfortable so distance away from the can may have to be increased and length of exposure decreased.
- The raiser should always start at a distance that the puppy is comfortable with and end the exercise while the pup is still relaxed and accepting food.
- If the puppy seems relaxed the raiser may approach more closely but the helper should decrease the amount of movement of the can as the puppy approaches.
- The rate of reinforcement should increase the closer the puppy gets to the can.

Using the above techniques the puppy should eventually happily walk by stationary garbage cans and at a further distance, moving garbage cans, in that particular area. However, dogs don’t generalize well. Just because the puppy is no longer afraid of that garbage can in that area does not mean that the puppy will not be cautious of other garbage cans in other areas. The same techniques of desensitization and counter conditioning may have to be utilized in the future but will probably go much more quickly and smoothly once the puppy has been through the process with one garbage can.

Similar plans may be utilized for puppies that are afraid of other things, situations, surfaces and noises. In the case of noises, a desensitization soundtrack may be recommended to be played at very low levels while the puppy is eating or playing. The point is to keep the stimulus at a non-scary level upon introduction and pair it with something the puppy really enjoys. Eventually, upon seeing or hearing the stimulus that formerly caused the puppy discomfort, the pup should have a positive association and either ignore the stimulus or even become happy around it. At that time the food rewards can be decreased and eventually faded as no longer necessary.

Guide Dogs for the Blind

Puppies with Sensitive Temperaments

Why we are seeing more sensitive puppies?

- Due to the change in our client base, the breeding staff has been striving to meet the demands of the training department for an easier to manage, more handler-sensitive dog. While being successful in producing that more biddable dog, the by-product is dogs that are more sensitive in general, including sensitivities to the environment. These puppies can be challenging to raise, but are very willing and easy for a visually impaired person to control as adult Guide Dogs.
- Our lifestyles are increasingly busy and active, leading to raisers inadvertently over-socializing puppies at a young age. (Please see updated socialization guide.)

Signs of stress:

Dogs exhibit stress in different ways. A puppy becoming uncomfortable may show one or more of the following signs. Many of these behaviors are seen in circumstances other than stress but if you see several of these behaviors together and/or repetitively, you need to consider if your puppy is stressed.

- Wet mouth or drooling
- Lips pulled back tight or 'puffing' at the sides
- Panting
- Licking lips or nose; a clear runny nose
- Yawning
- Head lowered
- Ears back or stiff and tense
- Lowered body and tail (tail may tuck in extreme fear or discomfort)
- Sweaty pads (you can often see a wet paw print on the floor); dogs sweat through their feet
- Not wanting to walk on the leash, balking (stopping, sitting or lying down)
- Unwilling to exit the vehicle or leave the house
- Loose or extra stools while on an outing or just after returning from an outing
- Whining/vocalizing
- Hackling (extreme, usually only when fear or suspicion involved)
- Sniffing, scratching, grabbing at grass/leash, escalating behavior (displacement activity)
- Rampy behavior (rushing/pulling to get out of a situation or get it over with quickly)
- Being irritated by the jacket /scratching at the collar
- Excessive licking or chewing on the paws (would happen more at school/office than outside)

Socialize slowly and positively:

Puppies do need to be exposed to novel situations but with sensitive puppies the areas must be chosen carefully. A good example would be to take your puppy to a new, quiet situation, let's say a library, a couple of times. Make sure it is very comfortable in that particular library and avoid the busier sections. Once it is comfortable there, try to find a different library where it is equally quiet and non-threatening and take him there a few times. Then perhaps go to the children's section in the library, being careful to keep him away from large groups of children. After a few exposures like this the puppy's next outing might be a quiet area in a friend's office. Try to find five novel situations per week of a similar level of difficulty, even if it just means visiting friends and relatives in their homes. Building up socialization like this will help build the confidence of a soft puppy. Pairing these exposures with a high rate of reinforcement (multiple food rewards or even whole meals) will condition the puppy to enjoy such outings.

Remember the rules of socializing a softer puppy:

- Go slowly with the socialization but do get the puppy out (review the socialization guide). There is plenty of time to work on building confidence but if you push the issue and create a fear it may be difficult or impossible to counter-condition that fear later. Use some of the pup's meals to reward calm behavior on outings.
- Avoid overly stimulating environments or situations that require firm control (greeting numerous people/toddlers, etc.). Don't let the puppy get overwhelmed or over-stimulated by people wanting to pet it. Politely explain to people that the puppy is in training and carry it or walk it away in a calm manner. This would be a good opportunity to practice the Hand Tether exercise with lots of food rewards. You may even need to utilize the "Emergency Lure" technique.
- By avoiding over-stimulating the pup you are setting it up for success. Softer puppies should be handled positively as corrections just add to their stress. Don't insist on perfect obedience from softer pups; let them explore the world on their own terms. Keep control with a head collar.
- Watch for opportunities to reward and praise the puppy. Use positive puppy raising - make sure you are emphasizing what the pup is doing right and prevent unwanted behaviors.
- Do quick 'in and outs' rather than taking the puppy shopping. Have a second handler who can take the puppy off to a distance or stay outside the store if it may be too overwhelming for the pup. There is nothing wrong with leaving the pup at home if you are in doubt!
- When working with softer puppies stop while they are still confident; don't keep pushing them until they have a negative reaction. Take small steps, even if it means it takes much longer to socialize the puppy.
- Don't go back to a place where a puppy had a negative reaction; avoid that area and work on building the pup's confidence in other areas for weeks or months before attempting to re-visit that particular situation.
- Praise and reward the puppy when it is showing confident behavior and support it when it is insecure. Make the situation easier for the pup by putting more distance between the puppy and whatever is making it uncomfortable. Equally, never force a puppy to approach an object or situation that it is afraid of. High value food rewards may be more appealing to the puppy in challenging situations – seek permission from your leader/CFR to use food rewards other than kibble.

Relieving Issues:

- Softer puppies are more likely to develop relieving issues.
- Extra care must be taken to follow relieving protocols and guidelines with sensitive puppies.
- If a puppy has an accident in a business or store do not go back to that store for months and be very careful (quick in and outs or staying at the entrance) in similar stores.
- Increase walking distances very slowly with softer puppies due to the increased potential for accidents which then become habits.

Avoidance of the puppy jacket:

Puppies who are stressed or nervous when out and about may avoid having their jacket put on as they begin to associate the jacket with being taken out in public. Sometimes it is hard to tell whether the puppy is just body sensitive, and finds the jacket uncomfortable, or if it is indeed making a negative association with the jacket and stress occurring outside the home. Consult with your leader/CFR for help in figuring this out and for recommendations to overcome this issue.

Balking Puppies:

- Practice collar cues and loose leash walking around the home before venturing out. Puppies who understand leash cues are much less likely to balk.
- Reward frequently with food (as in loose leash walking practice) to keep the experience positive for the puppy. Do not lure the pup but mark and reward for any steps forward at first.
- Younger pups: carry them away from home/vehicle and let them walk back. Then go to carrying them some distance away from home/vehicle before putting them down to continue walking away.
- Use a mentor dog (an older, calm pup or dog with a confident demeanor) but wean off as soon as the pup is comfortable.
- Let the pup carry a favorite toy to 'parade'.
- Build up distance and distractions on walks slowly – too much too soon, or too noisy/scary can create an unhappy, balking pup.
- Use the leash gently and let the soft puppy have more freedom to explore.

- Don’t make too big a deal of scavenging tendencies. Try to prevent picking up of leaves etc. but don’t scare the pup by grabbing at it. Practice the ground tether and hand tether exercises with distractions on the ground. Some pups may relax and stop diving it things if they have their own toy to carry.

At Meetings:

- Enter gradually. Stay off to one side of the activities or group.
- Be aware of the potential for over-stimulation.
- Stay in a corner and do puppy handling and/or fun, highly reinforcing games like ground tether.
- Do not do layovers in a group situation with an insecure puppy or make it do anything that may be too dominating or stressful. This may mean not participating in obedience exercises for a while.
- Only do obedience exercises that your pup is very familiar with and does easily at home. Lower your criteria and demand less of the pup at meetings. This doesn’t mean you let the pup get out of control; set the puppy up for success and use distance and ample food rewards to keep the puppy’s focus.
- Be careful about trading off to other handlers. Practice trading, but make sure the other handler is familiar with food reward techniques and does not push the puppy beyond what it is comfortable with.

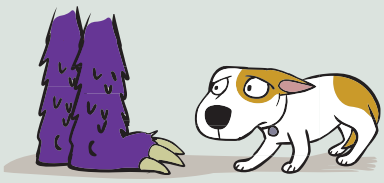
General Handling for the Sensitive Puppy:

- Contact your leader immediately if you have concerns about your puppy being ‘soft’ or insecure. If in doubt, ask for advice on how to proceed. Occasionally, you may even be advised to just keep your puppy home for a few weeks to give the pup an emotional break.
- Only do puppy handling when the puppy is relaxed; keep handling positive and gentle.
- Practice a lot of food reward for calm behavior – this helps confidence too.
- Emphasize positive puppy raising. Reward good behavior frequently. Manage the puppy so that you avoid having to correct it as much as possible, especially when it is young. A crate or x-pen at work may be better than a tie-down.
- Do not correct a puppy that is vocalizing due to insecurity; distract it or move it further away from activities to a quiet area. Practice crate training and tie down behavior in quiet settings with a high rate of reinforcement (food rewards).
- Utilize the head collar to control the puppy when not actively working on collar cues or loose leash walking.
- Above all, set the puppy up for success and train positively, rewarding appropriate behavior rather than trying to correct inappropriate behavior.

Raising sensitive puppies takes patience and skill. Puppies lacking in confidence can be complex and in some ways, are more challenging than those pushy, naughty puppies. Reserved puppies are more dependent on their raisers for support and need thoughtful, attentive handling. But the rewards are huge as you see the pup grow in confidence daily and get ready for the challenges ahead as a working guide.

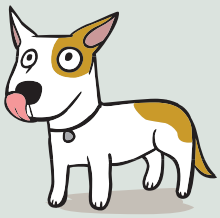
Body Language of Fear in Dogs

Slight Cowering

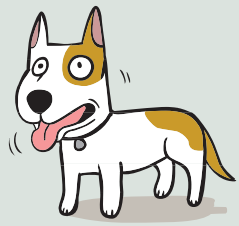


Major Cowering

More Subtle Signs of Fear & Anxiety

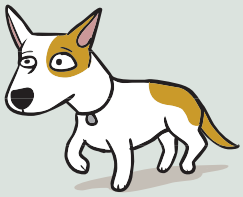


Licking Lips
when no food nearby



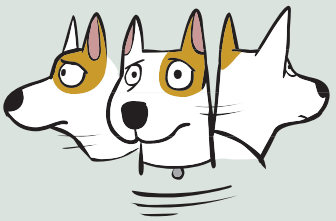
Panting
when not hot or thirsty

Brows Furrowed, Ears to Side

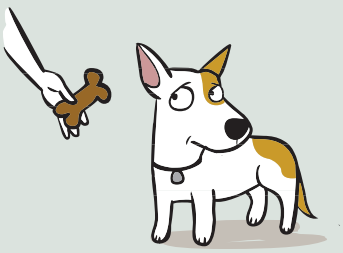


Moving in Slow Motion
walking slow on floor

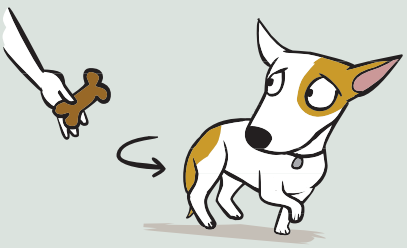
Acting Sleepy or Yawning
when they shouldn't be tired



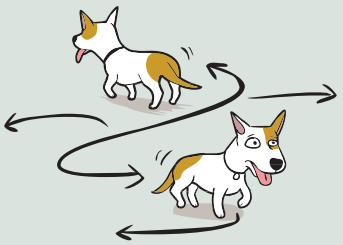
Hypervigilant
looking in many directions



Suddenly Won't Eat
but was hungry earlier



Moving Away



Pacing

© 2011 Dr. Sophia Yin, DVM, MS

Dr. Sophia Yin, DVM, MS
The Art and Science of Animal Behavior

For additional free dog bite prevention resources and more dog behavior books and products, visit **www.drsophiayin.com**.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – February 2018

Surviving Puppy Adolescence

What is it?
A transitional stage of physical and psychological development. Puppies may test boundaries, assert independence, become fearful, and/or gain more energy. The 'perfect puppy' may suddenly start to display new unwanted behaviors. Or, the pup that made progress suddenly reverts to problem behaviors from earlier in puppyhood.

When does it occur?
Varies, in our breeds may begin as early as six months or more usually around nine months. Lasts until the puppy reaches adulthood but early months are usually the most challenging.

What to expect?

- Increased energy may lead to:
  - Destructive chewing
  - Leash pulling
  - Excitable behaviors – greetings, house manners, etc.
  - Demand behaviors – barking, attention-seeking
- Increased independence may lead to:
  - Keep-away or slow response to FIR
  - Lack of attention – dog, people, odor, scavenging and/or general distraction
- Increased awareness may lead to:
  - Wariness of environment, people, dogs, odors, surfaces and/or sounds

How to manage the adolescent pup?

- Continue socializing in *new* places throughout puppyhood and puberty; adolescents need challenges to avoid boredom (raisers with puppies going through a fear period at this time may be advised to give them a break from socialization and keep them home)
- Increase exercise, as needed
- Provide mental stimulation
  - More challenging outings, as appropriate
  - Increase expectations for cued skills (stays, foundation position changes, collar cues, etc.) - several intense training sessions per day will tire the adolescent brain
  - Rotate toys

  *As of August 2020, stuffed Kongs and Wobblers may be used with leader approval. Raisers should note this in each relevant monthly report and review the guidelines found here: Food Containing Toys: Stuffed Kong and Wobbler.

- Back to basics at home
  - Reduce freedom/increase supervision

        - utilize baby gates, tie down, crate and long-line, as needed
- Gradually re-expose to distracting situations
    - Utilize increased frequency of food rewards
    - Utilize increase value of food reward (with CFR approval)
    - Utilize Gentle Leader; pups that had graduated out of the GL may need to go back to it for a while
- If needed for confidence, incorporate desensitization and counter-conditioning as outlined in our 'Building a Confident Puppy with R+' document

Summary

Being prepared for adolescence will help reduce frustration and achieve success during these challenging months. Be aware and understand that this is a normal part of canine development requiring patience and consistency on the part of the raiser. Puberty is temporary, a phase, but it is of utmost importance to address any unwanted behaviors that may occur. A guide dog puppy's potential may be ruined by poor habits allowed to form during this period. Raisers may need extra guidance and support at this time. Frequent puppy sitting by more experienced handlers can give the raiser a much-needed break and add to the puppy's adaptability. Occasionally the developing puppy proves to be too much of a challenge at this time and a transfer to a stronger raiser may be warranted. Contact your CFR for support and ideas to best develop our 'teenage' puppies!

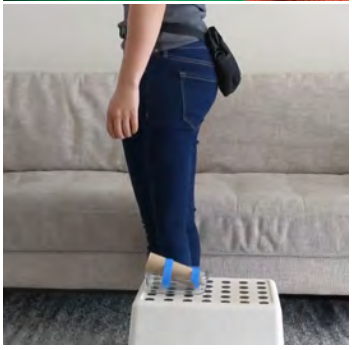
Guide Dogs for the Blind

Human-only Training Games

No puppy necessary!

Marking and rewarding puppies for good behavior may sound easy, but it can feel a little like patting your head and rubbing your belly at the same time until it becomes muscle memory. If you're skeptical that day will ever come, fortunately we can speed up the process, and practice the individual pieces – even without a puppy! A solid foundation of the mechanical skills required in handling food rewards and marking behavior can be developed through some human-only games. Goofiness, and convincing family members to animate your "fake dog" is encouraged.

Just like breaking down behavior for puppies, we as handlers can practice each piece individually, and put them all together at the end. This document describes some of the activities that can be practiced with only a few household props.



What you'll need

- Some kibble (or anything of a similar size/shape). Good alternatives for use in these human-only exercises can include flat marbles, candies (M&Ms, Skittles, etc.), or similar sized pebbles.
- A "mouth" to deliver to. While working on your own technique, it's actually better to do this without a puppy! Stuffed animals or even a cup on its side will suffice.
- A bait bag. We recommend something with a nice wide opening for those with adult-sized hands! Something that easily opens and shuts with one hand (hinge clasp or magnet) is also highly recommended. A small purse or even a homemade bag will work in a pinch. If you don't have access to anything that will work as a bait bag you can still do some of the exercises with the "kibble" in a bowl on the counter.
- A leash (or other rope you have lying around the house)

A quick reminder: if a GDB puppy is in the same room while you are playing these games, they might be confused the first couple times you mark and feed a cup. This is completely normal, and you do NOT need to give a kibble to the puppy each time someone in the room says "nice". It is important for puppies to learn that the marker is not always directed at them, even when said by someone who rewarded them in the past. It also helps pups transition to other situations where another dog might be earning food rewards nearby (such as when instructors work multiple dogs on campus), but they are still expected to relax calmly until it is their turn! Put the "real" puppy on a tie down/in a crate/in an x-pen and reward occasionally for calm behavior as you practice.

A collection of all videos linked in this document can be found HERE.

Loose Leash Walking

1) **Delivering single pieces of kibble from the bait bag to the "puppy" standing at your left-hand side**
   Review Loose Leash Walking for a reminder on bait bag position and food reward location.
   Sample video: https://youtu.be/1wQ9eSjt9Yk

   Tips:
   - Reach into the bait bag and take out a SINGLE piece of kibble to deliver. No hoarding a handful! Your hands should be empty in between each delivery.
   - Try to keep your feet/body facing forward, and not turning toward the puppy.
   - Present the kibble all the way to the puppy's mouth. No hesitation, no tossing.
   - Don't forget to shut the bait bag after you deliver the kibble.
   - Practice with both hands! Aim to be equally comfortable delivering kibble with both your left and right hands. **We strongly encourage the use of left-hand food delivery to avoid puppies curling in front of the handler.** That said, your left hand may sometimes be otherwise occupied (such as holding the leash short around challenging distractions) and it is useful to be confident delivering kibble from either hand.

2) **Add in the marker word!**
   Sample video: https://youtu.be/7BaNTxCWHzA

   Tips:
   - Say "nice!" BEFORE you make any moves to reach for the bait bag.
   - Keep your marker short, crisp, and sounding the same each time.
   - You must deliver a kibble each time you mark

3) **Add a leash (or other leash-like prop) and practice left-hand food delivery**
   Hold the leash as you normally, naturally would (hint: most people tend to hold the leash in their left hand – or hold with both). AFTER you mark, adjust your leash hold so you can reach for a piece of kibble with your left hand.

   Tips: Some people find it easier to pass the leash to the right hand in front of their body ("front cross") and some prefer to pass the leash behind their body ("rear cross").

   Sample video of both techniques:
   "Front cross" Left Hand Food Delivery: https://youtu.be/OKgePFZbXrk
   "Rear cross" Left Hand Food Delivery: https://youtu.be/TxfQQz1EhXM

4) **Add in movement**
   Don't forget that food rewards are delivered after both handler and puppy have stopped (Loose Leash Walking).

   Tips:
   - This activity might be easier with a helpful assistant to hold the fake puppy to keep it in Loose Leash Walking position.
   - Mark for movement (i.e. *while* you're walking), then stop, and deliver the kibble.
   - Gradually come to a stop, taking a few steps to do so. If you stop too suddenly the puppy might "overshoot".

   Videos:
   - Loose Leash Walking Left Hand Delivery (preferred in most instances):

- Front cross: https://youtu.be/ha-Dyr2PeF8
- Rear cross: https://youtu.be/JIM99jsqrw8

- Loose Leash Walking Right Hand Delivery: https://youtu.be/5LOEXuSFzCc

Pezzing

Practice the hand mechanics for continuous food delivery (i.e. "pezzing"). Pezzing is often useful when puppies need a high rate of reinforcement to hold a position (e.g. when first learning about the Paw Pad), and for the Emergency Lure.

1) **Continuously delivering individual pieces of kibble from a handful held in your right hand**
   Practice using your thumb to slide a single kibble forward to the puppy, while keeping the rest of the kibble hidden in your fist. This can take some finger dexterity!
   Sample video: https://youtu.be/viOtPFkNaW4

2) **Deliver a stream of kibbles to the "puppy" on your left side**
   Again, try to keep your feet/body facing forward, and not turning toward the puppy.
   Sample video: https://youtu.be/al6feHOcUKI

3) **Add in movement**
   Practice pezzing kibble while walking quickly, as you would in the Emergency Lure.
   Sample video: https://youtu.be/vJEJQuBTc9k

4) ***EXTRA*** (optional) ***CHALLENGE: Repeat Steps 1-3 with your left hand!***
   Sample video: https://youtu.be/zP1oSHaMm5Y

Marker timing

Grab a partner, or better yet, the whole family! Have one person bounce a ball, and the goal is for the handler(s) to mark and reward for the exact instant the ball hits the ground.

1) **Mark exactly when the ball hits the ground**
   At first this can be done without delivering kibble, so handlers can focus on just getting the marker timing exactly right.

2) **Add in reaching for the food and delivering a single piece of kibble**
   Make sure all hands, arms, feet, and legs stay in neutral, relaxed position until *after* the mark!
   Sample video: https://youtu.be/8oLkGZFwJNA

3) **Make the game more challenging!** This game also works asking the ball-handler to toss the ball upwards and having the handler mark when the ball reaches the highest point. OR choose a completely different behavior to mark and reward. Get creative!

Shaping (aka "Hot/Cold") – Human-only game

"Shaping" is a fancy name for the practice of breaking down complex behaviors into smaller, easier pieces and building those smaller pieces together until you have "shaped" the goal behavior. You can practice the art of developing a training plan by shaping a human partner to do silly things like "rub your nose" or "sit in a chair and cross your legs" or "sweep the floor" (am I dreaming…?). Take advantage of your human training partner and get some feedback from them after the game to see what went well and what could have been clearer!

Additional Human Shaping Game resources and ideas:

- https://boogiebt.com/2018/06/17/behavior-shaping-game-for-humans/
- https://www.artandscienceofanimaltraining.org/tools/portl-shaping-game/

Have an idea? We'd love to hear it! If you have other ideas for fun, human-only training games to hone those GDB puppy handling skills, please share them with your leader/CFR and they might show up in this document or at your next club meeting!

Guide Dogs for the Blind

Crate Introduction Game

Goal Behavior
The puppy willingly enters the crate on cue and settles calmly. When the door is opened, the puppy waits until invited to exit the crate. Duration will be achieved in increments; the goal is for the puppy to be relaxed and quiet in a crate, with or without people present, for several hours and/or overnight.

Training Session Objectives
Build a strong reinforcement history for entering the crate and remaining quietly in the crate for increasingly longer periods of time. In early sessions, the raiser will remain in sight but will eventually step out of the room for brief periods, returning to reward the puppy for quiet, calm behavior. Continue rewarding calm behavior in the crate and gradually expand the time between rewards. Approved food-stuffed toys can be utilized if the raiser needs to leave the puppy for a prolonged length of time that the puppy has not been prepared for. Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on use and seeking permission to offer toys containing food.

Prerequisites
Puppy is relieved and not too hungry, which might make him frantic and unable to settle.

Session Set Up
- Crate should be placed in an area where the puppy will not feel abandoned but where there is not a huge amount of activity that might stimulate the puppy. A quiet corner of the living room or bedroom is ideal.
- Crate should be an appropriate size for the puppy. If using a wire crate, cover it for training purposes which will enable an easier transition to a plastic crate. (Some pups only trained in a wire crate may need some retraining in a plastic crate.)
- Crate may need to be placed on a pad of some kind if the flooring underneath causes the crate to slide or makes it too noisy and scares the puppy.

Food rewards should be puppy's regular kibble unless instructed otherwise by CFR.

Reading / Video reference
Video will be available soon.

Steps
Note: We are not marking for the puppy entering or being in the crate. We are utilizing classical conditioning – teaching the pup that the crate is a great place to be by associating it with food. This is similar to "Food Rewards for Calm Behavior".

1. Start with bottom half of crate. Let the pup see you have food. Lure into crate and place kibble successively deeper into the crate so he goes further in. After initial introduction food will always be placed at the back of the crate. When pup turns around, meet him before he exits and give him several pieces of food. Do not feed when he comes out of the crate. (When in the vicinity of a crate, food only happens in the crate).
2. Wait until puppy steps into crate bottom then throw kibble into back of crate. Don't move the hand to food bag until the pup steps into the crate. When pup turns around meet him before he exits and give him several pieces of food. Do not feed when he steps out. Quietly drop a kibble into the back of the crate as he's exiting so that a kibble is already there for him when he steps into the crate again.
3. Add the top half of the crate secured to the bottom half but still with no door. Ideally an assistant can place kibble in the back of the crate unseen by the puppy. Handler can unobtrusively place the kibble

with one hand while feeding the pup with the other hand at crate entrance. Puppy goes in, eats kibble, turns around and receives several food rewards at crate entrance.

4. Do not preset food in the crate. Wait until puppy chooses to go into the crate. Wait it out, he probably will go in. Reward after he turns around before he exits the crate. Occasionally drop some food in the back of the crate while puppy is already inside.
5. Put the door on the crate, wide open. Have an assistant place a kibble in the rear again or pre-load the crate yourself. If he doesn't go in after a while, move away from the crate (the pup has lost the opportunity for a reward.) After he turns around in crate, feed at open door before pup exits. If pup is hesitant to come out, lure a few times with kibble. Repeat several times.
6. As pup is waiting at crate entrance to be fed, close door and feed through door five or six times. Then delay feeding for four to five seconds and feed several pieces again. Repeat several times. Increase duration. Hold the gate closed so that he doesn't push it open. Feed several pieces at entrance when you open the door and before he exits.
7. Now latch the door and repeat as above. Increase duration between feedings to ten to twenty seconds.
8. Handler walks away from crate, returns, feeds through door. Do this multiple times with varying, unpredictable duration. Set crate near a doorway so handler can go out of sight briefly.
9. Increase noise/distraction when away from crate.
    - Return and reward after shorter duration when first introducing noise/distraction.
10. Put the puppy in the crate and leave the room, return to praise and feed intermittently. Continue to reward randomly for quiet, calm behavior in crate.

Key Points

- Add the verbal cue only when the handler is certain the puppy will enter the crate.
- Do these games fifteen minutes before bedtime to tire pup's brain before bedtime.
- Give the puppy a food-stuffed Kong if he has to be left in the crate for more time than he has been prepared for (see guidelines for Food Containing Toys: Stuffed Kong and Wobbler).
- If the pup does not want to exit the crate, let 10 seconds go by, then offer food.
- With this foundation laid, if puppy persistently barks for attention, correct with a long line through the crate door as described in the manual.

Guide Dogs for the Blind

Relieving and Housebreaking

Goal Behavior
The puppy readily leash-relieves on cement or other hard surface when offered regularly scheduled opportunities and in response to the “Do Your Business” (DYB) cue. The puppy is prompt in its response to the cue, relieving in less than three minutes. The puppy will wait for an offered relieving opportunity and will not indiscriminately relieve on walks, outings or other socialization experiences. The puppy is comfortable with the handler physically close during relieving and is relieved in front of the raiser. The puppy does not relieve in the house, demonstrating self-control over urinating and defecating (waits for offered relieving). Although waiting for offered relieving times is ideal, indicating a necessity to relieve when in the home is preferable to having accidents. The puppy is able to walk briskly for at least 1 mile without the need to relieve.

Initial Training Session Objectives
Each puppy will progress at a different rate depending on its temperament and physical maturity. The puppy will learn to relieve on-leash at a predetermined relieving location. The goal is to have the puppy walk by the handler’s side to the relieving area in a controlled manner, then relieve on cue in front of the handler.

Note: The puppy jacket should always be removed before offering relieving. If the puppy does start to relieve while in jacket, the raiser need not remove the jacket at that point but should resolve to anticipate the pup’s needs in the future.

Prerequisites
Raisers should start these exercises as soon as the puppy comes home. Young puppies need frequent relieving opportunities and may initially need to be carried to the relieving location to prevent an accident in route.

Session Set Up
The raiser should choose a relieving area that can be used each time the puppy is taken outside. Using the familiar area acts as an additional cue to the puppy about what is expected and may help the puppy relieve more promptly.

- Ideally the relieving area should consist of a hard surface like concrete or asphalt. Puppies come from the kennel already familiar with relieving on cement; it is advantageous to keep up this habit as the puppy matures. If these substrates are not readily available, an area can be created using premade pavers found at most Home and Garden stores.
- Packed dirt or gravel can be substituted if absolutely necessary, understanding that the puppy must be relieved on concrete/hard top regularly to keep it comfortable with those surfaces.

First Steps

- The handler should take the puppy, on-leash, to the relieving area. Young puppies in a hurry may need, at first, to be carried to the relieving area.
- As the puppy reaches the relieving area, the handler gives the puppy a release cue of “OK” and casts the puppy out in front of the handler.
- The puppy should be allowed to sniff the ground and may be encouraged to move back and forth, or in a circular pattern, in front of the handler to promote relieving.
- The handler may pivot in the center if necessary, however, the handler should remain facing the pup as it circles, teaching the pup to relieve in front of the handler. Preventing a puppy from relieving on the handler’s left side may help it understand that it is not desirable to relieve in heel position.
- The handler should not follow the puppy if it attempts to move to fresh ground; this will encourage the puppy to explore instead of focusing on the task at hand
- A six-foot radius around the handler should be sufficient for the puppy to relieve in.

- If the puppy is reluctant to move, the handler may take several steps forward and backwards or side to side, while encouraging the puppy to keep moving and stay engaged in the activity.
- The moment the puppy begins to relieve, the handler should add the cue “Do Your Business” repeating as the puppy relieves. As the pup finishes relieving the handler may choose to mark the behavior and use a food reward as soon as the pup returns from the squat to a normal position.
- As the training progresses and the puppy starts to make an association with the cue, the handler can progress to giving the DYB cue as the puppy is cast out in front of the handler, (the cue initiates relieving) rather than saying and repeating the cue as the puppy is actually in the act of relieving.

Handling Tips

- The handler may need to repeat the “Do Your Business” cue to get the puppy back on track if at any time the pup becomes distracted or loses interest in the activity.
- Generally puppies that stop moving or sit down and “star gaze” are not likely to relieve without a leash prompt to keep moving.
- Sniffing is a preliminary behavior to relieving. Handlers should be careful to watch for scavenging in young puppies, however, it is permissible for the puppy to sniff the ground in preparation to relieve.
- Preventing the pup from sniffing may accidently prevent the puppy from relieving.

Housebreaking (teaching the puppy not to relieve in the home)

Young puppies should be supervised at all times and crated when supervision is not practical. This allows the handler to watch for indications that the puppy needs to relieve and to take the puppy to the desired relieving location prior to an accident. It also allows the handler to interrupt the puppy should it start to relieve. Young puppies have small bladders and need to be offered the opportunity to relieve frequently.

Handlers should be alert to the puppy’s body language signaling that the puppy needs to relieve. This may include sniffing the floor, starting to circle intently, moving in a different manner or suddenly interrupting an activity. Barking and whining may also be indicators of the need to relieve, especially when crated.

Raisers should observe how often the puppy shows the desire to relieve and should take the puppy out on a schedule. During initial housebreaking, the puppy should also be taken out every time it signals, or indicates the need, to relieve.

If the puppy starts to relieve in the home the handler should quickly interrupt it with a startle sound such as a verbal “AY!” or a sharp clap of the hands. This is intended to interrupt the progress of the accident and to communicate to the puppy that relieving inside is not appropriate. Once interrupted, the puppy should immediately be taken to the designated spot to finish relieving. The DYB cue should be given and the puppy praised when finished.

If the puppy has had an accident in the home, the soiled area should be cleaned completely with a stain and odor remover solution such as Natures Miracle. This will eliminate any evidence of the accident and prevent the puppy from being drawn back to the area in the future.

Tips for Success:

- The raiser should keep a log tracking the puppy’s natural patterns for relieving and how long the puppy can “hold it” between opportunities to relieve.
- Water intake may need to be monitored (not restricted) to set the puppy up for success. Raisers who have concerns about the volume of water their puppy is consuming, or concerns about changes in their puppy’s drinking or relieving patterns should bring this to the attention of their leader.
- An opportunity to relieve should be offered after the puppy’s last meal of the day and just prior to crating at bedtime; this will help insure the pup’s bladder and bowels are empty.

Note: GDB veterinarians recommended free access to water for GDB puppies. Limiting the supply of this essential nutrient can cause significant health concerns including life-threatening dehydration. This risk is especially concerning for younger puppies because their kidneys are not fully developed and functional until 4-5 months of age. Although free access to water is preferable, water may be offered on a schedule to younger puppies and those challenged with urination accidents. Offering the puppy as much water as it wants to drink, at least 8 times per day, will keep the puppy healthy.

Teaching the Puppy Not to Relieve Indiscriminately On Leash

As well as learning to relieve on command, the puppy also needs to learn to not relieve indiscriminately.

- Ideally the puppy should only be relieved at home, on-leash, in the same spot, according to its regular biological schedule.
- The process of teaching the puppy this concept starts by relieving the puppy only in the designated relieving spot and taking note of the puppy's biological schedule.
- Initially limiting the number of designated relieving spots to one at home and one at work/school, if needed, can help diminish confusion in the puppy and set him up for success.
- Appropriate socialization outings should be planned based on the puppy's age. Puppies should not be taken on an outing of a duration that necessitates relieving. Outings should be planned so that the puppy can return to the designated spot at home to relieve.
- Puppies that accompany the raiser to work should have one designated relieving area at home and another designated area near the workplace.
- The puppy should always be fully relieved before setting out for a walk or socialization event. The raiser should never take a "loaded" puppy away from home! If the puppy does not relieve when given the opportunity offered, the walk/outing must be delayed until the pup has relieved or the puppy must stay home.
- Neighborhood walks should never be used as a relieving opportunity. Allowing a puppy to relieve on a walk (even if the jacket is removed) creates a negative pattern of relieving at will. This leads to confusion and relieving in harness.
- When introducing a puppy to stores and businesses, the puppy should be kept close to the entrance and only allowed in the store for a minute or so. This procedure should be followed for several weeks so that the puppy is never given the chance to relieve itself inside a store.
- As the pup matures and is able to control itself better, it can be taken inside the store/mall for longer periods but still shouldn't be taken far from an entrance.
- If the puppy does have an accident in a place of business, the handler should go back to one minute at the entrance and take time to build up the exposure again. Relieving habits form quickly and several accidents in the mall may take months of careful retraining. A general rule is that after a second accident in a particular place that place should be avoided for several months and then visited with caution, using slow introduction as above.
- A relieving accident is defined as any time a puppy indicates a need to relieve without the handler first offering the opportunity to relieve. Ideally this opportunity would be at a scheduled time in the regular relieving spot.

"Marking"

- To discourage marking behavior, handlers should always relieve adolescent male puppies away from vertical objects such as trees, bushes and the sides of buildings. Level areas without vertical objects should be chosen for relieving areas.
- Handlers should take care when walking hormonal male dogs to keep them away from vertical objects and areas where other dogs may have marked previously.
- Male pups will sometimes mark (release a small amount of urine) without lifting the leg and even sometimes while walking. Any urinating without a cue from the raiser is to be discouraged.

Accidents on Walks

It is vital that a GDB puppy learn to relieve on cue when offered an opportunity and also learn that it is not appropriate to relieve in the absence of the cue. An accident is defined as anytime a puppy makes an unplanned attempt to relieve without the DYB cue, regardless of whether the puppy is in a building/store or outside. This applies whether the puppy is in or out of jacket.

- The puppy should always be relieved at home prior to any walks or socialization outings. The puppy should be left at home if it refuses to relieve when given the opportunity in its regular relieving spot.
- Raisers should be aware of how an individual puppy indicates the desire to relieve. Some puppies slow down, balk or pull to the side.
- If the puppy indicates the desire to relieve on a walk or outing, the handler should verbally interrupt the pup and place it quickly into a sit for several minutes. This attempts to interrupt the urge to relieve and changes the puppy's focus. As the handler resumes the walk (heading for home or the car) it can often be helpful to focus on rewarding for loose leash walking, or other desirable behaviors, to help redirect the puppy's attention from relieving.

- Raisers should never follow up an indication from the puppy of a need to relieve by immediately moving several feet and providing an opportunity for the pup to relieve on cue.
- The puppy should be taken home, if possible, to complete relieving with the DYB cue in its regular relieving spot. Most puppies can hold themselves for the car ride home or at least to another designated relieving area. The time between the puppy indicating a desire to relieve, and being given the opportunity, will teach it that it must sometimes hold itself. Once home, the puppy should be praised and played with when it relieves on cue in the designated relieving area.
- If the puppy is unstoppable in a relieving accident, the handler should ignore the pup while it completes relieving and while cleaning up the accident. The handler should determine to be more vigilant in observing the puppy for warning signals in the future.
- Negative relieving habits can develop quickly. If a puppy has an accident on a walk the raiser should contact the leader immediately. Together a plan can be created to prevent a negative pattern being initiated that could lead to eventual career change.

Problem Solving Relieving Issues - When to Check With Your Leader or CFR
Ongoing relieving issues should be taken seriously as they can impede the puppy's success as a guide dog. Puppies over 5 months of age that have two or more relieving accidents in the course of their raising are considered to have a relieving issue.

Examples of more common relieving issues:

- Older puppies that are slow to relieve away from home leading to having accidents. A puppy who fully understands the cue to "Do Your Business" should be able to relieve away from home when required. There will be times when it is not practical to wait until the puppy arrives home to relieve such as puppy sitting exchanges, overnight travel and on outings longer than 4 hours.
- A puppy on a predictable relieving schedule that surprises the raiser with an extra stool on outings due to stress/excitement/stimulation. Puppies that only have accidents on outings should be monitored for signs of stress. The Socialization Guide should be utilized along with close supervision and monitoring by the leader and CFR.
- Many puppies need to have two bowel movements before they are truly empty; should the puppy be taken on an outing before it is empty it may produce the second stool when it becomes stimulated. These puppies need to be praised for the first bowel movement then immediately cast out again and prompted to finish relieving. If the raiser knows the pup has not completed relieving it should not go on the outing.
- A puppy that needs to urinate frequently, with an inability to control itself despite being cleared of any medical reason by a veterinarian. A "relieving diary" should be initiated tracking feeding, water consumption and relieving habits. Pups that tend to "tank up" should be offered limited amounts of water on a schedule (in consultation with the CFR.)
- A puppy that produces large amounts of feces leading to multiple stools per day and/or frequent urgency. Puppies that produce abnormal amounts of waste and have difficulty holding themselves may need to be placed on a lower residue diet after consultation with the CFR.

Tips for Preventing Filth Eating
Eating stools (i.e."coprophagia") is understandably an undesirable habit in both a puppy and a working guide. Young puppies may pick up, play with and even eat their own feces or that of another dog. This often starts out of boredom, but may soon become a habit. Some puppies are inherently more interested in this behavior than others however; it is much easier to prevent a habit than to extinguish it once developed.

Key points:

- Keep the area clean. The fewer opportunities the puppy has to pick up a stool, the less likely the pup will develop the habit.
- Handlers should supervise the puppy when in the yard and interrupt any interest in stools. Keeping a puppy on a dragline makes this much easier.
- If the puppy attempts to investigate a stool the raiser should redirect the puppy with a tug on the dragline.
- If a puppy has a repeated tendency to filth eat, the leader should be contacted. There are various additives on the market that may be recommended for dogs that practice this behavior. Leader and CFR approval is required before trying these products on a GDB puppy. If additives are suggested, all dogs in the household will need to be treated.

- All dogs are attracted to, and will eat, cat feces if the opportunity arises; this is not technically referred to as filth eating. Ingesting stools from the litter box can cause illness. Puppies should not have access to litter boxes.

Teaching appropriate relieving habits is one of the most important things a raiser can do when raising a guide dog puppy. A dog that relieves indiscriminately cannot become a working guide or a member of the breeding colony. If the puppy is started correctly with close attention paid to these guidelines the process is quite simple. Leaders and CFRs should be consulted sooner than later if an issue arises; not allowing the practice of inappropriate relieving is the key to success.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – October 2018

Relieving Review

Please review the document on relieving and housebreaking in the manual:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Relieving-and-Housebreaking.pdf

Some questions have come up in recent months regarding relieving surfaces and method of relieving on leash. After discussions in our Training and Behavior Standards Workgroup (comprised of senior staff in both Puppy Raising and the Training Department) we decided to try to clarify some areas of the relieving protocol for our raisers.

Relieving Surfaces
It has been noted by some volunteers visiting campus that training staff are relieving dogs on grass. We ask raisers to teach their pups to relieve on hard surfaces and avoid grass if at all possible. The instances where dogs are relieved on grass on campus may be:

- During construction when normal hard-surface relieving areas are not available for use
- During unusually hot weather when hard top is uncomfortably warm for the dogs
- When a dog has a veterinary issue and it needs to be relieved as quickly and comfortably as possible

We became aware that some campus volunteers were relieving dogs on grass or other vegetation before walking them; we are providing education for them on our relieving protocols to help them understand the importance of maintaining hard-surface relieving.

We all want our dogs to be successful and appreciate the hard work that our puppy raisers put into teaching puppies to relieve on hard surfaces. Recognizing that the pups' relieving behavior can be compromised by allowing them to relieve on grass regularly is part of education for all our volunteers. Please remind raisers that continuing to relieve pups on hard top or cement is the best way to keep up good habits in the puppy. Dirt, bark and gravel are not substitutes for teaching relieving on hard top and cement and should only be used if the choice is between these surfaces or grass.

Handling When Relieving
There has recently been some confusion about the method of relieving; some handlers cast the dog to relieve in front of the handler and some pivot in place with the dog circling the handler. We prefer that raisers use the former method however pivoting may be used if the raiser ensures that the dog remains in front of the handler when relieving. The Training Department will use both methods depending on the environment and the dog. For a client, it is sometimes inconvenient to use one or the other method (a client would not pivot but would stand in place and pass the leash behind; not something we want raisers doing with puppies as it risks teaching the pup that it's OK to relieve on the left in heel position.)

We advise that raisers teach the puppy to relieve in front of the handler as it is easier to add circling the handler later; if the pup is only taught circling to begin with, it will be much more difficult to get the pup to relieve in front of the handler.

