



**ASSISTANCE DOGS EUROPE  
SEVENTH ANNUAL CONFERENCE**

**27 – 29 October, 2006  
MALMÖ, SWEDEN**

**CONFERENCE REPORT**

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## **ASSISTANCE DOGS EUROPE**

### **WELCOME ADDRESS**

**Peter Gorbing, UK  
President of ADEu**

**Chief Executive of Dogs for the Disabled**

Welcome to Malmö on the 7<sup>th</sup> Annual Conference of Assistance Dogs Europe (ADEu). It is good to see so many old friends and to have the chance to meet new colleagues. Particular welcome to our distinguished guest Ingela Thalén – the former Minister of Social Affairs in Sweden.

I am very grateful to Anki Celander and Yrsa Franzen-Görnerup and their team here in Sweden from Svenska Service – och Signalhundsförbundet who have done a wonderful job in organising this conference. The Board have put together a varied programme for you all and of course, there will be ample opportunities for you all to spend time talking to each other and networking. Indeed, we have introduced a new networking session that I am sure will prove to be great fun.

This year we have over 90 delegates from 30 programmes representing 17 European countries. The growth of ADEu has been phenomenal and I hope you share our excitement at the potential that a united and strong assistance dog/AAT movement can have to the benefit of promoting our work and ensuring that our clients and students receive the best possible service from all our programmes.

As ever, your Board have worked very hard during the year on your behalf – not an easy task as every one of them has their own programme to run as well. I am very grateful to members of the Board for their hard work and unflagging enthusiasm. Particular thanks must go to our Secretariat – Elma Burg – who has continued to work extremely hard on behalf of every member of ADEu and we would struggle without the outstanding contribution that Elma makes to the European assistance dog movement.

As you will all know, your Board has been in discussions over the past few years with the Board of Assistance Dogs International (ADI) with a view to ADEu coming together with colleagues from North America, Asia, Australia and New Zealand to form one truly international assistance dog movement. The opportunity to create a truly international movement has not existed before and the Board believe that we should seize this opportunity as it may not come again for a long time. The Board believe that a united and international assistance dog movement will be in the best interests of our clients and our programmes. Change is, inevitably, uncomfortable at times, and if the members of ADEu agree to become part of a new ADI, we will all need to be patient over the next year as we bring together several substantial organisations and unify them. It is my belief that future generations working in the assistance dog movement will thank us for taking the opportunity now open to us and this is a view unanimously shared by your Board who have looked at the issue in great detail. Every member of ADEu will have received a paper from the Board on this issue and there will be a discussion and vote at the business meeting later today.

On a personal note, it has been a great privilege to be your President over the past year and thank every one of you for the support you have given me and the Board. I will give a full report on the activities of the Board at the Business Meeting.

In the meantime, welcome, once again, to the 7<sup>th</sup> ADEu Conference and I hope that you find the next two days productive and great fun.

**WELCOME ADDRESS**

**Ingela Thalén, Sweden**

**Former Swedish Minister of Social Affairs, former Party Secretary**

Ladies and gentlemen,  
Dear friends - of our best friends - our dogs!

Thank you for giving me this opportunity to make a few introductory remarks. It is an honour to open this important conference. May I also say welcome to Malmö and to Sweden?

The degree of civilization of any society is best measured by the way the weakest members of that society are treated. Your organisation helps societies become more civilized.

When I was in the cabinet, my international colleagues often commented favourably on our welfare system. They saw Sweden as a country offering good opportunities to all of its citizens in many fields. By international comparison, life in Sweden is relatively good. Infant mortality is low and still decreasing. Average life expectancy for men is 77 years and for women 82. Sweden has one of the world's oldest populations. More than 17% of our people are 65 years or older.

Looking at this from a welfare perspective, long lives as a result of a decent welfare system is a positive outcome. But in combination with low birth rates it gives us an ageing nation. In a longer and broader perspective, that means less people in the labour market to support children and elderly.

To those who need to be supported, we unfortunately have to add many sick-listed and unemployed. This combined threat to the welfare system has inspired a large number of initiatives with the aim to change the negative trends into positive ones. Not only do we have a growing need for care of our aging population. In addition we have expanding medical capabilities. More people to cure and more cures to offer will increase the costs for health care in Sweden and internationally, both in absolute terms and as a share of the GDP.