Here are the guidelines on introducing the pup to leash relieving from the manual:

- As the puppy reaches the relieving area, the handler gives the puppy a release cue of “OK” and casts the puppy out in front of the handler.
- The puppy should be allowed to sniff the ground and may be encouraged to move back and forth, or in a circular pattern, in front of the handler to promote relieving.
- The handler may pivot in the center if necessary, however, the handler should remain facing the pup as it circles, teaching the pup to relieve in front of the handler. Preventing a puppy from relieving on the handler’s left side may help it understand that it is not desirable to relieve in heel position.
- The handler should not follow the puppy if it attempts to move to fresh ground; this will encourage the puppy to explore instead of focusing on the task at hand
- A six-foot radius around the handler should be sufficient for the puppy to relieve in.
- If the puppy is reluctant to move, the handler may take several steps forward and backwards or side to side, while encouraging the puppy to keep moving and stay engaged in the activity.
- The moment the puppy begins to relieve, the handler should add the cue “Do Your Business” repeating as the puppy relieves. As the pup finishes relieving the handler may choose to mark the behavior and use a food reward as soon as the pup returns from the squat to a normal position.

Here are some great tips from a document we put out several years ago:

Relieving Q&A

Why is it considered an accident if the puppy indicates the need to relieve if I can make him wait for a moment?
A graduate needs to have a dog that will take a given opportunity to relieve when a proper relieving area or “doggie bathroom” is presented. The grad of course will adjust to the dog’s biological need but is imperative that he has a dog that is on a dependable schedule and utilizes scheduled “coffee breaks” to take care of business. It becomes a work disruption for a dog to relieve or ask to relieve when working just as it is a disruption in a classroom setting for a student to excuse himself to use the restroom just after recess!

Why shouldn’t I let the puppy tell me when he needs to go outside?
When first housebreaking the puppy, he will need to be taken out frequently to relieve due to his bladder and bowel immaturity. As his body matures, these opportunities will become less frequent. The goal is to teach the puppy to wait until he is given an opportunity and that he needs to relieve each time he is given that opportunity. Too frequent relieving opportunities leads to a pup not “producing” when offered. Regularly scheduled relieving opportunities, becoming less frequent as he matures, are highly preferred. All growing pups are at risk of occasional digestive upsets; these and diet changes can cause them to occasionally be off-schedule. It is OK to respond to the dog subtly asking/signaling to go out (no ringing of bells, barking or other prompts please) but make sure he really needs to relieve and is not just wanting a change of scenery!

If I am on a two-mile hike, is it okay for me to give the puppy a relieving opportunity?
Guide work can involve a lot of walking and we need to prepare puppies for this. The puppy should be relieved at home first so he will be “empty” and not need to relieve on the hike or any walk for that matter. We do not want to pattern dogs to be exercise-induced relievers. I suspect most handlers do not stop to relieve themselves on a hike but likely take care of business before setting out! If the pup cannot walk two miles

without relieving then take him for shorter walks and don't attempt a distance beyond the level to which he is gradually trained to hold himself.

If the puppy relieves on walks, how am I supposed to exercise him if I was told not to take him on walks until he is accident free?
Puppies pattern behavior very quickly. If the pup has a pattern of relieving on walks, refrain from walks while the relieving process is retrained and set the puppy up for success. During this period of "house arrest" the pup is given the chance to successfully relearn doing his business when asked, without confusion.

After he has been relieved appropriately in the designated relieving spot, play tug or offer an opportunity to play with a Jolly Ball to help satisfy his exercise needs. The raiser may need to get creative in finding alternatives to the neighborhood walks; however it is very important for the puppy not be put in a situation where he will fail and have another accident while he is establishing new habits. Remember that house arrest is not meant to be punitive or long-term but rather an opportunity to relearn proper relieving habits. Walks can be gradually re-introduced once good relieving habits are established.

I really don't want the puppy to have an accident but I am worried he will go in a store, why can't I relieve him prior to going inside?
The primary "doggie bathroom" should be at home. He should be relieved prior to leaving home. Raisers who offer an opportunity to relieve each time before going into a store, may be asking the puppy to relieve over-frequently. Too-frequent relieving opportunities leads to the puppy not "producing" when offered, and consequently, poor relieving habits. If the puppy is immature and may have an accident in a business, take him fewer places until he is ready to hold himself longer. Having an additional handler who can just wait at the store entrance with the puppy, while the raiser shops, for example, is still good socialization and avoids risk of accidents.

The puppy urinated on an outing but he wasn't wearing his jacket. If he isn't "on duty" why is that an accident?
Pups need to learn to only relieve when given the cue "Do Your Business". The fact that a puppy is not in jacket does not mean he can relieve at will. Remember the jacket only identifies the puppy to the public and should not be used as a deterrent for poor behavior. Good manners are the same 24/7: no relieving without permission, no mouthy behavior, no jumping on people etc. whether or not the puppy has a jacket on!

If I don't take the puppy out because I am afraid he will have an accident, how is he supposed to get socialized?
Socialization is a slow process. Once fully relieved at home, the puppy is free to go out and about as dictated by his readiness for socialization. Over-socialization creates many relieving issues and puts a puppy in a situation that he may not be ready for.

The puppy takes forever to poop, how long should I give him to go before I just put him in a crate?
We recommend 3-5 minutes maximum. If the puppy were not distracted we would expect him to relieve within the first minute or so. The key is to keep him sniffing and circling – if the puppy is standing and staring off into space no amount of time will get him to relieve. Puppies that don't relieve should be put back into the crate (where they can't have an accident) and given another relieving opportunity later. Keeping a relieving log can really help clarify the pup's relieving patterns and provides the information needed to help him build good habits.

The puppy will go on grass easily so that is what I use when I am out and about, why is that not desirable?
Many graduates need to relieve their dogs on hard surfaces while at work or traveling. It can be difficult to find a grassy spot each time the guide needs to be relieved. Puppies enter raiser homes being most familiar with

relieving on cement. It is much easier to just maintain this pattern; once puppies get used to relieving on grass they can become pickier about their relieving surface. When the dogs return for training they are relieved on cement so it helps them to maintain that familiarity throughout puppyhood.

The puppy pees every time I take him out; sometimes it is only a quarter size puddle. Is this what my aim should be?
It's good that the puppy understands what is asked of him. However, the puppy may be receiving too many relieving opportunities and he needs to learn to hold himself for longer periods.

At what age should I expect the puppy to be accident free?
Puppies should have no more accidents after they are fully housebroken (usually by 4-5 months.) Once housebroken any more than one or two accidents constitutes a relieving problem and the leader should be consulted immediately before the bad habit becomes entrenched. Remember preventing accidents is the key!

The puppy often relieves while playing off-leash in the yard – is this an "accident"?
Technically no, it's not an accident if the pup relieves when free-running in the yard. However, if this is happening routinely and interfering with scheduled on-leash relieving opportunities, raisers might want to consider only free-running the pup after it has taken advantage of offered on-leash relieving and is "empty". If the pup is producing "extra" when free-running, and has no other relieving issues, don't worry about it.

Guide Dogs for the Blind

Food Reward Games

Puppy's Introduction to Polite Food Reward Taking

Goals of the Games: Puppy learns to accept delivered food reward in a gentle manner that is comfortable to the handler and remain in place while food is being delivered.

How Handler Delivers Food: Directly to the puppy's mouth. Single kibble is held: under thumb against flat fingers, or with thumb and index finger, or held cupped in palm of a hand. Every food delivery should be very direct to the puppy's mouth to ensure the puppy does not feel the need to move its mouth to the food. The puppy will be more likely to be gentle in taking food if it never experiences moving toward the food during delivery.

GAME 1

Game Preparation
Puppy contained via leash or small area in a low distraction environment. Game can be played at a regular mealtime and puppy's entire meal can be fed by hand. Handler may desire to begin GAME 1 by sitting on a stool to be more comfortable. Sitting on the floor is not recommended as it will encourage the puppy to climb on the handler.

Step 1 - Getting Started – The First Food Offering by Hand
Cup both hands together, forming a "hand bowl", with several kibbles in the "hands". Allow puppy to eat several kibbles, holding hands about 6 inches off the floor. Using two hands helps prevent kibble from dropping onto the floor.

Step 2 – Single kibble delivered by one hand to puppy's mouth
While the puppy busy eating, gradually transfer kibbles into one "hand bowl" so you have a free hand to begin delivering single rewards. While puppy is eating from the "single hand bowl", use the free hand to deliver single rewards directly to the puppy's mouth, gradually raising the hand holding the kibbles higher and out of the puppy's reach. Maintain a constant rhythm of delivery preventing the puppy from feeling the need to try and get to the hand holding all the kibbles. This means the puppy is barely finished eating a single reward before another one is delivered. This prevents the puppy from having any reason to try and move towards the source of kibble.

Deliver directly to the puppy's mouth, avoiding any reflex by the puppy to raise its front feet off the floor to get the delivered kibble. Once the puppy appears to be basically still and accepting rewards as they are delivered, progress to the next step.

Step 3 – Expand the time between food deliveries
Allow the puppy to finish one reward before starting to deliver the next reward. This gives the puppy a moment to think about moving towards where the food is coming from. Deliver the next reward just before the puppy moves towards the rewards. This builds the puppy's trust that staying in place results in food being delivered.

If the puppy does move towards the food, immediately raise it high and out of reach. Ignore the jumping but the moment the puppy's feet are back on the floor, deliver a reward directly to the puppy. This is teaching the puppy that rewards only come when four paws are on the floor.

At this early stage, avoid waiting through several attempts from the puppy to get at the food. Strive to get the reward directly to the puppy's mouth the moment the front paws are back on the floor. The puppy will realize that jumping or pawing for the reward makes it disappear but staying patiently on the ground with all four feet will be rewarded.

As the puppy demonstrates patience, the handler can stand fully erect which will further expand the time between food deliveries.

End of the GAME 1 Goal
Puppy remains with all paws on the floor while single food rewards are delivered with a few seconds between each food delivery. This can usually be accomplished during 1 or 2 mealtime feedings by hand.

GAME 2

Step 1 - Game Warm up
Review how patience is rewarded by giving a few single food rewards delivered with a few seconds between rewards. Review GAME 1 further if the puppy is not showing an understanding.

Step 2 - Introducing "DOGGIE ZEN"
Close your hand, into a fist, over a single food reward and place it directly at the puppy's mouth. Allow the puppy to attempt to get the food by mouthing or pawing. The first moment the puppy stops trying to get the reward, open the hand and deliver it to the puppy's mouth.

The idea is for the pup to realize that if they stop trying to get the food, the food will come to them. Strive to react quickly, when the puppy has a brief moment of not trying for the food. After a few well timed repetitions, the puppy will quickly get the idea.

If the puppy immediately goes frantically at the food hand, without any chance of a moment of stillness, quickly remove the hand from the puppies reach (high in the air) and the moment the puppy is still, deliver the reward. Repeat this several times, focusing on quick delivery at the moment of stillness from the puppy. At this stage, only hold the reward in the closed hand for one or two seconds before delivering the reward.

Step 3 – Puppy demonstrates "DOGGIE ZEN"
Repeat this game until the puppy does not attempt to take the food when the closed hand is presented at their mouth. When the puppy is consistent, expand the time the closed hand is held at the puppy's mouth to 2 or 3 seconds (no more) before opening the hand and delivering the food.

Always deliver the food reward when playing this game.

End of the GAME 2 Goal
Food in the closed hand can be held at the puppy's mouth for 2 to 3 seconds without puppy trying to get the food. The reward is then delivered to the puppy. Puppy no longer attempts to get the reward when the closed hand is presented in front of their mouth.

GAME 3

Step 1 - Game Warm up
Review "DOGGIE ZEN" to be sure the puppy understands how to be patient in order to get the closed hand to open and deliver the food reward.

Step 2 – Extreme "DOGGIE ZEN"
Present the closed hand with a kibble further away from the puppy's mouth (1 to 2 feet distance /at the level of the pup's mouth). Shorten the amount of time to one second before delivering the food reward.
Note: This means that the handler (upon deciding to deliver) must quickly move the hand to the puppy's mouth to prevent the puppy from moving forward when the delivery begins.

Repeat the exercise and expand the time to two to three seconds of patience before direct delivery to the puppy's mouth. Hand is still closed over the food reward and presented about 1 to 2 feet in front of the puppy. If the puppy is energetically working at the hand closed over the food, suddenly withdraw the hand out of reach. Quickly deliver the food when the puppy waits. When withdrawing the hand to deny access, it should be high into the air, clearly out of reach to the puppy. When removing the food hand, wait two – three seconds, then present hand again in the same position.

Note: GAME 1 and GAME 2 have prepared the puppy for understanding that patience pays off. If a puppy is having trouble with this step, go back to Game 2 for several repetitions prior to trying Game 3 again.
Historically, Extreme "DOGGIE ZEN" progressed to ignoring food from an open hand. With the use of luring techniques, we are instead teaching puppies to follow food when presented in an open hand.

PROBLEM SOLVING *Techniques for Persistent Mouthing / Roughness on Hands*

Preferred Problem Solving Method: Delivery Technique

Offer food with flat hand, kibble tucked under thumb against palm of hand with fingers pointing downward. Use contact with fingertips under the dog's chin to lift the dog's chin (thinking of lifting the nose towards the sky) as kibble is released into the mouth. To access the kibble the puppy will need to lick the food from under your thumb. When you feel his tongue, release the food to him.

This delivery technique has been very successful with many puppies and adult dogs. If you feel it is not working, contact your leader for assistance in your skills with the technique.

Alternative Problem Solving Methods
- During each delivery, push the reward into the puppy's mouth, accentuating there is no need for the puppy to push their mouth towards the reward during delivery.
- Removal of food hand at the first moment of roughness

At the moment you feel roughness, quickly jerk the food hand away from the puppy and out of sight (behind your back). You may also vocalize "Ouch"! at the moment of roughness, as you remove the food hand. Wait 3-5 seconds, then present hand again. Deliver the reward during gentle behavior.

Guide Dogs for the Blind

Pezzing and Luring

Video: Food Reward Basics Part 2 - Multiples

In pezzing and luring, the handler uses food to guide the puppy through the motions of a behavior. We use it to introduce behaviors (such as obedience positions) then we gradually wean the puppy off the food lure. A puppy doesn't 'know' the behavior until it responds to the cue without the food lure in sight.

"Pezzing" (nonstop reward delivery)
"Pezzing" is a form of luring. (The term was coined by a CFR who likens feeding multiple pieces of kibble from one hand to a Pezz dispenser!) Pezzing has many uses when first introducing luring a behavior to a puppy and keeps the pup more motivated than single-kibble luring.

Raisers should practice pezzing without the puppy, until it can be done smoothly. For practice, one kibble at a time may be fed into a cup held in the left hand.

- Handlers should hold five to eight pieces of food cupped in the right hand (only as many as is comfortable). A piece of kibble is slid toward the fingertips with the thumb and held between fingertips and thumb. This is the piece that will be fed into the puppy's mouth. Then another piece is slid forward etc. Raisers should try to increase the speed of delivery while staying in control of the kibble.

- The raiser's hand should stay in contact with the puppy's muzzle to keep the puppy focused on the food. If the hand is drawn away, the puppy may lose interest. Handlers should keep the puppy fully occupied with the food, literally touching the front of the muzzle like a magnet. If the hand is moved too quickly, or is too far away from the puppy's muzzle, the pup will not follow it. The luring hand must be held on the end of the puppy's nose constantly while pezzing.

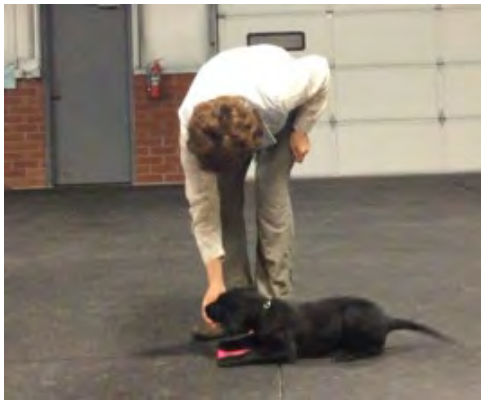
- For pups that are unsure about following the pezzing/luring hand, the handler should encourage the pup with kissing sounds.

- When pezzing/luring a puppy into a position, the handler should be feeding pieces of kibble to the puppy as it maneuvers into position. For example, when luring into a sit, initially the puppy may be fed four pieces of kibble before its bottom touches the ground!

- Once the puppy is in the desired position, it should be continuously pezzed to keep it still during initial sessions. The rate of pezzing can be gradually decreased as the puppy becomes accustomed to holding the position.

- If the puppy paws at the pezzing hand, the hand should be pulled up quickly and returned once the pup's feet are on the ground.

- As the puppy gets the idea of staying in position, the pezzing hand, with food in it, can be quickly pulled out away from the puppy then returned to reward the pup for staying. This is the very beginning of teaching the pup to stay still in a position. If the hand is pulled away too slowly, the pup will follow the hand and move out of position.

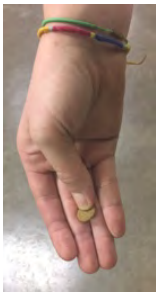


- Once the puppy is eagerly following the moving hand into the desired position with no hesitation, pezzing may be dispensed with and single-kibble luring utilized.

Puppies Taking Food Roughly
Some puppies may become so excited by the hand-held food that they may grab or gnaw at the handler's hand in an attempt to get the food. The handler should stop working on positions and work on polite taking of food for a while, before continuing luring. The handler should not delay rewarding the puppy while pezzing/ luring however. Delaying giving the food will confuse and frustrate the puppy and may result in it not following the lure at all. Work on polite taking of food separately.

Luring
Like pezzing, single-kibble luring is a skill that will improve with handler practice.

- A single piece of kibble should be placed in the handler's right hand under the thumb, held across the palm.



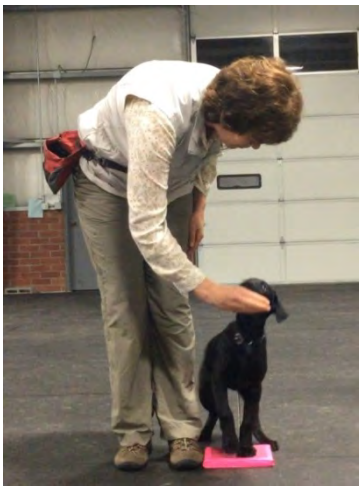
- The hand should be kept on, or very close to, the puppy's nose at first, as when pezzing.

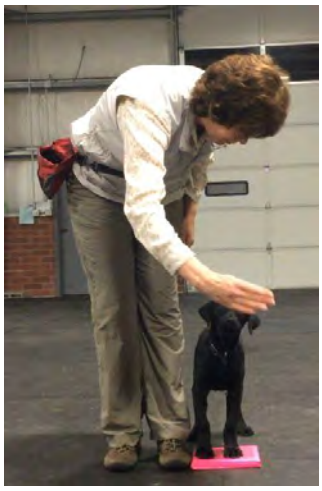
- The hand should be moved slowly to coax the pup to follow the food into the desired position. If the hand is moved too quickly or is too far from the end of the pup's nose it may not follow it.

- If the puppy paws at the luring hand, the hand should be pulled up quickly and returned once the pup's feet are on the ground.

- As soon as the puppy attains the desired position the food is released to the pup's mouth.

- If the puppy doesn't follow the lure it may be allowed to smell the kibble in the hand before trying again. Moving the hand too quickly or too far away from the puppy will confuse it – the hand may need to be in physical contact with the pup's muzzle.





- Within a few successful repetitions, the lure/signal can be held a little further away from the puppy and/or moved a little more quickly like an actual signal.

Luring is a skill that takes practice. If the raiser is not having success luring their puppy, the leader should be consulted.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – March 2019

Fading the Lure

This document is written as a reminder to raisers on the process of “fading lures” such that puppies are able to respond to verbal-only cues (e.g. stand, sit, down, etc.).

As per the Final Goal Behaviors, we are striving for a puppy that performs behaviors upon the verbal cues alone. Puppies that fail to respond to a verbal cue but will subsequently perform the behavior with a hand-signal, or minimal leash cue reminder (for foundation positions), are also acceptable. Puppies that still require luring or physical manipulation to complete the behaviors are not ready for recall.

What is luring?
Luring is the act of holding something desirable (such as kibble) in a way that elicits a particular response. For example, we often teach the foundation positions (stand, sit, down) by using a food lure held right up to the puppy’s nose such that the puppy’s body follows the lure into the desired position.

The transition from luring to verbal-only cues is generally as follows. Depending on the exercise (and puppy), raisers may spend more time on certain steps or skip one altogether.

1) Pezzing continuously while the puppy moves into position, and continuing to feed the puppy once it is in position.
2) Holding a single piece of kibble at the puppy’s nose to coax it into position, and then feeding the kibble to the puppy once it is in position. (Making the shape of the hand the same shape as the appropriate signal.)
3) Having an empty hand perform the same motions as the initial lure, then mark and reward with food from the other hand.
4) Taking the hand motion a little further from the puppy’s nose end, so that it becomes a proper hand signal, then mark and reward.
5) Saying the verbal cue, immediately followed by the hand signal, then mark and reward.
6) Saying the verbal cue, then mark and reward.

The hand signals used for Foundation Positions in the Puppy Raising program are specifically designed to be a natural transition from the movement we use to lure the puppies. When first teaching the positions, raisers should try to make the luring motion as similar to the hand signal as possible.

What if the puppy isn’t progressing?
Often raisers will get “stuck” between steps 2 and 3, unable to fade out the lure. This can certainly feel frustrating! And there are a couple of possible culprits:

1) The handler may be trying to progress too quickly.
   We expect that younger puppies (under 6 months of age) will likely still need at least a hand signal, if not a food lure to perform behaviors – especially in novel or distracting environments. Remember that our criteria needs to be appropriate given the level of distractions!

2) The puppy may be “holding out” for help.
   The raiser may have accidentally taught the puppy to passively wait to be lured into position. To remedy this, the puppy should be lured into position (with a lure that as similar to the hand signal as possible), but the handler should NOT feed the puppy the piece of kibble in the hand. Instead, the pup should be marked and rewarded using the opposite hand. This teaches the pup that regardless of whether there is food in the signaling hand, their reward will come from somewhere else. After a few repetitions like this then the signal may be repeated without holding a piece of kibble.

The other place raisers can get “stuck” is fading out the hand signal. Here (as long as the puppies know the hand signal well and aren’t still struggling without the lure) the likely culprit is delivery of the verbal cue.

1) The raiser should be sure that the verbal cue is given before they start to move their body and give the hand signal.
   Since the puppy already knows the hand signal, it is hard for it to acknowledge the new verbal cue if it happens at the same time as the signal. Instead, the verbal cue should be said (once!), a brief pause given, then the hand signal performed. We are teaching the puppy that the verbal cue predicts the hand signal, and soon they will pre-emptively perform the behavior that goes with the hand signal.
2) The verbal cue may be getting lost amongst a sea of words.
   As humans, we love to use words. But when teaching puppies the meaning of very special words (verbal cues), we must make it easy for them. The raiser should not add words surrounding the verbal cue (i.e. “Alright Juno, can you lie down for me please?”). If a raiser suspects that they may have this tendency, they should find a training buddy who can keep them accountable or video tape themselves!

When fading the signal, it often helps to make the signal gradually smaller. Taking the down as an example and going to the next step only when the puppy is doing well with each ‘fade’ of the signal:

1) The handler might start not bending so far and not bringing the hand signal so low. Perhaps just finishing the signal half way down the pup’s front legs instead of going all the way to the floor.
2) Then, finishing the signal just below the puppy’s head without the handler bending over.
3) Then, keeping the signal above the puppy’s head and eventually progressing to just a brief hand motion.

It may take several weeks to fade the hand signal totally but many handlers may find the pup gets the idea better using this method.

Fading lures becomes harder and harder the longer the puppy practices only being lured into position. It is important for raisers to keep the goal of “verbal-only” in mind throughout the training process and to seek help from their leader/CFR if they are having any trouble.

Guide Dogs for the Blind

Puppy Body Handling Exercises

Goal Behavior
The puppy calmly accepts being placed into various positions and readily allows manipulation of its body parts. The puppy is relaxed while being handled, examined and groomed. The puppy raiser, and ultimately any caregiver, such as a veterinarian, should be able to handle the puppy anywhere on its body with a minimum of restraint.

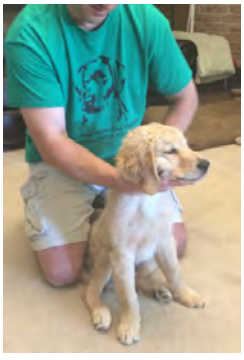
Training Session Objectives
Each puppy will progress at a different rate depending on its temperament. The goal of each puppy handling session is to have the puppy calm and relaxed while being handled and to end on a positive note.

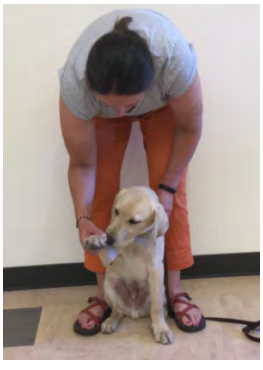
Video reference:
- Puppy Body Handling Exercises Part 1: youtu.be/0Yno3DOhZRM
- Puppy Body Handling Exercises Part 2: youtu.be/X_qrpu_eUrA

Prerequisites
Raisers can start these exercises as soon as the puppy comes home. The puppy should be exercised and relieved and preferably in a sleepy mood when first introducing these exercises. Puppies should know how to accept food rewards from the hand; puppies will have experienced food-taking in the kennel but may still need help finding and taking kibbles from the hand.

Session Set Up
Introductory puppy handling sessions should be done at home in a quiet area. Be sure that the puppy has good footing and that the surface is not slippery. A blanket placed on the floor may be necessary. A table, crate or chair close by, to keep the food stash on, is helpful. (Food should not be kept on the person while doing these exercises until the puppy has learned to ignore the bait bag. Until the puppy learns to only take food offered from the hand, he may help himself to the food pouch or “mug” the raiser for food in the pocket.) Having a crate in the immediate vicinity is good preparation in case the puppy needs a break from handling (see “Resistant and Mouthy Puppies” below.)

When the puppy is small, handlers should sit or kneel on the floor to do these exercises. As the puppy grows, standing over the puppy while it is in a sit position is appropriate. Junior raisers should have parental guidance; some puppies will take advantage of a child being on the floor with them and will become too playful and/or resist the child’s attempts at handling. In many cases junior raisers will have more success if they stand up while handling the puppy. A low footstool or low chair for the child to sit on while handling may be a good compromise. Should the raiser find it difficult to be on the floor with the puppy, they should consult with their leader.





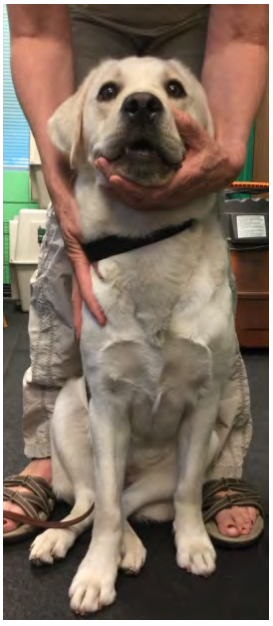
STEPS

Handling Tips
The handler should be calm, relaxed and low key while handling the puppy. Verbal praise should be spoken in a low, soothing tone to prevent the puppy from becoming excited. For this reason, the marker “Nice!” is not used during puppy handling. The puppy should be rewarded with kibble to form a positive association with the handling exercises but this is not an operant exercise where the pup is marked for offering a behavior. Petting should be done with firm, slow strokes with open hands. Quick rubbing, tickling and patting will excite the puppy while stroking in long, slow movements will keep it calm.

The Calming Sit

- The handler should sit on the floor (or stand, see above) with the puppy in front, facing away from the raiser.
- The puppy should be placed in the standing position facing away from the handler. It is helpful if when sitting, the handler’s legs are spread in a “V” pattern to create a visual barrier for the pup. If standing, the puppy should be placed between the handler’s feet. The puppy should be as close to the handler’s body as possible so that the puppy can’t back away from the handler.
- One hand should hold the puppy’s collar while the handler’s other hand is placed behind the puppy on the upper part of its thighs. The puppy's legs should be gently folded underneath it, placing it into a sit position.

- The handler’s thumb or a couple of fingers should be hooked through the puppy’s collar and the hand placed under the pup’s jaw cradling the head. As the puppy moves its head around, the hand under the jaw keeps a light hold and follows the puppy’s head movements while not allowing the pup to lower its head to mouth at the hands. As the pup matures, cradling the head will no longer be necessary.



- Alternately, one hand may be placed in the shoulder area, with the thumb through the collar, while the other hand cradles the puppy’s head (picture, right).
- The handler should softly and calmly praise the puppy. A long drawn out “Goooood” is an appropriate way to let the puppy know that it is doing the right thing.
- As the pup is sitting, the handler may reach for a kibble and place it right at the puppy’s muzzle. Bringing the food right to the pup’s nose helps keep it from reaching out to the food.
- The puppy should be kept in position for just a few moments at first before being allowed to change position. Gentle pressure, slow stroking and calm

food delivery will encourage the pup to hold still.
- As the handler ends the exercise, the release cue of “OK” may be given as the pup is allowed or induced to get up.

Initial Handling
As the puppy settles and calms, the handler may begin to handle and manipulate its various body parts. The handler should frequently return to the slow, calm stroking to keep the puppy relaxed. Frequent food rewards for relaxed, accepting behavior will make this a positive experience for the puppy.

- With one hand still supporting the puppy’s head (thumb or fingers hooked through the collar) the handler should lift the pup’s ears in turn and gently place a finger inside the ear canal.
- The puppy’s head may be gently repositioned and its eyes checked.
- A finger should be placed inside the puppy’s mouth and its gums massaged. With the mouth closed, the pup’s lips should be raised on each side and the teeth and gums inspected.
- With one hand supporting the puppy’s head, the handler should run the other hand over the puppy’s shoulder blade and down its foreleg in a very slow, deliberate movement. Keeping the hands flat and calm will help keep the puppy relaxed.
- The pup should have its feet picked up and its toes and nails examined.
- Both sides of the puppy should be handled equally.

Resistant and Mouthy Puppies
No matter how calmly and positively a puppy is handled, there may be times when the puppy becomes mouthy. This is normal puppy behavior that puppies practice on littermates and may try on humans. Some puppies are inherently more challenging than others. It is essential that stronger-tempered puppies accept handling early in their raising to avoid practicing unacceptable behaviors. Puppies who learn to avoid control by mouthing and flailing will become even more problematic as they mature, leading to possible career change. Puppies that learn to avoid control may even be challenging to place as pets once career changed. For this reason it is important that raisers experiencing ongoing mouthiness in their puppies seek the advice of their Leader/CFR promptly. Early intervention, and appropriate training and management techniques, will prevent the development of serious behavioral issues.

- More resistant puppies, those that try to avoid control of the head, may be easier to manage if one hand is placed on the chest area, with the thumb through the collar, and the other hand focuses on cradling the head.
- The more food rewards the puppy receives for good behavior, the more likely it is to accept handling without being resistant and mouthy. For this reason, keeping a high rate of reinforcement (lots of rewards in quick succession for good behavior, essentially preventing bad behavior) is the best way to prevent mouthiness.
- Some puppies are more resistant to handling at certain times of day or when mentally tired or when over-stimulated. Avoiding puppy handling exercises at these times is good practice – it sets up the puppy for success. As the puppy becomes more accustomed to being handled, it can be required to accept handling no matter what mood it is in.
- More active puppies, or puppies with junior handlers, may benefit from two handlers working together on these exercises initially: one person to hold and physically manipulate the puppy while the other person keeps the puppy engaged with food rewards.
- Assertive puppies may benefit from being handled in a Gentle Leader. Often just wearing the Gentle Leader will calm the puppy down. Mouthy puppies are easier to control when wearing a Gentle Leader. If the resistant puppy is not accustomed to wearing a GL, puppy handling exercises should be delayed until the pup is accepting of the GL.
- Puppies that are determined to mouth and/or growl, despite all efforts at positive handling, should be collar corrected and spoken to in gruff tone. If the puppy keeps up the “bratty” behavior, it should be matter-of-factly put in a crate and isolated for at least ten minutes. Puppies crave social interaction and for some, negative interaction is more rewarding than no interaction at all. Quickly but unemotionally isolating the puppy gives a strong message.
- When handling recommences, the handler should ask for just a few seconds of acceptance of handling before quickly rewarding the puppy so that positive progress can be resumed.
- Should the puppy resist handling often or not respond to the above techniques, the raiser should consult with their leader before continuing puppy handling exercises.

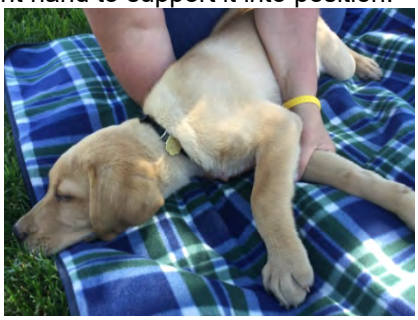
The Layover
The layover can be introduced as soon as the puppy is comfortable with the procedures above. For some puppies this may take a week of handling in several sessions per day. Other puppies, of a calmer temperament, may be ready for the layover almost immediately.

- The puppy is placed in the “calming sit” position in front of the handler, facing outwards.

- The handler places the right hand, fingers pointing down, on the puppy’s right shoulder. The thumb should be hooked through the pup’s collar.

- The left hand is passed underneath and behind the puppy’s left foreleg to gently but firmly grasp the right elbow. (Care must be taken to hold high on the pup’s leg to have more control.)

- The puppy should be gently and slowly rolled onto its right side by the handler moving the right leg out from underneath the puppy while using the right hand to support it into position.



- Once the pup is on its side the right hand should be moved to lie on top of the puppy’s neck/shoulder, still with a hold on the collar.
- The handler should continue to hold the leg at the elbow position until the puppy settles. Holding the elbow this way prevents the puppy from getting his leg underneath him, which would give him leverage to get up.
- If the puppy does manage to stand up, it should be placed back into a sit and the layover completed again in a calm manner.
- As the puppy lies on its right side, legs pointing away from the handler, it may be necessary for the handler to keep a hand in the collar to maintain control and keep the puppy lying down. Should the puppy struggle, it should be quietly restrained in position.

- Once the puppy is settled and accepting the new position, the handler should praise in a soft, low tone. A long drawn out “Goooood” tells the puppy to keep doing what it is doing and a reward is likely. The kibble reward should be placed right at the pup’s muzzle for easy access without tempting the pup to move.

- For puppies that initially dislike this exercise and struggle, it is good training practice to reward the puppy for just a few seconds of calmness by letting it up the instant the handler feels it relax. A struggling puppy should not be released as this
- teaches the puppy that resisting handling works.
- Raisers should practice having the puppy lie on both sides. The instructions will need to be reversed to have the pup lie on its left side.
- Some puppies may need to be held in position, and rewarded for not struggling, for several sessions before moving on to the next step. More compliant puppies will move through the steps more easily and may relax into the layover sufficiently that handling can start almost immediately.

Handling on the Layover

- Once the puppy is relaxed and no longer struggling when laid over, the handler can use the hand that previously held the pup’s elbow to stroke the puppy in long, slow motions along the length of its body.
- The legs, feet and tail may be gently manipulated.
- The soothing stroking motion, with big hands, should be repeated between handling the body parts; this will help relax the puppy.

- Sessions may last just a few minutes initially, building up to five or ten minutes per session and eventually including brushing the puppy. Several short sessions per day are of great benefit with a young puppy. Even older puppies, preparing for recall, should be puppy handled a minimum of four times weekly.

Key Points

- If introduced at home in a relaxed way, puppy handling is usually well accepted by a puppy. The use of food rewards when the puppy is calm and compliant will help make this a positive experience for the puppy.
- When puppy handling is done at puppy meetings, the puppies should be allowed to get over the initial excitement of entering the room. They should be separated a good distance from each other to give them a chance to be successful. In the company of other puppies, handlers should expect less from the puppy as far as progress through the exercises and duration of the positions.
- Handlers should ask less of the puppy when handling in new situations and/or when a new handler takes the puppy. It is better training to ask less of the puppy and have it be successful, than to try to force the puppy to accept handling in a distracting situation.
- More challenging puppies will need to have the amount of time spent on calm and relaxed behavior built up slowly. To prevent frustration and set the puppy up for success, it may be necessary to ask for only a minimum amount of calm behavior before allowing them to be more active (playing some hand-tether games for example.)
- It is counter-productive to push an assertive puppy and then have to correct; better to proceed slowly and positively. If a correction is warranted, the handler should return to positive methods (food rewards for good behavior) as soon as possible.
- Tense puppies should have more stroking and massaging on the layover. Ideally the puppy should soften its muscles and have sleepy eyes when doing the layover. Introducing these exercises at the end of the day, or at naptime, is often an easy way to form a relaxed emotional response to puppy handling.

Puppy handling is one of the most beneficial exercises a puppy raiser can do. A dog that grows up comfortable and relaxed when having its body handled will make a wonderful companion for a person, who is visually impaired, will be a reliable family dog and will have low-stress veterinary visits. Puppy handling is the foundation on which raisers build a trusting relationship with a guide dog puppy. All the training that the puppy will go through before it becomes a guide starts with these simple, enjoyable exercises.

Guide Dogs for the Blind

Grooming

Grooming is important not only for the puppy's health and hygiene, but also to teach it to accept handling. Grooming should be started within a day or two after the puppy arrives. The necessary supplies are detailed in “Equipment”.

Brush Daily

- Groom for short periods, working up to 10-15 minutes a day
- Use the floor or a sturdy table. Use a non-slip surface for a table and do not leave puppy unattended, keep a hand through its collar to prevent falling
- Brush while the puppy is sitting or lying on its side
- Include all parts of the body: ears, neck, chest, belly, legs and tail
- Brush with the lay of the hair
- Talk to the puppy quietly, use gentle strokes and calm handling
- While brushing the puppy, watch for external parasites, areas of the coat that have been chewed or licked, hot spots, other sores or cuts, hair loss, mats or ear tip irritation. Ears should be pale pink and free of odor or discharge
- Check un-spayed females for abnormal vaginal discharge (a little mucous is normal) or signs of heat (a drop of bright blood will be the first sign, followed by a darker discharge and swelling).

Regular Paw Care is Important

- Check pads and in between toes daily for cuts, abrasions or irritations. When checking pads and between toes, gently but firmly touch each toe and nail with one hand, while steadying the paw with the other hand. This will help the puppy to accept having its toenails trimmed.
- Trim toenails as needed, usually weekly. See document: “Nail Trimming” for information on how to teach the puppy to accept nail trimming. Long nails may cause the toes to spread, putting unnecessary stress on the feet and pasterns (wrist joints).

Ear Cleaning

To avoid unnecessary veterinary treatment and discomfort to our puppies, we ask that puppy raisers clean their puppy’s ears once weekly with the ear cleansing/drying solution (Epi Otic) provided in your puppy packet.

Video reference: https://youtu.be/1WVI26VwGYI

Technique

- Apply ear cleaning solution to a cotton ball or pad until it is *slightly moist* (not soaked and dripping) with solution
- A dog’s ear canal is “L” shaped, which means that you will not touch your dog’s eardrum with your finger. Insert the moistened cotton ball into the ear canal and rotate it as you clean.
- Dogs will generally shake their head after you remove your finger. This will help the accumulated debris at the bottom of the canal rise to the top.
- Use a clean dry cotton ball and wipe any excess cleaning solution residue and debris from the ear canal and pinna.
- Repeat for second ear using a fresh cotton ball or cotton pad.

When is it time to seek veterinary attention?

- The puppy constantly shakes his/her head or scratches at the ears.

- Odor is noticeable – A change to a foul odor is generally an indication of an ear infection. A strong sour smell usually signifies a bacterial infection: an excessively sweet smell usually signifies a yeast infection.
- Ear feels waxy, or you see black/brown discharge or an inflamed / red ear.

Never self-diagnose: The ear is a very sensitive organ. What may appear to be similar symptoms to previous ear issue may *not* require similar treatments this time.

Cleaning Eyes

- Wipe the face, dabbing at the corners of the eyes, with a water moistened cotton ball.
- Some discharge is normal, but watch for excessive discharge.
- Do not touch the eye itself.

Oral Care

Dogs can accumulate plaque on their teeth. Plaque is made of proteins (from saliva) and bacteria. If the plaque is not removed every day, the bacteria will multiply rapidly and invade the gums around the teeth. Gingivitis, or inflammation of the gums, will result. Fortunately, gingivitis is reversible and periodontal disease is preventable. When plaque is removed by tooth brushing, the gums and bone around the teeth will stay healthy. If plaque is not removed, calculus or "tartar" will form when minerals from saliva cause the plaque to harden. Once calculus is present, a professional cleaning is needed to remove it. Calculus can be prevented from forming by removing plaque every day with tooth brushing.

If you have never cleaned the puppy's teeth, start by spending a few minutes each day gently handling the puppy's mouth. Lift their lips and touch the outside of the puppy's teeth and gums to get them used to this new experience. After several days of doing this, introduce the puppy to the oral cleansing gel following the instructions below. Never use human toothpaste - it can be harmful and can upset the puppy's stomach.

Video reference: https://youtu.be/f0Q8rEjKgaQ

Teeth Cleaning Instructions:

- Put a small amount of oral cleansing gel on the soft-bristled toothbrush (use the one given in the puppy's packet) or on a piece of gauze wrapped around your finger.
- Holding the brush head at a 45-degree angle to the gum line, gently brush in circular strokes from the gum line to the tip of each tooth.
- Only clean the outside surfaces of the puppy's teeth and gums.
- Day by day, slowly work towards the back of the mouth, until the puppy is comfortable and will allow you to lift their lips and hold their head steady for several minutes.
- Please be careful to not let the puppy bite your finger or toothbrush while brushing their teeth.
- We recommend that you clean the puppy's teeth at least once weekly (and as frequently as once daily) to acclimate the puppy to being handled this way and to be more accepting later in life.

Bathing

- Bathing too frequently can harm the puppy's coat and skin. Pups should be bathed when the coat becomes smelly or greasy – every two to six weeks depending on the individual puppy. A damp towel can remove dirt and debris between baths.
- Introduce bathing slowly to avoid frightening the puppy.
- Put a towel or rubber mat in the bottom of the tub to prevent slipping and negative associations with the tub.
- The temperature of the water should be warm not hot.
- Cotton balls can be used to keep water out of ears, remember to remove promptly.
- Use a pH balanced shampoo made for dogs. A wet wash cloth may be used to wash the face to avoid shampoo from getting in the puppy's eyes.
- Rinse thoroughly to avoid skin irritation from residual shampoo.
- Water can be "squeezed" out of the puppy's coat. While it is still in the tub, let the puppy shake off most of the water and then towel dry

- A blow dryer may be used if introduced carefully:
    - Turn the dryer on and off a few times away from the puppy before bringing it closer
    - When it is turned on near the puppy, keep the airflow directed away from it until it appears comfortable with the noise
    - Start the airflow at a distance and gradually work it up its body
    - NEVER aim a blow dryer at the puppy's face. It is very uncomfortable and may cause anxiety about blow dryers
    - Hold the hair dryer no closer to the dog than 12-18 inches

Guide Dogs for the Blind

Nail Trimming

Video reference
https://youtu.be/rj0kXokkTy0

Goal Behavior
Guide dog puppies should be relaxed and accepting of all grooming and handling. Many dogs do not enjoy having their nails trimmed, often because they were not introduced to the procedure positively as puppies. Our goal behavior is a puppy that calmly sits or lies still while its feet are being handled and its nails either clipped or ground with a Dremmel type tool.

Training Session Objectives
At each level we want to build a strong reinforcement history for accepting foot handling, introduction of grooming equipment and ultimately acceptance of nail trimming. The raiser should not progress to the next level until the puppy is very comfortable with the previous steps. This may take several sessions at each level with some puppies; other puppies may progress through the steps quickly. It is recommended that raisers practice handling the puppy's feet and either pretending to trim, or actually trimming nails, on a daily basis for the first few months in the raiser home.

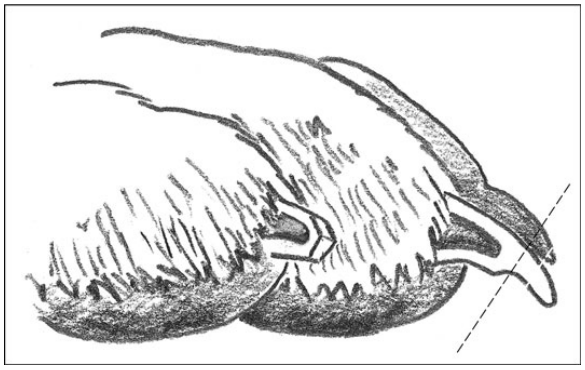
Prerequisites
The puppy should know how to take food from the hand. Some experience with puppy handling techniques so that the puppy is comfortable being held and manipulated would be helpful but is not essential. It is important to start paw handling and nail trimming while the puppy is young – within the first few days of it arriving in the home. Puppy handling involves handling the feet so this is a good place to begin.

The puppy should be in a quieter, relaxed mood – not in need of exercise or relieving.

Session Set Up
Early sessions should take place in the home in a quiet room with no distractions. A second handler to help hold the pup, do the trimming or do the feeding of the reward is helpful but not essential. Having a table/crate/chair close by, to keep the food on, is useful at first. Having a food pouch on the person may be too much temptation for a baby puppy that has not been taught self-control around available food. To avoid "mugging" by the puppy, having the food on a higher level, only within reach of the handler, is helpful.

The type of tool used to trim the nails is up to the individual raiser. Some raisers are more comfortable with one type of clipper over another (e.g. guillotine type such as "Resco" brand or one of the scissors-type clippers). Several pet nail grinders are on the market but a regular small, rechargeable Dremmel is popular among dog professionals. Puppies should be accustomed to both clippers and grinders before entering formal training.

Raisers should have a styptic pencil, some cornstarch, or ice cubes available to stop bleeding should a nail be accidentally quicked. A bleeding nail is not serious but can be distressing to the raiser and can create a bit of a mess.



Long nail **Correctly trimmed nail**

Trimming Technique
Raisers should be instructed in nail trimming by their leader. A demonstration one-on-one will help the raiser gain confidence in the procedure.

Most young puppies will have a hook on the end of the nail that needs to be trimmed off and makes for an easy visual as to where to trim. Obviously light colored nails show the quick well and the raiser can avoid that area more easily than with dark colored nails. Being conservative with dark nails will help avoid accidentally "quicking" the puppy. Trimming a little at a time several times per week will cause the quick to recede and the nail can then be trimmed shorter. See the photos of a long nail and correctly trimmed nails.

Use of a grinder lessens the chance of "quicking" the puppy. Raisers may also want to look at diagrams online showing exactly how and where to make the cut when trimming a dog's nails.

NOTE: As in all R+ training, the "mark", the word "Nice!", is always followed by a food reward.

Nail Trimming Steps
The puppy should be held belly up on the raiser's lap or between the raiser's legs on the floor as in Puppy Handling exercises. (Eventually the pup's nails may be trimmed while it is standing, sitting or on a table but for now it's more comforting for the puppy to be held.) The raiser may scratch the pup's tummy gently or rub its chest to get the pup to relax. Intermittent petting should be kept up throughout the foot handling to help keep the puppy calm. Speaking in a low, soothing voice will also help relax the puppy.

Step 1
The raiser should handle the puppy's feet individually. Each foot should be held for several seconds and the raiser should "mark" the puppy with "Nice!" before letting go of the foot. Immediately after marking the raiser should reach for the food and place a piece in the puppy's mouth. By quickly bringing the kibble to the puppy, the pup will learn not to reach toward the food but wait for the food to be placed right on its muzzle.

The raiser should gently take each toe and push the nail forward as though about to trim. While holding the toe, not after the toe is released, the raiser should mark. Immediately upon marking the raiser should reach for a kibble and place it in the puppy's mouth. If the puppy is accepting of the above the raiser may move on to the next steps. If the puppy is wiggly or pulling away from the toe handling, this procedure should be repeated for several days until the pup is relaxed and accepting.

Step 2
The nail should be pushed out as above, but now the raiser should grasp the nail between finger and thumb of the opposite hand, to simulate the clippers. While holding the nail with finger and thumb, the puppy should be marked. Immediately upon marking, the nail should be released and the puppy rewarded. It may be too much for the puppy to do all nails at once. Petting and massage in between will help keep the puppy calm.

Step 3
Now the raiser may introduce the tools. Initially the tools are turned off/not squeezed as though clipping. Letting the puppy smell the tool first is a good idea. The raiser should hold the puppy's paw and hold the tool of choice in the other hand. The tool should be gently touched to the puppy's paw, the puppy marked and fed. If the puppy is comfortable with the above, the raiser may push out individual nails, briefly touch the tool to the nail, mark and reward. Not all nails need be touched in one session.

Step 4
Now that the puppy is acquainted with the tool visually, an audible stimulus may be added. The raiser should hold the clippers away from the puppy, work them as though clipping, and while making the noise, mark the puppy. If a grinder is used, it should be turned on at arm's length at first and the puppy marked while it is running. Initially the grinder is more challenging to get the puppy used to because of the noise. It should be brought closer very gradually. Step 3, with no audible, should be repeated and several repetitions of steps 3 and 4 practiced so that the pup is made comfortable with both the touch and noise of the tools.

It may take several sessions for the puppy to be relaxed and comfortable with the previous steps. Some puppies may take a week or so of daily, positive interactions with the tools to be truly comfortable. Other puppies may go through all of the above steps in one session. The goal is to have a relaxed puppy that is ready for actual nail trimming. It is better to go slowly and positively rather than scare the puppy.

Step 5
The raiser should start by holding a nail with finger and thumb, as in step 2 above. Then the raiser should trim or grind the same nail, mark and reward. If the puppy is accepting, several nails may be trimmed but alternating between "pretending" to trim and actually trimming is a good way to keep the puppy's confidence. The puppy should be marked after each nail. A maximum of five nails should be trimmed the first session. As sessions are repeated, more nails can be trimmed. If the puppy is a little uncertain about the actual trimming, holding of the nail and pretending to trim should happen more than actually trimming. A high rate of reinforcement for several weeks will ensure the puppy has a good attitude toward nail trimming.

Step 6
The raiser may start random reinforcement i.e. not rewarding after each nail trimmed. It is advisable to vary how many nails are trimmed before marking and vary which nails are marked. If the raiser becomes too predictable in when they reward the puppy will learn to count!

Step 7
Older puppies, with several months of random reinforcement for acceptance of nail trimming, may be weaned to just one mark and reward as the last nail is trimmed. However, it is essential this experience be kept positive for the puppy and keeping up random rewards throughout the process is recommended.

Key Points

- All puppies progress at a different rate. Going slowly in the beginning will pay off later with nervous puppies.
- Having an assistant is valuable with nervous, wiggly or assertive puppies. An assistant can ensure that the puppy is receiving well-timed rewards or can be of help in doing the actual nail trimming while the handler focuses on holding and rewarding the puppy.
- Baby puppies that mouth when first introduced to these procedures should be re-directed. Usually if the puppy is moved slightly, or distracted by a chest scratch, the handler can accomplish a few

seconds of non-mouthy, appropriate behavior that can then be marked and rewarded. The more rewards the puppy receives for being compliant, the less likely it is to mouth in the future.

- Sometimes, putting a Gentle Leader on a puppy calms it down sufficiently to enable successful handling and rewards. (Puppies should be accustomed to the GL before putting it on the puppy for nail trimming and handling.)
- If the puppy is accidently quicked and is made nervous of nail trimming, it may be necessary to back up a number of steps in the procedure until the puppy is comfortable and trusting again. This may take several weeks.
- If raisers are having trouble trimming their puppy's nails, they should consult with their leader at the earliest opportunity.

Guide Dogs for the Blind

Introducing the Gentle Leader to Guide Dog Puppies

Goal Behavior
Puppies going into formal training need to be comfortable in a Gentle Leader (GL) head collar. We have found that if head collars are introduced early to the puppies, they are more accepting of them. Using food rewards creates a positive association for the puppy with the head collar. You should begin the process outlined below as soon as you receive the puppy.

The Gentle Leader is the brand of head collar preferred by the training department due to the relative ease with which a visually impaired person can put it on a dog. Some puppies may go through growing stages where the GL does not fit very well and a Halti may serve better. Check with your leader/CFR if the GL does not fit well, however all puppies must be accustomed to the GL before entering training.

Video reference (supporting documentation)
- GDB video "Introducing the Gentle Leader to Guide Dog Puppies" https://youtu.be/-VXMBMeQBC4

Prerequisites
The puppy should be familiar with taking food from the hand and do so in a polite manner.

Introduction
For the first two days you are going to have the puppy wear the Gentle Leader several times per day for short periods while you are doing puppy-handling exercises. No leash should be attached at this time.

First fit the Gentle Leader by gently placing it on him and adjusting it when he is in the controlled sit position in front of you as for puppy handling. Having a helper is advisable for this introduction. Have a friend or family member adjust the fit of the head collar while you calmly offer the puppy food rewards. It does not have to be adjusted perfectly for the first exercises. If you are unsure how to fit the GL have your leader show you.

Step 1
- Without using the nosepiece, fit the "collar" part of the GL around the puppy's neck, placed high and just behind the ears. Once fitted, remove the collar.
- Introduce the nosepiece only. Place the GL over the pup's nose; don't try to fasten the collar portion at this point. Just place the nosepiece over his muzzle and immediately give a kibble reward. Try to give the kibble as you put the nosepiece on, before the pup has time to react to the loop over his nose. This will reward him for accepting the nose loop and will form a good association with having it put on.
- Slide the nose loop off while the pup is still calm and not reacting to it. At first, you will take it off almost immediately while he is still savoring the kibble. Do this several times in the first session and do not attempt to fasten the GL collar piece during this session.

Step 2
- In the second session, again with the puppy in the controlled sit, slide the muzzle piece on with one hand as you lure his nose into the loop with a piece of kibble in your other hand. Give the pup the kibble immediately when his nose is inside the loop. Fasten the Gentle Leader collar section behind the pup's ears and quickly give him another kibble.

- Keep popping kibbles into his mouth so that he is distracted by the food and doesn't think about trying to react to the sensation of the GL head collar. Avoid applying any pressure on the nosepiece of the head collar.
- Keep the head collar on for just thirty seconds or so. Keep the puppy occupied during this time with food and calm petting.
- Remove the head collar at a time when the puppy is calm and not making any attempt to remove it himself.

Step 3

- With the puppy still in a controlled sit put the head collar on as above (giving him a kibble as soon as it is on) and leave it on for a minute or two while you calmly pet and rub him. So long as he is not struggling to remove the head collar you can keep giving him a kibble now and then.
- The petting and food rewards should distract him from trying to get the head collar off. Go very slowly for the first few days; don't be in a rush to take your hands off him while he has the GL on. You can prevent him from trying to remove the GL with your hands on his head and body.
- You may take the GL on and off several times in each handling session giving him a kibble each time you place the head collar on him. Only remove the head collar when he is calm.
- Once he is comfortable in the head collar you can prepare him for being led in it by briefly applying gentle pressure and quickly giving him a piece of food. Just pull the nosepiece taught for a second as you pop a kibble into his mouth. Don't apply enough pressure to physically move him, just sufficient to cause the nosepiece to tighten momentarily.
- After the first few days of putting the head collar on during puppy handling, you may also put the head collar on just before you put his food bowl down for him to eat. Remove the head collar as he finishes his meal and before he has a chance to rub or scratch at it.
- If the puppy seems comfortable with the Gentle Leader you may now attach the light, nylon puppy leash while you continue to puppy handle him in the sit position. Feed him kibble several times while he is wearing the equipment and you are holding onto him. Do not attempt to walk the puppy in the GL until he is very comfortable wearing it while stationary.

First Moving with the GL

After three - five days of wearing the GL during puppy handling, and while eating, the pup should be ready for first walking in the GL. You should practice in a quiet, familiar area where the pup has walked comfortably with the leash attached to his flat collar – in the house or yard.

- Attach the leash to the puppy's flat collar and put the Gentle Leader on. Attach the safety strap to the flat collar.
- Coax the puppy into walking with you and distract him from the feel of the head collar by luring him (holding the kibble right in front of his nose to draw him along) for just a few steps before giving it to him. Some puppies may need luring several times to get them going but most will walk right out in the head collar without scratching or rubbing at it. Puppies determined to rub at the head collar will need more luring to distract them.
- Only use the food as a lure to get the puppy going the first few times then stop holding the food right in front of him. Progress to walking several steps without showing the puppy the food, then bring the reward down to him.
- Make the first walks very short (e.g. from one end of the house to the other) and positive, giving several food rewards and preventing any attempts to remove the head collar. Be sure to offer the food only when the puppy is accepting of the head collar not when he is in mid-rub. If the puppy is doing a lot of rubbing or scratching, apply more food rewards prior to those behaviors instead of waiting for the avoidance to begin.
- Wean the puppy off the high number of food rewards gradually as he is able to walk further without any rubbing or scratching. The goal is to gradually diminish the food rewards until he is only getting a kibble when you first place the GL on him.
- Once the puppy is comfortable wearing the head collar while walking with the leash attached to the flat collar, he is ready to go on to the next step. If the puppy continues to balk in the head collar or uses efforts to remove it, consult your leader/CFR.

Attaching the Leash to the Gentle Leader

We are going to show the puppy how to respond to leash pressure on the Gentle Leader in a positive way. For this step, go back to luring with the food to help show him what to do.

- Attach the light nylon leash to the GL and grasp it close to the clip with your left hand. Lure the puppy with a kibble held in your right hand just in front of his nose. Gently pull on the GL toward the piece of kibble and let him have the kibble as soon as he takes a step and ‘gives’ to the guidance on the GL. Release the pressure on the GL as soon as he takes a step forward.

- Repeat the above four or five times in a forward direction then do the same with pressure to have him move left and right. Use lots of happy verbal praise as you do this.
- Repeat the above steps without using the food as a lure i.e. don’t hold the kibble right in front of his nose coaxing him. Now have him follow the head collar and leash pressure for three of four steps before giving him a piece of kibble. Always release pressure as soon as he responds to the cue and encourage him with praise as he moves along.
- Now you are ready to take him for some little walks in a familiar area with the leash attached to the GL. Give him a kibble occasionally for coming along and be sure to offer it to him by the seam of your left pant leg when he is in heel position.

After two weeks the pup should be accepting the head collar and walking out nicely in it. If the puppy is still resistant or uncomfortable in the head collar after two weeks please check with your leader/CFR for further recommendations.

Guide dog puppies in training should continue to wear the Gentle Leader at least 50% of the time that they are out in public throughout their raising. This will ensure that they stay comfortable and accepting of this important piece of equipment.

Guide Dogs for the Blind

The Food Induced Recall (FIR)

Videos: Food Induced Recall Part 1
Food Induced Recall Part 2

It is easy to appreciate how important a reliable recall is to someone that is visually impaired; at any time, under many different circumstances, it may be necessary to call a guide dog and know that it will come. It can even be a safety matter for both dog and handler. “Come” may be the most important cue a GDB puppy will learn. A step-by-step approach in teaching this cue will be most successful and will also help in avoiding ‘keep away’ issues as the pup matures.

Goal Behavior
The puppy will reliably and happily go directly to the handler when called, even with distractions. The puppy should come close enough for the handler to hold the collar, and it is desirable for the puppy to gently touch (but not crash into or jump on) the handler.

Prerequisites
The puppy should be familiar with food reward games and should be comfortable walking on leash.

Equipment
- Flat collar. These games are never practiced on a headcollar.
- Six foot leash initially. Long lines and draglines later.
- Bait bag that can be attached at the handler’s waist.
- A portion of the puppy’s regular kibble.

NOTE: The recall is not practiced from a “wait” or “stay” position. The pup is called while otherwise distracted or being held by a second handler.

General Tips for a Consistent Recall
The handler should:
- Use a pleasant and friendly tone of voice when calling the pup
- Praise enthusiastically as the pup moves toward the handler
- Move calmly and slowly when approaching the puppy
- Reach for the puppy's collar and praise every time it approaches the handler. This conditions the puppy to expect a hand reaching towards it and creates a positive association with an outstretched hand
- Have a couple of pieces of kibble handy at all times (either in the pocket or in a stash on a table) to reward the puppy for responding around the home and yard even when not working on recalls formally

The handler should not:
- Call the puppy to correct or discipline it
- Run after, lunge for or grab at the puppy
- Call the puppy to do something it may not enjoy, such as baths or nail clipping
- Bribe the puppy by waving food at it
- Call the puppy when there is a high probability it will not respond

Raisers should not use the word ‘Come’ unless the puppy is coming to the handler anyway, or the leash or line is attached to cause the pup to respond to the cue. For daily off-leash handling of the puppy, its name, ‘puppy, puppy’, ‘this way’ or other motivational words can be used to get the pup’s attention. Until the puppy has completed all the steps successfully, the come response is trained only when it is on leash or a line and the handler is prepared with food rewards.

Use of Food in the Recall

- The marker will not be used when teaching the recall. Verbal and physical praise (petting) should be given just before the food reward is offered. These secondary reinforcers will be associated with the food reward.
- While practicing the games a bait bag should be worn for ease of access. Digging around in pockets delays the reward.
- The food reward is given from one hand while the other hand holds the puppy’s collar. As the food is brought to the puppy’s mouth the collar must be held onto. This prevents the puppy from leaving as soon as it receives the food and also prevents the pup from getting dropped food off the floor.
- The food reward is held between the handler’s legs, at knee level or lower depending on the size of the puppy, so that the pup must put its head through the handler’s legs to reach the food. This encourages the puppy to make body contact and makes it easy for the raiser to grasp its collar.

Steps for the On-Leash Recall

Phase 1

This game should be practiced at least twice a day for approximately 5 days. In this phase the food is used as a lure. It is important to dispense with the lure technique as soon as possible and move on to phase 2. Most puppies will move through this first step quickly and easily.

- The puppy should be on-leash. At first the puppy may be called from just half a leash length away.
- The raiser should have a piece of kibble ready in the hand.
- In a quiet area with no distractions the puppy should be allowed to wander and its attention to drift. The raiser should say the puppy’s name and give the cue “come” in a happy tone of voice.
- Praise should be given as soon as the puppy turns to come to the handler. If the pup does not respond immediately it should be lured toward the handler with the food held close to its muzzle.
- The handler backing away from the puppy, while praising enthusiastically, will encourage the pup to keep moving toward the handler.
- The handler should continue to praise as the pup gets close. A piece of kibble should be held in front of the pup’s nose to draw the pup between the handler’s ankles or knees, depending on the size of the puppy. The handler should calmly grasp the puppy’s collar as it eats the reward, petting with the other hand.
- The puppy may be released from the exercise with an ‘OK’, and allowed to drift away again.
- The game should be practiced several times but not to the point of tiring the puppy – it should be fun!

Phase 2

The puppy now understands it is going to get a food reward for responding to the verbal cue ‘come’. In future practice, the handler should pet the puppy for a count of ten seconds before reaching into the bait bag and giving the pup a piece of kibble. The verbal and physical praise will be reinforced with the food reward.

- The puppy should be called with its name and the cue ‘come’.
- The pup should be gently guided toward the handler with the leash if it does not respond.
- Verbal praise should be given as soon as the puppy responds; the handler should walk backwards encouraging the pup to follow.
- The handler should calmly take hold of the pup’s collar with one hand and pet the puppy with the other hand for ten seconds, continuing to verbally praise the puppy.
- After ten seconds of petting, the handler should keep hold of the collar with one hand and give the puppy a food reward by reaching into the bait bag and lowering one kibble to be offered between the knees. When the pup finishes the kibble it may be released to explore at the end of the leash with an ‘OK’.
- As the puppy becomes familiar with the game, minor distractions may be added.
- When the puppy responds reliably (no leash guidance needed) on-leash with minor distractions, more distracting situations may be provided. If the puppy has difficulty bringing its attention back to the

handler, then the situation may be too difficult and the level of distraction may need to be reduced to allow the puppy to be successful.

Two-handler Come
This is a fun game involving two handlers. It is done on-leash/line with the handlers about six to ten feet apart. Both handlers should have a supply of kibble in a bait bag attached behind their backs.

- Handler A should hold the puppy on the ground, facing Handler B. Handler A should not pay any attention to the pup; Handler B holds the leash.
- Handler B calls the puppy as described in the 'on-leash recall'. When the puppy gets to Handler B it is given a food reward in the manner described above in phase 2.
- The leash is quietly handed to Handler A as the puppy is being praised and petted by the person who called it. After praising and rewarding the puppy for coming, Handler B becomes calm and uninteresting to the puppy thus making it easier for Handler A to get the puppy's attention.
- Handler B stops the praise and play and faces the puppy toward Handler A.
- Handler A then calls the puppy, repeating the exercise. Four or five repetitions are sufficient.
- As the puppy progresses, the handler holding the puppy does not need to face the puppy towards the other handler, and may eventually keep playing with the puppy as a distraction.
- As in the on-leash recall, if the puppy fails to respond to the cue 'come' it should be guided by the leash to the person who called it.
- The puppy should be allowed time to be adequately praised by each person participating in the exercise.

Review
At this point in training the 'come' cue the food is never visible to the puppy when it is called. The puppy should be called, praised and held by the collar in front of the handler, as close as possible, while the handler takes out a piece of food. The food is offered between the handler's knees.

If the puppy is relying on the leash to guide it in and not responding to the voice cue alone, the handling should be evaluated:

- Is the situation too distracting and not fair to the puppy?
- Is the handler's voice tone wrong or perhaps there is a lack of verbal praise?
- Is the kibble not motivating to the puppy, perhaps it would respond better to a toy reward or higher value food? (Only a CFR can recommend high value food.)
- Perhaps the puppy is ready for more of a quick tug on the leash than a gentle guide. If the raiser is sure the puppy understands what is required, and the situation is not too difficult, a leash correction may be warranted but should always be followed with lots of praise and a food reward.

Sometimes, when the puppy has worked through a particularly challenging training session, perhaps being called away from an exceptionally hard distraction, the pup deserves a 'jackpot'. A jackpot reward is multiple pieces of kibble given all at once and is a huge motivator. Five to six pieces of kibble are sufficient for a jackpot. The jackpot should not be overused or it will lose its value to the puppy. The jackpot reward should be reserved for those special times when the pup really deserves it.

Long-line Recall
This game should be started only when the puppy does a reliable on-leash recall, with distractions, by moving toward the handler on the first cue without needing any leash guidance. Raisers who are not familiar with the use of a long-line should receive instruction from their leader before attempting this exercise. The long-line should be 12 to 25 feet in length. It may be a lightweight rope, nylon-leash material, or a retractable leash designed for this purpose. When using some types of rope or leash material, it may be advisable to use gloves to prevent a rope burn.

- In an area with no distractions, the puppy should be allowed to wander and its attention to drift. Too much slack in the line will cause the raiser to lose control of the puppy.
- When the puppy is no longer paying attention to the handler, its name and the cue "come" should be called one time only in a happy tone of voice.
- Enthusiastic verbal praise should be given as the puppy moves toward the handler. Backing away from the puppy will encourage it to move toward the handler and will also make it easier for the handler to gather the long-line. Once it reaches the handler, the collar should be held and the pup

praised and petted for a count of ten seconds. The food reward should be given as above and the pup released with an 'OK' when the handler is ready.

- If the puppy does not respond to the command, or if it responds initially and then loses focus and drifts away, the pup should be guided in with the line. To accomplish this, the handler must reel in excess line as the puppy approaches. (A 'Flexi-lead' retractable leash will do this automatically.) As the puppy focuses on the handler and moves in the handler's direction, verbal praise should be given.
- When the puppy reaches the handler, the exercise should be completed as with the on-leash recall.
- When the puppy is consistently responding and coming all the way to the handler with no guidance on the line, minor distractions may be introduced. As the puppy succeeds with minor distractions, the level of distraction may be gradually increased.

Transition to Off-Leash Recall - Draglines

After weeks of consistent responses on the long line, without needing guidance on the line, the puppy is ready for the next step. If the puppy still needs the line to guide it in more practice is needed. Only puppies responding immediately to the verbal cue to come should be transitioned to the dragline.

- The transition from an on-leash/line recall must be done gradually. If the leash or line is taken off too soon the pup will quickly realize it does not have to respond to the handler. This can lead to bad habits, like games of 'keep-away'. Even while having some free time in the back yard the pup should have a dragline on, so that the handler can take hold of it before calling it. By not allowing mistakes to happen, the puppy is made successful.
- In a safe, enclosed area, the long-line should be dropped, letting the pup drag it. The pup should be called to the handler in a happy tone and praised immediately when it starts toward the handler. The handler should not step toward the puppy but back away and encourage the pup to come to the handler. When the pup reaches the handler, its collar should be grasped and it should be rewarded with praise and food as above.
- If the puppy does not respond to the handler's cue, the handler should quietly and smoothly pick up the line and guide the pup in.
- If the puppy is not coming when called with the line dragging, it may need more practice with the hand-held line or there may be too many distractions, making the situation too difficult for the pup's level of training. Sometimes a distraction is more interesting to the puppy than the food, so the handler may have to go back to the hand-held line and work harder to keep the pup's interest.
- When the puppy is coming every single time it is called while dragging the long-line, without needing physical guidance, it can be transitioned to a shorter dragline. (The handler may just want to cut off a portion of the long-line to make it shorter, or have several lines of varying lengths available.)
- Over a period of weeks, the attached line is gradually shortened until it is just a 'tab' or handle, hanging from the pup's collar.
- The handler should not hesitate to go back to a longer, hand-held line and do more practice if the puppy is not responding consistently to the cue. The puppy must be conditioned to respond correctly with gradually increased distraction. The line will enable the handler to enforce the cue and the praise and food rewards will keep the puppy motivated.
- If at any time the puppy shows signs of playing 'keep away' the raiser should consult with their leader.

Off-leash Recall

Calling the puppy without any kind of line should not begin until the puppy comes when called with just a shortened dragline or tab attached to its collar. The pup must be responding to the first cue, without guidance, even with distractions. If the pup is not doing this it needs more practice on the long-line and dragline.

It is better that the pup arrives for guide training never having been off a long-line than it be allowed to practice ignoring the cue or playing keep-away. If the puppy is not progressing the leader should be consulted.

- Off-leash recalls should be started in a small, escape-proof, confined area (such as an exercise pen) or room with no distractions. The room should be free of obstacles and small enough so that the puppy cannot avoid the handler. The puppy should be allowed to wander and become interested in something.

- When the puppy is called it is expected to respond to the cue immediately. When the puppy moves toward the handler it should be praised for its good decision. Once the puppy reaches the handler the collar should be grasped and it should be rewarded as above.
- If the puppy does not respond within one second to the cue, the handler should not repeat the cue. The handler should walk calmly and slowly toward the puppy. When the handler reaches the puppy, the collar should be taken hold of. The handler should say “Come!” hold the collar and walk backwards to the area where the handler first called the puppy. The puppy should be verbally praised as the handler walks backwards. When the handler reaches the area where the pup was originally called it should be petted for ten seconds but no food reward should be given.
- The exercise should be repeated but made easier for the pup to give it a chance to succeed.
- It is important that the handler not rush toward the puppy or grab at the collar. Rushing or lunging towards the puppy will usually have one of two effects: the puppy will become worried or threatened by the handler, or, the puppy will initiate the keep-away game. Both of these are undesirable responses. If the puppy avoids the handler or plays keep-away as the handler approaches, a calm, cheerful demeanor along with a slow, deliberate approach is best. No matter how long it takes to get hold of the puppy's collar, praise is necessary when the handler does touch the collar. Obviously keeping the training area small makes this exercise easier.
- Handlers should never use a corrective, angry or threatening tone of voice when training this exercise (no matter how exasperated the handler may be!) Harsh commands will discourage the puppy.
- At the first indication that the pup is about to move toward the handler, it should be praised enthusiastically as the handler moves away from the puppy drawing it toward them.
- If the handler does not achieve success after two attempts, the long-line technique should be utilized for a while longer.
- Once the puppy is consistently coming when called, distraction levels and room or enclosure size can be gradually increased.
- Recalls should be practiced frequently. The handler should reinforce the puppy with food rewards for the recall throughout the time it is with the handler.

Summary

A reliable recall response is a vital part of a GDB pup’s training. Raisers can succeed in teaching this cue with patient, calm, and consistent handling technique. Throughout the puppy's maturation, there will be times that the recall cue may seem to wane in its effectiveness. When a puppy fails to respond under conditions where it had previously been consistent, the pup may need to go back to remedial leash or line work. We would prefer that the off-leash recall is not attempted at all rather than have a dog come in for formal training playing keep-away. Fortunately food rewards are a great motivator and most puppies will enjoy playing recall games.

Guide Dogs for the Blind

Ground Tether Game #1

Ground Tether Introduction for Young Puppies 8 to 12 Weeks of Age

Goal Behavior (what the desired behavior looks like)
With mild distraction, puppy chooses to not pull on ground tether, keeping the leash loose with no pressure on their collar (handler is standing on the leash, creating fixed pressure to the puppy's collar). It is desirable for Ground Tether Game #1 to be completed within 1 or 2 training sessions, effectively preparing the puppy for Ground Tether Game #2.

Training Session Objectives (what we want to achieve in each training session)

- Create a strong history of food reward for choosing not to pull against fixed collar pressure.
- Apply Mark/Reward ("Nice") for desirable behavior, creating desired behavior choices from the puppy.

Session Set Up (description of environment and/or equipment needed and preparation)

- Low distraction environment with the floor clear of any enticements.
- Handler stands firmly on the leash with balls of their feet.
- Leash length from feet to puppy is approximately 2 feet; short enough so that if the puppy jumps up on handler, the puppy feels collar pressure; long enough so the puppy's collar will be loose if the puppy stands close to the handler's legs.
- Handler has suitable food rewards.

Video reference (supporting documentation)

- GDB video Ground Tether Game #1

Key Handling Points (Behaviors to Reward)

- Handler remains stationary and allows the puppy to react to the ground tether, marking and rewarding the following desirable behaviors:
    - Ceasing pull on the collar
    - Looking at a distraction, but not moving towards it
    - Looking to the handler

- Handler strives to offer rewards close to their legs to support the puppy feeling a loose collar.

- Most puppies will display opposition reflex to the ground tether (trying to pull away from the tether). Handler strives to initially mark any reduced pulling on the collar to promote the puppy's understanding of moving towards the fixed pressure. Once the puppy is choosing to fully loosen their collar against the ground tether, the handler should begin only marking a fully loose leash/collar.

- Mild distraction is used to entice the puppy to pull away from the ground tether. This can be a toy placed a few feet out of reach or a person making calm noises out of reach. Note: distraction is meant to create a "minor" pull away from the ground tether, not an excitable reaction.

Completion/Next Steps
Once the puppy demonstrates offering to keep a loose leash with mild distraction, the next step is to initiate Ground Tether sessions with increasingly challenging distractions: Ground Tether Game #2.

Guide Dogs for the Blind

Ground Tether Game #2 Impulse Control

Ground Tether for Young Puppies 8 to 16 Weeks of Age

Goal Behavior (what the desired behavior looks like)
With a variety of distractions just out of reach, puppy chooses to not pull against the tether, keeping the leash loose with no pressure on their collar (handler is standing on the leash, creating fixed pressure to the puppy's collar). Puppy demonstrates impulse control around a variety of distractions by choosing to remain close to the stationary handler, keep a loose leash, and relate to the handler. Ground Tether Game #2 sessions are to be completed by the time the puppy is a maximum of 4 months of age, effectively preparing the puppy to respond to fixed pressure from the hand held leash.

Training Session Objectives (what we want to achieve in each training session)
Continue to build a strong history of food reward for choosing not to pull against fixed collar pressure, around a variety of distractions. Continued marking and rewarding of desirable behaviors while gradually expanding the time between rewards.

Session Set Up (description of environment and/or equipment needed and preparation)

- Controlled environment; distractions are "under control" (difficulty can be decreased or increased) with all enticements out of reach of the puppy.
- Handler stands firmly on the leash with balls of their feet.
- Leash length from handler's feet to puppy is approximately 2 feet; short enough that if the puppy jumps up on handler, the puppy feels collar pressure; long enough so the puppy's collar will be loose if the puppy stands close to the handler's legs.
- Handler has suitable food rewards.
- Real world distractions (i.e. leaves, tissue, friendly people, food) are organized for session use.

Video reference (supporting documentation)

- GDB video "Ground Tether Game #2 Impulse Control" https://youtu.be/SBo2E80Cu2k
- GDB video "Ground Tether for Greeting Manners" https://youtu.be/c_VcTv4PiD0

Key Handling Points (Behaviors to Reward)

- Handler remains stationary and allows the puppy to react to the ground tether, marking and rewarding the following desirable behaviors:
    - Ceasing pull on the collar (progressively: wait for a few seconds before marking, increasing the duration the pup is "not pulling" before marking.)
    - Looking at a distraction, but not moving towards it (high rates of rewards for initially not moving towards distraction.)
    - Looking to the handler when distraction is presented
- Handler strives to offer rewards close to their legs to support loose leash behavior.
- Increasing challenging distractions are introduced out of reach of the puppy.

Note: distractions are meant to challenge the puppy's impulse control while still at a level that the puppy can be successful.

- When a new distraction or more difficult version of a distraction is introduced, the puppy's initial decision to offer desired behavior demonstrates effective learning is taking place.
- If the puppy continues to pull towards every new distraction, the puppy has not had a sufficient reward history for making the desired choice to "not pull". Distraction difficulty should be lowered to allow for more successful repetitions prior to raising the difficulty again.

- Attempts to pull towards a distraction should become few and far between, with the majority of decisions from the puppy being the desirable behavior.

Completion/Next Steps
Once the puppy demonstrates offering to keep a loose leash with challenging distractions, the next step is for the handler to hold the leash, continuing the same type of training session but with the handler creating the fixed pressure: Hand Tether Game.

Guide Dogs for the Blind

Hand Tether Game

Fixed Leash Pressure Introduction for Puppies 8 to 16 Weeks of Age

Goal Behavior (what the desired behavior looks like)
With a variety of distractions just out of reach, puppy chooses to not pull against the hand-held leash, keeping the leash loose with no pressure on their collar (handler is holding the leash against their left leg, creating fixed pressure to the puppy's collar). Puppy demonstrates impulse control around a variety of distractions by choosing to remain close to the stationary handler, keep a loose leash, and relate to the handler.

Training Session Objectives (what we want to achieve in each training session)
Practice the handler's skill at providing a Fixed Pressure to the puppy while holding the leash. Continue to build a strong history of food reward for choosing not to pull against fixed collar pressure, around a variety of distractions. Continued marking and rewarding of desirable behaviors while gradually expanding the time between rewards.

Session Set Up (description of environment and/or equipment needed and preparation)

- Controlled environment; distractions are "under control" (difficulty can be decreased or increased) with all enticements out of reach of the puppy.
- Handler holds the leash firmly, against the left side of their leg (hand/arm in contact with hip/leg to prevent inadvertent movement).
- Leash length from hand to puppy is approximately 1 to 2 feet; short enough to prevent the puppy from leaving the handler; long enough to allow room for the puppy to make choices (staying with the handler versus moving towards distractions).
- Handler has suitable food rewards.
- Real world distractions (i.e. leaves, tissue, friendly people, food) are organized for session use.

Video reference (supporting documentation)

- Hand Tether Game: https://youtu.be/b5VbDvEjHqc

Key Handling Points (Behaviors to Reward)

- Handler remains stationary and allows the puppy to react to fixed leash pressure, marking and rewarding the following desirable behaviors:
    - Ceasing pull on the collar (progressively: delay marks a few seconds after puppy ceases pulling to increase time puppy keeps leash loose before marking).
    - Looking at a distraction, but not moving towards it (high rates of rewards for initially not moving towards the distraction).
    - Looking to the handler when distraction is presented.
- Handler strives to offer rewards close to their left leg to support loose leash behavior.
- Increasing challenging distractions are introduced out of reach of the puppy.

Note: distractions are meant to challenge the puppy's impulse control while still at a level that the puppy can be successful.

- When a new distraction or more difficult version of a distraction is introduced, the puppy's initial decision to offer desired behavior demonstrates effective learning is taking place.
- If the puppy continues to pull towards every new distraction, the puppy has not had a sufficient reward history for making the desired choice to "not pull". Distraction difficulty should be lowered to allow for more successful repetitions prior to raising the difficulty again.

- Attempts to pull towards a distraction should become few and far between, with the majority of decisions from the puppy being the desirable behavior.

Completion/Next Steps
Once the puppy demonstrates offering to keep a loose leash (hand-held) with challenging distractions, the next step is for the handler to begin moving the puppy around and over distractions: Hand Tether in Motion Game.

Guide Dogs for the Blind

Hand Tether in Motion Game

Fixed Leash Pressure Introduction for Puppies 8 to 16 Weeks of Age

Goal Behavior (what the desired behavior looks like)
Around a variety of distractions, puppy chooses to keep a loose leash while slowly moving forward (walking one step at a time). Handler holds the leash against their left leg, creating fixed pressure to the puppy's collar. Puppy demonstrates impulse control around a variety of distractions by choosing to remain next to the handler, keep a loose leash, and relate to the handler.

Training Session Objectives (what we want to achieve in each training session)
Practice the handler's skill at providing a Fixed Pressure to the puppy when walking slowly. Continue to build a strong history of food reward for choosing not to pull against fixed collar pressure, around a variety of distractions. Continued mark and rewarding of desirable behaviors while gradually expanding the time between rewards.

Session Set Up (description of environment and/or equipment needed and preparation)

- Controlled environment; distractions are "under control" (difficulty can be decreased or increased) with all enticements out of reach of the puppy.
- Handler holds the leash firmly, against the left side of their leg. (Hand/arm in contact with hip/leg to prevent inadvertent movement.)
- Leash length from hand to puppy is approximately one foot. Short enough to prevent the puppy from reaching enticements on the ground while long enough to ensure a loose collar when the puppy is offering desired behavior.
- Handler has suitable food rewards.
- Real world distractions (i.e. leaves, tissue, friendly people, food) are organized for session use.

Video reference (supporting documentation)

- GDB video Hand Tether in Motion Game – Brief Introduction

Key Handling Points (Behaviors to Reward)

- Handler takes single steps forward, marking and rewarding the following desirable behaviors from the puppy:
  - Not pulling towards a distraction
  - Moving with the handler's movement forward (each single step the puppy takes forward is marked)
  - Looking at a distraction, but not moving towards it
  - Looking to the handler when nearing a distraction
- Handler strives to offer rewards close to their left leg to support loose leash behavior.
- Number of steps the handler takes prior to marking and rewarding gradually increases in relation to how successful the puppy is offering desired behavior.
- When the puppy makes a wrong choice (tries to reach a distraction), the handler firmly fixes the leash to mimic an immovable tether. If it appears the puppy may still reach the distraction, the handler may back away from that distraction while still applying fixed leash pressure.

Note: Moving past and over enticements is much more difficult for the puppy than making stationary decisions.

Set-up distractions are meant to challenge the puppy's impulse control while still at a level that the puppy can be successful.

- When a puppy offers desired behavior when initially moving close to a distraction, effective learning is taking place.
- If a puppy continues to pull towards most distractions it gets close to, that puppy has not had a sufficient reward history for making desirable choices. Distraction difficulty should be lowered to allow for more successful repetitions or the puppy should receive more stationary tether sessions.
- Attempts to pull towards a distraction should become few and far between, with the majority of decisions from the puppy being desirable.

Completion/Next Steps

Once the puppy offers loose leash behavior in motion (slow walking next to handler), around a variety of distractions, loose leash walking at a more normal pace can commence.

Guide Dogs for the Blind

Paw Pad Game #1

Introduction to the Paw Pad and "Stand" Position

See video link: https://youtu.be/v8EF_YmMrG8

Goal Behavior
The puppy places its front feet on the Paw Pad and maintains a stand position with intermittent reinforcement from the handler. This Paw Pad game reinforces "heel" position, i.e. the puppy standing in a straight line with its shoulder level with the handler's leg. It also introduces duration, i.e. holding the desired position – in this case the stand. This helps teach the puppy self-control and prepares the pup for later introduction of a "stay" cue.

Training Session Objectives
Initial sessions introduce the puppy to placing its feet on the Paw Pad. Once the puppy willingly places its front paws on the pad, duration can be worked on.

Prerequisites

- The pup should know how to take food from the hand.
- The puppy should be hungry so practicing before meals is a good plan.
- It is preferable to start this game before the puppy has had a lot of work on the "sit" cue or it may become confused when working on the stand position.
- It is also less confusing to the puppy if Paw Pad Game #1 and #2 are well established before commencing the "Collar Cues" game. Should the collar cue game be started first, the puppy may be less likely to stay on the Paw Pad and may try to move with the handler's "heel" position as the handler moves away.

Session Set Up

- A suitable Paw Pad (see instructions in document "Paw Pads – Suggestions and Guidelines") should be set up in a quiet area.

- The training is preferably done off-leash in an area that is safe with no distractions. If the leash is attached, it should be loose and stepped upon so that the handler's hands are free. The leash should not be used to guide the puppy onto the Paw Pad.
- The bait bag will be most accessible if worn in the small of the handler's back; this allows for feeding with both hands.
- Practicing with a wall on the outside of the puppy will help keep the pup straight.
- The handler should stand facing forward with the Paw Pad on the left, positioned so that the front edge is approximately at the midline of the foot and touching or nearly touching the handler's foot. This will place the puppy with its front legs level with the seam of the handler's pants; the pup's ears should be about level with the handler's leg when on the pad, i.e. in "heel position."

Steps

<u>Introduction to the Paw Pad</u>

- With multiple pieces of food in the hand, the handler should lure the puppy onto the Paw Pad. The handler should feed kibbles one at a time in succession from the stash in that hand (i.e. "pezzing" see video reference)
- As the handler begins to run out of kibble, the feeding hand can be re-supplied by food from the other hand or the other hand can take over pezzing, whichever is more comfortable. The feeding hand should not be moved away from the puppy's muzzle in the initial session as the pup will likely move out of position to follow it.
- The handler should keep feeding to engage the pup and keep it in place on the Paw Pad.