In my daily engagements, I deal with issues of children at risk. In this perspective, supporting the self-confidence and the rehabilitation of citizens with disabilities and long-term illnesses is a very important issue.

*Again and again hard realities remind us that all people can not be fitted into one standardized form. Society must be built taking this fact into account.*

This principle conforms to the UN Standard Rules for guaranteeing people with disabilities equal opportunities and participation. Disability policy concerns the whole of society. The basis for Sweden is that we all have the same rights and the same obligations. Society must be built with an awareness that all of us want to be able to decide about our day-to-day lives, acquire an education, earn a living, make our voices heard and enjoy a rich recreational and social life.

The objectives of disability policy are:

- a social community based on diversity;
- a society designed to allow people with disabilities and of all ages full participation in the life of the community;
- equal opportunities in life for girls and boys, women and men with disabilities.

The policy area includes initiatives aimed at ensuring that people with disabilities participate fully and on equal terms in the life of the community. These initiatives spanning over a number of policy areas, comprise both individual support in the context of general welfare policy and efforts to make society accessible.

There is an action plan for disability policy "From patient to citizen" based on a Governmental bill from year 2000. According to the action plan, work on disability policy should be particularly directed at identifying and removing obstacles to full participation in society for people with disabilities, to prevent and fight discrimination and to make it possible for children, young people and adults with disabilities to lead independent lives and to make decisions that affect their own lives.

So, there is a clear problem:

- an increasing number of elderly and disabled people;
- an identified need – the right of all these individuals to lead lives as unimpaired as possible by their medical shortcomings.

You represent a solution. But we need to make more people – disabled people and their organisations, average voters, the medical profession, health insurance professionals, and, above all, leading politicians – realize this – that You represent a solution.

You have done impressive work in this country so far and I am convinced that your ideas, passion, effectiveness and knowledge are of great importance not only for the individuals you service, but also for society as a whole. But the organisation still lacks national support for the important job that SOS does to give the best and most effective help they can give any disabled person - a well trained dog with a well-trained owner. Another question in this respect from the organisation is why there are so many differences between groups of disabilities. An inventory found 54 different forms of disabilities with a need of support from a dog.

Still there are no proper public grants for the organisation. But we are hopeful and will remain active. What ever we can do to intervene and make changes in a positive direction we must do.

Dear Friends! - What could be the next steps? The objective must be to establish long-term public economic support for the development and extension the right of disabled people to have well trained service dogs. Your organisation has high professional standards for the education of dogs and owners. Supporting your organisation and its training initiatives should be a main part of supporting disabled, not the least youngsters. In order to reach such objectives, you need to extend your communication and information to decision makers in concerned professions and different political fields. This is an important theme for one of the workshops of this conference. My best advice here is to develop alliances to create demand for your solution. And make sure you develop your own competence further. Leading knowledge gives thought leadership. Make your knowledge available to other sectors of society.

Finally, your message has convinced me. I am sure it can convince others too. We can create a better life for a huge number of individuals. With more help in day-to-day situations, less medical treatment is needed.

This represents a win-win situation for both individuals and society at large. And it does so in both financial and quality of life terms. These are the best arguments for public resources to organisations developing the concept of service dogs. This, in my opinion, is the point of departure for a public debate. And in such a debate all of you can play vital roles in your communities and countries - as active members of your organisations and as individuals with experiences needed for a positive development in this field.

This congress is going to discuss how to develop systems for knowledge exchange and mutual support. I am sure all of you will benefit from that.

I wish you all the best in your deliberations, because you offer an under-utilized way to give real help to people in deep need.

Thank you for your attention.

## **Mental Activation, the Core of Enrichment**

**Anders Hallgren, Sweden**

**Dog Behaviourist & Psychologist**

### Under Stimulation

When natural needs of company and activity are in short supply, dogs become under-stimulated. Adult dogs also need a certain amount of physical exercise, and daily walks are necessary in order to keep them healthy, mentally as well as physically.

### Trapped by their own nature

The most common reason for under-stimulation in a dog lies in the natural tendency of pack-living animals to synchronize their behaviour with other members of the group.

This co-ordination of activity starts when a puppy is around five months old, sometimes a little earlier. Instead of being active and take initiatives on its own, it now begins to follow the others, especially the adults, around. When they rest, the puppy rests. When they are active, so is the puppy.