<u>Troubleshooting</u>

- If the pup has its rear end out of line, its head should be lured to the outside (left) as it is fed, which should straighten up the puppy's body. If the pup is completely crooked it should be re-started by taking it off the pad and approaching again. The pup will maintain a straight position more easily if it is fed from the left hand straight in front of its nose.
- If the puppy sits, it should be lured back into a stand. For a puppy that tries to sit constantly, a higher Paw Pad will help keep it in a stand position.

After ten to fifteen pieces of kibble have been fed to the puppy, it should be gently picked up and placed behind the Paw Pad. The handler should lure the pup back onto the pad and repeat the above. The game may be repeated several times before ending the session, depending on the puppy's food interest and maturity. We want the pup to stay engaged and enjoy playing the game.

Next Step – Offering to Step onto the Pad

In the second or third session, which may be later that day or the next day, the handler should review the previous step once. Then rather than luring the puppy onto the pad, the handler can see if the puppy will offer to get onto the pad itself without being lured:

- The puppy should be placed a few inches behind the pad and the handler should wait to see if it will offer to step up onto the pad. If the pup does so, it should be marked with "Nice!" and rewarded.
- If the puppy does not actually step onto the pad it can still be marked for showing any interest or movement toward the pad. If every time the pup looks at or moves toward the pad it earns a reward, it will quickly learn that movement toward the pad pays off. This is called "shaping" a behavior. If the pup has a good history of being reinforced (rewarded) on the Paw Pad, in a very short time it will be offering the behavior of stepping onto the pad.
- If the puppy is still hesitant it may be lured onto the pad for a few more sessions.

Now the handler should gradually increase the amount of time between each kibble being offered. The puppy should still be "pezzed" but the hand offering the food should be pulled away quickly, immediately after giving a kibble, and held for a few seconds (or longer if the pup takes a long time to chew!) before returning to offer another kibble.

Dispensing with "Pezzing" (Third or Fourth Session)

The handler should start giving one kibble at a time, preferably with the left hand, from the bait bag or from the stash held in the other hand. Bringing the food from behind the handler's back and offering it straight in front of the pup's nose will help keep the puppy straight and prevent wrapping in front of the handler. *The pup should be rewarded straight ahead or even a little to the outside, not in front of the handler's leg.* The puppy should be marked with "Nice!" before the handler reaches for the food to reward the puppy.

Increasing Duration

Every pup is different in how it will progress and the handler needs to gage the puppy to ascertain when it is appropriate to start increasing the time between rewards. Some puppies will calmly stand on the pad after one session and can quickly progress to waiting several seconds before receiving a kibble. Some puppies may need four or five sessions before they will have the patience and understanding to stand still, waiting for the food rewards.

The pup should now be given a high enough rate of reinforcement to keep it engaged, but not one kibble immediately after another, as when first playing the game. A second or two between kibbles should be gradually lengthened; progressing too quickly may confuse the puppy and result in it moving off the pad. Reinforcing the puppy randomly - sometimes after one second, sometimes after patiently waiting for three of four seconds – will keep the pup engaged in the game. The hand that delivers the food should return to a neutral position between rewards (hanging naturally at the handler's side.)

Note: For now continue to mark and give a reward immediately when the puppy first steps up onto the pad.

After just a few days of working on this introduction the puppy should be ready to begin Paw Pad Game #2.

Guide Dogs for the Blind

Paw Pad Game #2

Duration on the "Stand" Position

See video link: https://youtu.be/O-eQOeLyFNE

Goal Behavior
The puppy maintains a stand position on the Paw Pad with the handler moving out of position, away from the puppy. This helps teach the puppy self-control and introduces the beginning of a "stay" cue.

Training Session Objectives
Each session the handler moves a little more or slightly increases the distance between the handler and the puppy. Once the puppy is comfortable maintaining its position on the pad with the handler moving around, distance may be added.

Prerequisites

- The puppy should have had several sessions (or more depending on the puppy) on Paw Pad Game #1. Once the puppy is standing calmly on the pad for several seconds between marking and rewarding, the handler moving out of position may be introduced. Some puppies will be ready for this step after just a few sessions of Paw Pad Game #1; other puppies may need five or six sessions before adding the slightest handler movement.
- It is best to complete this game before commencing the "Collar Cues" game. Should the collar cue game be started first, the puppy may be less likely to stay on the Paw Pad and may try to move with the handler's "heel" position as the handler moves away.

Session Set Up

- A suitable Paw Pad (see instructions in document "Paw Pads – Suggestions and Guidelines") should be set up in a quiet area.
- The training is preferably done off-leash in an area that is safe with no distractions. If the leash is attached, it should be loose and stepped upon so that the handler's hands are free. The leash should not be used to guide the puppy onto the Paw Pad.
- The bait bag will be most accessible if worn in the small of the handler's back; this allows for feeding with both hands.
- Practicing with a wall on the outside of the puppy will help keep the pup straight.

- The handler should stand facing forward with the Paw Pad on the left, positioned so that the front edge is approximately at the midline of the foot and touching the handler's foot. This will place the puppy with its front legs level with the seam of the handler's pants; the pup's ears should be about level with the handler's leg when on the pad, i.e. in "heel position."

Steps

<u>Introducing Handler Movement</u>

- Because another element is being added, i.e. handler movement, the puppy should be rewarded more frequently again (a higher rate of reinforcement) as when first starting Paw Pad Game #1. Having multiple pieces of food in each hand, ready to feed quickly with either hand, will keep the pup well reinforced for holding position. Reaching into the bait bag for a reward may delay the reward too much at this point, hence the need for holding kibbles in either hand.
- As the puppy stands on the pad, the handler should mark and reward with a piece of kibble. As the puppy is accepting/chewing on the food, the handler should take one small step forward with the right leg, slightly pivot on the left foot, and immediately come back to the original position, marking and rewarding at the same time. The movement should be so small as to be barely noticeable to the puppy.
- The small step should be repeated several times as above and then a larger step can be taken. Keeping the left leg next to the Paw Pad, and just pivoting on it, will be less distracting for the pup at first. A high rate of reinforcement is maintained as the handler is moving in and out of position.
- The handler can now pivot around to the front of the puppy, mark and reward with either hand, before quickly stepping back into position. This should be repeated several times.
- If the puppy is secure on the pad, the handler may take a small step backwards while facing the puppy, as the puppy is eating a kibble. The handler should mark "Nice!" and then step back toward the pup immediately to reward with either hand. If the puppy is secure on the pad this can be repeated several times.

<u>Troubleshooting</u>

- *If the puppy moves off the pad to follow the handler's movement, the handler should withhold the reward, become still and quiet then wait for the puppy to put its feet back on the pad.*
- *If the puppy does not offer to get back onto the pad, or is poorly positioned on the pad, the handler should wait for five seconds or so, with no reward and no interaction with the pup, before helping the puppy by luring it back into position on the pad.*
- *Subsequently the handler's movement should be much more subtle, perhaps just a weight shift at first, building up to a tiny pivot and quickly back to position. It is better to very gradually increase the handler movement, and have the puppy remain staying on the pad, than to confuse the puppy and have it move off the pad to follow the handler.*

- Depending upon the puppy, the handler may be able to move out to the front of the Paw Pad, a step away, in the first session, or it may take several sessions to build up to any distinct handler movement.
- The handler should not be in a hurry to increase the distance away from the puppy too soon; the puppy needs a strong reinforcement history for staying on the pad with the handler moving around close by. This way, the puppy will realize that so long as it keeps its feet on the pad, the reward will come to it. Later, as distance is increased, the puppy will be less likely to leave the pad to follow the handler if it knows it will always be rewarded on the pad.
- The handler can now stop holding multiple pieces of food in the hand and go back to reaching into the bag for each piece after marking.
- The time between rewards (duration) should be gradually increased while the handler is still close to the puppy. If the puppy starts moving off the pad or gets restless, the length of time it is being asked to stay before being rewarded is being built up too quickly.

Increasing Distance

Once the puppy is solid holding its position on the pad with the handler moving a step away to the front and side, with five seconds between rewards, distance can be added. Some puppies may be ready for this after four or five sessions of having the handler move around close to the pad, some puppies may need ten or twelve sessions to be calm and confident staying on the pad.

Because another element - distance - is being added, the puppy should be rewarded quickly again. It would be too difficult for the puppy to have the handler take several steps away for five seconds. Decreasing the time when adding distance helps the puppy be successful.

- The handler should start with a couple of repetitions of just taking one step away and stepping in quickly to reward the puppy after marking “Nice!”
- The handler can then step in front of the puppy as before, then take another step backwards away from the puppy, returning immediately to mark and reward in front of the puppy. This should be repeated several times.
- If the puppy is successful, the handler can take two or three steps backwards, immediately return to the puppy, mark and reward.
- The handler could also step off to the side several steps, immediately return, mark and reward. Care must be taken when going to the side that the puppy is holding position and not adjusting to better see the handler. If this happens, stepping off to the side must be done in much smaller increments.
- Distance away should be increased gradually. It may take several sessions of practice for the handler to be able to get six feet away from the puppy.
- Duration may be added slowly but it would not be fair to the puppy to increase distance away and increase the number of seconds between rewards at the same time. The handler should decrease the distance away from the puppy when building up time between rewards.
- At this point, if the handler is certain the puppy will stay on the pad, the verbal cue “Stay” may be given as the handler steps away. In positive training the cue is added after the behavior begins to take shape. (Think of the “Go To Bed” game.)

Moving the Pad Away from the Wall

Within a week of the handler increasing distance away from the puppy, the pad can be positioned gradually further away from the wall. Puppies can be weaned off the wall guide by moving the Paw Pad further away from the wall a few inches daily.

Guide Dogs for the Blind

Paw Pad Games – Dropped Food

Once the puppy is comfortable and motivated to stay on the Paw Pad (usually after a number of Paw Pad Game #2 sessions) the Dropped Food games can be introduced. It is inevitable that food rewards will be dropped when working with a puppy and this is a great time to introduce impulse control around food. The Paw Pad will “anchor” the pup due to the high rate of reinforcement the puppy has experienced on the Paw Pad.

This 3-part instructional video series shows raisers how to teach puppies impulse control around dropped kibble.

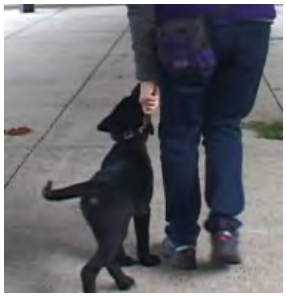
Part 1: The first stage of training with a skilled assistant: https://youtu.be/ZoRiHjoSPDc

Part 2: The progression to the raiser purposefully dropping food: https://youtu.be/wDnTyaGS6-A

Part 3: The final stage of training where the raiser can drop food without needing an assistant to pick up the kibble: https://youtu.be/SGQ9je2a4Z0

Guide Dogs for the Blind

Collar Cues Game



Goal Behavior
The puppy responds to subtle pressure on the leash to step backwards, forwards, sideways and to pivot.It may also cue the puppy into down, sit and stand positions. Collar pressure helps teach the puppy the perfect "heel" position and allows us to communicate exactly where we want the puppy when practicing the "foundation positions." It prepares the puppy for loose leash walking and promotes responsiveness on leash.

Video Reference
Collar Cues Game: https://youtu.be/o_XZJ-u50mA

Prerequisite
The puppy is familiar with the Ground Tether games and chooses to remain close to the handler on a loose leash. He understands that keeping a loose leash and moving toward fixed pressure will earn rewards.

Teaching collar cues to a puppy is more easily accomplished when the puppy is small. Obviously, it is physically easier to prompt a smaller dog to move. Also, when the young pup hasn't had much exposure to sitting on cue, he is more maneuverable. For this reason we ask you not to focus on "sit" for the first weeks that you have your puppy. Don't intentionally have a young puppy sit for meals or teaching him to sit for rewards. Don't worry if your puppy is already "sit happy" as he'll still get the idea of moving with collar cues; it's just easier to prompt a puppy to move when they are standing.

The Game's Training Objectives
With the handler stationary (feet remaining still), the puppy yields to light pressure on the collar to move it in any given direction. At first the collar cues will be back and forth around the handler, toward the handler and away from the handler. Once the puppy understands giving to pressure, it will be asked to move backwards, sideways, and to incrementally pivot into "heel" position.

First Session Set Up
- Use a low distraction environment
- Equipment needs: Flat collar, leash, suitable food rewards.
- Handler may be seated or standing. If the puppy wants to "mug" you for the food when you are seated, place the kibble on a counter where you can reach it while seated and hand it to him from there. Meanwhile work on your polite taking of food exercises separately.

Key Handling Points
- The fixed pressure is applied gradually and gently in a specific direction.
- The moment you feel the puppy yield (his feet may not actually move at first) mark with "nice", immediately loosen the collar (moving your hand toward the puppy's neck), and reward.

- You may use either hand to hold the leash in the beginning stage.
- When you first introduce this game it doesn't matter if the puppy is in front or to either side of you.
- Once the pup is going back and forth easily, it is time to progress to the next stage. Begin to focus on moving the puppy to your left side; ultimately that's where we want the puppy to be.
- Careful delivery location of the reward, in heel position, will encourage the puppy to strive for that position.
- As the puppy becomes responsive to light pressure cues on the collar, add cues backwards and sideways. When introducing new directions, initially mark and reward for very small movements to the collar pressure.

Next Steps
Now that the puppy understands response to collar pressure you can start moving your feet and having the puppy move with you as he yields to the collar pressure towards heel position. Take small steps at first to make it simple for the puppy to find the sweet spot next to you.

Teaching the puppy to pivot its rear end into heel position is a useful skill. Most often when a puppy, or even a guide in training, is not straight, it's because it is wrapping its shoulders around in front of the handler and swinging it rear end out. Being able to respond to subtle collar cues to move the rear end in will help keep the dog straight and close to the handler. A fun way to teach this pivoting into a straight heel position is to play the "Around the Clock" game.

The "Around the Clock" Game
Imagine a clock face with your feet facing 12 o'clock and the puppy by your side. You are going to turn counter-clockwise so that your feet are now facing 10 o'clock. Collar cue the puppy into heel position, mark and reward. While the puppy is eating the food reward, turn in place again so that you are facing 8 o'clock; cue the puppy into heel position with the leash, mark and reward. While the puppy is enjoying his reward, pivot to face 6 o'clock then gently cue him into heel position again. You don't necessarily have to go the whole way around the clock; with a young puppy only do a few pivots before breaking off and giving your puppy verbal praise and petting.

Key Handling Points
- Your hand may need to hold the leash very close to the collar to control the direction of the cue.
- The pressure is applied backwards and inwards at the same time, the way we want the dog's rear end to go. (In the Video, observe the motion of the handlers leash hands as collar cues are given into heel. Where the leash passes over the little finger, the hand twists backwards and towards the left leg to cue the puppy into the heel position.)

Collar Pressure Downwards, Upwards, Forwards
Prerequisite
The puppy demonstrates consistent responses to light collar cues backwards and sideways into heel position.

Collar pressure cues downward and upwards will cue the puppy to fold into a down position and move upwards into a sit.
- Apply fixed pressure down, towards the floor, on the puppy's collar. Mark and release the pressure the moment the puppy gives to the pressure. He may not go all the way down when first learning to follow downwards collar cues. You will gradually ask for more motion downward until he is actually in a down position before being marked.
- The puppy may go down but immediately pop up again. That's OK, we are not asking for a stay. So long as you mark as soon as he goes down he will get the idea.
- Gentle pressure upwards when the puppy is in a down position should cause him to come up into a sit.
- First introduce forward collar cues to show the puppy that he can move forward from heel position. Then progress to forward collar cues out of a sit position and out of a down position. Initially mark and release the pressure at the moment the puppy moves with each cue.

Collar cues are a way to communicate with your puppy that will come in useful in so many ways as you train together. They are also an invaluable part of a guide dog-in-training's repertoire. Have fun with these games and give your puppy a head start for his future as a guide!

Guide Dogs for the Blind

Rewarding Calm and Settled Behavior

Video: Rewarding Calm and Settled Behavior

Focus is on rewarding puppies with food for desired calm, stationary behavior in a variety of environments. No verbal mark ("Nice") is used. Delivery of food reward is leisurely in demeanor and direct to the puppy's mouth.

Goal
Puppy exhibits calm, relaxed behavior in a variety of different environments for long periods of time, including those with distractions.

Criteria for Food Rewarding Calm Behavior
All of these conditions should be met before you deliver food to the puppy.

- Puppy is awake.
- Puppy is physically close to you.
- Puppy has all four feet on the floor (sit, down, or stand are all acceptable positions).
- If on leash, the leash is loose with no contact on the puppy's collar.
- Puppy is choosing to remain with handler and is relaxed.
- Puppy is keeping its paws and tongue to itself.
- Puppy is quiet.
- Puppy is not staring intently at the handler.

How to Deliver Food Reward for Calm Behavior

- Watch for puppy to be exhibiting calm, relaxed behavior for at least 1 minute.
- Leisurely reach for a kibble.
- Calmly deliver the kibble directly to the puppy's mouth.
- Repeat following another minute (minimum) of calm behavior.

Notes

- Why not mark with "Nice"? Here are the reasons we don't want to mark calm behavior. "Nice" has excited emotions attached to it, which means that marking calm behavior will actually energize the puppy and likely bring them out of the desired calm behavior. Often times a marker word signals to the dog that it is "time to train!" Their body language and energy changes, typically to be less calm and more alert. The opposite of what you are trying to capture.
- *Important:* If even a calm delivery of a food reward excites your puppy and brings them "out of calm" behavior – *cease food-rewarding calm behavior* and use gentle stroking and quiet praise to reward calm behavior. If the puppy is still overly excitable or busy in certain situations, see your leader.

 1. Watch for puppy to exhibit calm, relaxed behavior.	 2. Calmly reach into your bait bag and grab a kibble.	 3. Deliver kibble directly to the puppy.
 4. Food should go straight to puppy's mouth.	 5. Puppy should remain calm and take food gently.	 6. Pup should return to calm, relaxed behavior. Give random rewards after pup has remained calm for at 1 minute or longer.

Reminders

- You will always need food reward with you! This training technique is for all kinds of environments. You don't want to be caught unprepared.
- Don't forget that the food rewards should come out of your puppy's daily ration. It is recommended that you put your puppy's meal inside your bait bag; at the end of the day what is left goes in their bowl.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – January 2020

Smart Use of Reinforcement for Calm/Settled Behavior

Food rewards are the primary tool used for introducing new behaviors across the puppy raising program. When used with precision and finesse, food rewards can very quickly teach puppies desirable behaviors, and the amount of food needed to sustain desirable behavior can decrease quickly. However, poor timing or a lack of clarity can result in puppies running the show!

“When I reward him, he gets excited and is worse than if I just ignore him!” One common scenario that raisers find themselves in is struggling to reward a puppy for calmly settling. This is an important skill for our puppies to learn. As they begin careers as guide dogs, they will need to settle on public transportation, in an office for an 8-hour work day, at restaurants, shopping centers, meetings and doctor’s appointments. A well trained guide should be invisible in public settings, “I didn’t even know there was a dog here!” In public, a settled puppy should be calm, relaxed, and not staring at the handler or anyone else in the room.

This document provides some helpful tips to manage these tricky situations and identify the most appropriate strategies to reinforce desirable behavior.

Please be clear that we are NOT saying to stop rewarding puppies with food; rather, there are a couple common situations to watch out for:

1) **Accidentally rewarding a puppy right after it shifts/moves or otherwise gets your attention.** Puppies can very quickly learn that when the handler is focused on something else, fidgeting is an effective way to get the handler’s attention and earn a reward. On a similar note, it is very tempting to reward a puppy for choosing to lie back down after it has gotten up from settling by the handler’s feet, but this can quickly become a game of stand up – lie down – stand up – lie down! These “behavior chains” can be created very quickly so remember that puppies should not be rewarded shortly after making a mistake and needing to be cued back into position by the handler. The handler should wait for at least ten seconds of duration before rewarding after the pup is repositioned. The key is to estimate when to reward before the pup moves again!

2) **Expectations (or highly desired, exciting reinforcers) can lead to frustration.** Puppies that are accustomed to a high rate of reinforcement (or even just a very predictable one) can often become frustrated when they expect a reward and it doesn’t come. Puppies can also show frustration if they really want a reward but don’t understand what behavior will earn them access. We often see this in the form of demand barking, mouthing or pawing at the handler, or other inappropriate frustrative behaviors. Such frustrative behaviors can be accidentally reinforced with the handler’s attention (even if it is to give a correction – think of the class clown).

3) **Sometimes marking and feeding is NOT the answer! If the marker and/or food rewards cause the puppy to become overly excited, calm/soothing praise and petting are a smart alternative.**

Remember that the marker word “Nice” should not be used when rewarding calm behavior to prevent puppies from becoming overly excited. Sometimes simply using food can lead to the same overarousal. Praise and petting are often effective reinforcers for calm, settled behavior in lower distraction situations, or even in more challenging situations with puppies nearing recall. The handler should model the body language they want to see. Be calm and purposeful in your movements. Verbal praise should be slow and calm. Use a soothing tone. Food rewards can often indicate to younger puppies that there is a fun opportunity to offer behavior and earn rewards. We greatly appreciate their enthusiasm for learning and can help make it clear when it is “training time” versus “nap time” by withholding more exciting reinforcers (such as food or very enthusiastic praise) when we’d like the puppy to be calm.

4) **Patterns, predictability, and the “Ping-Pong” Method**
In many aspects of dog training, predictability and consistency are desirable. However, rewards for duration behaviors (like Stay, settling, or even loose leash walking) should have aspects of unpredictability and variability. Not only can a predictable pattern of rewards lead to frustration when the “promise” is unfulfilled, puppies often plateau in their progress when the criteria are constantly increasing. For example, we often hear that a baby puppy is very good at walking on loose leash for 5 steps, but any time the raiser tries to walk a little bit longer, the puppy gets distracted and pulls – or immediately after receiving a food reward, the puppy gets distracted. We joke that the handler has taught the puppy to count to 5! In reality, animals are very skilled at picking up on patterns and the puppy anticipates the reward only at these regular intervals; not before, and not after. Instead, the handler should purposely vary their rate of reward. Sometimes the puppy gets rewarded for just one step, and other times for 7, or 10 steps. This is commonly called “ping-ponging”, where you bounce back and forth between lower and higher criteria so the puppy never knows when rewards might be available.

Remember that food rewards for calm behavior should not be delivered (or needed) at a very high rate. Puppies should NOT be constantly staring at the handler when settling calmly. Please review the document on **Rewarding Calm Behavior** for further details. https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Food-Reward-for-Calm-Behavior-Guidelines.pdf

With these common challenges in mind, puppies can quickly learn to be settled and well-behaved in an assortment of tempting environments. If a puppy is showing frustrative behavior or otherwise struggles with thoughtful and purposeful progressions in duration and/or calm behavior, the leader/CFR should be consulted for additional support.

Guide Dogs for the Blind

Loose Leash Walking

Teaching a Guide Dog Puppy Loose Leash Walking – "Let's Go"

Focus is on rewarding puppies with food for desired leash walking behavior before the puppy begins pulling on leash. Desired leash walking (i.e. loose leash, staying at left leg, aware of the handler without staring at the handler) is marked with "Nice" to promote loose leash walking.

Goal
Upon the verbal cue "Let's Go", the puppy walks on the handler's left side next to the handler's left leg (with the area between the dog's nose and shoulder beside the handler's leg) on a loose leash in a variety of environments, including those with distractions.

Video Reference
https://youtu.be/gB9TTt9bF_0

Preparation

Food reward location and delivery

- Puppies under 4 months of age: Handler has bait bag on left side and will deliver food rewards to the puppy using left hand.
- Puppies over 4 months of age: Handler has bait bag centered on the lower back, out of sight of the puppy, and will deliver food rewards to the puppy using left hand. Note: pockets may be used to store food temporarily but due to the amount of food being dispensed a bait bag is more practical.
- Food reward is delivered next to the handler's left leg – where the puppy was at the time it was marked with "Nice".
- Always make sure you have plenty of food rewards in your pouch or pocket.

Marking Desired Behavior with the Verbal "Nice"

- Strive to make your verbal "Nice" sound unique, not like speaking the word nice in conversation. Shortening the word and putting a higher pitch on the word than normal will help it stand out to the puppy as a marker versus a word.
- Only move towards the food reward after finishing the verbal marker of "Nice". Hand movements towards the food rewards will distract the puppy from being aware of what behavior resulted in the food.
- Always follow your verbal "Nice" with a food reward. This keeps it as a strong marker signal to the puppy.

Criteria for Loose Leash Walking
All of the conditions below should be met for you to mark the puppy with "Nice", followed with food reward.

- Puppy is walking
- Puppy is on the left side with their ear next to the handlers left pant seam
- There is enough slack in the leash to prevent pressure on the neck collar or head collar
- Puppy is looking in the direction it is traveling in, not staring at the handler

Getting Started

- With the puppy on your left side, say "Let's go" and begin walking
- Be ready to mark before the puppy begins to walk ahead and pull
- Watch for all of the above criteria to be met (but don't stare at the puppy!)

- Mark with “Nice”, and gradually come to a stop, taking a few steps to do so. If you stop too suddenly the puppy might “overshoot”
- Hold the leash such that that you can reach for a piece of kibble with your left hand
- Deliver the kibble along the plane of your left pant leg. The pup will maintain a straight position more easily if it is fed from the left hand straight in front of its nose
- Pause your walking until the puppy swallows
- Begin walking again and repeat steps. The more marks the puppy receives, the more loose leash behavior the puppy will offer you

Notes

- A high rate of reward (how often you mark with “Nice”) is essential in teaching this skill. You will want to ensure a high rate of reward when:
    - first beginning this exercise in order to keep the puppy engaged
    - working with a puppy who has a tendency to pull on the leash
    - working in an environment with increased distractions
- Practice in an “easy” environment each day in order to build the puppy’s skill in the behavior. This may be around your block or just in front of your house. With fewer distractions you will give the puppy more successful repetitions in loose leash walking.
- The rate of reward will vary based on the environment you are in. But don’t be stingy! You cannot really over mark the puppy as long as the puppy is performing the criteria listed above.
- Your placement of reward during food delivery must be consistent and accurate. Bring the food to the puppy (where they were during the “Nice”). Avoid letting the puppy be rewarded for moving to the food. If the puppy moves forward after your “Nice”, with food in your hand, gently push the puppy back a few steps into the original position as you deliver the kibble.
- You will always need food rewards on you! This training technique is for all kinds of walking (e.g. in stores, around the block, around the office). The puppy should be rewarded for loose leash walking regardless of where you are.
- Food that goes into your bait bag needs to come out of your puppy’s daily ration. It is recommended that you put most of your puppy’s meal inside your bait bag; at the end of the day what is left goes into his bowl.
- If you are practicing and the puppy is still pulling or creating a tight leash, see your leader.

Guide Dogs for the Blind

Puppy Raising Department

“Go to Bed” Game

The “Go to Bed” game is not a priority in the puppy raising curriculum. It is, however, really fun for the puppy and handler! The game encourages the puppy to offer behaviors to earn rewards and gives it opportunities in “dog’s choice” learning. This early experience will help promote a great attitude toward training as the puppy enters guidework.

New handlers can learn a lot about R+ training from this game. It’s a great way to practice observation and timing skills and it is an excellent introduction to mark and reward training.

Goal Behavior
On the verbal cue “Go to Bed” the puppy to goes to a designated spot (a bed or mat), lies down and stays there until released. Eventually distractions can be added, so that the pup becomes sufficiently reliable at staying on the bed for the behavior to be used in practical, everyday situations e.g. when the family is eating, or when visitors come to the door.

Video Overview
https://youtu.be/R9A3bx2fulw

Set Up
A dog bed or a mat with a non-skid backing is used as the target area. The same bed/mat should always be used for the initial training but later on, once the pup is fluent in the behavior, a different bed/mat can be used. The dog bed/mat used for this exercise must be picked up after each session until the puppy is trained. The reason for this is so that the puppy is not being ignored when it *chooses* to “Go to Bed” – the pup must be rewarded every time it offers the behavior.

Note: Much later, once the puppy is very fluent in the “Go to Bed” behavior, the bed can be left out as the puppy learns it will only be rewarded when it goes to the bed on the verbal cue. This is called “command discrimination”. Just like a dog that sits of its own accord multiple times per day also sits on cue as a trained behavior.

It is preferable that this exercise is done off-leash so that there is no chance of the raiser inhibiting or guiding the puppy with the leash. If practicing in a setting where off-leash work is impractical (e.g. a club meeting) the handler should let the leash/longline slide through the hand easily as the puppy goes toward the mat or bed. We do not want to inhibit the puppy from making the decision to “Go to Bed”! A Flexi extendable leash might work for this or several ex-pens hooked together to make an enclosure would be ideal.

The puppy should not be guided onto the mat with the leash! This should be the puppy’s choice: go on the mat and get the reward or don’t go on the mat and miss a chance for reward.

First games should be in a quiet, familiar environment. Placing the mat/bed on a hard floor, or at least the mat being a contrasting color, will make it easier for the puppy to distinguish the target area. An actual dog bed with sides seems to be most inviting, and helps keep the puppy contained on the target more easily, but a mat is easier for the pup to get onto initially. In this document “bed” and “mat” are interchangeable.

Step 1 - Introduction

- The handler should stand near the mat in such a way that the puppy will step onto the mat. The pup doesn't have to put all of its feet on the bed or mat. Even if it places one foot on the target the pup should be marked and rewarded. The puppy should not be lured onto the mat. At first it may be almost accidental that the pup's feet land on the mat. We want the puppy to figure out that stepping on the mat makes the mark/reward happen.

- The puppy should be rewarded several times on the mat. The handler should move in quickly to deliver the reward so that the puppy doesn't leave the mat after the mark to reach for the food. It's OK to preload the hands with kibble for the first sessions so that the pup can be rewarded quickly.

- To get the puppy off the mat in between repetitions, the pup can be drawn away with the handler's body language and an "OK!" or the Food Induced Recall practiced.

- A couple of short sessions a day (no more than 10 reps each time) should be enough to give the pup the idea. Each puppy is different but usually within 3 days or less the puppy will be targeting the mat or bed with the handler right there.

Step 2 – Less maneuvering by the handler

- The handler should try to give less body language to guide the pup onto the mat. *Gradually* fading the body language is the key. Sometimes just the handler staying still and looking at the mat will be enough of a cue for the pup to figure it out. The handler should stay close to the mat – no more than a step away at most.

- The puppy should receive 3-5 rewards on the mat, to build up value for being on the mat, before being released.

- If the pup is not putting all of its feet on the mat or bed it will help to lure it slightly toward the center of the bed at it is being rewarded. So after the puppy steps on the mat and is marked, as the handler reaches in to deliver the reward, they can lure the pup toward the center of the bed. If the puppy sits or lies down it should be rewarded but standing is fine too at this point.

- The puppy should still be marked for putting any number of feet or any part of its body on the mat. It should now begin to want to be on the mat/in the bed due to the high rate of reinforcement given there.

- A few more days at this level and the pup should be ready for step 3.

Step 3 – Handler in different position and luring into sit

- From different angles around the bed/mat, but no more than a few short steps away, the handler should repeat the above. Dogs don't generalize well, so just because the puppy understands to go to the mat from the handler's left; it doesn't mean the pup understands to go when it is on the handler's right. Also changing the location of the bed/mat in the room could confuse the puppy. It's best to continue placing the mat in one particular area for now.

- The handler should start asking for at least two paws on the mat before marking. The puppy may stare at the handler expectantly when it puts one paw on the mat but the handler should just wait. The pup will probably then shuffle around and somehow hit the mat with more feet and should be marked and rewarded. If the pup doesn't get the idea it should be called away and restarted. The handler should then re-approach using body positioning to help the pup get more of its body on the mat. Setting up the environment to help the puppy is fair at this point; putting the bed in a corner may help the pup "find" the target more easily.

- The puppy should now be lured into a sit after it is marked. So the reward is given in such a way that the puppy puts its bottom on the mat as it takes the reward.

- Depending on the puppy, several days of practice at this level should be sufficient before moving on to the next step.

Step 4 – Increasing distance, adding cue

- The handler should move a couple of inches further back from the mat and repeat the above. Within several sessions the puppy should go to the mat from a few feet away. It may even be difficult to keep the pup *off* the mat! The handler should move in quickly after the mark to reward multiple times on the mat.

- Once the behavior is happening consistently and predictably the verbal cue "Go to Bed" may be added. A way to recognize if the behavior is sufficiently solid to add the verbal cue: Can the handler confidently predict the puppy *will* go to the mat. Would they bet $20 on it? The verbal cue "Go to Bed" should only be added when the handler is positive the puppy is about to move to the mat/bed.

- Perhaps the puppy now wants to stay on the mat/bed as it associates the place with a high rate of reinforcement. If the handler has been luring into a sit or down the puppy probably now offers one of those positions as soon as it gets onto the mat. If the puppy doesn't offer the behavior yet but just stands, it is not a problem. The pup should still be marked as soon as the majority of its body/feet are on the mat. If it offers a sit (or even a down!) immediately it can be marked and rewarded.

- After several more days of practice a couple of times per day, the puppy should be ready for the next step.

Step 5 – Raising criteria - sit

- Now the handler is going to go back to being closer to the mat, making it easier for the puppy, and raise the criteria. So rather than marking as soon as the pup gets on the mat/bed, the handler is going to withhold the mark until the puppy offers a sit. If the puppy should offer a down that is wonderful; the pup should be marked and given multiple rewards in the down position. Many pups, however, will offer a sit at this stage of the game. The pup should be marked immediately when it sits and given several rewards for staying on the bed. All rewards should be offered low to help lure the pup into a down but it's OK if the puppy doesn't actually lie down. It was marked for a sit and should be rewarded for the sit. The purpose of rewarding low is to encourage the pup to lower its body but if that doesn't happen yet it's no problem.

- Should the puppy not sit as soon as it hits the bed then the handler should wait… not mark but wait to see if the puppy will figure out to sit. When the puppy sits it should be marked and rewarded then rewarded several more times for holding the sit (or down if it offers) before being called off the bed.

- If the puppy doesn't offer a sit after 6-10 seconds it should be called off the bed and restarted. Sometimes it takes a couple of reps for the pup to figure out that now sitting earns the mark. For the puppy that doesn't offer a sit after three trials, the handler should go back to marking and rewarding for the puppy standing on the bed but being sure to lure into a sit as the reward is delivered. Several more rewards should be given for holding the sit or offering a down. After several more sessions of practice the handler can then try again to wait out the puppy and it will probably offer a sit or down.

Step 6 – Raising criteria - down

- After several days of the pup offering a sit as soon as it hits the bed the same procedure of withholding the mark can be used to see if the puppy will offer a down. If the puppy has been lured down multiple times on the mat it will probably offer that position when the mark is withheld for the sit.

- If the puppy doesn't offer a down after 6-10 seconds it should be called off the bed and restarted. Sometimes it takes a couple of reps for the pup to figure out that now downing earns the mark. For

the puppy that doesn't offer a down after three trials, then the handler should go back to marking and rewarding for the puppy sitting on the bed but being sure to lure into a down as the reward is given. Multiple rewards (4-8) should be given for holding the down. After several more sessions of practice the handler can then try again to wait out the puppy and it will probably offer a down.

The distance the puppy is sent to the bed should be increased very gradually. Once the puppy is reliably going to the mat/bed in one area of the home the mat/bed may be moved to a different location. The criteria must be lowered at first, so once again the handler will need to be closer to the bed, and perhaps mark for just stepping on the bed the first several times the puppy is sent. Once the puppy understands the game is the same in the new location the criteria can be raised.

Lowering the criteria = making it easier for the puppy to be successful by backing up several steps in the training.

Duration/Staying on the Bed

It is very important to give multiple rewards to the puppy for staying in position on the bed. If the puppy is a very active, busy pup where staying still is a challenge, the handler may have to keep up a very high rate of reinforcement. Calmer puppies can wait several seconds between rewards. At first the handler will find that preloading the hands with kibble works best (either/both hands may be used to deliver) so that the pup can be rewarded quickly. The time between rewards should be increased very gradually. If the puppy breaks position by getting up or leaving the bed it should be called off the bed (no reward) and started again.

Duration should be built up over multiple sessions by the handler slowing down the rate of reinforcement and going to "clean handling"; that is, the handler marking and then reaching for one kibble in the bag to deliver to the puppy. If the handler forgets to mark "nice!" when rewarding for duration that's OK. The important thing is that the puppy stays on the bed and waits for the kibble to be delivered.

When the puppy is waiting patiently on the bed for the reward to be delivered the handler can start moving around a little between rewards or gradually increasing the distance away from the bed.

The rate of reinforcement for staying on the bed should be *gradually* decreased (over a period of weeks and multiple games) until the puppy is only getting rewarded every couple of minutes and as it matures, just once in a while.

The 3Ds

This is a good time to review the three "Ds" as they apply to a "stay" as duration on the bed is a stay:

Three elements need to be considered when teaching a pup to stay; only one element should be added at a time. When one element is increased in difficulty the other elements should be made easier:

1. **D**uration – the amount of *time* that the puppy is asked to hold the position. This should be built up gradually. A few seconds is a long time for a baby puppy to hold a position!
2. **D**istraction – this could mean handler movement or outside distractions. Handler movement should be worked on first. Initially this may mean just standing up from a crouch or a step to one side then quickly back to the pup to reward. Then perhaps a little jiggle in place. If the pup moves the handler should start again and make it easier for the puppy. Other distractions (such as people, dogs, blowing leaves) should be very minor and a long way from the puppy to begin with. Distractions should be introduced carefully and slowly to allow the pup to be successful.
3. **D**istance - When adding *distance* away from the puppy, the *time* the puppy is expected to maintain the position should be decreased. Distance between the pup and handler should be increased a half step at a time. If the puppy moves the handler needs to stay closer.

Of course the same principals apply to teaching the pup to go to the bed. The distance the pup is sent to the bed will have to be decreased dramatically when the bed is first placed in a new location or if there are distractions.

The first time the pup is asked to demonstrate “Go to Bed” at a puppy meeting for example, the raiser would use a familiar bed/mat, stay close to the bed and lower the criteria: The pup might be marked for just putting a couple of feet on the bed the first few times. With all the distractions of a puppy meeting we want to make the game much easier for the puppy.

Applying to “Real Life” Situations

Once the puppy is fluent at going to the bed and staying there reliably within the training game, distractions can be added that mimic real life scenarios such as:

- While the family is eating
- When cooking/preparing meals in the kitchen
- When pet dogs are receiving attention
- When someone comes to the door or visitors are in the home

It would be unfair, and too much of a leap in raising criteria, to expect a puppy to stay on the bed during exciting events around the home that it has not been prepared for. To utilize the GTB cue in helping manage the puppy at home, the pup needs to be trained for these different situations. Having friends and family help out in setting up scenarios, where the raiser can concentrate on appropriately rewarding the puppy, is a good step toward real life events.

It is difficult to give strict guidelines on how many sessions a puppy will need at each level of training before progressing to the next step. Much depends on the puppy’s individual temperament and the handler’s experience. Having a leader or experienced mentor observe training sessions can be of great assistance. If the puppy is not making progress the raiser should reach out to the club leader for help.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – May 2018

Someone's at the Door!

Leaders frequently get questions about how to handle puppies who become overly excited when visitors come to the raisers' homes. We have also heard from our Field Service Managers that this often continues to be an issue for graduates too. Here are some tips and reminders that you can share with your raisers to help keep puppies calm when guests arrive.

We have seen a big improvement in people distraction/solicitous behavior in our puppies since we encouraged raisers to put their puppies on a "no pet policy" in public. This, combined with R+ methods, has resulted in puppies that are much more handler focused and less engaged with other people in the environment. We can apply the same methods to teach puppies to be calm when guests come to the home.

Visitors to the home should be instructed to ignore the puppy. This may mean asking visitors to not look at, talk to, or touch the puppy. The puppy should be set up for success and unfortunately, many visitors to the household will not understand what this means. Visitors can contribute to the pup's training by following instructions while the raiser reinforces the puppy for calm behavior. If the raiser knows that certain visitors will not be able to follow instructions, the puppy should be crated/kept separated when those individuals come to the home. Parents of junior raisers may have to be especially vigilant to ensure that young guests in the home are not undermining the raiser's efforts.

The behavior of other dogs in the household can affect the GDB puppy's reaction to visitors. Sometimes training the pet dogs to be calm and offer alternative behaviors is key to success with the puppy!

At the Door

The initial excitement occurs when someone knocks at the door or the doorbell rings. If these sounds have already become a stimulus for the puppy to ramp up its behavior, it would be a good idea to enlist the help of someone to make the noise multiple times in a row, while the raiser rewards the puppy for calm behavior utilizing one of the methods below. Practicing the noise combined with Go to Bed/Hand Tether/Paw Pad many times a day, at different times of day, will result in the puppy taking the noise as a cue to control itself, either by settling on its bed or focusing on the raiser.

The preferred alternate behavior to rushing the door is for the puppy to go to a mat or bed and lie down. However, it is unrealistic to expect the puppy to be able to offer this behavior until it has a good foundation in the "Go To Bed" exercise (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Go-To-Bed.pdf).

So while building the puppy's "Go To Bed" skills, the raiser can utilize two other R+ methods to teach impulse control – Hand Tether (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Hand-Tether-Game-Guidelines.pdf) and Paw Pad Game 2 (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Paw-Pad-Game-2.pdf).

Both of these games should be part of the repertoire of younger puppies; once the pup is showing an understanding of these games they can be practiced around the door with a helper acting as the "visitor". The raiser should remember the "Three Ds" of Distraction, Distance and Duration! Initially the puppy should be kept well back of the entryway and given a high rate of reinforcement for staying in place, either on a loose leash in heel position and/or on the Paw Pad. The helper should ring the bell and come in, then leave again quickly without looking at the puppy. This should be done many times until the pup willingly stays in place without attempting to leave its position. Then the helper can come in a little further or stay a little longer. Gradually the raiser and pup can move a little closer to the door but always making sure the puppy is being set up for success. Remember positive reinforcement is about preventing mistakes from happening and rewarding desirable behavior!

If real visitors come to the door while the puppy is still being trained and the raiser feels the pup would be over-stimulated, the pup should be put on tie-down or crated while the raiser deals with the visitor.
For puppies that are reliable on the Go to Bed cue and have some duration, the game should be practiced on a mat/bed placed 8-20 feet away from the door. Initially the raiser can knock on the door, quickly followed by the "Go to Bed" cue. The pup should be heavily reinforced for going to the bed/mat and duration gradually introduced. Then a helper can pretend to be a visitor while the raiser reinforces the pup for making the choice of going to its bed when there is a knock on the door. Eventually the
knock/ring will become the puppy's cue to go to its bed!

Manners Around Guests
If the puppy is not ready for long periods of staying on its bed, or as an alternative to being on its bed, the raiser can practice rewarding for calm behavior with the pup on leash next to the raiser:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Food-Reward-for-Calm-Behavior-Guidelines.pdf
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Settled-Behavior-in-the-Home.pdf

Once again, it will be much easier for the pup to settle if the guests ignore the puppy.

Only when the puppy has demonstrated consistently that it can be calm and ignore guests may the guests interact with the puppy. For some puppies this may mean months of practice before they have earned the privilege of interacting with guests. When the visitor greets the puppy they should be low- key and be ready to increase the distance away from the pup if it becomes too aroused. It is recommended that the raiser keep the pup on leash and/or utilize the Paw Pad and dispense a very high rate of food reward to keep the puppy's focus on the raiser. Gradually the food rewards are slowed and given more intermittently for the puppy keeping "four on the floor" and remaining calm.

As the pup progresses through training and matures, it can be given more freedom around guests but the raiser must be prepared to return to "training mode" should the pup's behavior escalate.

The most challenging aspect of teaching a GDB puppy to be calm with visitors is controlling the behavior of the visitors! That is why it is highly recommended that these games and exercises be practiced with helpers (other club members going to each other's home would be ideal!) before expecting the puppy to be well-behaved around guests. Better to put the pup on tie-down or in a crate than risk it practicing inappropriate behaviors.

If the raiser feels the puppy is continuing to be overly-aroused at the door or around guests the leader should be informed so that a behavior plan can be initiated for the puppy.

Guide Dogs for the Blind

Signals for Stand, Sit and Down

See video link: https://youtu.be/FJJvksyVfFA

Please see the documents for full descriptions of how to go from a lure to a signal, then fading the signal to a verbal cue alone:

- Introducing Foundation Position Sit
- Paw Pad Game #3
- Introducing Foundation Position Down
- Paw Pad Game #4

"Stand"

"Sit"

"Down"

Guide Dogs for the Blind
Puppy Raising Department

Introducing Foundation Position "Sit"

See video "Introducing Foundation Position Sit with Luring and Physical Prompt"
https://youtu.be/xerifZAMc3U

Goal Behavior
The puppy responds to a lure/hand signal to sit.

Note: The correct way to introduce the *verbal* cue to sit is explained in the document "Paw Pad Game #3". If the raiser adds the verbal cue sooner, that is OK, but the puppy probably will not focus on the verbal cue due to the lure/signal "blocking" the verbal cue. Dogs respond much more easily to visual cues (signals) than verbal cues. How to teach the puppy to respond to a verbal cue alone, dispensing with the signal, will be addressed later.

Prerequisites
The puppy should be familiar with Paw Pad Game #2 and have a solid stand on the pad with at least ten seconds of duration. The pup must stay still, standing on the pad comfortably, while the handler moves in and out of position. One to three weeks of stand practice on the Paw Pad is recommended before introducing the sit. The sit will become a default behavior if the puppy does not have a strong reinforcement history for standing on the pad. This tendency to have a "hard sit" would make changing positions more difficult to teach the puppy. The sit will happen easily, but a solid stand position is the foundation for so many later exercises – including guide work.

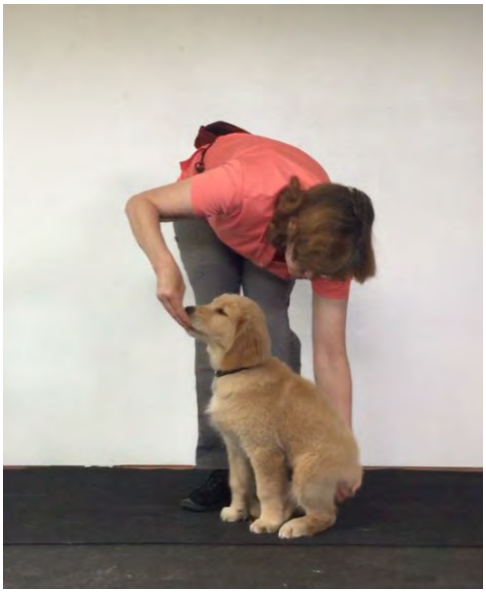
Session Set Up
The puppy should be hungry so practicing before meals is a good plan. A Paw Pad will not be required in these initial lessons. The training should take place in a quiet area with no distractions.

To Mark or Not to Mark?
When training GDB puppies the handler should mark desirable behaviors that the puppy initiates. If the raiser makes a behavior happen, the puppy is not marked. So when luring and physically helping a puppy into a position, the puppy is not marked. However, the puppy can, and should be, verbally praised before, and during, the reward.

Steps
Luring the Sit with Physical Prompt
The Paw Pad is not utilized in the initial introduction of the sit signal; it is easier for the puppy to learn to sit correctly (bringing its rear legs toward its front legs and not backing up into a sit) off the Paw Pad. Also, it will be much easier for the handler to maneuver the puppy into a sit position if the pup is out in front of the handler, rather than at the handler's side, when first introducing the sit.

- The handler stands so that the puppy is positioned in front of the handler, wherever is comfortable, and its attention drawn to food in the handler's right hand. Multiple pieces of kibble should be held in the hand and the pup fed pieces as it is lured into a sit position ("pezzing").
- The handler should slowly raise the luring hand upwards so that the puppy's nose is pointing up as it follows the hand. The food should be kept right on the puppy's nose like a magnet and the kibble fed into the pup's mouth as it begins any movement toward a sit position.

- The left hand, with a flat palm, should slide down the puppy's back, over its rump, with the edge of the hand being placed behind the upper part of the pup's thighs.
- The hand/arm should gently tuck the puppy's bottom and fold it into a sit position.
- If the puppy takes a step forward before sitting, that's OK. The hand on the rear should prevent the puppy from rocking back into the sit.
- The puppy should be pezzed continuously to keep its interest and especially as it lowers its rear toward the ground and begins to bring its hind legs underneath its body.
- As soon as the puppy sits it should be given several pieces of kibble in succession.
- After the pup is fed several pieces of kibble while seated, it should be encouraged to get up and move around and the procedure repeated several times. To get the puppy up the raiser can lure the pup forward a few steps.



Within a few sessions the puppy will need less physical help. Sliding the hand over the rump and tucking will become successively lighter until just a touch on the rump will help cue the puppy. Very quickly the pup can be weaned off the physical prompt altogether.

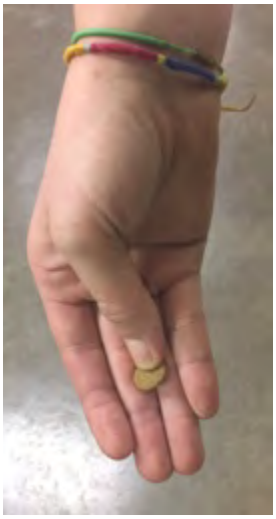
Troubleshooting
If the puppy paws a lot to get the food, the hand should be quickly lifted away and returned as soon as the pup's paws are on the floor. Usually it only takes a few repetitions for the pup to learn that pawing results in the food disappearing!

The sit position is very natural for puppies and most puppies respond to the lured sit after just a few repetitions.

Introducing the Sit Signal
Once the puppy is readily going into a sit position with pezzing, the shape of the sit signal may be introduced. The difference between a lure and a signal is simple: a lure is hand-held food and a true signal is given with a hand motion that contains no food. The mark "Nice" is not given when a behavior is lured. Once there is no hand-held food being used as a lure, and the signal is pure, the puppy will be marked and rewarded. The sit signal is an upward motion with the right hand.

Here is a link to a video of the signals for sit, stand and down. Focus on the sit signal for now: https://youtu.be/FJJvksyVfFA

- A single piece of kibble should be placed in the handler's right hand under the thumb, held across the palm.



- The signal should be given close to the puppy's nose at first, as when pezzing. The puppy will probably sit immediately and the kibble should be released from under the thumb and given to the puppy as soon as its bottom touches the floor.
- If the puppy doesn't follow the signal it may be allowed to smell the kibble in the hand before trying again. Moving the hand too quickly or too far away from the puppy will confuse it – for now the signal should be close to the puppy.
- Within a few successful repetitions, the lure/signal can be held a little further away from the puppy up above its head.
- Once the puppy is sitting promptly with the lure/signal, Paw Pad Game #3 may be introduced. It is not necessary for the puppy to be fully weaned off the hand-held food before moving onto Paw Pad Game #3.

Reminders - steps on fading the lure:

1. Lure the pup into position by pezzing
2. Signal hand has a piece of kibble in it but not visible to the puppy (lure/signal)
3. Signal hand has no food in it and pup is rewarded from other hand as soon as it does the desired behavior. (Now the pup can be marked with "Nice!")

Some puppies will not be ready for a pure signal (no food in hand) for many sessions after introduction of the lure.

Guide Dogs for the Blind
Puppy Raising Department

Paw Pad Game #3 – Stand and Sit

See video Paw Pad Game #3 https://youtu.be/k5huxHULJZo
**Addendum: Luring with prompts on the Paw Pad https://youtu.be/T2dK_yzCX0U

Goal Behavior
The puppy will go from a stand position to a sit position and vice versa, with the front feet on the Paw Pad, when cued by a signal from the handler. The verbal cues for stand and sit will be introduced once the dog is reliably responding (fluent) on the signal cues. Duration (stay) will also be attained in both positions.

Note: The correct way to introduce verbal cues is explained in this document. If the raiser adds the verbal cues sooner, that is OK, but the puppy probably will not focus on the verbal cue due to the lure/signal "blocking" the verbal cue. Dogs respond much more easily to visual cues (signals) than verbal cues. The eventual goal is that the puppy responds to a verbal cue alone and no longer needs to be given a signal to attain a position. See the section below "Introduction of Verbal Cues for the Foundation Positions" for more details.

Prerequisites
- The puppy should be well practiced on Paw Pad Game #2. The puppy should be comfortable holding a stand position on the Paw Pad for at least ten seconds, between rewards, with the handler moving in and out of position
- The puppy should be familiar with the sit signal as in the document Introducing the Foundation Position "Sit"

Once the puppy is following the lure/signal into the sit position, the raiser should start the Paw Pad games in this document. If the handler continues only rewarding the puppy for sitting somewhere in front of the handler, the pup will form a habit of swinging in front when asked to sit. The previous games magnetizing the puppy to the Paw Pad in "heel" position will now make it easy to transition the pup to sitting at the handler's side. Continuing to focus on Paw Pad games will reinforce heel position and will also make introduction of the "stay" cue very simple.

The raiser should be acquainted with the signal for "stand". The stand signal is the right hand held horizontally with fingers together pointing to the puppy's left.

Here is a link to a video of the signals for sit, stand and down. Focus on the sit and stand signals for now: https://youtu.be/FJJvksyVfFA

Session Set up

- A suitable Paw Pad should be set up in a quiet area. At this time a shorter Paw Pad is recommended. *Too tall a pad will make it difficult for the puppy to sit.*
- The training is preferably done off-leash in an area that is safe with no distractions. If the leash is attached, it should be loose and stepped upon so that the handler's hands are free. The leash should not be used to guide the puppy.
- The bait bag will be most accessible if worn in the small of the handler's back; this allows for feeding with both hands.
- Some puppies may still need a wall on the outside to help keep the pup straight. The pad should not be so close to the wall that the puppy leans on the wall. Some other type of barrier can be used such as a grill/section of x-pen to help keep the pup in position.
- The handler should stand facing forward with the Paw Pad on the left, positioned so that the front edge is approximately at the midline of the foot and touching or nearly touching the handler's foot. This will place the puppy with its front legs level with the seam of the handler's pants; the pup's ears should be about level with the handler's leg when on the pad, i.e. in "heel position."

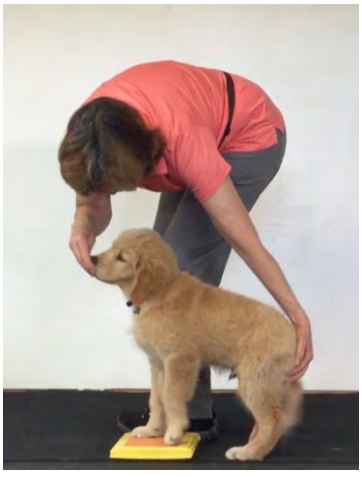
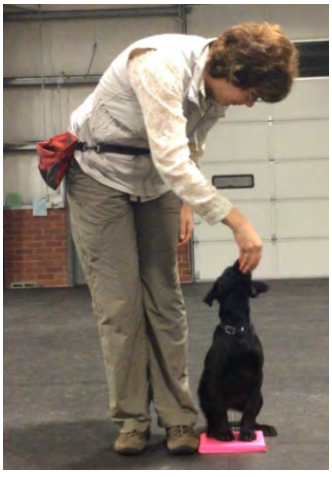
Reminder

The difference between a lure and a signal is that a lure is hand-held food and a true signal is given with a hand motion that contains no food. This document will help raisers smoothly transition from luring to signaling. The mark "Nice" is not given when a behavior is lured. Once there is no hand-held food being used as a lure, and the signal is pure, the puppy will be marked and rewarded.

Steps

Sit on the Paw Pad (https://youtu.be/T2dK_yzCX0U)

- The puppy should be rewarded once for standing on the Paw Pad as in "Paw Pad Game #2" with the raiser at the pup's side.
- The raiser should give the sit signal with a piece of kibble held under the thumb. Because we are asking the puppy to sit in a different position in relation to the handler than when we introduced the sit, the raiser can continue to use a lure (food in the signal hand) for the first couple of sessions.
- If the puppy is hesitant or tries to back off the pad to sit, the raiser can remind the puppy how to tuck into a sit by placing the left hand on the pup's rear while maintaining the lure with the right hand as in "Introducing the Sit". This light physical prompt should not be needed more than a few times.

- Once the puppy sits it should be given several pieces of kibble in quick succession. It may be necessary for the raiser to hold a stash of several kibbles in the left hand, held behind the raiser's back, to reward the puppy without having to reach into the bait bag. Often, when first learning a position, the pup may not be able to hold still long enough for the raiser to reach into the bag to obtain food.
- The pup should be asked to hold the position for five to ten seconds duration with continuous reinforcement (multiple rewards in quick succession) for holding the position. If duration is not heavily reinforced, the pup will constantly offer changes of position to earn rewards. It must learn to hold the position until cued to change position.
- The puppy that changes position without being cued to do so should not receive a reward for that behavior.

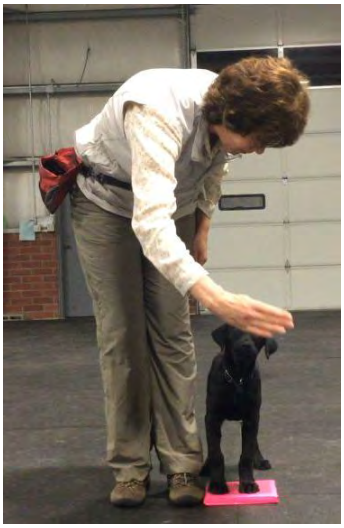
Troubleshooting

If the puppy is reluctant to sit, the height of the Paw Pad should be checked; also, too wide a pad may cause the puppy difficulty in changing positions.

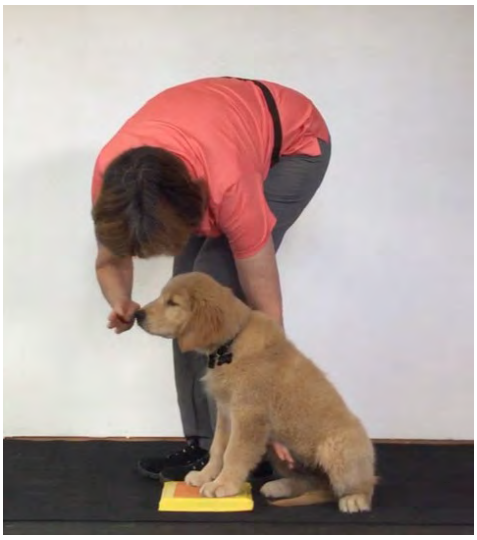
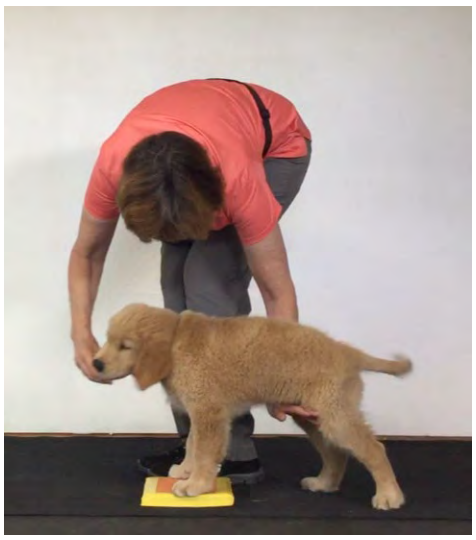
Introducing the Signal for Stand

The puppy will very quickly understand the signal for stand due to all the work done on the previous Paw Pad games!

- With the puppy sitting with its two front feet on the Paw Pad, the raiser should give the stand signal with a piece of kibble tucked under the thumb, held across the palm. The hand should be held horizontal with fingers together pointing to the puppy's left.



- The signal is given at the pup's nose level. The kibble is released to the puppy's mouth as soon as it stands up.
- If the puppy is reluctant to stand, the lure should be held on the puppy's nose and slowly drawn forward to encourage the puppy to follow the lure. The left hand may be placed, palm down, underneath the puppy just in front of the stifle and the puppy very gently helped into a stand. The touch is more on the stifle (front of the hind leg) rather than the pup's sensitive belly area.

- Once the puppy is standing it can be rewarded intermittently with single kibbles from the bait bag with either hand, although left hand rewarding promotes better positioning in relation to the handler.
- The pup should not be asked to sit again immediately but rather rewarded for duration on the stand, as in Paw Pad Games #1 and #2. If duration is not heavily reinforced, the pup will constantly offer changes of position to earn rewards. It must learn to hold the position until cued to change position.
- The puppy that changes position without being cued to do so should not receive a reward for that behavior.

Troubleshooting

If the puppy sits again immediately, without being cued, it should be lured back into a stand with the signal/lure and very quickly rewarded with multiple kibbles from a stash held in the left hand. The amount of time between rewards may have to be increased slowly if the pup loses interest or offers changes of position without being cued.

The Importance of Rewarding Duration (Staying Still)

On both foundation positions, stand and sit, the pup must be well reinforced for holding position (staying) to prevent the puppy from constantly moving/offering changes of position. The raiser should always give multiple rewards in one position before asking for a change of position. The rate of reinforcement (timing of rewards) is crucial – waiting too long between rewards when the pup is not ready for it will result in unwanted movement. However, a continuous rate of reinforcement will not teach the puppy to wait for rewards; the time between rewards for holding the position must be gradually and thoughtfully increased. Some puppies will be better at holding the stand and rewards can be offered more intermittently. Some pups will prefer a sit position and the raiser will need to focus more on reinforcing the stand position. It is a balance to keep the puppy motivated to hold both positions! The majority of puppies will need more practice at holding a stand than a sit.

It cannot be stressed enough how important duration is when playing these games with the puppy. The puppy not anticipating a position change puts the cue under stimulus control and is the first step in teaching stay in a positive manner.

The Lure Becomes an Actual Signal

- When the pup is readily responding to the lure for a position it is time to start weaning the puppy off the hand-held food. This should happen within ten to twenty sessions of the lure/signal being introduced for most puppies.

- To avoid confusing the puppy, care should be taken that the shape of the hand signal is exactly the same when transitioning from the lure/signal to a pure signal.
- After a couple of lure/signals the raiser should give the pup a signal (no food in the signal hand) for the position, mark as soon as the puppy responds and reward with a kibble held in the other hand. For the first few times the signal is given it is best to have food ready in the left hand, held behind the handler's back, to facilitate a quick reward. Otherwise, when the handler marks, the puppy might change position while the handler is reaching for the food in the bait bag. This stash of food in the non-signal hand is usually only necessary for the first few repetitions; subsequently the raiser can go to marking then reaching into the bag for reward.
- Sometimes it helps to alternate between luring and signaling. For example, the handler would lure five times then give a signal, being careful to keep the hand exactly the same shape whether food is held or not. Then the handler might lure three times then signal and so on.
- When the puppy responds to a signal, not a lure, it should be marked with "Nice!"

Troubleshooting

If the puppy refuses to change position without the hand-held kibble i.e. a lure, the handler should withhold food and turn their attention to the ceiling for five seconds (see "time outs" below) then try again. The puppy will see the time out as a lost opportunity to earn reward. The signal should be tried again and if the puppy still refuses, the handler should end the session. The next session should start with luring for ten repetitions before trying the signal again. When the puppy performs on a signal, a jackpot (multiple pieces of food given at once) may be given.

More on Duration for Puppies That Anticipate Position Changes

Once the pup is in the desired position, it should be fed single pieces of kibble from either hand to reward it for holding position. If the pup is either losing interest in the game, or attempts to change position before being cued, the food delivery should be sped up. It may be necessary to get the rewards to the pup really quickly at first, before it thinks about getting out of position. The raiser rummaging in the bait bag a split second too long may cause the pup to break position. At this point in the game, it's acceptable for the handler to hold a stash of food in one hand so that a kibble can quickly be given to the pup with either hand.

Negative Punishment – Time Outs

Once the puppy has had many sessions of being positively reinforced for holding the cued position on the Paw Pad, negative punishment may be applied if the puppy changes position without being cued to do so. Negative punishment is withholding something that the puppy wants – in this case, food and handler attention. *Time outs will not work with puppies that do not have a history of positive reinforcement on the Paw Pad so cannot be applied earlier in the learning process.*

- If the puppy offers a position change without being cued to do so the handler should immediately look away from the puppy and become very still and quiet, like a post. The time out should last five to ten seconds. If it is safe to do so the hander can even walk a few steps away from the puppy and Paw Pad.
- When resuming the game the handler should make sure the puppy is successful even if it means going back a few steps in the game.

Duration – The Three "**D**s" or How to Positively Teach a Stay

Three elements need to be considered when teaching a pup to stay; only one element should be added at a time. When one element is increased in difficulty the other elements should be made easier:

- **D**uration – the amount of *time* that the puppy is asked to hold the position. This should be built up gradually. A few seconds is a long time for a baby puppy to hold a position!
- **D**istraction – this could mean handler movement or outside distractions. Handler movement should be worked on first. Initially this may mean just standing up from a crouch or a step to one side then quickly back to the pup to reward. Then perhaps a little jiggle in place … If the pup moves the handler should start again and make it easier for the puppy. Other distractions (such

as people, dogs, blowing leaves) should be very minor and a long way from the puppy to begin with. Distractions should be introduced carefully and slowly to allow the pup to be successful.

- **D**istance - When adding *distance* away from the puppy, the *time* the puppy is expected to maintain the position should be decreased. Distance between the pup and handler should be increased a half step at a time. If the puppy moves the handler needs to stay closer.

Adding too much difficulty at once would be unfair to the puppy, undermining its success and chance to earn positive reinforcement. Building up the stays slowly with lots of rewards will result in a happy, reliable puppy!

Introducing the Verbal Cue "Stay"

On the positions where the puppy has excellent duration i.e. the pup will hold position for at least twenty seconds between rewards and the handler can move six to ten feet away, the raiser should now start giving the verbal cue "stay" before leaving the puppy. The cue should be given quietly and matter-of-factly so as not to startle or confuse the puppy. The puppy may be ready for a stay cue after just a few weeks of work on a position, or it may take longer. Only when the raiser is really sure that the puppy will hold its position, should the stay cue be given.

Note: We are not going to introduce a *signal* for stay. Introducing a signal for stay has the potential to be very confusing for the puppy as signals up to now have been associated with movement. A verbal cue for stay is sufficient.

Introduction of Verbal Cues for the Foundation Positions

Now verbal cues can be given just before the hand signal on the foundation positions the puppy is fluent in. When teaching a verbal cue, it is given *before* the signal, not at the same time. If the verbal cue is given at the same time as the signal, the puppy will not pay attention to the verbal cue as dogs are so much more aware of body language (signals), than the human speaking voice.

"Sit" as an example:

- The handler says "sit", *and then* gives the signal to sit; the puppy sits, is marked and rewarded.
- After ten sessions of ten repetitions each of the above, the handler says "sit" *without* giving a signal; the puppy will probably sit and should be marked and rewarded.

The same procedure can be followed for teaching verbal cues for "stand" and "down".

Troubleshooting

- *If the puppy is not responding to the verbal cue after ten sessions of work on the verbal cue as outlined above, the puppy should be given another five sessions or so of the raiser saying the cue before the hand signal.*
- *Should the puppy still not respond to the verbal cue without the signal, fading the signal is another option. Fading the signal means to very gradually (over multiple sessions) reduce the signal by making it smaller and smaller until it is just a finger flick then nothing at all.*

If the puppy is having difficulty on any parts of this game and the handler is unsure of why or how to continue, the leader should be consulted. Sometimes an observer can see why breakdowns in behavior are happening more easily than the handler can. Our goal is to keep puppy training positive for pups and handlers alike!

Guide Dogs for the Blind
Puppy Raising Department

Introducing Foundation Position "Down"

See the video: "Introducing Foundation Position Down with Luring and Physical Prompt"
https://youtu.be/JGZLYcqjWoA

Goal Behavior
The puppy responds to a lure/hand signal to lie down.

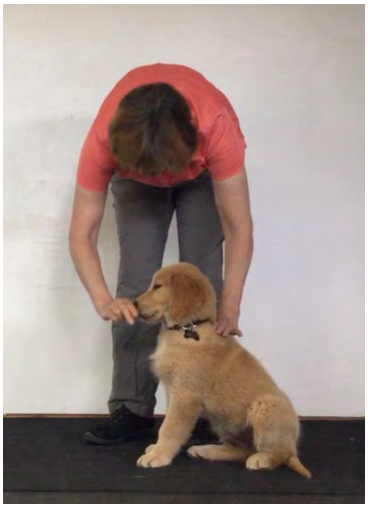
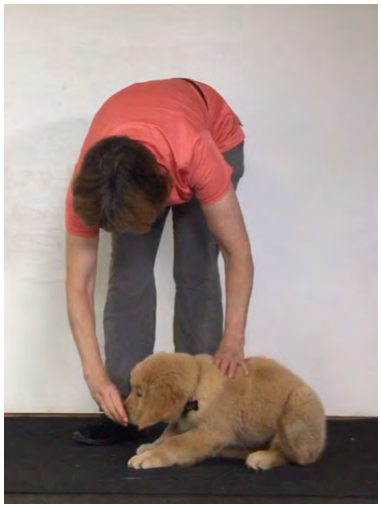
Note: The correct way to introduce the *verbal* cue to down is explained in the document "Paw Pad Game #4". If the raiser adds the verbal cue sooner, that is OK, but the puppy probably will not focus on the verbal cue due to the lure/signal "blocking" the verbal cue. Dogs respond much more easily to visual cues (signals) than verbal cues. How to teach the puppy to respond to a verbal cue alone, dispensing with the signal, will be addressed later.

Prerequisites
The puppy should be familiar with Paw Pad Game #3 and be comfortable holding a stand and sit on the pad with at least ten seconds of duration each. The pup must stay still, standing or sitting on the pad comfortably, while the handler moves in and out of position. One to three weeks (depending on the puppy's progress) of practice on Paw Pad Game #3 is recommended before introducing the down position.

Session Set Up
The puppy should be hungry so practicing before meals is a good plan. A Paw Pad will not be required in these initial lessons. The training should take place in a quiet area with no distractions. A comfortable surface should be provided; a cold, hard floor would not be conducive to a prompt down position

Steps
Luring the Down
The Paw Pad is not utilized in the initial introduction of the down signal. It may be easier for the handler to maneuver the puppy into a down position if the pup is out in front of the handler, rather than at the handler's side, when first introducing the down.

- The puppy is positioned at the side or in front of the handler, wherever is comfortable, and its attention drawn to food in the handler's hand. Multiple pieces of kibble should be held in the hand and the pup fed pieces as it is lured into a down position ("pezzing").
- It may be easier initially to draw the pup into a down position from a sit rather than a stand.
- Some raisers will find it more comfortable to kneel or crouch when first luring the down. Being closer to the floor also makes it easier to see what the puppy is doing with its front legs.
- The handler should slowly lower the luring hand straight down toward the floor. The food should be kept right on the puppy's nose like a magnet and kibbles fed into the pup's mouth as it begins any movement toward a down position. The puppy is being reinforced for successive approximations; that is, being given multiple rewards for increments toward the down position (continuous pezzing).
- The puppy may be helped by placing a hand on the pup's withers (top of the shoulders) and gentle pressure applied. The puppy should be weaned from this physical prompt as soon as possible by fading the pressure to a light touch then not touching the puppy at all as it follows the lure into the down.

- Should the puppy raise its rear end out of a sit the food should be raised up to encourage the puppy to sit again.
- If the food is moved too quickly the puppy will not follow it closely. The puppy's muzzle needs to lower to the floor before it will fold its front legs to lie down.
- If the food is moved too far forward, the pup will stand up to reach for it.
- Once the puppy is lying down it should be fed multiple kibbles in succession to keep it in position. Holding a stash of food in both hands may be necessary, or at least feeding with one hand while the other hand reaches into the bag for more kibble.
- After the pup is fed several pieces of kibble while lying down, it should be encouraged to sit up and the procedure repeated several times. To get the puppy up the raiser can lure the pup back into a sit position or move around and encourage the pup to get up to start again.

Troubleshooting

It may take several repetitions of pezzing the puppy for just lowering its head while sitting before the pup will follow the lure all the waydown and fold its front legs.

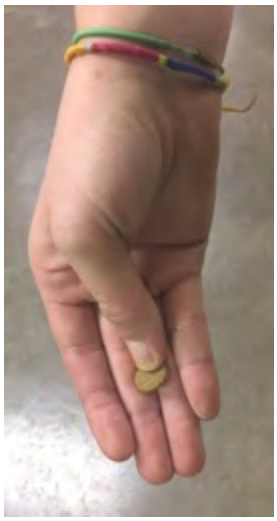
After several sessions of the puppy successfully being pezzed into a down from a sit, the raiser can start pezzing the puppy into a down from a stand position. Although this is generally more difficult, most pups will readily go down from a stand if they have received lots of reinforcement for going down from a sit previously.

Introducing the Down Signal

Once the puppy is readily being pezzed into a down position, the shape of the down signal may be introduced. The difference between a lure and a signal is simple: a lure is hand-held food and a true signal is given with a hand motion that contains no food. The mark “Nice” is not given when a behavior is lured. Once there is no hand-held food being used as a lure, and the signal is pure, the puppy will be marked and rewarded. The down signal is a downward motion with the right hand, palm toward the floor.

Here is a link to a video of the signals for sit, stand and down. Focus on the down signal: https://youtu.be/FJJvksyVfFA

- A single piece of kibble should be placed in the handler’s right hand under the thumb, held across the palm.



- The signal should be given close to the puppy’s nose at first, as when pezzing. The puppy will probably lie down immediately and the kibble should be released from under the thumb as soon as it does so.
- If the puppy doesn’t follow the lure/signal it may be allowed to smell the kibble in the hand before trying again. Moving the hand too quickly or too far away from the puppy will confuse it – for now the signal should be close to the puppy.
- Sometimes the hand containing the food may need to be held on the floor for a second or two and the food not released to the puppy until it has lowered its front legs.
- Once the puppy is downing immediately upon being given the lure/signal, Paw Pad Game #4 may be introduced. It is not necessary for the puppy to be fully weaned off the hand-held food before moving onto Paw Pad Game #4.

Reminders - steps on fading the lure:

1. Lure the pup into position by pezzing
2. Signal hand has a piece of kibble in it but not visible to the puppy (lure/signal)
3. Signal hand has no food in it and pup is rewarded from other hand as soon as it does the desired behavior. (Now the pup can be marked with “Nice!”)

Some puppies will not be ready for a pure signal (no food in hand) for many sessions after introduction of the lure.

Guide Dogs for the Blind
Puppy Raising Department

Paw Pad Game #4 – Down, Stand, Sit

See video Paw Pad Game #4 https://youtu.be/tmAUU130wj8
**Addendum: Luring with prompts on the Paw Pad https://youtu.be/T2dK_yzCX0U

Goal Behavior
The puppy will change positions, adopting sit, down or stand, with the front feet on the Paw Pad, when cued by a signal from the handler. The verbal cues for these foundation positions will be introduced once the puppy is reliably responding (fluent) to the signals. Duration (stay) will also be attained in all positions.

Note: The correct way to introduce verbal cues is explained in this document. If the raiser adds the verbal cues sooner, that is OK, but the puppy probably will not focus on the verbal cue due to the lure/signal "blocking" the verbal cue. Dogs respond much more easily to visual cues (signals) than verbal cues. The eventual goal is that the puppy responds to a verbal cue alone and no longer needs to be given a signal to attain a position. See the section below "Introduction of Verbal Cues for the Foundation Positions" for more details.

Prerequisites
- The puppy should be familiar with Paw Pad Game #3. The puppy should be comfortable maintaining a stand and sit position on the Paw Pad for at least ten seconds, between rewards, with the handler moving in and out of position.
- The puppy should be familiar with the down signal as in the document "Introducing the Foundation Position "Down".
- Because all the signals – sit, stand and down will now be utilized raisers should be sure they are giving the correct hand signals as in this video link: https://youtu.be/FJJvksyVfFA
- Once the puppy is following the lure/signal into the down position, the raiser should start the Paw Pad games in this document. If the handler continues rewarding the puppy only for downing somewhere in front of the handler, the pup will form a habit of swinging in front when asked to down. The previous work on Paw Pad games in "heel" position will now make it easy to transition the pup to downing at the handler's side. Continuing to focus on Paw Pad games will reinforce heel position and will also make introduction of the "stay" cue very simple.

Session Set up
- A suitable Paw Pad should be set up in a quiet area. At this time a shorter Paw Pad is recommended. *Too tall a pad will make it difficult for the puppy to sit and lie down comfortably.*
- The training is preferably done off-leash in an area that is safe with no distractions. If the leash is attached, it should be loose and stepped upon so that the handler's hands are free. The leash should not be used to guide the puppy.
- The bait bag will be most accessible if worn in the small of the handler's back; this allows for feeding with both hands.
- Some puppies may still need a wall on the outside to help keep the pup straight. The pad should not be so close to the wall that the puppy leans on the wall. Some other type of barrier can be used such as a grill/section of x-pen to help keep the pup in position.
- The handler should stand facing forward with the Paw Pad on the left, positioned so that the front edge is approximately at the midline of the foot and touching or nearly touching the handler's foot. This will place the puppy with its front legs level with the seam of the handler's pants; the pup's ears should be about level with the handler's leg when on the pad, i.e. in "heel position."

Reminders
The *verbal* cue to down will be introduced later when the puppy is confidently responding to the signal. The difference between a lure and a signal is that a lure is hand-held food and a true signal is given with a hand motion that contains no food. The puppy should no longer need to be *lured* into sit and stand positions but should be given the *signal*, marked and rewarded. However, most pups will still need luring on the down as the criteria have been changed - now the pup is being asked to lie down with its front feet on the Paw Pad and at the handler's side, rather than in front of the handler.

Steps
Down on the Paw Pad (https://youtu.be/T2dK_yzCX0U)

- The puppy should be rewarded once for sitting on the Paw Pad.
- The handler should give the down signal with a piece of kibble held under the thumb, across the palm. Because we are asking the puppy to lie down in a different position in relation to the handler than when we introduced the down, the handler can go back to a signal/lure for the first couple of repetitions.
- The puppy may be reminded with a physical prompt by placing a hand on the pup's withers (top of the shoulders) and gentle pressure applied. This physical prompt should not be necessary more than a couple of times.

- Once the puppy lies down, it should be given several pieces of kibble in quick succession. It may be necessary for the handler to hold a stash of several kibbles in the left hand, held behind the handler's back, to reward the puppy without having to reach into the bait bag. Often, when first learning a position, the pup may not be able to hold still long enough for the handler to reach into the bag to obtain food.
- The pup should be asked to maintain the down position for five to ten seconds duration with continuous reinforcement. If duration is not heavily reinforced, the pup will constantly offer changes of position to earn rewards. It must learn to hold the position until cued to change position.
- The raiser should gradually increase the amount of time between rewards for maintaining the down position.
- The puppy that changes position without being cued to do so should not receive a reward for that behavior.

Troubleshooting

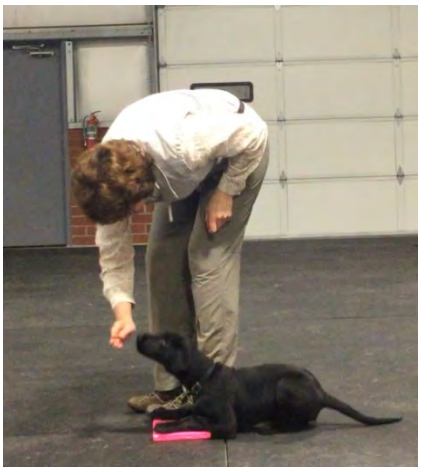
- If the puppy is reluctant to lie down, the height of the Paw Pad should be checked – too tall a pad will make it uncomfortable for the pup to lie down.
- It is difficult for puppies to be accurate about where they lie down in relation to the pad. So long as the pup is not curled in front of the handler and has at least part of one front leg on the pad, it

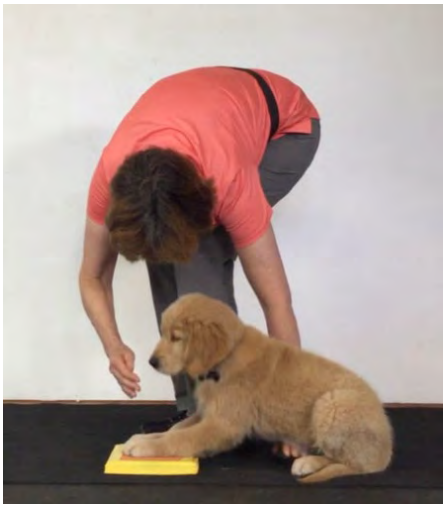
should be rewarded. If the pup is badly out of position, it should not be rewarded and should be started again by removing it from the pad and walking around back onto the pad.

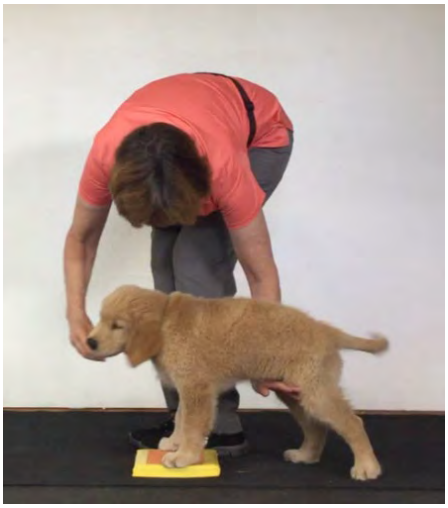
- If the puppy stands or sits up when the handler stands up straight after rewarding the puppy, the raiser must feed more quickly. Not delivering food right to the puppy's mouth may cause the pup to sit up to reach the reward.

Changing Positions

- The puppy can be given the signal to sit (the handler may have to bend to get the signal level with the lying puppy's head), marked and rewarded. Ten to twenty seconds of duration (staying in that position) should be rewarded intermittently, and then the pup can be signal/lured back into a down.
- In the down position the puppy should be rewarded several times as before, with the handler standing up between feeding the puppy single kibble rewards from either hand.
- The puppy can be given the signal to stand, marked and rewarded. Ten to twenty seconds of duration (staying in the stand position) should be rewarded intermittently and then the pup can be signal/lured back into the down position.







- If the puppy is reluctant to stand, the lure should be held on the puppy's nose and slowly drawn forward to encourage the puppy to follow the lure. The left hand may be placed, palm down, underneath the puppy just in front of the stifle and the puppy very gently helped into a stand. The touch is more on the stifle (front of the hind leg) rather than the pup's sensitive belly area.
- The changes of position can be made random with focus placed on the positions in which the puppy is weakest.

The Importance of Rewarding Duration (Staying Still)

On all of foundation positions, stand, down and sit, the pup must be well reinforced for holding position (staying) to prevent the puppy from constantly moving/offering changes of position. The raiser should always give multiple rewards in one position before asking for a change of position. The rate of reinforcement (timing of rewards) is crucial – waiting too long between rewards when the pup is not ready for it, will result in unwanted movement. However, a continuous rate of reinforcement will not teach the puppy to wait for rewards; the time between rewards for maintaining the position must be gradually and thoughtfully increased.

Some puppies will be better at holding one position over another and rewards can be offered for that position more randomly. Puppies should be more heavily reinforced and practiced in the positions that are the most challenging for them. It is a balance to keep the puppy motivated to hold all positions!
It cannot be stressed enough how important duration is when playing these games with the puppy. The puppy not anticipating a position change puts the cue under stimulus control and is the first step in teaching stay in a positive manner.

The Lure into Down Becomes an Actual Signal

- When the pup is readily responding to the lure into a down it is time to start weaning the puppy off the hand-held food. This should happen within ten to twenty sessions of the lure/signal being introduced for most puppies.
- To avoid confusing the puppy, care should be taken that the shape of the hand signal is exactly the same when transitioning from the lure/signal to a pure signal.
- After a couple of lure/signals to lie down, the handler should give the pup a signal for the position, mark as soon as the puppy responds and reward with a kibble held in the other hand. For the first few times the signal is given it is best to have food ready in the left hand, held behind the handler's back, to facilitate a quick reward. Otherwise, when the handler marks, the puppy might get up while the raiser is reaching for the food in the bait bag. This stash of food in the non-signal hand is usually only necessary for the first few repetitions; subsequently the raiser can go to marking then reaching into the bag for reward.
- Sometimes it helps to alternate between luring and signaling when weaning off the hand-held lure. For example, the handler would lure five times then give a signal, being careful to keep the hand exactly the same shape whether food is held or not. Then the handler might lure three times then signal and so on.
- When the puppy responds to a signal, not a lure, it should be marked with "Nice!"

Troubleshooting

If the puppy refuses to lie down without the hand-held kibble i.e. a lure, the handler should withhold food and turn their attention to the ceiling for five seconds (see "time outs" below) then try again. The puppy will see the time out as a lost opportunity to earn reward. The signal should be tried again and if the puppy still refuses, the handler should end the session. The next session should start with luring for ten repetitions before trying the signal again. When the puppy does go down on a signal, a jackpot (multiple pieces of food given at once) may be given.

More on Duration for Puppies That Anticipate Position Changes

Once the pup is in the desired position, it should be fed single pieces of kibble from either hand to reward it for holding position. If the pup is either losing interest in the game, or attempts to change position before being cued, the food delivery should be sped up. It may be necessary to get the rewards to the pup really quickly at first, before it thinks about getting out of position. The raiser rummaging in the bait bag a split second too long may cause the pup to break position. At this point in the game, it's acceptable for the raiser to hold a stash of food in one hand so that a kibble can quickly be given to the pup with either hand.