### An advantage for wolves, but not for dogs

The behavioural synchronization has clear advantages for the dogs' close cousin: the wolf, because the unity of the pack is essential. They must all have an equal amount of energy at a given moment, so they all rest together and are active together.

For a dog in a human family, this has clear disadvantages, unfortunately. As a consequence of the behavioural synchronization, the dog becomes more and more passive indoors with time, because most of us are so calm at home. Mostly we sit still and when we move, the dog quickly learns not to follow us around. The young dog more and more copies our behaviour and rests, waiting for the important cues, like "let's go for a walk" or "time to eat". The energy is built up and saved, and when the dog finally can let it out, it will overreact.

### Physical exercise is not enough

Many dog owners believe that dogs get tired from the physical exercise they get, and look a bit surprised when the dog starts to play when they come home after an hours walk. But physical exercise does not tire a dog (or a human) especially. It is the mental activities that are most demanding.

### Dogs need mental activation

Due to the nature of canines, we consequently have to take initiatives that allow our dogs to be more active. Fortunately this is easy. Besides the daily outdoor exercise, the walks, we can easily occupy the dog indoors and in the yard – without this taking any substantial quantity of our time.

***The article can be obtained at [info@assistancedogseurope.org](mailto:info@assistancedogseurope.org)***

**Temperament in Dogs  
Result of Swedish Testing Program  
Lars Fält, Sweden  
Ethologist**

Dog Mentality Assessment

- The project started about 25 yrs ago
- Official test since 1989
- Today 43.984 dogs tested (Sept 2006)
- About 45 minutes/dog
- About 8 dogs/day
- One judge, one test-leader, 2-4 figurants

Organisations and individuals

- Svenska Brukshundklubben
- Swedish Working Dog Association
- Committee – Mentality in Dogs
- Per Erik Sundgren, geneticist, University Agriculture
- Kenth Svartberg, ethologist., University Stockholm

Sub-tests.

- Social contact
- Play 1
- Chase
- Passive situation
- Distance play
- Sudden appearance
- Metallic noise
- “Ghosts”
- Play 2
- Gunshots
- 10 sub-tests
- 33 behavioural reactions

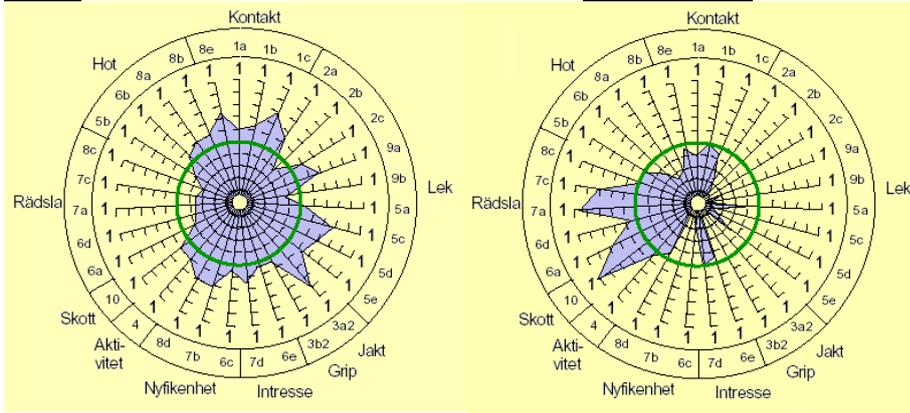
Scoring

- Intensity scales from 1 to 5
- Protocol sheet with given alternatives
  - “Kontakt” = contact
  - “Lek” = play
  - “Jakt” = chase
  - “Grip” = grab
  - “Intresse” = focus
  - “Nyfikenhet” = curiosity
  - “Aktivitet” = activity
  - “Skott” = gunshot
  - “Rädsla” = fear
  - “Hot” = aggression