Negative Punishment – Time Outs

Once the puppy has had many sessions of being positively reinforced for holding the cued position on the Paw Pad, negative punishment may be applied if the puppy changes position without being cued to do so. Negative punishment is withholding something that the puppy wants – in this case, food and handler

attention. *Time outs will not work with puppies that do not have a history of positive reinforcement on the Paw Pad so cannot be applied earlier in the learning process.*

- If the puppy offers a position change without being cued to do so the handler should immediately turn away from the puppy and become very still and quiet, like a post. The time out should last five to ten seconds. If it is safe to do so, the handler can even walk a few steps away from the puppy and Paw Pad.
- When resuming the game, the handler should make sure the puppy is successful even if it means going back a few steps in the game.

Duration – Three "**D**s" or How to Positively Teach a Stay

Three elements need to be considered when teaching a pup to stay; only one element should be added at a time. When one element is increased in difficulty the other elements should be made easier:

- **D**uration – the amount of *time* that the puppy is asked to hold the position. This should be built up gradually. A few seconds is a long time for a baby puppy to hold a position!
- **D**istraction – this could mean handler movement or outside distractions. Handler movement should be worked on first. Initially this may mean just standing up from a crouch or a step to one side then quickly back to the pup to reward. Then perhaps a little jiggle in place … If the pup moves the handler should start again and make it easier for the puppy. Other distractions (such as people, dogs, blowing leaves) should be very minor and a long way from the puppy to begin with. Distractions should be introduced carefully and slowly to allow the pup to be successful.
- **D**istance - When adding *distance* away from the puppy, the *time* the puppy is expected to maintain the position should be decreased. Distance between the pup and handler should be increased a half step at a time. If the puppy moves the handler needs to stay closer.

Adding too much difficulty at once would be unfair to the puppy, undermining its success and chance to earn positive reinforcement. Building up the stays slowly with lots of rewards will result in a happy, reliable puppy!

Introducing the Verbal Cue to "Stay"

On the positions where the puppy has excellent duration i.e. the pup will hold position for at least twenty seconds between rewards and the handler can move six to ten feet away, the raiser should now start giving the verbal cue "stay" before leaving the puppy. The cue should be given quietly and matter-of-factly so as not to startle or confuse the puppy. The puppy may be ready for a stay cue after just a few weeks of work on a position, or it may take longer. Only when the raiser is really sure that the puppy will hold its position, should the stay cue be given.

> Note: We are not going to introduce a *signal* for stay. Introducing a signal for stay has the potential to be very confusing for the puppy as signals up to now have been associated with movement. A verbal cue for stay is sufficient.

Introduction of Verbal Cues for the Foundation Positions

Now verbal cues can be given just before the hand signal on the foundation positions the puppy is fluent in. When teaching a verbal cue, it is given *before* the signal, not at the same time. If the verbal cue is given at the same time as the signal, the puppy will not pay attention to the verbal cue as dogs are so much more aware of body language (signals), than the human speaking voice.

"Down" as an example:

- The handler says "down", *and then* gives the signal to down; the puppy lies down, is marked and rewarded.
- After ten sessions of ten repetitions each of the above, the handler says "down" *without* giving a signal; the puppy will probably down and should be marked and rewarded.

The same procedure is followed for teaching verbal cues for "stand" and "sit".

Troubleshooting

- If the puppy is not responding to the verbal cue after ten sessions of work on the verbal cue as outlined above, the puppy should be given another five sessions or so of the handler saying the cue before the hand signal.
- Should the puppy still not respond to the verbal cue without the signal, fading the signal is another option. Fading the signal means to very gradually reduce the signal by making it smaller and smaller until it is just a finger flick then nothing at all.

If the puppy is having difficulty on any parts of this game and the handler is unsure of why or how to continue, the leader should be consulted. Sometimes an observer can see why breakdowns in behavior are happening more easily than the handler can. Our goal is to keep puppy training positive for pups and handlers alike!

Guide Dogs for the Blind

Dog to Dog Interaction

One of the reasons a promising puppy may be dropped from the Guide Dog program is dog distraction. Some puppies are inherently more interested in other canines. Other puppies, allowed too much interaction with dogs, associate all dogs with fun and play. This association is counter-productive for a working dog coping with the challenges of loose dogs. A guide may encounter numerous invitations to greet or play with dogs in the environment daily.

The most effective way to deal with dog distraction is to prevent it by using positive reinforcement techniques. The Ground Tether, Hand Tether, Food Rewards for Distraction and Loose Leash Walking are all valuable tools in teaching a puppy to ignore other dogs and in creating a higher value in the handler in the presence of other dogs. By utilizing these exercises around other dogs, both in the home and in public, the puppy will learn to focus on his work in preference to engaging another dog.

Puppies that are not fully vaccinated should not be exposed to unknown dogs and should avoid high traffic dog areas. Appropriate behavior around other dogs can still be practiced at home and at puppy club meetings.

In the Home
Our puppies need to learn from a young age to settle around other dogs. We want GDB puppies to focus on interacting with people and build stimulus control. Having another dog in the household can be a great way for a puppy to learn self-control around dogs. We need to encourage the pup to appropriately "hang out" with the family dog (with a family member present; pups should never be left unattended with another dog) and to resist the temptation to engage in active play.

If the puppy is over-interested in engaging the family dog, he should be worked on the food reward games consistently in the presence of the other dog. If the pet dog cannot ignore the puppy, it may need to be tethered or otherwise restrained while the puppy is being trained. Raisers should always have kibble readily available to reward the puppy for resisting engagement with the pet dog. Pets who constantly engage the GDB puppy should be kept separated from the puppy.

Guide dog puppies should not be allowed to pester pet dogs. If the pet dog is too good-natured to defend itself, the raiser should step in and re-direct the puppy.

"Hanging out" can be defined as settling quietly in the same room, perhaps with a toy, without racing around or pestering the pet dog to play. Gentle mouth-to-mouth interactions (usually while lying down), limited social grooming and trading toys can be acceptable interactions so long as the intensity doesn't increase. Racing around, rough and tumble and even gentle wrestling-type play should be discouraged. Ideally, the dogs should be ignoring each other the majority of the time.

When interactions start to ramp up it's a good time for the handler to employ the "That's Enough" cue and encourage the dogs to resume settling. Sometimes it may be necessary to separate the dogs to control the energy level.

Active play times should be supervised and limited to a few minutes and preferably not on a daily basis. Active play should never be allowed inside the home but kept to an outdoor, fenced area. The raiser should be present and ready to intervene should the play start to build in intensity. Dogs should not be left to play unsupervised. Allowing more than two dogs in the play session increases the risk of the interaction escalating and also risks injury to the puppy. Good tempered, mature dogs are more appropriate playmates than other

puppies. Puppies learn appropriate interactions from adult dogs and an adult dog can be more easily redirected if the situation becomes too rough.

Defining active play is difficult as it can be very different depending on the players! Two dogs in a yard engaging in exploring together, loping around and gentle, relaxed games of doggie chase may be acceptable between suitably matched dogs. High speed racing around, physical wrestling and "drive by" type ambushes are not appropriate forms of play for guide dog puppies. Play should not be allowed to increase in intensity to the point where the puppy is unaware of its handler. Frequent recalls for food rewards and time spent "decompressing" on leash, with food rewards for calm behavior, are good ways to maintain a level of control during playtimes.

Obsessions with other dogs can be created if the puppy is left in a pen for long periods where it can see other dogs running and playing. A similar situation can occur in a raiser's fenced yard with a neighbor's dog being the distraction. Fence running and fence fighting may promote aggressive behavior.

Developing puppies will mimic the behavior of dogs that they live with. If a guide dog puppy sees a pet dog growling and barking at other dogs it may copy that behavior.

At Puppy Meetings

Letting GDB puppies greet each other and play at meetings teaches the pup to expect interaction and discourages focus on its handler. It is alright for the puppies to visit briefly once in a while, but only with the handlers' permission and after the pup shows full engagement with its handler. The puppy must show self-control to earn the privilege of visiting after it has settled down at the meeting. Raisers should not let the puppy visit other pups at every meeting; it's not necessary and encourages distractibility. Letting the pups greet each other regularly, even after settling down, creates an expectation in the puppy which could lead to keying on the other puppies. It could also lead to patterning the behavior of remaining calm then unexpectedly lunging toward another dog.

Raisers should practice the tethering games and as the puppy matures, Loose Leash Walking at meetings. A higher rate of reinforcement than is used at home will keep the puppy engaged in the game. If the puppy is having a hard time settling at a meeting, it should be taken to a quiet corner and given food rewards for calm behavior.

A working guide will inevitably come into contact with dogs of all shapes and sizes. We want our puppies to be comfortable around different types of dogs. Exposing GDB puppies to non-GDB breeds is beneficial but the other dogs should be calm and non-reactive. An ideal way to practice Loose Leash Walking and distraction proofing around different dogs, is to have leaders arrange some club meetings with appropriate pet dogs present. Alternately, the raiser can practice the games of Ground Tether and Hand Tether with friends' dogs that are under control.

In Public

Raisers should avoid out-of-control dogs in the neighborhood and gain control of their own pup by practicing Food Rewards for Distractions and Loose Leash Walking games. It may be necessary to practice at a great distance from the other dog initially, to give the puppy an opportunity to be successful. A high rate of reinforcement will be necessary at first.

A young puppy who is shy of other dogs or has been traumatized by a bad experience will gain confidence if the other dog is lying down. It is important that the pup is not forced to socialize but receives lots of positive reinforcement from its raiser for accepting the presence of the other dog. The other dog may have to be kept a good distance away initially, while the puppy is rewarded for calm behavior. Once the pup is comfortable, it can be encouraged to visit with the mentor dog but only on the puppy's terms. Sometimes it may take several weeks of positive reinforcement (food rewards from the handler) before the puppy is comfortable enough to allow the presence of another dog close by.

Occasionally a raiser will find himself in a tight space with no way to avoid leashed dogs, such as at a vet's office or on a crowded sidewalk. This would be a good time to utilize the "Emergency Lure" technique to focus the puppy's attention fully on the food as the dogs are passed by. This is not a technique for every day; such

situations should be avoided whenever possible. The Emergency Lure is very useful to prevent the puppy from engaging with other dogs in close quarters but is not a training technique; if a raiser is utilizing this technique on a regular basis, the puppy's socialization schedule needs to be reconsidered.

See document and video on "Emergency Lure"

Loose Dogs

Raisers should stay alert when walking their puppy and change direction if a loose dog is seen. Sometimes running into a loose dog is unavoidable. If this happens the handler's reaction can help or aggravate the situation. Often the loose dog can be persuaded to go home by the raiser bending to pick up some pebbles - any street-wise mutt knows what is coming next! If, however, the raiser is taken by surprise and cannot escape the situation, the best thing to do is encourage the guide pup to relax and be friendly. Yelling at the stray may incite the puppy to join in and teaches him to be aggressive to off-leash dogs. Tightening the pup's leash telegraphs tension; making him feel trapped and defensive. Struggling to make the pup stay may cause the loose dog to "help" you discipline the puppy! If the handler relaxes the leash, says "OK "and chats confidently, the dogs will relax too. Most dogs will give the pup a good sniff then leave.

Tip: Throwing a handful of kibble on the ground for the loose dog to eat will often distract it long enough that you can escape!

A guide dog puppy may become defensive toward other dogs if it inadvertently has a bad experience. A pup that has been 'jumped' by another dog should be socialized very carefully thereafter to help gain its confidence. Once again the placid, non-threatening pet dog is the ideal socializer.

The raiser should avoid routes where loose dogs frequent and/or enlist the help of the dogs' owner and perhaps the local Animal Control.

A guide dog puppy going into formal training ideally is comfortable in the presence of all types of dogs without being overly interested in them. If you feel you puppy is not receiving sufficient exposure to other dogs speak to your leader and/or CFR for suggestions for further socialization opportunities.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – June 2017

Fear of Dogs and Dog Distraction

In the last month, we have had several dogs dropped from training due to fear of non-GDB dogs encountered on route. This is a sudden increase for this behavior. While this spike may be an anomaly, we want to make sure raisers are proactive about appropriately socializing puppies around many different breeds of dogs. Appropriate socialization also helps with dog distraction, which, as we all know, is a more frequent reason for career change. We would like to help raisers prevent dog distraction in our pups and ensure that our pups are comfortable around different breeds – including those little yappers!

As a reminder, here is what the "Final Goal Behaviors" document says about distraction:
***Ideal**: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.*
***Acceptable**: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.*

A GDB pup that pulls toward, lunges at, and/or vocalizes in the presence of other dogs is distracted. Even keying (staring) at other dogs or checking back repeatedly after passing another dog may be too much dog interest. Casually noticing other dogs is normal behavior.

A GDB pup that hackles, avoids, cowers, tail tucks or otherwise shows discomfort around other dogs needs help gaining confidence in their presence.

Two documents from the manual have a lot of information about dog interaction and preventing dog distraction:

The "Dog to Dog Interaction" document:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf

This document on working with puppies around distractions:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Working-with-the-GDB-Puppy-Around-Distractions.pdf

Additional Tips

- Have raisers bring baby pups to meetings hungry, even missing the meal before the meeting, or use high-value food for less greedy puppies (check with CFR first) so that the pups are motivated to look to the raiser for food rewards, rather than to the other pups for entertainment.
- Ensure that raisers are providing a very high rate of reinforcement when young puppies are around other dogs. A cup of food in ten minutes of exposure is not too much for a four month old pup!

- Give young pups, or any puppies with dog-distraction issues, plenty of space at meetings, especially when passing in doorways etc. This is where the habit of lunging often begins. Have raisers utilize the “Emergency Lure” if tight spaces are unavoidable.
- Have raisers practice the tethering exercises and Paw Pad 2 with novel dog distractions as soon as the puppies have had their vaccinations. Invite pre-screened pet dogs belonging to raisers/friends/neighbors to meetings. Obviously such dogs should be vaccinated, parasite free and of a suitable temperament.
- Talk to local dog trainers/4H dog clubs/dog obedience and show clubs about visits or combined meetings now and then. Make sure all parties know the expectations ahead of time.
- Download files of dogs barking or make your own by stopping in at a shelter and recording the barking. Have raisers play the files very low volume while puppies are eating their meals and gradually up the volume over a period of days or weeks. Make new files of different barking dogs when the pup gets used to the first recording. This would be especially beneficial for pups who are worried about dogs barking behind fences.
- Build up the activity level of the distraction dog slowly. So along with considering the distance a GDB pup is from another dog, and the amount of time the pup is exposed, think about the level of distraction. At first the distraction dog might be just standing next to its owner, then walking around close to its handler, then trotting, then perhaps jumping up and down and eventually perhaps playing tug or barking. Each time the level of activity is raised the distance from the distraction should be increased initially to keep the GDB pup successful. Some pups may be ready for greater distraction than others; care must be taken in meetings to individualize the distraction to the pup.
- Set up “dog distraction” outings as in real life situations. This may mean planting a distractor dog and handler several blocks away with instructions to walk past the raiser and pup. Or the helper can sit at an outdoor café with the dog under a table to be brought out as the GDB pup walks by. Work the GDB puppies individually so that they don’t have the support and proximity of their puppy club buddies when encountering the “strange” dog.
- GDB puppies that don’t have a pet dog in their household should be given puppy sitting opportunities with other raisers to expose them to appropriate canine mentors. Some of the worst cases of dog distraction occur in dogs that have not learned to just “hang out” in the home with another dog.
- Play with another dog should be under the guidelines in the “Dog to Dog Interaction” document. It is good for puppies to learn social interaction with other dogs and they will learn best from adult dogs, not other puppies.
- Puppies that are nervous of dogs may be allowed to greet calm, gentle dogs in a carefully controlled way. Having the new dog lie down or sit and be neutral will give the pup confidence to approach and investigate. The mentor dog should always be of a known temperament to avoid the pup having a bad experience.

As you are all aware, our dogs are encountering other dogs in larger numbers in areas that were previously dog-free. Encounters with inappropriate “service dogs” and “emotional support” dogs are not uncommon in stores and businesses. If we can prepare our pups for these inevitable encounters through proper socialization and counter-conditioning, they will be able to keep their focus on their job once in harness.

Guide Dogs for the Blind

Working With Guide Dog Puppies Around Distractions

Videos: Working With Guide Dog Puppies Around Distractions Part 1
Working With Guide Dog Puppies Around Distractions Part 2

Guide dog puppies must learn to maintain impulse control and respond to cues from their handler in the presence of distractions. We don't expect, or want, the puppy to be unaware of its environment; a guide dog must be conscious of the world around it to effectively do its job. Puppies socialized and trained in many different situations, with graduated exposure to distractions, will be best prepared to enter formal guide training.

Puppies vary in their energy level and temperaments; as they transition through phases in their development, some puppies may be more challenged by some types of distraction than other puppies of the same age. Please consult with your leader and PFM if the puppy you are raising is not making progress as expected.

The "Three D's" of Dog Training
In the puppy raising manual we often refer to the 'three D's' of distraction, distance and duration. As with training other behaviors, all elements of the three D's need to be considered when introducing distractions. When one element of the three is increased in difficulty the other elements should be made easier.

- **Distraction** – the stimulus that attracts the puppy's attention. Examples include people, other dogs, objects on the ground. The intensity of the distraction may vary; solicitous people are more distracting than stationary, non-verbal people; active dogs are more distracting than dogs lying down; moving, or food-like, objects are more distracting than less appealing objects etc.
- **Distance** – how far away the distraction is from the puppy must be considered. Increasing distance from the distraction makes it easier for the puppy to maintain impulse control and focus on the handler.
- **Duration** - how long the puppy is exposed to the object or situation. Brief, successful encounters are a good way to start. Exposures should end on a positive note. A frequent mistake by inexperienced handlers is asking for a bit more when a puppy is mentally tired and needs a break.

Managing the Inexperienced Puppy Around Distractions in Real Life
There will be times when the puppy is in public or at school/work with the raiser when distractions are too close or too much for the puppy. This is especially the case when the puppy is young. The raiser should try to minimize exposure to such situations, but sometimes distractions happen unexpectedly, or are impossible to avoid. This is where the Emergency Lure Technique is useful. With a naïve puppy attending school or work, the Emergency Lure may have to be utilized multiple times per day. No harm will be done to the puppy's development with multiple uses of the Emergency Lure. It is better to help the puppy through the situation in a positive manner, than allow it to practice negative behaviors such as keying on a distraction and/or pulling and lunging toward a distraction. With purposefully set up distractions while training and at meetings, and graded counterconditioning in more conducive public settings, the puppy will gradually learn to keep its focus around distractions of any type.

Early Games and Impulse Control Around Distractions
As soon as the puppy knows how to accept food rewards, distraction work can begin. In these early games, the puppy may be looking at the distraction while keeping a loose leash or staying on the Paw Pad. We are rewarding impulse control, along with teaching for example, leash manners.
Ground Tether Game #1
Ground Tether Game #2

Hand Tether Game

Early paw pad games can be a fun introduction to distraction work. Once the puppy is familiar with the Paw Pad, and has some duration, an assistant can add some minor distractions at a reasonable distance, while the handler stays close to the pad and provides a high rate of reinforcement. Dropped food games are a great introduction to a very common distraction!
Paw Pad Game #2
Dropped Food Games

Distraction Game Set Ups
The three D's should be kept in mind as the puppy is worked through each type of distraction!
Stationary

- With the puppy sitting or standing at "heel" position a distraction (another dog/toy/person whatever the puppy finds distracting) is presented at such a distance that the puppy hardly notices it. The moment the puppy looks away from the distraction, or otherwise shows disinterest, it should be marked and rewarded. Looking anywhere but at the distraction, relaxed ears and muscles, checking in with the handler, are all opportunities to reward
- The handler may give a prompt by saying the puppy's name. The second the puppy glances up at the handler's face it should be marked and rewarded. The ultimate goal is for the pup to redirect itself without the use of a verbal prompt. It is not necessary, nor desirable, for the puppy to stare continuously at the handler's face. However, looking at the handler is preferable to staring at the distraction
- If the puppy is too distracted (e.g., staring at the distraction) the distance should be increased
- A high rate of reinforcement should be used at first to keep the puppy engaged. This may mean the handler has to pre-load the hand and do "rapid fire" delivery then return to a more normal rate of food delivery as the puppy is worked through the distraction. (See this part of Food Reward Basics Part 2)
- Giving the puppy lots of breaks to enjoy interacting with the handler with secondary reinforcement (praise and petting) will help keep the game fun and gives the puppy another reason to focus on the handler rather than the distraction

Moving
Note: Puppies may actually be easier to keep focused on the handler if they are moving (Loose Leash Walking) rather than stationary

- The puppy is walked parallel to the distraction with the puppy on the outside (with the handler in between it and the distraction) at first
- Meandering and doing some turns will help keep the pup's attention
- Sufficient distance is kept from the distraction to make it easy for the puppy to ignore the distraction
- The puppy should be engaged with verbal praise and given the opportunity to be marked and rewarded *before* passing the distraction to increase engagement with the handler
- A high rate of reinforcement should be used at first to keep the puppy engaged. This may mean the handler has to pre-load the hand and do "rapid fire" delivery then return to a more normal rate of food delivery as the puppy is worked through the distraction
- Checking in with the handler and looking anywhere but at the distraction are opportunities to mark and reward.

Progressing to 'Real World' Distractions
Part of successfully socializing a guide dog puppy is recognizing when the puppy is ready to be worked through a distraction versus using the Emergency Lure or removing the puppy from a situation altogether. As the puppy matures and learns to focus on its handler, it may be exposed to more challenging everyday situations. The handler should be aware of the environment and ready to engage with the puppy before approaching a distraction. Letting the pup know that the game is on, and rewards are available, will prime the puppy before it has a chance to become engaged in the distraction.

Puppies that are difficult to keep focused, or develop a strong interest in certain distractions, may need additional protocols. Raisers should consult with the leader or PFM if they notice the puppy is becoming more aware of distractions. Early intervention is key to keeping puppies on task and to prepare them for their future role of guiding in a world full of potential distractions!

Guide Dogs for the Blind

Emergency Lure Technique

The Emergency Lure and Modified Emergency Lure are R+ management techniques that prevent a puppy from practicing distracted behavior in public by luring them past tempting distractions.

Utilizing the Emergency Lure allows a puppy to be moved through a difficult situation focusing on its handler and food, rather than either engaging in the distraction, or being physically manhandled through the situation. Most raisers should be able to avoid having to use the Emergency Lure more than a few times a week, and only occasionally as the puppy matures. For some raisers (those taking the puppy to school or work) opportunities to use the Emergency Lure may crop up a couple of times per day when the puppy is young and naïve. Overuse of the Emergency Lure won't do any harm, provided the puppy has many other opportunities to make choices and learn around distractions in appropriate situations (utilizing clean handling and marking and rewarding for desired behavior).

It is still advisable for raisers to avoid situations the puppy isn't prepared for. This may mean carefully considering routes and socialization opportunities, giving distractions a very wide berth, or even turning around and going back, to keep the puppy under threshold and successful. But no matter how careful puppy raisers are, they will sometimes find themselves in situations the puppy is not prepared for, and this is when the Emergency Lure is a good choice. Should the technique need to be used regularly, then the level of exposure for that puppy is probably too much and the leader/CFR should be consulted.

The Emergency Lure is useful:

- Anytime a distraction cannot be avoided, and the puppy is not ready to work through the distraction. It may be that one or more elements of the "3Ds" make it just too challenging for the puppy in that moment:
    - the distraction is too close
    - the distraction is too difficult
    - the puppy has been asked to work for longer than it is ready for (duration)

Some examples of situations where a raiser may find this technique helpful include vet waiting rooms, crowded locations, dogs in close proximity (loose dogs, dogs on flexi leads, etc.), a member of the public persistent in trying to greet, or any other unavoidable distraction the puppy is not ready to tackle.

Using the Emergency Lure (Video: Emergency Lure Technique)

- The handler should pre-load multiple kibbles in the right hand while keeping a short leash to control the puppy's head with the left hand. Holding the leash close to the clip works best. The leash should not be tight and restrictive but short enough to prevent lunging at the distraction
- The right hand should be held right on the puppy's nose and the puppy pezzed as the raiser moves quickly away from the distraction
- The puppy is not marked but verbal praise and encouragement will help keep the puppy engaged with the handler
- Dropped food should be ignored
- If the distraction is a person, the handler should pleasantly explain that the puppy is in training and can't visit right now as the pup is pezzed out of the situation
- Once the pup has been moved to an appropriate distance from the distraction, a return to clean handling techniques may resume

Modified Emergency Lure – 'Rapid Fire' Reinforcement

Video: Modified Emergency Lure/Rapid Fire Reinforcement

Another type of Emergency Lure involves a high rate of reinforcement from a pre-loaded hand that is not constantly held at the puppy's nose. It is a useful transitional step between a regular Emergency Lure and a return to clean handling with mark and reward. It can be used in similar situations to those mentioned above but is for more mature puppies/those further along in their preparation for distractions.

This technique should already be familiar to raisers from Paw Pad work and is also used as a type of jackpot. (See video Food Reward Basics Part 2 - Multiples: Jackpot 1, 2, 3, 4, 5)

- The right hand is pre-loaded with multiple kibbles while the left hand holds the leash. The leash should be short enough to prevent any lunging but should not be restrictive
- The right hand is brought over to deliver a kibble directly to the puppy's muzzle then quickly returned to the right side or even behind the back
- Care must be taken that the right hand is not visible to the puppy between deliveries as this could cause the pup to wrap to look at the hand
- The puppy is not marked but verbal praise and encouragement will help keep the puppy engaged with the handler
- The handler should try to keep moving out of the situation but a pause as food is delivered is acceptable
- Once the pup has been moved to an appropriate distance from the distraction, a return to clean handling techniques may resume

Occasionally utilizing this technique while stationary is acceptable, as when a puppy needs a very high rate of reinforcement but might lose interest in the food, and engage in the distraction, if the handler takes too long to get the food to the puppy. It should not be used generally as a training technique but can be useful if the raiser is caught off-guard by the level of the puppy's distraction.

It is essential that raisers remember that the Emergency Lure is more a management tool than a training technique. It is helpful in very distracting situations where it is more important to prevent the puppy from practicing distracted behavior (staring, pulling, lunging) than to focus on clean handling. But the goal is to return to clean handling techniques - teaching the puppy impulse control and how to make appropriate choices as soon as possible.

Guide Dogs for the Blind
Puppy Raising Department

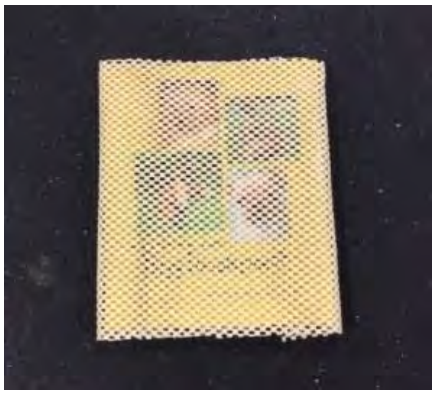
Paw Pads – Suggestions and Guidelines

The Paw Pad, also known in dog training as a Touch Pad, Mini Platform or Perch is a small raised area, big enough for the dog to place his two front feet on comfortably. Its purpose, as we use it, is to teach the puppy a nice, straight heel position and to hold that position, relative to the handler, as the puppy goes into stand, sit and down, the “Foundation Positions.” Paw Pad training is also a fun, positive way to teach the puppy impulse control. Once the puppy has a high reinforcement history on the Paw Pad, the pad acts as an anchor and simplifies teaching a “stay” cue.

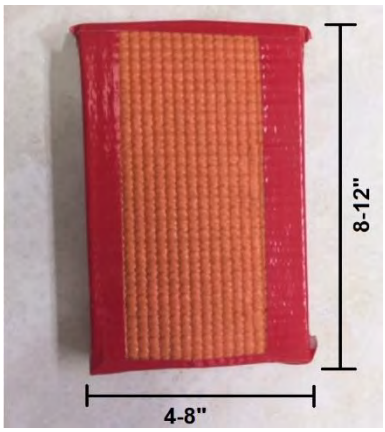
Most raisers will find that they can find something around the house, or garage, that will work as a Paw Pad. The material should be heavy enough so that the pup doesn’t knock it out of position easily. We have found that pads made out of books and yoga mats are the most versatile and comfortable for the puppy but in the beginning stages any of these will do:

- Pieces/blocks of wood
- Dog dishes/ rubber livestock feeders upside down. (Metal dishes are too slippery)
- Bricks (several can be placed together)
- Cut up horse stall mats placed on top of each other, bound with duct tape
- In a pinch just a book, appropriately sized, with piece of shelf liner wrapped around it

Examples:



Making a Paw Pad (tip – great club activity!)
Soft cover books work best and old phone books are ideal if you can find them! But any appropriately sized book works and the hardback can be removed. The best non-skid cover is a piece of yoga mat, cut to size and duct taped on front and back. This type of pad is soft and comfortable for pups to lie down on in Paw Pad Game #4 and sturdy enough that it won't easily get knocked out of place by an enthusiastic puppy.



Sizing:

- HEIGHT: **4-6"** for Paw Pad #1 and #2; **1-2"** for Paw Pad #3 and #4
    - The pad should be high enough for the first week or two of training sessions that the pup finds it more comfortable to stand than to sit when its front paws are on the pad. (See Paw Pad Games #1 and #2) Pads can be stacked to make them higher for a pup that consistently tries to sit.
    - Once starting PPG #3 and #4 a shorter pad, just an inch or two high, will be more comfortable for the pup to sit and down with its front feet on the pad.
- LENGTH **8-12"** and WIDTH **4-8"**.
    - It should be big enough that the pup has room to comfortably put its two front feet on it; the pup will find it easier to balance if the pad not too small. Too wide a pad and the pup may try to get all four paws onto it.
    - If the pad is too long the pup will find it easier to curl out of position
    - If the pad is too wide the pup may not be able to tuck its hind feet under it to sit

Clubs will find it helpful to have a variety of sizes available to fit growing puppies!

Guide Dogs for the Blind

Building a Confident Puppy with R+

Guide Dogs for the Blind puppies need to be carefully socialized so that they grow up to be confident dogs capable of working in a variety of environments including busy metropolitan areas. The Puppy Socialization document and the Socialization Guide are important references for raisers. Some puppies may be less confident than others and many puppies will show caution of some things or situations as they develop. What is more important than a startle, or display of fear, is how quickly and how fully the puppy recovers back to a secure and confident demeanor. The raiser can help the puppy overcome its fears by supporting and handling the puppy appropriately. This document explains how to use counter conditioning and desensitization to change a puppy's fear response.

Fear may be to an individual object, noise, person etc. or the fear may be generalized. Following are some signs that a puppy may be fearful or stressed by a situation. More information can be found in the document "Puppies with Sensitive Temperaments."

- Avoidance/unwillingness to approach/balking
- Lowered head/body
- Bolting away
- Hiding behind the raiser or an object
- Ears back or stiff and tense
- Tail clamped down or held under body
- Trembling
- Hackling
- Wet mouth or drooling
- Lips pulled back tight or 'puffing' at the sides
- Panting
- Licking lips or nose; a clear runny nose
- Refusal to accept food rewards or grabbing roughly at food rewards
- Rampy behavior (rushing/pulling to get out of a situation or get it over with quickly

Two techniques that are used to change a puppy's emotional response (how it feels about something) are counter conditioning and desensitization. These two behavior modification techniques are used together to help a puppy overcome any negative feelings toward such things as:

- Novel or strange looking objects
- Surfaces
- Traffic
- Odors
- People
- Animals
- Noises

Desensitization is the gradual, controlled exposure to something that the puppy is concerned about. We reduce the puppy's sensitivity to something by habituating the puppy to the stimulus (the thing or event) at a very low level (as in sensitivity to a noise) or keeping a great distance from the object/situation at first. Over a period of time, as the puppy becomes comfortable at a low level, we increase the noise or movement or proximity, never going to the point where the puppy is made nervous. Eventually the puppy becomes "used to" the stimulus and ignores it.

Counter conditioning is the process of teaching the puppy to have pleasant feelings about something that it previously feared or disliked. This is done by pairing the stimulus with something the puppy enjoys – usually

food, but a game with a toy can work too. Eventually the puppy will have a positive or neutral feeling about the scary thing or situation rather than reacting negatively toward it.

When puppies are being socialized these two techniques are actually being used proactively all the time by careful raisers. We only gradually expose puppies to busier situations and we use lots of food rewards for loose leash walking, calm behavior and ignoring distractions. As well as rewarding those specific behaviors, the rewards are promoting a positive association with being out in public.

For most GDB puppies this type of socializing will be sufficient but for some more sensitive puppies, or those that have had a bad experience, extra support may be needed. If a puppy shows more than mild, initial discomfort upon exposure to a new thing or situation, raisers should consult with their leader about how to help the puppy overcome its caution. Continuing to expose the puppy without a plan can actually compound the fear and make it much worse.

The "Three D's" of dog training not only apply to teaching behaviors but also to conditioning a dog to accept something it is reactive to or afraid of. Success will be attained if only one of the "D's" is increased at a time. In the case of changing fearful reactions we would look at:

- **D**istance – how far away the object is or how far back the puppy can be kept from a situation
- **D**uration – how long the puppy is exposed to the object or situation, this is especially important on first exposures to busy stores, streets etc.
- **D**istraction – in this case the stimulus that causes the puppy to be concerned. An object that is stationary is less frightening than an object that moves. An object that moves and makes noise is even more potentially frightening. Only one element should be added at a time when possible.

Steps in a Program

As an example of a training plan let's take a puppy that is afraid of a rolling garbage can. Depending on the pup's level of discomfort with the can, this process may take several days or several weeks. From the puppy's point of view we have three elements to the rolling garbage can – the object itself, the movement of the object and the noise as it rolls.

Phase 1

- The raiser should approach sufficiently close that the puppy notices the can but is not showing any fear.
- The puppy should not be forced to approach but if it wants to move closer it should be allowed to do so.
- The puppy should be liberally rewarded with food as soon as it looks toward the can.
- If the puppy refuses to accept the food or is uncharacteristically grabby for the food, the raiser should increase the distance away from the can. (Only the CFR can recommend high value food. High value rewards may be helpful with some puppies that have lower food interest generally.)
- Exposure should be for a short amount of time, thirty seconds or so at first, and as soon as the puppy is removed from sight of the can the rewards are withheld. This way the pup will realize that the presence of the can initiates the food reward.
- The above steps should be repeated several times, increasing the amount of time spent rewarding the puppy at a comfortable distance from the can.

Phase 2

- If the puppy is relaxed with the can at a distance for a minute or two, the raiser can approach a little closer.
- The puppy should receive a higher rate of reinforcement (more food) the closer it is to the can.
- Because the pup is closer to the scary object the duration of exposure should be decreased back to a shorter amount of time.
- When the raiser walks away from the object the food rewards cease.
- The above steps should be repeated over a period of time until the puppy can stand next to the can, cheerfully accepting food rewards.
- While the puppy is out of sight and earshot, the can should be moved to a new position and the above steps repeated.
- Only when the puppy approaches the can without hesitation and can remain in the vicinity of the can for several minutes without concern, is it ready to move on to the next phase.

Phase 3
A helper will be needed at this point. Preferably someone the puppy is familiar with. It would be best if the can is placed on a lawn or dirt to muffle some of the noise of it rolling. If noise and movement are added together it may be too much stimulus for the puppy.

- The puppy is kept at a good distance from the can. The person handling the can should speak to the puppy in a cheerful tone before gently and slowly moving the can away from or parallel to (not toward) the puppy. Rolling the can a few inches before stopping again will allow the pup to become accustomed to the movement a little at a time.
- The raiser should reward the puppy at a high rate as it watches the can.
- If the puppy is nervous it should be calmly moved further back from the can and the helper should keep the can more stationary.
- If the puppy wishes to approach the can it should be allowed to do so; the can should become still as the puppy approaches.
- Only a few seconds of exposure at first can be gradually increased until the puppy can watch the can moving for a minute or more.
- It may take days or weeks for the puppy to be comfortable watching a moving garbage can. Rewarding around a stationary can should continue but with less food reward than at first and less than when the can is “moving”.
- Only when the puppy is unconcerned about the moving can is it ready for the next phase.

Phase 4
Once again, a helper is needed.

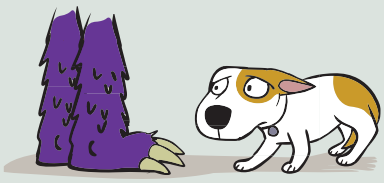
- The puppy should be kept at a good distance, as in the initial introduction, as the can is now rolled gently in small increments on a hard surface.
- The addition of noise may make the puppy uncomfortable so distance away from the can may have to be increased and length of exposure decreased.
- The raiser should always start at a distance that the puppy is comfortable with and end the exercise while the pup is still relaxed and accepting food.
- If the puppy seems relaxed the raiser may approach more closely but the helper should decrease the amount of movement of the can as the puppy approaches.
- The rate of reinforcement should increase the closer the puppy gets to the can.

Using the above techniques the puppy should eventually happily walk by stationary garbage cans and at a further distance, moving garbage cans, in that particular area. However, dogs don’t generalize well. Just because the puppy is no longer afraid of that garbage can in that area does not mean that the puppy will not be cautious of other garbage cans in other areas. The same techniques of desensitization and counter conditioning may have to be utilized in the future but will probably go much more quickly and smoothly once the puppy has been through the process with one garbage can.

Similar plans may be utilized for puppies that are afraid of other things, situations, surfaces and noises. In the case of noises, a desensitization soundtrack may be recommended to be played at very low levels while the puppy is eating or playing. The point is to keep the stimulus at a non-scary level upon introduction and pair it with something the puppy really enjoys. Eventually, upon seeing or hearing the stimulus that formerly caused the puppy discomfort, the pup should have a positive association and either ignore the stimulus or even become happy around it. At that time the food rewards can be decreased and eventually faded as no longer necessary.

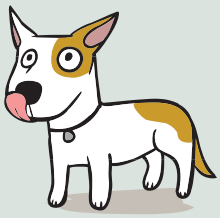
Body Language of Fear in Dogs

Slight Cowering

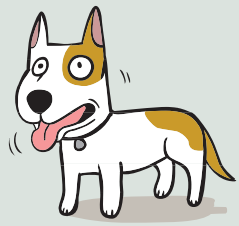


Major Cowering

More Subtle Signs of Fear & Anxiety

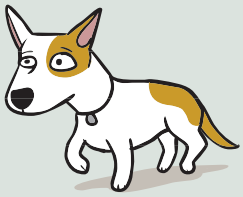


Licking Lips
when no food nearby



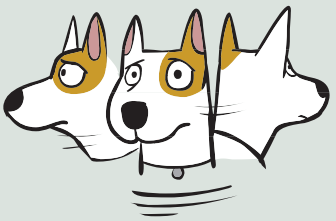
Panting
when not hot or thirsty

Brows Furrowed, Ears to Side

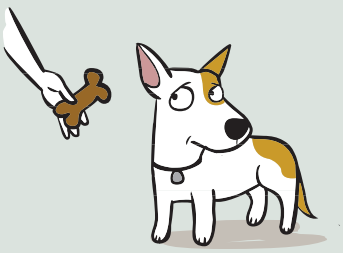


Moving in Slow Motion
walking slow on floor

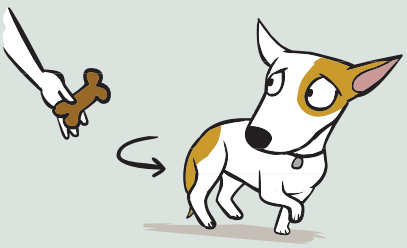
Acting Sleepy or Yawning
when they shouldn't be tired



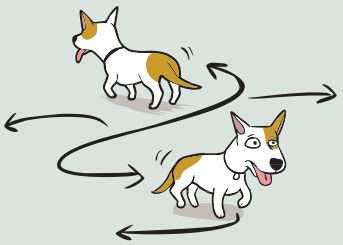
Hypervigilant
looking in many directions



Suddenly Won't Eat
but was hungry earlier



Moving Away



Pacing

© 2011 Dr. Sophia Yin, DVM, MS

Dr. Sophia Yin, DVM, MS
The Art and Science of Animal Behavior

For additional free dog bite prevention resources and more dog behavior books and products, visit **www.drsophiayin.com**.

Guide Dogs for the Blind

Guidelines for Use of High Value Food Rewards

High Value (HV) food reward is a type of food that is perceived by the dog as being more reinforcing than kibble rewards and elicits a strong positive emotional response from the dog.

Most GDB puppies will not need HV food as they naturally have a very strong interest in eating regular kibble. Ideally, this same kibble is used for food rewards. Many puppies, new to the raiser home, will take a while to learn how to take food reward from the raiser's hand; this is not to be considered a lack of food drive. Some new puppies will show more interest in kibble that has been slightly moistened before offering as a food reward. These puppies can be weaned to dry kibble rewards within a week or so.

Only the CFR can authorize the use of HV food rewards. If the raiser believes the puppy lacks interest in kibble rewards, the leader should consult with the CFR as to whether HV food rewards are necessary. The puppy should first be assessed for normal food interest at mealtimes. Some puppies may have their food interest increased by reducing the amount of food fed at mealtimes. (If the puppy lifts its head and looks around while eating and/or walks away from the food bowl this may indicate that the puppy is being overfed. Sometimes just cutting the amount of food back for a while, combined with removing the food if the puppy walks away from it, will help increase the puppy's food interest.)

HV Food Reward May be Considered When:

- A puppy has low food interest generally. Care must be taken with these puppies that the majority of the puppy's food intake is still in the form of a balanced kibble. These puppies should be weaned off exclusive use of HV food rewards to a blend of kibble and HV (see below) as soon as possible to ensure they are eating a sufficient amount of dog food.
- A puppy is having some confidence issues and when a little stressed, does not find kibble rewards as appealing as it finds them in a home environment. Obviously it is best to try to socialize the puppy slowly and not rely exclusively on HV food to overcome fear in the puppy.
- A puppy has high distractibility and prefers to engage in the distraction over eating food rewards. When counter-conditioning with food, it is preferable to increase the distance away from the distraction, and decrease the level of distraction, rather than relying on HV food to keep the puppy focused.
- A puppy is having difficulty with a particular behavior/situation and needs extra motivation to overcome the difficulty. Examples could be a puppy that has had a bad experience or a puppy that finds some aspect of handling/socialization particularly challenging.

Types of High Value Food Rewards

It is preferable that the puppy be rewarded with treats that are made for dogs. This ensures that the food is balanced and is less likely to cause intestinal upset. Soft treats are accepted better and eaten more quickly. Any treats should be broken or cut up into pieces no larger than an eraser on a pencil (even smaller for young puppies.)

Suggested brands:

- Natural Balance products, such as their rolls which are economical and can be diced up, they have other quality soft treats too.
- Red Barn rolls are similar.
- Zukes treats are excellent quality.

- Lickety Stick and Leanlix are two products that are conveniently packaged a little like a roll-on deodorant; the puppy licks the end to get his reward. Sometimes just a different brand of kibble is accepted as a novel treat; care should be taken that a sufficiently small amount is used so as not to cause GI upset.

"People Food"
Recognizing that dog treats can be expensive, short-term use of cheese or hot dogs as HV food reward is allowable. String cheese or hot dogs should be sliced thinner than a nickel then halved, or quartered for young puppies. If large amounts of HV food (over ¼ cup per day) are needed for training and socialization, or HV food must be used regularly for several weeks, dog treats are preferred over cheese and hot dogs. Hot dog pieces may be dried out in the microwave to make them less messy to handle.

"Trail Mix"
Some puppies with very low food interest may need a bit of variety in their food rewards. A CFR may advise a "trail mix" of different high value rewards, possibly mixed with kibble, to keep such dogs engaged. As well as the novelty appeal for low food interest dogs, a mixture allows the raiser to use food rewards appropriate to the scenario throughout the day. In a less challenging environment kibble rewards may suffice; a mix of foods allows the handler to opt for HV food if the puppy needs it to stay engaged.

Weaning Off High Value Food Rewards
Puppies should be weaned off HV food rewards to kibble rewards as soon as possible. The goal is to have puppies working for food rewards that are the same as (part of) their regular meal. A good way to introduce the lower food interested puppy to working for kibble is to mix the HV food with kibble in the bait bag. The HV food will make the kibble more appealing due to the odor of the HV infusing the kibble. Once the puppy is working well and accepting kibble enthusiastically from the mixed food in the bag, the HV food amount can be decreased daily.

Guide Dogs for the Blind

Video: Southern California Puppy Raiser Workshop

https://youtu.be/CzlVYo7OWMY

Run time: 2 hours 36 minutes 23 seconds
Description: This is a video recording of a Guide Dogs for the Blind Puppy Raiser workshop held in Southern California in October 2018. The workshop topics include:

1) Goal behaviors
2) Clean handling/food use
3) Position, position, position!
4) The 3 D's: distance, duration, and distraction

Guide Dogs for the Blind

Video: Fearful Behavior in GDB Puppies Raiser Webinar

https://youtu.be/N2XJmOfRiBE

Run time: 1 hour 30 minutes 57 seconds
Description: This is a recording of the Spring 2020 puppy raiser webinar titled "Fearful Behavior in GDB Puppies". This session was held on May 28, 2020 at 6:30pm Pacific and hosted by Canine Resources Managers Pat Cook and Lynna Feng and moderated by CFRs Devin Warner and Alex

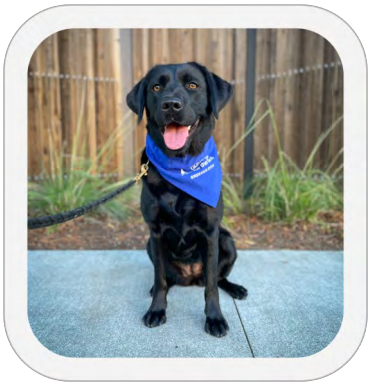
Guide Dogs for the Blind

Ruff Notes

Love is in the Air: Raising an Intact Puppy

February 2022

Love is in the air this Valentine's Day and if you have an intact GDB puppy, you may have noticed some differences between the puppy you are raising and their altered friends. Raising an intact dog is rewarding and can come with some potential challenges. Our breeder dogs play a vital role in achieving our mission at GDB. Let's spread the love about some of the qualities that are unique to intact dogs and the care that goes into making breeding magic.



"The Power of Love"

There are so many rewarding benefits when raising an intact dog, both when they're in the puppy raising home and when they are selected as a breeder! An intact dog is typically recalled earlier than an altered dog, usually around 15 months of age.

If the dog you raised is selected as a breeder, you have the opportunity to raise one of their pups, adoringly called a "grand-puppy". Additionally, when the breeder has puppies, you will receive regular video and picture updates while the puppies are in the whelping kennel. If available, you may come to meet the pups prior to them leaving campus to go into their puppy raising homes. Since our guide dog puppies are raised in 10 different states, you might see the offspring of the breeder you raised in many different places!

Guide Dogs for the Blind also works closely with other service dog organizations and occasionally cooperatively breeds, or donates, our intact dogs to support their mission. The pup you raised could be producing future heroes for other service dog organizations too!

Do you have a proclivity for naming dogs?

If so - raising a breeder dog might be for you! Raisers whose pups go on to be breeders have the chance to offer name suggestions for their grand-puppies!

Guide Dogs for the Blind

Ruff Notes

"Love on the Brain": Behaviors of Intact Dogs

When raising an intact dog, you may notice a few behaviors that might show up "Time After Time" as they mature. Although not all intact dogs present these behaviors, it's important to keep an eye out for these common hormonal behaviors:

- Increased dog distraction
- Increased scent distraction
- Attempts to mark on walks
- Door rushing when going outside
- Investigative and hormonal behavior with pet dogs in the household

Note: If the intact dog that you're raising presents any of the above behaviors, be sure to reach out to your leader and CFR for support.

"All the Single Ladies": Caring for Intact Female Dogs

When raising intact female dogs, there are several behavioral and physical changes that you may notice as she is going into season.

Prior to a female dog entering a season, you may notice anatomical changes and increased licking to their nether regions. You may also see some regression in behaviors that she was doing well in previously, including poor house behavior and avoidance of control. Additionally, some females display uncharacteristic fearful behavior starting a few weeks before their season. This may be a good time to limit socialization and keep outings lowkey.

Note: Although intact male dogs may have hormonal differences compared to their altered counterparts, in general, their care is not much different than an altered dog.

For more information on keeping intact females in season, be sure to review the Guidelines for Boarding Females in Season.

Caring for Intact Female Dogs Continued...

During the approximate 21-28 days that she is in season, you may notice the intact female that you're raising become more affectionate to you or other members of the household. Her energy levels may also change, including more frequent naps and/or becoming less active.

An intact female staying home during her season doesn't have to be bored!

Here are some fun activities to do while she is housebound.

"I Don't Want to Miss a Thing": Rules for Intact Puppies

Although there are many similarities when raising both intact and altered dogs, there are a few policies to keep in mind when raising potential breeders for GDB:

1. Female dogs in season should be kept separately from intact male dogs.
2. Females in season should be kept indoors and not be socialized in public.
3. Do not leave female dogs in season unattended in a yard.
4. If an intact dog (or any dog) gets loose from your home, immediately contact your leader and GDB's emergency number for assistance.

If you're interested in raising an intact dog, but don't have the resources to keep an intact female in season, reach out to your leader to see what options are available. It takes a village to raise successful guide dog puppies!

Guide Dogs for the Blind

Ruff Notes

Walking into the New Year: Getting Guide Dog Puppies Fit for Recall

December 2021

Did the GDB puppy you are raising eat too many snacks over the holiday season? It's easy to over-indulge when you're having fun! The New Year is a great time to re-evaluate and set goals for ourselves and guide dog puppies. A good New Year's resolution is to make sure that the puppy you are raising is fit for recall and to know how to evaluate body condition.

Monthly reports are a great time to evaluate BCS!

New Year's Resolutions: Assessing BCS

In Puppy Raising, you'll frequently hear something called BCS, but what is BCS? This refers to a "Body Condition Scoring" system to identify the overall condition and fitness of a dog. It is crucial that program dogs remain physically fit for several reasons, including meeting the physical requirements of guidework and reducing the frequency of injury while working.

For all dogs in our program - from puppies to guide dogs - an ideal and healthy BCS is between 4 & 5 (see diagram below).

IDEAL

4 Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.

5 Ribs palpable without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.

Guide Dogs for the Blind

Ruff Notes

Steps to Evaluating BCS

Step 1

Start by having the puppy in a standing position.

Step 2

Observe the puppy from an aerial view to evaluate waistline.

Step 3

Run hands down the length of the puppy's side, from shoulders to hind legs, to evaluate fat covering the ribs and abdominal area.

Step 4

Take a step back to view the puppy's side profile to examine abdominal tuck. This may be easier with another handler assisting.

Here's a tip! If you're evaluating BCS alone, try using the paw pad to keep the pup in place.

Other things to note while evaluating:

- Does the puppy have additional fat on the chest or abdomen area?
- Are their hip bones or lower ribs protruding?
- Body type will vary between each dog—some may be leaner in build while others are more muscular
- Friends and family may comment that the puppy you are raising is too lean. This is a great time to remind them that the puppy is preparing to become a working dog that may have different body condition requirements than a pet dog.

Note: If you have concerns about the puppy's BCS, contact your leader or CFR for guidance.

Guide Dogs for the Blind

Ruff Notes

Let's get down to fitness

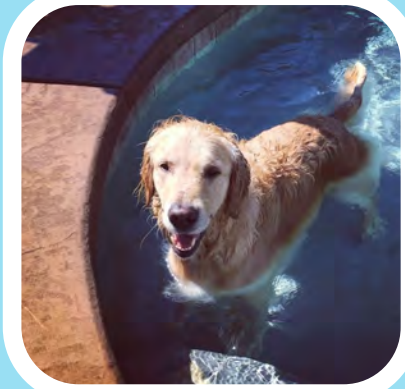
Whether the puppy you're raising is already physically fit or they need to reach an appropriate BCS, there are many ways to stay active! Make sure that whatever activity you choose is age appropriate for the pup:

- Neighborhood walks

- Short hikes

Note: be mindful about relieving concerns on hikes! Doggy smells and vegetation can cause unwanted relieving, so always make sure the pup is relieved prior to the hike.

- Tug or playing with toys
- Interactive play with raiser—Hide and Seek
- Appropriate play with other dogs
- Yard play
- Swimming



Let's get Physical, Physical...with Canine Conditioning Games

For puppies 12 months and older, they can participate in GDB's Canine Conditioning Games that help prepare puppies for recall and improve overall physical fitness. These exercises were designed to engage dogs both physically and mentally and vary by area of focus and degree of difficulty.

The best part? These games are fun for both raisers and dogs!

Ask your leader or CFR if you have questions on how to implement these games into the guide dog puppy's new fitness routine!

Note: Please remember to document the pup's participation with Canine Conditioning Games in the comment section of your monthly reports!

Guide Dogs for the Blind

Ruff Notes

Socializing Puppies During Spooky Season: Halloween Edition

October 2021

Skeletons, pumpkins, candy, and trick-or-treating! Halloween is a fun time of the year for many of us and can also be a great time to socialize puppies to novel sights, sounds, and experiences. Depending on the age and temperament of the puppy you are raising, there are many ways that you can socialize the pup that can benefit towards their goal of becoming a guide, breeder, or K9 Buddy!

Halloween is a great time to socialize puppies to novel items!

When socializing a puppy around novel objects, we want to make sure that it is a positive experience and that we are not pushing the pup over threshold. Make sure that you are using a high rate of food reward and that the puppy is showing loose, relaxed body language throughout the socialization.

Note: If the puppy you are raising attempts to flee, vocalizes, or refuses food rewards during any socialization exercise, please immediately contact your leader or CFR for support.

Seeing novel objects for the first time, even outside of Halloween, can be spooky for puppies. When socializing a puppy to novel objects, be sure to use a high rate of food reward and remember the 3 D's. Keep in mind the age and temperament of the pup you are raising. Certain Halloween items might only be appropriate for an older, confident pup while others can be introduced to younger puppies.

Remember the 3 D's

Distance

Duration

Distraction

Guide Dogs for the Blind

Ruff Notes

Although this Ruff Note is Halloween themed, these helpful socialization tips can be applied to other types of socialization throughout Puppy Raising.

Age-Appropriate Socialization Ideas

Young Puppies:
- Pumpkins
- Stationary decorations
- Costumes
- Halloween music

Older Puppies:
- Pumpkin patch
- Moving decorations
- Home improvement décor sections

Please limit use of costumes on puppies in training. Posed pictures of puppies in costume are appropriate, but they should not wear costumes for extended periods of time.

Spooky Socialization

The following is an example of how to socialize a puppy to a Halloween lawn decoration. You can read more on puppy socialization in the Puppy Raising Manual.

1. Start at a distance of the lawn decoration. Reward the puppy, even if they look at the object, when walking past.
2. Verbally encourage the puppy to investigate. Secondary reinforcement is encouraged when approaching a novel item or a known item presented in a new way (e.g. tree with holiday décor).
3. Over several, short training sessions, you can allow the puppy to investigate and approach the object, if it's safe to do so. During this exercise, you may give the puppy permission to move freely on the leash, without tension, using the "ok!" cue to release the pup to move out of heel position.
4. When you feel the puppy is confident around the object or stimulus, recall the puppy on leash using the "come" cue or the puppy's name and reward appropriately.

Guide Dogs for the Blind

Ruff Notes

What if it's too spooky?

If the puppy shows signs of stress (lip licking, yawning, taking food rewards roughly, etc.), you may need to find an alternate time to slowly introduce the novel object during a planned socialization session.

How to make socialization less scary:

- Increase distance from the object and continue to verbally encourage the puppy
- Apply a high rate of reinforcement when the puppy is looking at the object
- Gradually introduce the puppy to the object over multiple sessions
- Make the novel object "less scary" (e.g. laying decoration on its side or turning off moving objects to make them stationary)
- Change the environment (e.g. socializing during the day vs. at night or bringing the object into a space that the puppy feels more comfortable)
- Discuss carrying high value food rewards with your leader and CFR

Note: If the puppy starts to show obvious signs of concern (barking, balking, hackling, attempting to flee) exit the situation as quickly as possible using the emergency lure technique. Immediately reach out to your leader or CFR for support.

Halloween Safety

1. Please do not take puppies of ANY age trick-or-treating, to haunted houses, or amusement parks without CFR permission.
2. Keep candy secured and out of reach of puppies.
3. Monitor puppies around Halloween decorations.
4. Puppies should be properly secured (in crate or tie-down) when answering the door for trick-or-treaters.

Note: If the puppy is showing concern, including barking at the door, contact your leader.

Guide Dogs for the Blind
Puppy Raising Department

Ruff Notes – June 2021
Summer Socialization

Summer offers many opportunities to socialize puppies in a variety of settings as many of us take advantage of the nice weather. Spending more time outdoors and traveling offers wonderful opportunities to socialize puppies in new, exciting ways. This document provides guidelines and safety tips for summer adventures with a GDB puppy.

Hot Weather Reminders

- At home during warm weather, be sure the puppy has access to water to stay hydrated. Ice cubes served in the puppy's bowl, or floated in their water, may entice additional hydration and cooling. Relieving opportunities may need to be increased with additional water consumption.
- Time outings for early in the day, or later in the evening when it cools off as the sun goes down.
- Whenever possible pre-cool a hot vehicle before loading a puppy inside.
- Bring water, and a vessel for the puppy to drink out of, when you head out during warm weather.
- Check the pavement, if it is too hot to keep your flat palm on for 3 seconds, it is too hot for the puppy to walk on.
- Pre-plan opportunities for rest, shade, and/or cooling down indoors during your outing. If these arrangements can't be made, leave the puppy home or ask for a sitter.

Being able to recognize signs of heat exhaustion and heat stroke is important. Look for signs of excessive panting, drooling, and/or bloodshot eyes. If you notice these signs, immediately seek ways to cool the puppy and find a way out of the heat. If the puppy shows signs of heat exhaustion, it may need emergency medical care. Should this occur please call your local vet/emergency clinic first then notify your club leader.

Outdoor, Recreational, and Water Activities

One of the most common ways for puppy raisers to take advantage of nice weather with the GDB puppy they are raising is an outdoor adventure. It is important to remember that the expectations of a GDB puppy are the same whether on a walk, hike, or a socialization outing. A puppy should walk on a loose leash on the raiser's left side. Raisers should seek out well-defined paths with good visibility, where there is space to pull off if necessary when passing other dogs. Dog to dog interactions should be avoided. Many pet dogs relieve indiscriminately on walks, and this happens more frequently in areas with a high volume of dog traffic. By keeping the GDB puppy in a "Let's Go" position and not allowing the puppy to sniff or wander, you are more likely to prevent relieving accidents in high traffic areas with enticing smells.
At the beach, river, or lake GDB puppies are allowed to participate in supervised water activities including swimming or wading, as long as the puppy raiser is using a leash or a longline. Off-

leash swimming is not permitted. If a puppy shows no interest in water, this should be respected. A puppy should never be forced into water if they show signs of discomfort. It may be beneficial to introduce water in a kiddie pool, or swimming pool in your yard, and make the experience as fun and positive as possible. A life jacket should be used if taking the puppy on an approved watercraft, or if the GDB puppy is not a skilled swimmer.

When walking to swimming areas, remember to keep the puppy in a “Let’s go” position until you reach your destination. Bring a long line, and just prior to attaching it, offer the puppy an opportunity to relieve. Spending time outdoors also offers a great opportunity to practice recalls, general obedience and settling on tie-down.

Please take time to review the guidelines for loose leash walking, and water activities here.

- Puppy Raising Manual: Watercraft Guidelines
- Puppy Raising Manual: Swimming and Wading for GDB Puppies
- Puppy Raising Manual: Loose Leash Walking

Camping

Camping can be a fun way to socialize a GDB puppy. Preparing in advance ensures that it will be positive experience for both raiser and puppy. Prior to embarking on your trip, it is important to check in with your club leader to discuss if the camping trip is appropriate for the GDB puppy. Age, maturity, and temperament will be used to factor puppy readiness. It is a good idea when registering for a campsite, to notify them you will be traveling with a Guide Dog puppy in training. Some campsites may only allow service dogs and restrict pet dogs or puppies in training. If this is the case, you will need to make other arrangements. The puppy should be up to date on all vaccines and current on both heartworm and flea preventative prior to leaving. Make sure you pack for the puppy’s needs as well as your own. Use this list below to ensure you pack for all the puppy’s needs:

- Sufficient dog food and water for duration of the trip, plus a few days extra in case of emergency. (Plan to store securely to avoid attracting bears and other wildlife.)
- Clean bowls for feeding and watering the puppy.
- Towels to dry off the puppy.
- Extra tarp or blanket for the puppy to settle on, to reduce amount of dirt on puppy or in tent.
- Crate for keeping the puppy safe in a quiet space, and/or for sleeping in at night.
- Appropriate toys that are easy to clean upon your return home.
- A spare leash and tie down.
- Grooming supplies. These come in handy while checking for fleas, ticks, and foxtails.
- Basic First Aid supplies
- Information about the closest veterinary and emergency centers to your campsite.

Be prepared to spend some time working with the puppy to teach appropriate settling behavior in this new environment and remember the puppy should be crated, on leash, or tie down at all times during camping to ensure the safety of all. Keep an eye out for wild plants in the area that may be unsafe or poisonous if ingested includeing foxtails, mushrooms or other poisonous plants. Be aware of low plants and grasses that may hide ticks.

Traveling in an RV
Some raisers may have the opportunity to travel in an RV with a puppy. RV travel can be fun, but it is important to consider the safety of the puppy. Just like in the car, where the puppy rides while the vehicle is in motion is an important consideration. Puppies are safest when traveling in a crate or on a tie down, away from where they may be impacted by airbags. When at the campsite, it is important to take the same considerations you would with tent camping. Remember that when you are in an RV, house rules still apply. The puppy should be encouraged to maintain appropriate behavior regarding furniture and sleeping arrangements. Appropriate outlets for chewing should be provided.

Have fun and be safe!
Enjoy the long days, sunshine, and summer activities with the GDB puppy you are raising, and remember it is important to ensure that each activity is safe and productive for the puppy. Leave puppies home in a safe space or ask for a sitter if you are attending an activity where you cannot ensure the safety of the puppy or follow GDB guidelines.

Guide Dogs for the Blind
Puppy Raising Department

Ruff Notes – March 2021
Yard Time for GDB Puppies

Please see the manual documents:

- Confinement (section on yards and fencing) https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf
- Exercise and Play https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Exercise-and-Play.pdf
- Toy Policy https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Raising-Toy-Policy.pdf

Our puppies work hard for us and need to have some R&R time just like we do! It's obvious that higher energy puppies benefit from having a yard or other fenced area to romp in, but yard time is beneficial for all puppies. For some sensitive puppies just regular socialization outings or even neighborhood walks can be a little stressful. Having some time in a fenced area to allows these puppies to decompress on returning from their adventures. Raisers may be surprised to see puppies that have just had a long walk find the energy to race around in the yard! Sometimes this is a puppy's way of "shaking it off" and loosening up after the self-control required on a walk or outing. Some pups may be less energetic and just potter around and sniff; these pups may seem like they aren't candidates for much yard time, but actually these "following the nose and just being a dog" times contribute to the dog's overall well-being.

Raisers that don't have their own yard or access to a safe, fenced area might speak to other puppy club members and see if they can get "yard privileges" a couple of times per week. A neighbor or relative might also be willing to share their yard to let the puppy have some free time. If no fenced area is available, having the pup on a handheld longline (flat collar) in an open space is an acceptable alternative. In this situation the raiser would follow the puppy with minimum interference, letting it have some freedom to wander, so long as it is safe to do so.

Age Appropriate

Baby puppies that may ingest items in the yard such as leaves, twigs and grass should be kept on a leash or line. The pup can be allowed to wander and investigate. Should the puppy pick up vegetation it can be called to the handler, gently reeled in if necessary, and the item exchanged for a food reward. It is best not to make a big deal of removing the item as this can lead to keep-away problems. A little bit of vegetation is not going to harm the pup and we don't want to increase the value of such items to the puppy by grabbing at it. Imagine what happens in the litter when one puppy grabs a "prize" and all the other pups want it – the pup with the prize runs away to keep it!

If the puppy does tend to scavenge:

- Practice lots of hand tether games in the yard and use a high rate of reward (check with the leader if high value food may be appropriate depending on the puppy)

- Do many recall games in the yard using multiple pieces of kibble to reward the puppy
- Have some novel toys around the yard that the puppy can engage with and use lots of praise and positive attention when it interacts with them

As the puppy becomes less interested in scavenging, the line can be dropped and the pup given more freedom, but the raiser should always have food rewards available, and practice recalls frequently. If the puppy is only called when it's time to go inside/go home, it may start avoiding the handler. Lots of recalls with food/toy rewards, then being turned loose to play again, keeps the recall reliable.

Running and Romping
Running and "zoomies" in the yard are allowed. Care should be taken that the puppy can't leap off decks or skid on slippery areas where injury may occur, but otherwise running is a good way to blow off some steam. For some puppies providing a Jolly Ball or plastic jug to bat around and carry will encourage them to exercise more.

Relieving
The puppy should be offered leash relieving before being turned loose in the yard. As per our relieving guidelines, puppies should be relieved on leash, on hard surfaces rather than being turned loose in the yard to relieve at will. However, if the puppy does relieve itself while on recreation time in the yard, it is not counted as an "accident".

Digging
Puppies that tend to dig should be interrupted and redirected to a toy or another area of the yard. A communication of digging behavior will be sent out separately in the near future.

Interaction with Other Dogs
Dog to Dog Interaction in the manual: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf See the section on "active play" under "In the Home"

We want GDB puppies to be comfortable interacting with other dogs, but we don't want them distracted in public or obsessed with playing with other dogs in the home. It's all about balancing the amount of interaction according to the puppy's temperament. We find that many puppies raised without other dogs in the household are more dog distracted and may obsessively try to interact with pets when on puppy trades. Too much time spent playing with other dogs can also cause issues; the puppy learns to place higher value on social interactions with dogs over people.

Romping with another dog in the yard is great recreation time for a hard-working GDB puppy. Following the guidelines in the "Dog to Dog Interaction" document, daily play sessions in the yard should not be harmful for most puppies. For pups with no other dogs in the household, if an appropriate playmate can be found for occasional yard romps, it would help develop the pup's doggy social skills. Care should be taken that puppies who become playmates can settle around each other and work/focus on their handlers in each other's presence. Balancing free-play sessions with rewards for calm behavior and training games is a way to keep the relationship healthy for both dogs. Should the puppy become over aroused in play sessions, or seems to be showing more dog distraction, the leader and CFR should be consulted.

We want our puppies to have some time to just be dogs! Playing in a yard even a few times a week could make a difference for puppies that are a little anxious, stressed, shut down or very energetic. Please check with your leader/CFR if you have any questions.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – November 2020 (updated July 2022)

Alternative Young Puppy Socialization

Socializing young puppies is one of the most important tasks that puppy raisers do in preparing GDB dogs to be successful guides, breeders, and K9 Buddies. Where many raisers might take a puppy on public outings or attend puppy club meetings for early socialization, this is not always possible or ideal. For example, puppies living in high dog-traffic areas or other busy urban areas may not be ready for neighborhood walks/outings for several weeks. We have created a list of alternate ways to socialize puppies in the home and in public.

We want each socialization experience to be positive and fun for the puppy. If you notice the puppy you are raising showing signs of fear (refusing food, cowering, barking, hackling, hiding, etc.) please reach out to your club leader for further support. For more information on reporting negative behaviors, please see the Ruff Notes from May 2019.

In-home Socialization

- **Audio Socialization:** Think about all of the many sounds that we might encounter in a given day - traffic, birds, construction, doorbells/knocking on doors, children playing, etc. We can find many of these sounds on YouTube! Start by playing the sound at a low level while feeding the puppy. Slowly, over multiple training sessions, increase the volume. We want the puppy to feel confident around these noises. Try selecting noises that are not common to your home environment. This may include but is not limited to construction noise, yard equipment, sirens, garbage trucks, etc.

  Below are a series of sounds you can play for the puppy you are raising:
  - https://www.youtube.com/playlist?list=PL-oTwuFvwH33-BIEjpZdXrslu3J6KxjFH
  - https://www.dogwise.com/sound-socialization-audio-updated-2019-digital-download-mp3/

- **Surface Socialization:** In the “real world”, puppies will encounter many different kinds of surfaces. It’s important that GDB pups are confident and willing to walk on various surfaces. At home, we can simulate many of these surfaces with common household items! Remember, when introducing puppies to new surfaces, we want to use lots of food and praise. You’ll want to mark and reward when the puppy approaches and is standing on the surface. To start, use a towel or blanket to cover the surface. Once the puppy is comfortable, you can roll or fold the blanket/ towel to reduce the covered surface area. Mark and reward the puppy when their feet are touching the exposed surface. After a few sessions, the puppy can try walking over the surface without a covering. Here are examples of household items that make interesting new surfaces:
  - Cookie cooling rack
  - Wire crate kennel separator
  - Tarp
  - X-pen laid out
  - Wet grass or cement (hose it down!)

- **People Socialization:** While working, guide dogs encounter all kinds of people, so having a confident dog that is willing to walk past a distracting person is really important. To help socialize

puppies, try having a household member dress up in different types of clothes or costumes. Some examples of this include wearing scrubs, face covering/mask, hoodie (with the hood up), trench coat, Halloween costumes, uniforms and much more. Start with the puppy from a distance, mark and reward when the pup is calmly looking at the person who is dressed up. As the person approaches, you may need to increase the rate of food rewards. If the puppy is comfortable and calm, they can greet the person with the "ok" release word. You can also take advantage of people in your neighborhood such as gardeners, postal workers, and garbage collectors. Consider introducing the puppy to moving people on bikes and skateboards from an appropriate distance to ensure the puppy is successful. To add an additional challenge, try working on this at varied times of day and locations. For example in the day vs. at night or inside the home vs. in the driveway.

- **Mock Vet Visit:** At GDB, we want our puppies to be calm and comfortable when visiting a veterinary clinic and when being handled by veterinary staff. At home, you can set-up a mock veterinary visit by placing a towel on a table and having someone wearing a mask (and scrubs if you have them!) pick-up the puppy and proceed with body handling. At vet clinics, puppies are looked at from the tip of their nose to the tip of their tail. It's important to practice touching their paws, feeling down their spine to the tip of their tail, looking in their ears, eyes, and mouth, along with practicing the layover. Use lots of food and praise to ensure this is a positive experience for the puppy.

- **At-home Dining Experiences:** Restaurant socialization is an important part of puppy raising. Creating a restaurant-like atmosphere in the home can be a fun and convenient way to socialize puppies. Try placing a table outside in the yard or driveway, having tablecloths on the table, and practice settling/kenneling under the table similarly to a restaurant environment. If you have other people living in the home, you can have them act as a server and deliver food and drinks, too! Food debris on the floor can also be utilized with puppies at an appropriate distance for their age and temperament.

- **Object Show and Tell:** Simple household items can be new and exciting things to puppies when put in unusual places or when experiencing them for the first time. Start by placing household items in a familiar room and allow the puppy to sniff and investigate the item. If the puppy seems comfortable, you can do easy, loose leash walking exercises or obedience around the item. If the item is a bit more challenging, utilize distance and pezzing to create a positive experience. Here are some examples of objects that you can introduce to the puppy:
    - Flags
    - Vacuum cleaner
    - Hair dryer
    - Holiday decorations

Public Socialization

- **Car Trips:** Car trips are an easy and fun way to socialize puppies to different sounds, smells, and sights that they will experience as they grow. Depending on the area that you live in, puppies may have the opportunity to experience a wide variety of sights and sounds within a relatively short drive and from the safety of the vehicle. Start by driving to a quieter area and let the puppy hear, smell, and see the area while feeding. If safe, have the puppies out of the car experiencing the environment. Start with short, quiet trips, and work up to busier areas. Some opportunities might include:
    - Grocery store parking lot
    - Neighborhood park
    - Neighborhood walks (near home or in a new area)
    - A coastal area or nature preserve
    - Echo-y parking garage
    - Bus or train station
    - Stables or farm
    - Dog park (staying in vehicle at a distance)

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – April 2020

Socialization & Puppy Training
Special At Home Edition

Raisers can ensure puppies continue to receive plenty of socialization, training, physical and mental enrichment while puppies are on outing restrictions and/or otherwise unable to visit public spaces!

Socialization
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Socialization.pdf
One of the integral parts of raising a puppy is ensuring the puppy is socialized and confident around anything he/she might come across in their future role as a working guide dog. We believe this is especially true during the puppy's first 16 weeks of life.

Luckily, there is plenty you can do without leaving the house, like having humans play dress-up, playing different noises from a computer or speaker, and introducing puppies to walking over different surfaces such as exercise-pen panels or crate dividers. Each pleasant, novel experience that a puppy has will contribute to their ability to generalize positivity in the face of new experiences when restrictions are lifted. If you are having trouble finding resources (surface, sounds) please reach out to your leader or CFR.

**This puppy is having fun. Look at that wagging tail!

While it can be a lot of fun for raisers to get dressed up or create other novel experiences, please be aware of the puppy's reactions; to create a positive learning experience, **the puppy** needs to be having fun too! If a puppy shows any concerns, the experience is too challenging. Review the document "Building a Confident Puppy with R+" for a refresher on how to identify signs of stress and "best practice" socialization guidelines (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Building-a-Confident-Puppy-with-R.pdf).

House Behavior
Take this opportunity to review and reinforce appropriate house behavior and settled behavior in the home.
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Good-House-Behavior.pdf
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Settled-Behavior-in-the-Home.pdf

At this time, teaching/reminding puppies to be relaxed when they are left alone is also very important. Raisers may need to actively practice leaving puppies alone in one room/area of the home while the family occupies another area. Remember that puppies under 16 weeks of age may be left with a Stuffed Kong to learn to enjoy alone time. Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on the use of toys containing food. Older puppies should still work through the Home Alone process, even if the raiser does not need to leave the house (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Home-Alone.pdf).

In-home Training Games

Fortunately, nearly all puppy behaviors (perhaps aside from things like teaching respectful dog-dog interactions in a single-dog household) can be introduced and progressed in a home environment, with a little creativity. Remember that as the puppy progresses, try to change up your training environment and distraction levels to ensure the puppy is generalizing these skills and not learning "I only need to walk on loose leash up and down this one hallway"! Short but focused training sessions, and mixing up the games practiced, are a great way to tire out puppy brains. We will be sending out some ideas for making the games a little more challenging for older puppies in the next weeks.

Mental and Physical Outlets

Learning new behaviors is great mental exercise for puppies. Games like "stay" and "Go to Bed" with distractions can be fun to play and help those busy-minded puppies without needing outside environmental stimulation. Don't forget your 3 D's (distance, duration, and distraction)!
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/R-Terminology-for-Raisers.pdf

The act of chewing also releases happy brain chemicals and helps animals relax. Make sure puppies have access to plenty of appropriate chew toys – and save your furniture from a puppy looking for a natural outlet! As always, please refer to the Toy Policy for approved chews and toys (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Raising-Toy-Policy.pdf).

Food Toys for Mental Enrichment (Food Containing Toys: Stuffed Kong and Wobbler)

Using a slow-feeder bowl (such as Slo-Bowls by Kyjen/Outward Hound) or placing a large Nylabone or Kong into the puppy's regular food bowl can make regular mealtimes an opportunity for problem-solving (at least the first couple times!) and mental enrichment. A portion of the puppy's meal can also be fed from a kibble dispensing toy:

- The Kong Wobbler was historically a CFR-assigned special protocol but has been approved to use population-wide
- Stuffed Kongs are also a great option. A frozen Kong can be a fun challenge for puppies once they have learned how to enjoy a stuffed Kong.

* Please review the document Food Containing Toys: Stuffed Kong and Wobbler for guidelines on use and seeking permission to offer toys containing food.

Additional ideas for exercise and interactive play with the handler can be found in the Exercise and Play guidelines (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Exercise-and-Play.pdf). Puppies who are naturally higher energy may appreciate extra opportunities to run around with a Jolly Ball or sturdy plastic bottle in the yard to get their ya-yas out!

Communication, Communication, Communication!

While on restricted contact or socialization, raisers must continue to have strong and regular communication with their leaders. Any questions, challenges, or concerns should be brought to the leader/CFR's attention promptly so that we can best support you.

Reminders of what constitutes concerning behaviors, how to report concerning behaviors, and best practice guidelines for filling out monthly reports in the most informative way can be found in the following documents:

- Recognizing and Reporting Negative Behaviors (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Recognizing-and-Reporting-Negative-Behaviors.pdf)
    - Ruff Notes – Puppy Behaviors to Report to the Leader (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-5.19-Reporting-Negative-Behaviors.pdf)
- Ruff Notes – Raiser Monthly Reports (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-12.17-Monthly-Reports.pdf)

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – January 2020

Smart Use of Reinforcement for Calm/Settled Behavior

Food rewards are the primary tool used for introducing new behaviors across the puppy raising program. When used with precision and finesse, food rewards can very quickly teach puppies desirable behaviors, and the amount of food needed to sustain desirable behavior can decrease quickly. However, poor timing or a lack of clarity can result in puppies running the show!

“When I reward him, he gets excited and is worse than if I just ignore him!” One common scenario that raisers find themselves in is struggling to reward a puppy for calmly settling. This is an important skill for our puppies to learn. As they begin careers as guide dogs, they will need to settle on public transportation, in an office for an 8-hour work day, at restaurants, shopping centers, meetings and doctor’s appointments. A well trained guide should be invisible in public settings, “I didn’t even know there was a dog here!” In public, a settled puppy should be calm, relaxed, and not staring at the handler or anyone else in the room.

This document provides some helpful tips to manage these tricky situations and identify the most appropriate strategies to reinforce desirable behavior.

Please be clear that we are NOT saying to stop rewarding puppies with food; rather, there are a couple common situations to watch out for:

1) **Accidentally rewarding a puppy right after it shifts/moves or otherwise gets your attention.** Puppies can very quickly learn that when the handler is focused on something else, fidgeting is an effective way to get the handler’s attention and earn a reward. On a similar note, it is very tempting to reward a puppy for choosing to lie back down after it has gotten up from settling by the handler’s feet, but this can quickly become a game of stand up – lie down – stand up – lie down! These “behavior chains” can be created very quickly so remember that puppies should not be rewarded shortly after making a mistake and needing to be cued back into position by the handler. The handler should wait for at least ten seconds of duration before rewarding after the pup is repositioned. The key is to estimate when to reward before the pup moves again!

2) **Expectations (or highly desired, exciting reinforcers) can lead to frustration.** Puppies that are accustomed to a high rate of reinforcement (or even just a very predictable one) can often become frustrated when they expect a reward and it doesn’t come. Puppies can also show frustration if they really want a reward but don’t understand what behavior will earn them access. We often see this in the form of demand barking, mouthing or pawing at the handler, or other inappropriate frustrative behaviors. Such frustrative behaviors can be accidentally reinforced with the handler’s attention (even if it is to give a correction – think of the class clown).

3) **Sometimes marking and feeding is NOT the answer! If the marker and/or food rewards cause the puppy to become overly excited, calm/soothing praise and petting are a smart alternative.**

Remember that the marker word “Nice” should not be used when rewarding calm behavior to prevent puppies from becoming overly excited. Sometimes simply using food can lead to the same overarousal. Praise and petting are often effective reinforcers for calm, settled behavior in lower distraction situations, or even in more challenging situations with puppies nearing recall. The handler should model the body language they want to see. Be calm and purposeful in your movements. Verbal praise should be slow and calm. Use a soothing tone. Food rewards can often indicate to younger puppies that there is a fun opportunity to offer behavior and earn rewards. We greatly appreciate their enthusiasm for learning and can help make it clear when it is “training time” versus “nap time” by withholding more exciting reinforcers (such as food or very enthusiastic praise) when we’d like the puppy to be calm.

4) **Patterns, predictability, and the “Ping-Pong” Method**
In many aspects of dog training, predictability and consistency are desirable. However, rewards for duration behaviors (like Stay, settling, or even loose leash walking) should have aspects of unpredictability and variability. Not only can a predictable pattern of rewards lead to frustration when the “promise” is unfulfilled, puppies often plateau in their progress when the criteria are constantly increasing. For example, we often hear that a baby puppy is very good at walking on loose leash for 5 steps, but any time the raiser tries to walk a little bit longer, the puppy gets distracted and pulls – or immediately after receiving a food reward, the puppy gets distracted. We joke that the handler has taught the puppy to count to 5! In reality, animals are very skilled at picking up on patterns and the puppy anticipates the reward only at these regular intervals; not before, and not after. Instead, the handler should purposely vary their rate of reward. Sometimes the puppy gets rewarded for just one step, and other times for 7, or 10 steps. This is commonly called “ping-ponging”, where you bounce back and forth between lower and higher criteria so the puppy never knows when rewards might be available.

Remember that food rewards for calm behavior should not be delivered (or needed) at a very high rate. Puppies should NOT be constantly staring at the handler when settling calmly. Please review the document on **Rewarding Calm Behavior** for further details. https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Food-Reward-for-Calm-Behavior-Guidelines.pdf

With these common challenges in mind, puppies can quickly learn to be settled and well-behaved in an assortment of tempting environments. If a puppy is showing frustrative behavior or otherwise struggles with thoughtful and purposeful progressions in duration and/or calm behavior, the leader/CFR should be consulted for additional support.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – November 2019

Settling Behavior

We have had a number of dogs dropped from training in recent months for poor behavior on tie-down and when crated. Although the Training Department will work on these behaviors, tie-down and crate behaviors are more challenging to work on in a kennel environment and are necessarily time consuming. These skills are more successfully addressed at a younger age in the puppy raising home. It is imperative that our puppies learn to settle both when left alone and with people at home.

Crate Behavior
Here is a link to a Ruff Notes from a couple of years ago addressing crate behavior:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Ruff-Notes-8.17-Crating-Issues.pdf

Any whining, howling or barking in the crate after the puppy is about four months old is behavior that should be brought to the attention of the CFR. The CFR and leader consulting together can come up with a training plan appropriate to the individual puppy and situation. The CFR may decide to utilize a number of techniques including various R+ training tools such as food-dispensing toys. Once the puppy is settling well in a crate at home, it should be traded around to different home environments to help it generalize good crate behavior. It is essential that practice in the crate continues on almost a daily basis until the puppy is recalled for training. Particular attention should be paid to ensuring that the puppy is capable of settling in a crate in one part of the home while family activities happen in another part of the home. This practice will help prepare the puppy for the busy kennel environment.

Tie-Down Behavior
Here is a link to the document on introducing the tie-down (and crates, x-pens) from the manual:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf

Puppies should be relaxed and quiet when tethered in the home, at the office/school and in puppy sitter homes. Gradually the puppy should learn to accept tethering even in busier households/work situations but introduction of challenges/novel situations should be gradual. The raiser should also practice stepping out of sight of the puppy, at first very briefly, then building up to several minutes. At no point should the puppy be left unattended on a tie-down but the raiser listening from another room close by is good preparation for a “real life” work environment.
If a puppy over 4 months old is not settling when tethered (vocalizing, lunging, chewing on cable or on self/other non-approved items) the CFR should be consulted. Again, the CFR and leader consulting together can come up with a training plan appropriate to the individual puppy and situation. The CFR may decide to utilize a number of techniques including various R+ training tools such as food-dispensing toys.

X-Pens
X-pens can be very useful for confining a puppy when someone is home. Guidelines:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Confinement.pdf

The puppy that is able to settle in an x-pen will be more adaptable and should make the transition to a kennel run more easily. X-pens are sometimes used on campus to confine dogs close to work areas where the dogs can watch what is going on and can be supervised by CWTTs.
The ability to settle in a variety of environments is an essential skill for a guide dog candidate. Please be sure to communicate with your CFR if the puppy is having difficulty in this area. Early intervention will enable us to ensure that the puppy learns to be comfortable and relaxed when confined away from its handler.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – August 2019

Training Reports – Explanation of Why Dogs May Stay in a Phase or Jump Several Phases

We are occasionally asked why some dogs remain in a training phase for a long time and why some dogs jump several phases of training (for example going from Phase 2 to Phase 5). Here are some answers from the Training Supervisors:

- A dog in training may need some basic skill development or extra polishing. This can be common at the end of Phase 3 and Phase 7, right before preliminary and final testing.
- A medical issue (like pano or Kennel Cough) may keep a dog from progressing if the veterinary staff recommends a break in training for a dog with a health issue.
- Some dogs take longer to learn and benefit from extra practice. Dogs with sensitive temperaments may progress more slowly. The instructor will introduce skills and tailor training sessions to the needs of the individual dog.
- All areas of a specific phase must be completed and a dog must pass testing before they can advance to the next phase. This can lead to stalling in a phase followed by a seemingly big 'jump.' For example, a dog in Phase 3 may struggle on the preliminary blindfold test, but do well in everything else (obedience, distraction, body handling, guide work training, curbs, etc.). The instructor may then start work on teaching the dog the next set of skills in Phase 4, while also continuing to work on finishing up Phase 3. The dog won't be able to officially move up phases on the report until it has passed the preliminary blindfold test, but once that is accomplished the dog can speed through the next phase or two and catch up.
- A behavioral concern (such as inappropriate relieving or discomfort riding in a vehicle etc.) may need further evaluation.
- An instructor may be sick, on vacation, or not get the phase updated in time. While human error may occur on a rare occasion, most likely if the dog is lingering for a few weeks in a phase, it is for a different reason. Reports are updated weekly.
- Phase 8 'class ready' dogs: A dog may be in Phase 8 for a while waiting for a perfect match, or, perhaps the dog has been matched to a client but in-home training or class is subject to scheduling and coordinating with the client.

If a dog is stuck in a phase for more than 4 weeks (5th week in a phase) the leader may check with the CFR who will consult with the Training Department for any insight. Sometimes information can be shared with volunteers, sometimes not. It is not unusual for a dog to remain in a phase for up to four weeks; if raisers have concerns about a dog being in a phase for less than four weeks they can be reminded of the reasons above.

The phase report guidelines also sums it up nicely: "Phases generally last a week or so, depending on the individual dog. At times, it may seem like some dogs advance quickly through phases and others linger.

Neither situation necessarily indicates success or failure in the program. If a dog remains in a certain phase longer than average, it may mean that the dog is working on proficiency in one area, or training or veterinary staff are investigating a potential behavioral or health issue that needs extra time. Puppy raisers are encouraged to be flexible and refrain from either being discouraged if progress seems slow or overly eager if progress seems quick."

https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Training-Phase-Descriptions.pdf

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – May 2019

Puppy Behaviors to Report to the Leader

Recognizing and addressing inappropriate behaviors promptly is an important part of puppy raising. The sooner we can intervene, the more impact we can have on a puppy's behavior. Indeed, some self- rewarding behaviors, such as counter-surfing and getting into trash, can be challenging to extinguish after just a few successful repetitions.

(See also: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Recognizing-and- Reporting-Negative-Behaviors.pdf)

Vocalizing

All puppies will whine or bark sometimes but inappropriate or excessive vocalizations can be a sign the puppy is developing a behavior issue. Contact the leader if:

- Barking or whining in the crate or on tie down continues past the first week or two of the puppy being in the home
- Barking or whining happens when the pup is left alone or persists when raisers are home but the pup is confined away from them
- Woofing/growling/barking at noises/dogs/people objects from the home/car/in public (including in response to doorbell/knocking)
- Growling in response to being handled/touched

Resisting Control and/or Avoiding Touch

- Avoiding body handling/grooming by pulling away
- Mouthing on hands/arms/clothing/the leash
- Pawing/flailing with feet and legs
- Ducking away from touch/petting
- Refusing food rewards when being handled

Distraction

- Intense interest in moving objects such as balls/wheeled objects/leaves
- More than mild curiosity toward birds and small mammals
- Persistent scavenging for food or food-like items on the ground

Fearful Behavior

- Behaviors that may indicate fear/lack of confidence include cowering; trembling; hard panting; wet mouth; hackling (see https://www.guidedogs.com/uploads/files/Puppy-Raising- Manual/Puppies-with-Sensitive-Temperaments.pdf for full list and explanations of fearful body language)
- Avoidance of/discomfort with surfaces/people/objects/noises
- Rushing through doors or on stairs

Concerning Behaviors Around Other Dogs

- Excessive dog interest, which may start with keying on dogs in public and looking back at dogs that have passed by. Lunging/whining/barking at dogs needs prompt intervention
- Reluctance to take food rewards in the presence of other dogs
- Vocalizing toward other dogs (except in play when allowed), Hackling, lunging
- Fearful behavior around dogs including avoiding/lowered body language
- Rough play including mounting/body slamming/biting/ not heeding other dog's signals
- Fence fighting in the yard
- Notify leader if puppy has an altercation with another dog involving physical contact or if pup is affected emotionally by approach of other dog even if no physical contact

Leash Behavior

- Pulling, lack of response to collar cues, balking

Vehicles

- Reluctance to approach/ get in/out of vehicle
- Inability to settle when riding/trembling/panting/drooling/vomiting

House Behavior

- Persistent chewing/destructive behavior
- Counter-surfing (one or two successful incidents can create a serious problem)
- Inability to settle
- Over-excited behavior at the door/ with guests
- Persistent scavenging for food or seeking out objects
- More than once incident of getting into trash
- Keep away
- Ingestion of non-food items (must be reported immediately)

Guarding/Possessive Behavior

Guarding food or items from other dogs and/or people is very serious but can often have a positive outcome if addressed quickly. *Immediately* report to leader (who will then inform the CFR):

- Stiffening/becoming very still/hunkering over food or an item
- Growling/snarling (lip curling)
- Digging the head further into the food bowl and eating more quickly
- Reluctance to relinquish an item

Body Sensitivity

- Avoidance of equipment
- Scratching or rubbing at head collar or jacket (including rubbing on floor/raiser/walls etc.)
- Shutting down (depressed behavior) when wearing equipment

Relieving

- Continued accidents in the home after 4-5 months of age
- Accidents in public/on outings after 6 months of age
- Indicating a need to relieve on walks
- Reluctance to relieve away from home/on hard surface/for different handlers

Filth Eating

- Any tendency to filth eat (coprophagia) should be reported.

Please help us make our puppies successful by accurately filling out monthly reports and checking in with leaders promptly regarding concerning behaviors in our puppies!

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – March 2019

Fading the Lure

This document is written as a reminder to raisers on the process of “fading lures” such that puppies are able to respond to verbal-only cues (e.g. stand, sit, down, etc.).

As per the Final Goal Behaviors, we are striving for a puppy that performs behaviors upon the verbal cues alone. Puppies that fail to respond to a verbal cue but will subsequently perform the behavior with a hand-signal, or minimal leash cue reminder (for foundation positions), are also acceptable. Puppies that still require luring or physical manipulation to complete the behaviors are not ready for recall.

What is luring?
Luring is the act of holding something desirable (such as kibble) in a way that elicits a particular response. For example, we often teach the foundation positions (stand, sit, down) by using a food lure held right up to the puppy’s nose such that the puppy’s body follows the lure into the desired position.

The transition from luring to verbal-only cues is generally as follows. Depending on the exercise (and puppy), raisers may spend more time on certain steps or skip one altogether.

1) Pezzing continuously while the puppy moves into position, and continuing to feed the puppy once it is in position.
2) Holding a single piece of kibble at the puppy’s nose to coax it into position, and then feeding the kibble to the puppy once it is in position. (Making the shape of the hand the same shape as the appropriate signal.)
3) Having an empty hand perform the same motions as the initial lure, then mark and reward with food from the other hand.
4) Taking the hand motion a little further from the puppy’s nose end, so that it becomes a proper hand signal, then mark and reward.
5) Saying the verbal cue, immediately followed by the hand signal, then mark and reward.
6) Saying the verbal cue, then mark and reward.

The hand signals used for Foundation Positions in the Puppy Raising program are specifically designed to be a natural transition from the movement we use to lure the puppies. When first teaching the positions, raisers should try to make the luring motion as similar to the hand signal as possible.

What if the puppy isn’t progressing?
Often raisers will get “stuck” between steps 2 and 3, unable to fade out the lure. This can certainly feel frustrating! And there are a couple of possible culprits:

1) The handler may be trying to progress too quickly.
   We expect that younger puppies (under 6 months of age) will likely still need at least a hand signal, if not a food lure to perform behaviors – especially in novel or distracting environments. Remember that our criteria needs to be appropriate given the level of distractions!

2) The puppy may be “holding out” for help.
   The raiser may have accidentally taught the puppy to passively wait to be lured into position. To remedy this, the puppy should be lured into position (with a lure that as similar to the hand signal as possible), but the handler should NOT feed the puppy the piece of kibble in the hand. Instead, the pup should be marked and rewarded using the opposite hand. This teaches the pup that regardless of whether there is food in the signaling hand, their reward will come from somewhere else. After a few repetitions like this then the signal may be repeated without holding a piece of kibble.

The other place raisers can get “stuck” is fading out the hand signal. Here (as long as the puppies know the hand signal well and aren’t still struggling without the lure) the likely culprit is delivery of the verbal cue.

1) The raiser should be sure that the verbal cue is given before they start to move their body and give the hand signal.
   Since the puppy already knows the hand signal, it is hard for it to acknowledge the new verbal cue if it happens at the same time as the signal. Instead, the verbal cue should be said (once!), a brief pause given, then the hand signal performed. We are teaching the puppy that the verbal cue predicts the hand signal, and soon they will pre-emptively perform the behavior that goes with the hand signal.
2) The verbal cue may be getting lost amongst a sea of words.
   As humans, we love to use words. But when teaching puppies the meaning of very special words (verbal cues), we must make it easy for them. The raiser should not add words surrounding the verbal cue (i.e. “Alright Juno, can you lie down for me please?”). If a raiser suspects that they may have this tendency, they should find a training buddy who can keep them accountable or video tape themselves!

When fading the signal, it often helps to make the signal gradually smaller. Taking the down as an example and going to the next step only when the puppy is doing well with each ‘fade’ of the signal:

1) The handler might start not bending so far and not bringing the hand signal so low. Perhaps just finishing the signal half way down the pup’s front legs instead of going all the way to the floor.
2) Then, finishing the signal just below the puppy’s head without the handler bending over.
3) Then, keeping the signal above the puppy’s head and eventually progressing to just a brief hand motion.

It may take several weeks to fade the hand signal totally but many handlers may find the pup gets the idea better using this method.

Fading lures becomes harder and harder the longer the puppy practices only being lured into position. It is important for raisers to keep the goal of “verbal-only” in mind throughout the training process and to seek help from their leader/CFR if they are having any trouble.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – December 2018

Getting the Most Out of the Instructional Videos

The Puppy Raising instructional videos on YouTube have been a popular and useful addition to our learning materials. The primary source of knowledge should always be the documents in the Puppy Raising manual as they go into much more detail than the videos possibly can. To take full advantage of the videos they should be part of an overall raiser education that also includes:

- Study of accompanying documents
- Puppy club training meetings
- One-on-one instruction from leaders
- Mentoring by leaders and experienced raisers
- Raiser workshops with GDB staff

Raisers have individual learning styles: some are more visual and learn from watching videos and looking at photos, some do better reading and making written notes and others are kinesthetic learners – they learn best with hands-on experiences. By providing opportunities for all types of learners we can teach our raisers the handling/training/management techniques that bring out the best in our puppies.

It is recommended that, whenever possible, the relevant video is viewed at a club meeting before working on the game or exercise with puppies at the meeting. Raisers should be encouraged to watch the video at home before the meeting, as well as reviewing the relevant document, and bring any questions to the meeting.

Viewing the video at the meeting not only ensures that everyone sees the video, but also allows pausing the video to capture key moments and to provide further commentary by the leader.
Should it not be feasible to watch the video at a meeting we suggest making a little quiz or simple list of questions, and/or review key points of the document together with the raisers at the meeting.

The videos are purposefully kept short and it is impossible to demonstrate every scenario that may occur with a puppy. However, the written material is very thorough and should answer most questions. These materials are the foundation for introducing the games and exercises to the raisers but for most dog handlers, the majority of their learning will come from actually doing the exercises under the supervision of a skilled handler; be it the leader or an experienced raiser.

The Puppy Raising videos on YouTube have been re-ordered and now include a brief written description of the video, a generic timeline for puppies' progress through the stages of a given behavior and include links to the relevant documents.

Look for some new videos and upgrading of older videos this spring. Happy viewing!

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – October 2018

Relieving Review

Please review the document on relieving and housebreaking in the manual:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Relieving-and-Housebreaking.pdf

Some questions have come up in recent months regarding relieving surfaces and method of relieving on leash. After discussions in our Training and Behavior Standards Workgroup (comprised of senior staff in both Puppy Raising and the Training Department) we decided to try to clarify some areas of the relieving protocol for our raisers.

Relieving Surfaces
It has been noted by some volunteers visiting campus that training staff are relieving dogs on grass. We ask raisers to teach their pups to relieve on hard surfaces and avoid grass if at all possible. The instances where dogs are relieved on grass on campus may be:

- During construction when normal hard-surface relieving areas are not available for use
- During unusually hot weather when hard top is uncomfortably warm for the dogs
- When a dog has a veterinary issue and it needs to be relieved as quickly and comfortably as possible

We became aware that some campus volunteers were relieving dogs on grass or other vegetation before walking them; we are providing education for them on our relieving protocols to help them understand the importance of maintaining hard-surface relieving.

We all want our dogs to be successful and appreciate the hard work that our puppy raisers put into teaching puppies to relieve on hard surfaces. Recognizing that the pups' relieving behavior can be compromised by allowing them to relieve on grass regularly is part of education for all our volunteers. Please remind raisers that continuing to relieve pups on hard top or cement is the best way to keep up good habits in the puppy. Dirt, bark and gravel are not substitutes for teaching relieving on hard top and cement and should only be used if the choice is between these surfaces or grass.

Handling When Relieving
There has recently been some confusion about the method of relieving; some handlers cast the dog to relieve in front of the handler and some pivot in place with the dog circling the handler. We prefer that raisers use the former method however pivoting may be used if the raiser ensures that the dog remains in front of the handler when relieving. The Training Department will use both methods depending on the environment and the dog. For a client, it is sometimes inconvenient to use one or the other method (a client would not pivot but would stand in place and pass the leash behind; not something we want raisers doing with puppies as it risks teaching the pup that it's OK to relieve on the left in heel position.)

We advise that raisers teach the puppy to relieve in front of the handler as it is easier to add circling the handler later; if the pup is only taught circling to begin with, it will be much more difficult to get the pup to relieve in front of the handler.

Here are the guidelines on introducing the pup to leash relieving from the manual:

- As the puppy reaches the relieving area, the handler gives the puppy a release cue of “OK” and casts the puppy out in front of the handler.
- The puppy should be allowed to sniff the ground and may be encouraged to move back and forth, or in a circular pattern, in front of the handler to promote relieving.
- The handler may pivot in the center if necessary, however, the handler should remain facing the pup as it circles, teaching the pup to relieve in front of the handler. Preventing a puppy from relieving on the handler’s left side may help it understand that it is not desirable to relieve in heel position.
- The handler should not follow the puppy if it attempts to move to fresh ground; this will encourage the puppy to explore instead of focusing on the task at hand
- A six-foot radius around the handler should be sufficient for the puppy to relieve in.
- If the puppy is reluctant to move, the handler may take several steps forward and backwards or side to side, while encouraging the puppy to keep moving and stay engaged in the activity.
- The moment the puppy begins to relieve, the handler should add the cue “Do Your Business” repeating as the puppy relieves. As the pup finishes relieving the handler may choose to mark the behavior and use a food reward as soon as the pup returns from the squat to a normal position.

Here are some great tips from a document we put out several years ago:

Relieving Q&A

Why is it considered an accident if the puppy indicates the need to relieve if I can make him wait for a moment?
A graduate needs to have a dog that will take a given opportunity to relieve when a proper relieving area or “doggie bathroom” is presented. The grad of course will adjust to the dog’s biological need but is imperative that he has a dog that is on a dependable schedule and utilizes scheduled “coffee breaks” to take care of business. It becomes a work disruption for a dog to relieve or ask to relieve when working just as it is a disruption in a classroom setting for a student to excuse himself to use the restroom just after recess!

Why shouldn’t I let the puppy tell me when he needs to go outside?
When first housebreaking the puppy, he will need to be taken out frequently to relieve due to his bladder and bowel immaturity. As his body matures, these opportunities will become less frequent. The goal is to teach the puppy to wait until he is given an opportunity and that he needs to relieve each time he is given that opportunity. Too frequent relieving opportunities leads to a pup not “producing” when offered. Regularly scheduled relieving opportunities, becoming less frequent as he matures, are highly preferred. All growing pups are at risk of occasional digestive upsets; these and diet changes can cause them to occasionally be off-schedule. It is OK to respond to the dog subtly asking/signaling to go out (no ringing of bells, barking or other prompts please) but make sure he really needs to relieve and is not just wanting a change of scenery!

If I am on a two-mile hike, is it okay for me to give the puppy a relieving opportunity?
Guide work can involve a lot of walking and we need to prepare puppies for this. The puppy should be relieved at home first so he will be “empty” and not need to relieve on the hike or any walk for that matter. We do not want to pattern dogs to be exercise-induced relievers. I suspect most handlers do not stop to relieve themselves on a hike but likely take care of business before setting out! If the pup cannot walk two miles

without relieving then take him for shorter walks and don't attempt a distance beyond the level to which he is gradually trained to hold himself.

If the puppy relieves on walks, how am I supposed to exercise him if I was told not to take him on walks until he is accident free?
Puppies pattern behavior very quickly. If the pup has a pattern of relieving on walks, refrain from walks while the relieving process is retrained and set the puppy up for success. During this period of "house arrest" the pup is given the chance to successfully relearn doing his business when asked, without confusion.

After he has been relieved appropriately in the designated relieving spot, play tug or offer an opportunity to play with a Jolly Ball to help satisfy his exercise needs. The raiser may need to get creative in finding alternatives to the neighborhood walks; however it is very important for the puppy not be put in a situation where he will fail and have another accident while he is establishing new habits. Remember that house arrest is not meant to be punitive or long-term but rather an opportunity to relearn proper relieving habits. Walks can be gradually re-introduced once good relieving habits are established.

I really don't want the puppy to have an accident but I am worried he will go in a store, why can't I relieve him prior to going inside?
The primary "doggie bathroom" should be at home. He should be relieved prior to leaving home. Raisers who offer an opportunity to relieve each time before going into a store, may be asking the puppy to relieve over-frequently. Too-frequent relieving opportunities leads to the puppy not "producing" when offered, and consequently, poor relieving habits. If the puppy is immature and may have an accident in a business, take him fewer places until he is ready to hold himself longer. Having an additional handler who can just wait at the store entrance with the puppy, while the raiser shops, for example, is still good socialization and avoids risk of accidents.

The puppy urinated on an outing but he wasn't wearing his jacket. If he isn't "on duty" why is that an accident?
Pups need to learn to only relieve when given the cue "Do Your Business". The fact that a puppy is not in jacket does not mean he can relieve at will. Remember the jacket only identifies the puppy to the public and should not be used as a deterrent for poor behavior. Good manners are the same 24/7: no relieving without permission, no mouthy behavior, no jumping on people etc. whether or not the puppy has a jacket on!

If I don't take the puppy out because I am afraid he will have an accident, how is he supposed to get socialized?
Socialization is a slow process. Once fully relieved at home, the puppy is free to go out and about as dictated by his readiness for socialization. Over-socialization creates many relieving issues and puts a puppy in a situation that he may not be ready for.

The puppy takes forever to poop, how long should I give him to go before I just put him in a crate?
We recommend 3-5 minutes maximum. If the puppy were not distracted we would expect him to relieve within the first minute or so. The key is to keep him sniffing and circling – if the puppy is standing and staring off into space no amount of time will get him to relieve. Puppies that don't relieve should be put back into the crate (where they can't have an accident) and given another relieving opportunity later. Keeping a relieving log can really help clarify the pup's relieving patterns and provides the information needed to help him build good habits.

The puppy will go on grass easily so that is what I use when I am out and about, why is that not desirable?
Many graduates need to relieve their dogs on hard surfaces while at work or traveling. It can be difficult to find a grassy spot each time the guide needs to be relieved. Puppies enter raiser homes being most familiar with

relieving on cement. It is much easier to just maintain this pattern; once puppies get used to relieving on grass they can become pickier about their relieving surface. When the dogs return for training they are relieved on cement so it helps them to maintain that familiarity throughout puppyhood.

The puppy pees every time I take him out; sometimes it is only a quarter size puddle. Is this what my aim should be?
It's good that the puppy understands what is asked of him. However, the puppy may be receiving too many relieving opportunities and he needs to learn to hold himself for longer periods.

At what age should I expect the puppy to be accident free?
Puppies should have no more accidents after they are fully housebroken (usually by 4-5 months.) Once housebroken any more than one or two accidents constitutes a relieving problem and the leader should be consulted immediately before the bad habit becomes entrenched. Remember preventing accidents is the key!

The puppy often relieves while playing off-leash in the yard – is this an "accident"?
Technically no, it's not an accident if the pup relieves when free-running in the yard. However, if this is happening routinely and interfering with scheduled on-leash relieving opportunities, raisers might want to consider only free-running the pup after it has taken advantage of offered on-leash relieving and is "empty". If the pup is producing "extra" when free-running, and has no other relieving issues, don't worry about it.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – May 2018

Someone's at the Door!

Leaders frequently get questions about how to handle puppies who become overly excited when visitors come to the raisers' homes. We have also heard from our Field Service Managers that this often continues to be an issue for graduates too. Here are some tips and reminders that you can share with your raisers to help keep puppies calm when guests arrive.

We have seen a big improvement in people distraction/solicitous behavior in our puppies since we encouraged raisers to put their puppies on a "no pet policy" in public. This, combined with R+ methods, has resulted in puppies that are much more handler focused and less engaged with other people in the environment. We can apply the same methods to teach puppies to be calm when guests come to the home.

Visitors to the home should be instructed to ignore the puppy. This may mean asking visitors to not look at, talk to, or touch the puppy. The puppy should be set up for success and unfortunately, many visitors to the household will not understand what this means. Visitors can contribute to the pup's training by following instructions while the raiser reinforces the puppy for calm behavior. If the raiser knows that certain visitors will not be able to follow instructions, the puppy should be crated/kept separated when those individuals come to the home. Parents of junior raisers may have to be especially vigilant to ensure that young guests in the home are not undermining the raiser's efforts.

The behavior of other dogs in the household can affect the GDB puppy's reaction to visitors. Sometimes training the pet dogs to be calm and offer alternative behaviors is key to success with the puppy!

At the Door

The initial excitement occurs when someone knocks at the door or the doorbell rings. If these sounds have already become a stimulus for the puppy to ramp up its behavior, it would be a good idea to enlist the help of someone to make the noise multiple times in a row, while the raiser rewards the puppy for calm behavior utilizing one of the methods below. Practicing the noise combined with Go to Bed/Hand Tether/Paw Pad many times a day, at different times of day, will result in the puppy taking the noise as a cue to control itself, either by settling on its bed or focusing on the raiser.

The preferred alternate behavior to rushing the door is for the puppy to go to a mat or bed and lie down. However, it is unrealistic to expect the puppy to be able to offer this behavior until it has a good foundation in the "Go To Bed" exercise (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Go-To-Bed.pdf).

So while building the puppy's "Go To Bed" skills, the raiser can utilize two other R+ methods to teach impulse control – Hand Tether (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Hand-Tether-Game-Guidelines.pdf) and Paw Pad Game 2 (https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Paw-Pad-Game-2.pdf).

Both of these games should be part of the repertoire of younger puppies; once the pup is showing an understanding of these games they can be practiced around the door with a helper acting as the "visitor". The raiser should remember the "Three Ds" of Distraction, Distance and Duration! Initially the puppy should be kept well back of the entryway and given a high rate of reinforcement for staying in place, either on a loose leash in heel position and/or on the Paw Pad. The helper should ring the bell and come in, then leave again quickly without looking at the puppy. This should be done many times until the pup willingly stays in place without attempting to leave its position. Then the helper can come in a little further or stay a little longer. Gradually the raiser and pup can move a little closer to the door but always making sure the puppy is being set up for success. Remember positive reinforcement is about preventing mistakes from happening and rewarding desirable behavior!

If real visitors come to the door while the puppy is still being trained and the raiser feels the pup would be over-stimulated, the pup should be put on tie-down or crated while the raiser deals with the visitor.
For puppies that are reliable on the Go to Bed cue and have some duration, the game should be practiced on a mat/bed placed 8-20 feet away from the door. Initially the raiser can knock on the door, quickly followed by the "Go to Bed" cue. The pup should be heavily reinforced for going to the bed/mat and duration gradually introduced. Then a helper can pretend to be a visitor while the raiser reinforces the pup for making the choice of going to its bed when there is a knock on the door. Eventually the
knock/ring will become the puppy's cue to go to its bed!

Manners Around Guests
If the puppy is not ready for long periods of staying on its bed, or as an alternative to being on its bed, the raiser can practice rewarding for calm behavior with the pup on leash next to the raiser:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Food-Reward-for-Calm-Behavior-Guidelines.pdf
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Teaching-Settled-Behavior-in-the-Home.pdf

Once again, it will be much easier for the pup to settle if the guests ignore the puppy.

Only when the puppy has demonstrated consistently that it can be calm and ignore guests may the guests interact with the puppy. For some puppies this may mean months of practice before they have earned the privilege of interacting with guests. When the visitor greets the puppy they should be low- key and be ready to increase the distance away from the pup if it becomes too aroused. It is recommended that the raiser keep the pup on leash and/or utilize the Paw Pad and dispense a very high rate of food reward to keep the puppy's focus on the raiser. Gradually the food rewards are slowed and given more intermittently for the puppy keeping "four on the floor" and remaining calm.

As the pup progresses through training and matures, it can be given more freedom around guests but the raiser must be prepared to return to "training mode" should the pup's behavior escalate.

The most challenging aspect of teaching a GDB puppy to be calm with visitors is controlling the behavior of the visitors! That is why it is highly recommended that these games and exercises be practiced with helpers (other club members going to each other's home would be ideal!) before expecting the puppy to be well-behaved around guests. Better to put the pup on tie-down or in a crate than risk it practicing inappropriate behaviors.

If the raiser feels the puppy is continuing to be overly-aroused at the door or around guests the leader should be informed so that a behavior plan can be initiated for the puppy.

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – February 2018

Surviving Puppy Adolescence

What is it?
A transitional stage of physical and psychological development. Puppies may test boundaries, assert independence, become fearful, and/or gain more energy. The 'perfect puppy' may suddenly start to display new unwanted behaviors. Or, the pup that made progress suddenly reverts to problem behaviors from earlier in puppyhood.

When does it occur?
Varies, in our breeds may begin as early as six months or more usually around nine months. Lasts until the puppy reaches adulthood but early months are usually the most challenging.

What to expect?

- Increased energy may lead to:
  - Destructive chewing
  - Leash pulling
  - Excitable behaviors – greetings, house manners, etc.
  - Demand behaviors – barking, attention-seeking
- Increased independence may lead to:
  - Keep-away or slow response to FIR
  - Lack of attention – dog, people, odor, scavenging and/or general distraction
- Increased awareness may lead to:
  - Wariness of environment, people, dogs, odors, surfaces and/or sounds

How to manage the adolescent pup?

- Continue socializing in *new* places throughout puppyhood and puberty; adolescents need challenges to avoid boredom (raisers with puppies going through a fear period at this time may be advised to give them a break from socialization and keep them home)
- Increase exercise, as needed
- Provide mental stimulation
  - More challenging outings, as appropriate
  - Increase expectations for cued skills (stays, foundation position changes, collar cues, etc.) - several intense training sessions per day will tire the adolescent brain
  - Rotate toys

  *As of August 2020, stuffed Kongs and Wobblers may be used with leader approval. Raisers should note this in each relevant monthly report and review the guidelines found here: Food Containing Toys: Stuffed Kong and Wobbler.

- Back to basics at home
  - Reduce freedom/increase supervision

        - utilize baby gates, tie down, crate and long-line, as needed
- Gradually re-expose to distracting situations
    - Utilize increased frequency of food rewards
    - Utilize increase value of food reward (with CFR approval)
    - Utilize Gentle Leader; pups that had graduated out of the GL may need to go back to it for a while
- If needed for confidence, incorporate desensitization and counter-conditioning as outlined in our 'Building a Confident Puppy with R+' document

Summary

Being prepared for adolescence will help reduce frustration and achieve success during these challenging months. Be aware and understand that this is a normal part of canine development requiring patience and consistency on the part of the raiser. Puberty is temporary, a phase, but it is of utmost importance to address any unwanted behaviors that may occur. A guide dog puppy's potential may be ruined by poor habits allowed to form during this period. Raisers may need extra guidance and support at this time. Frequent puppy sitting by more experienced handlers can give the raiser a much-needed break and add to the puppy's adaptability. Occasionally the developing puppy proves to be too much of a challenge at this time and a transfer to a stronger raiser may be warranted. Contact your CFR for support and ideas to best develop our 'teenage' puppies!

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – December 2017

Raiser Monthly Reports

Thanks to CFR Linda K. in the Pacific NW for providing the topic for this month's Ruff Notes. Please share this with your raisers and hopefully they will realize that these reports are an essential part of their job as a puppy raiser. We do get a lot of very informative reports on our puppies but sometimes it is difficult to get a picture of the puppy due to lack of useful information. Thank you to you our leaders for your diligence and support!

Monthly reports provide valuable documentation of a puppy's progress in training. Reports give leaders, CFRs and instructors valuable information related to specific challenges, behavioral concerns and trends in a dog's history. It allows Guide Dogs for the Blind to have a record of socialization opportunities, successes, and challenges the puppy faced in the raiser home; the reports also document important behavioral or medical issues.

What should be included in a monthly report?

For Leaders

Leader Comments: Make sure in your leader comments you are specific with documenting puppy concerns, and include any training advice you have given to the raiser to work on. Early intervention on problem behaviors is key to producing successful guides. Remember, GDB instructors are relying on your objective opinions and intimate knowledge of the dogs in your club. It is important for them to have an accurate history of the puppy in the raiser home; they can't do their job effectively if information is incomplete, or the raisers haven't been thorough.

Please look at each report carefully. Ask the raiser to provide more details if you get a report only stating that "Juno had another great month" or one that lists just "stores" numerous times under socialization. Determine if raisers need to give more information. For example, if you see a puppy walking into a club meeting pulling hard and lunging at other dogs or people, ensure that corresponding boxes are checked under concerns, such as **PULLING/LUNGING ON LEASH** and/or **DOG DISTRACTION**.

If the dog is truly doing well, with no problem behaviors, use the space to show examples of positive behaviors.

For Raisers

Socialization: It is helpful for us to see the places a puppy has been socialized so that we can understand the lifestyle and history of the puppy. Be as specific as possible when identifying restaurants, parks and stores. Include and note any relevant travel experiences including planes, hotels, trains, or bus rides. Let us know if the puppy frequents the raiser's place of employment, schools (list specific school age/type,) or if the puppy has been to any concerts, churches, shows, movie theatres, parades, amusement parks, club meetings, or sporting events.

Medical/Health: Please note any trips to the vet and treatment plans.

Sit or Trade: Please note any puppy sits or trades. Sitter reports should be forwarded to the CFR so that they can be downloaded to become part of the puppy's record.

Concerns and Comments: The behaviors listed under 'concerns' are undesirable behaviors in a working dog. Since we are developing puppies, it is realistic that they may display some of these behaviors as they grow and mature.

For puppies five months and older: Any time a YES appears next to an undesirable behavior, the raiser should provide more detail in the comments section. Be honest and objective when documenting issues and provide as much information as possible. Specifically a raiser should thoughtfully answer the following questions in the comments:

- What behaviors or concerns are occurring?
- What is the frequency of the behavior?
- What actions have the raiser and leader taken to improve the behavior?
- If sufficient time has passed, has any improvement been noted?

Some behaviors will warrant a more in-depth response. Examples of this include fearful behaviors, poor house manners, surface or body sensitivity, excitable greetings, prey-drive, major distraction towards dogs or people and relieving issues. *In these instances also try to describe the situation the behavior occurred in, include concerning body language and be specific with how you and your puppy responded.*

For puppies younger than five months: Any time a YES appears next to an undesirable behavior, note in the comments if the behaviors appear to be age appropriate for the puppy's stage in development and if improvement has been seen. If the raiser and/or club leader are concerned that the behaviors are more serious (growling, non-stop barking, excessive mouthing for example) refer to the questions above and include more in-depth details in the comments section.

Note: Any perceived aggression toward people or animals and incidents of resource guarding should be brought to the CFRs attention immediately, by email or phone, as well as being documented in the report.

Continuity: Make sure there is continuity between reports. Raisers should reflect on previous training issues from their last report, documenting resolutions or continued need to address the issues. If a behavior is resolved, take time to mention that.

Positives: Document progress and good behavior too! In the comments section we like to hear about rock-star moments! Examples may include calm greetings with kids: maintaining a loose leash when walking past numerous dogs on a neighborhood walk: no reaction to a loud garbage truck: being calm on a first bus or plane ride or ignoring their favorite person at puppy class after the raiser has worked hard on excitable greetings.

Examples of Good Informational Narratives from Monthly Reports (names have been changed):

"At the end of the month, I noticed Juno was nervous about the regular vacuum (his co-raiser and I both have robot vacuums that we usually use which he has no problem with). I rarely use the regular vacuum, so not sure if he had ever been exposed to it before. He would come towards me if I called him, but then would "run" (not very quickly) away if he got too close to the vacuum while it moved. He didn't care once the vacuum was put away. His co-raiser and I will both work on exposing him to the regular

vacuum with rewards for not reacting. Other than that, he's been totally awesome! He is content to go anywhere and is super mellow when he works and really doesn't react to anything out and about."

"I believe Fifi has made major improvement this month. While she does occasionally run in the house, the number of times has dramatically decreased. I isolated the problem (toys) and make the environment quiet without the excitement of toys. It's still a work in progress but better. She is also relaxing in the classroom much quicker and longer; in the past she was quiet but had trouble staying down under the table during the speeches. She was up and down a lot; this has changed for the better so she is able to come to school more often. These are the only two issues I've been working really hard on; her work in public remains stellar."

"I've noticed Fifi wanting to do more sniffing while we are out working. Because of this we have been using the gentle leader more. She seems to get overly excited with people when we are at home. We are working with her not jumping on them. Little kids seem to be more of a problem. She gets excited very easily. We took her out trick or treating and she did great not getting scared of any of the costumes but was overly excited with the kids running everywhere. Wanted to run with them. We tried to stay opposite side of the street and watch from afar. This last month seems to have been a little more challenging with her. When we are out working she seems to do great though. As always her recall is the best!"

"Juno had a busy month. He accompanied me on one business trip to San Francisco as well as a quick family visit to Arizona which included lots of kids. He is amazing around babies and small children. Very calm, careful and deliberate in his movement. Twice this month he barked, both times he appeared to be startled. Once was when someone was coming down a dark hallway into my office and the other was someone stomping their feet upon entering our house. He does not have any noise reactions to planes, alarms, phones etc. so not sure what to make of these two instances. He's a little solicitous especially when in an office environment, so I'm working with my coworkers to ignore him. I am also using food rewards when he waits for a release or behaves calmly when getting attention from people. Otherwise he quickly recovered from his neuter, is enjoying all the snow and his off leash recall is excellent."

"Juno went on a variety of outings downtown this month. They included time at the mall, a walk in downtown Portland, accompanying me to the nail salon that was beside the Max station. He is very confident and enjoys the busy downtown life. He is a stable dog who is eager to please, settles immediately and is easy to manage. He saw pigeons downtown and was interested in them but was easy to redirect with food. Juno experienced his first fire drill at school. The noise and the amount of children in the hallway did not phase him one bit. He is very mature for such a young puppy. He is trustworthy within the home and has full freedom within my apartment."

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – August 2017

Crating Issues

Occasionally we have young dogs arrive on campus that display anxiety when crated. Some may balk at going into a crate and some may enter willingly but then show signs of stress in the crate. When we look back at the dogs' history, we see that they were successfully crate trained as youngsters; so why are they avoidant of/uncomfortable in crates when they come to campus?

Possible causes of negative crate behavior and how to address them:

The puppy became reliable in its house behavior so the raiser stopped using a crate to confine the puppy.
The puppy should continue to be crated for several hours at a time throughout its raising. This should include daytime crating, not just when the raiser is in bed. The pup should be crated both when people are at home and when left alone. It should be accustomed to being confined with people in the same room and with people in other rooms that can be heard but not seen. Continuing this type of training at least four times per week until the puppy returns for training is recommended for a guide dog puppy.

The puppy was only exposed to one or two crates with its own scent in the crate.
Sometimes, if a pup has not been traded or puppy sat frequently, it may balk at the odor of other dogs in a crate. Puppies should be socialized to different crates utilizing a food reward for entering the crate at first to set the puppy up for success. See "Crate Introduction Game":
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Crate-Introduction-Game.pdf

The puppy has only been crated in one type of crate.
Wire crates are convenient and cooler than a plastic crate but GDB puppies are more likely to be crated in a plastic crate on campus and in the graduate's home. The noise and rattle of a wire crate is good preparation for riding in the training vans. Exposure to both types of crate as a youngster is beneficial.

The puppy has not learned to accept crating in different areas or with a lot of activity going on around it.
Once again, trading and puppy sitting makes for an adaptable puppy that will settle in a crate in novel environments. Being crated in different home and work situations (with a food-laden Kong at first) is excellent practice for a puppy. Leaders should also have club meetings where some raisers work on crate behavior while other puppies are being actively trained on Paw Pad games etc. Keeping the crated puppies well reinforced with kibble dropped into their crates is good preparation for the busy campus environment later on.

Preparing for the Training Van
GDB puppies should be prepared for riding in the training vans by traveling in a crate in a vehicle on a regular basis. This doesn't mean that the pup has to be crated every time it rides in a car; we want them to be comfortable riding on the floor of a vehicle too. We also recognize that not everyone has a vehicle capable of accommodating a crate. Giving every puppy the opportunity to experience riding in crates in different vehicles can be a club project.

When puppies are traded/puppy sat frequently they will be exposed to riding in different vehicles; probably some novel vehicles will also have crates.

A club meeting can be held in a large parking lot with raisers taking turns giving puppies rides crated in different vehicles. To ensure a positive association a food-laden Kong can be placed in the crate and/or kibble tossed into the crate before loading the puppy. Obviously considerate driving is a must for inexperienced puppies!

Wire crates rattle and can be slippery. Exposure to wire crates in a vehicle is recommended but a sensitive puppy may need to habituate to a wire crate at home before being asked to ride in one. Placing a towel or rubber mat on the floor of the crate to prevent sliding is acceptable if someone can watch the puppy for chewing. Otherwise taking the tray out of the crate may actually be more comfortable for the pup than sliding around.

It has been found that keeping the vehicle very cool is conducive to settled, comfortable puppies. This may mean the human occupants have to turn up the air and wear a jacket!

Much more information on introducing puppies to riding in vehicles both crated and on the floor can be found in the section Teaching the Puppy to Ride Calmly in Vehicles in the “Socialization” document online: https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Puppy-Socialization.pdf

Guide Dogs for the Blind

Puppy Raising Department

Ruff Notes – June 2017

Fear of Dogs and Dog Distraction

In the last month, we have had several dogs dropped from training due to fear of non-GDB dogs encountered on route. This is a sudden increase for this behavior. While this spike may be an anomaly, we want to make sure raisers are proactive about appropriately socializing puppies around many different breeds of dogs. Appropriate socialization also helps with dog distraction, which, as we all know, is a more frequent reason for career change. We would like to help raisers prevent dog distraction in our pups and ensure that our pups are comfortable around different breeds – including those little yappers!

As a reminder, here is what the "Final Goal Behaviors" document says about distraction:
***Ideal**: Dog notices and demonstrates confidence over the presence of the distraction without notable emotional change and disregards the distraction quickly. Dog remains aware of handler cues, maintaining its current location, if stationary, or continuing past distraction when in motion.*
***Acceptable**: Dog moves slightly towards distraction but is easily redirected verbally to remain with handler or continue on travel path past the distraction. Disregards the distraction after passing or after it has left.*

A GDB pup that pulls toward, lunges at, and/or vocalizes in the presence of other dogs is distracted. Even keying (staring) at other dogs or checking back repeatedly after passing another dog may be too much dog interest. Casually noticing other dogs is normal behavior.

A GDB pup that hackles, avoids, cowers, tail tucks or otherwise shows discomfort around other dogs needs help gaining confidence in their presence.

Two documents from the manual have a lot of information about dog interaction and preventing dog distraction:

The "Dog to Dog Interaction" document:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Dog-to-Dog-Interaction.pdf

This document on working with puppies around distractions:
https://www.guidedogs.com/uploads/files/Puppy-Raising-Manual/Working-with-the-GDB-Puppy-Around-Distractions.pdf

Additional Tips

- Have raisers bring baby pups to meetings hungry, even missing the meal before the meeting, or use high-value food for less greedy puppies (check with CFR first) so that the pups are motivated to look to the raiser for food rewards, rather than to the other pups for entertainment.
- Ensure that raisers are providing a very high rate of reinforcement when young puppies are around other dogs. A cup of food in ten minutes of exposure is not too much for a four month old pup!

- Give young pups, or any puppies with dog-distraction issues, plenty of space at meetings, especially when passing in doorways etc. This is where the habit of lunging often begins. Have raisers utilize the “Emergency Lure” if tight spaces are unavoidable.
- Have raisers practice the tethering exercises and Paw Pad 2 with novel dog distractions as soon as the puppies have had their vaccinations. Invite pre-screened pet dogs belonging to raisers/friends/neighbors to meetings. Obviously such dogs should be vaccinated, parasite free and of a suitable temperament.
- Talk to local dog trainers/4H dog clubs/dog obedience and show clubs about visits or combined meetings now and then. Make sure all parties know the expectations ahead of time.
- Download files of dogs barking or make your own by stopping in at a shelter and recording the barking. Have raisers play the files very low volume while puppies are eating their meals and gradually up the volume over a period of days or weeks. Make new files of different barking dogs when the pup gets used to the first recording. This would be especially beneficial for pups who are worried about dogs barking behind fences.
- Build up the activity level of the distraction dog slowly. So along with considering the distance a GDB pup is from another dog, and the amount of time the pup is exposed, think about the level of distraction. At first the distraction dog might be just standing next to its owner, then walking around close to its handler, then trotting, then perhaps jumping up and down and eventually perhaps playing tug or barking. Each time the level of activity is raised the distance from the distraction should be increased initially to keep the GDB pup successful. Some pups may be ready for greater distraction than others; care must be taken in meetings to individualize the distraction to the pup.
- Set up “dog distraction” outings as in real life situations. This may mean planting a distractor dog and handler several blocks away with instructions to walk past the raiser and pup. Or the helper can sit at an outdoor café with the dog under a table to be brought out as the GDB pup walks by. Work the GDB puppies individually so that they don’t have the support and proximity of their puppy club buddies when encountering the “strange” dog.
- GDB puppies that don’t have a pet dog in their household should be given puppy sitting opportunities with other raisers to expose them to appropriate canine mentors. Some of the worst cases of dog distraction occur in dogs that have not learned to just “hang out” in the home with another dog.
- Play with another dog should be under the guidelines in the “Dog to Dog Interaction” document. It is good for puppies to learn social interaction with other dogs and they will learn best from adult dogs, not other puppies.
- Puppies that are nervous of dogs may be allowed to greet calm, gentle dogs in a carefully controlled way. Having the new dog lie down or sit and be neutral will give the pup confidence to approach and investigate. The mentor dog should always be of a known temperament to avoid the pup having a bad experience.

As you are all aware, our dogs are encountering other dogs in larger numbers in areas that were previously dog-free. Encounters with inappropriate “service dogs” and “emotional support” dogs are not uncommon in stores and businesses. If we can prepare our pups for these inevitable encounters through proper socialization and counter-conditioning, they will be able to keep their focus on their job once in harness.