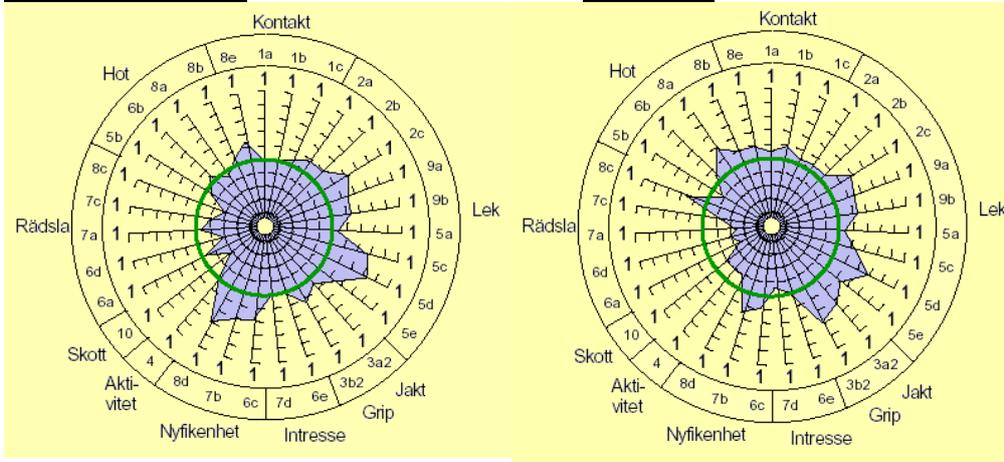
# ASSISTANCE DOGS EUROPE

## Scores

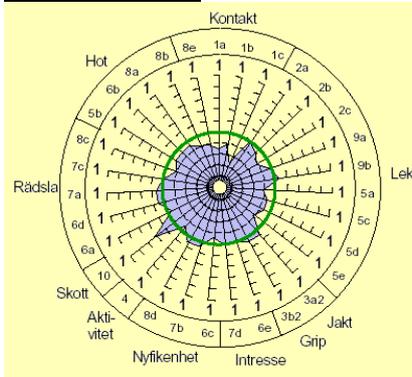
### Boxer



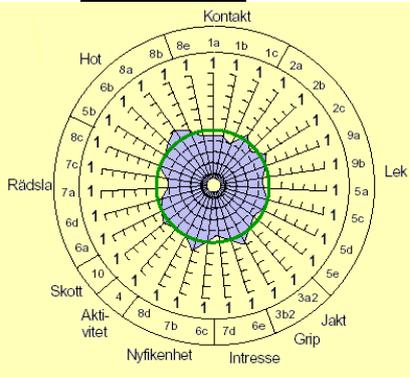
### German Shepherd



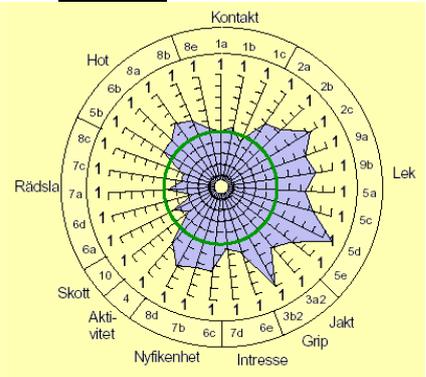
### Groenendaeler



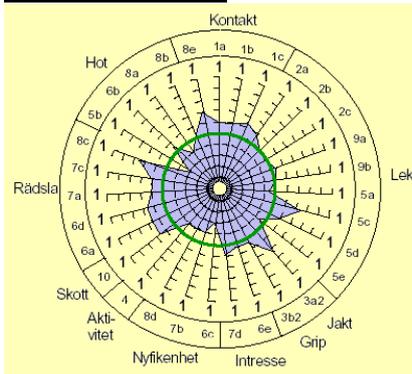
### Tervuerense



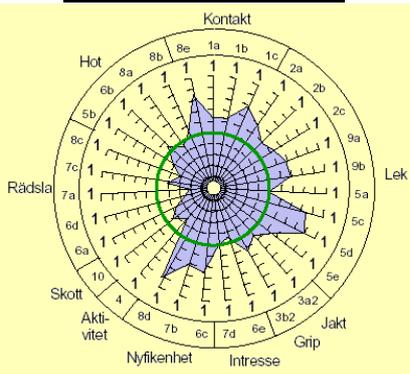
### Malinois



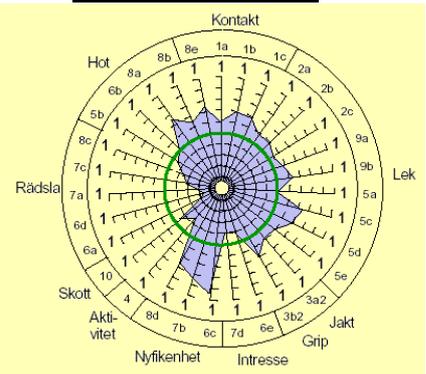
### Golden Retriever



### Flat Coated Retriever

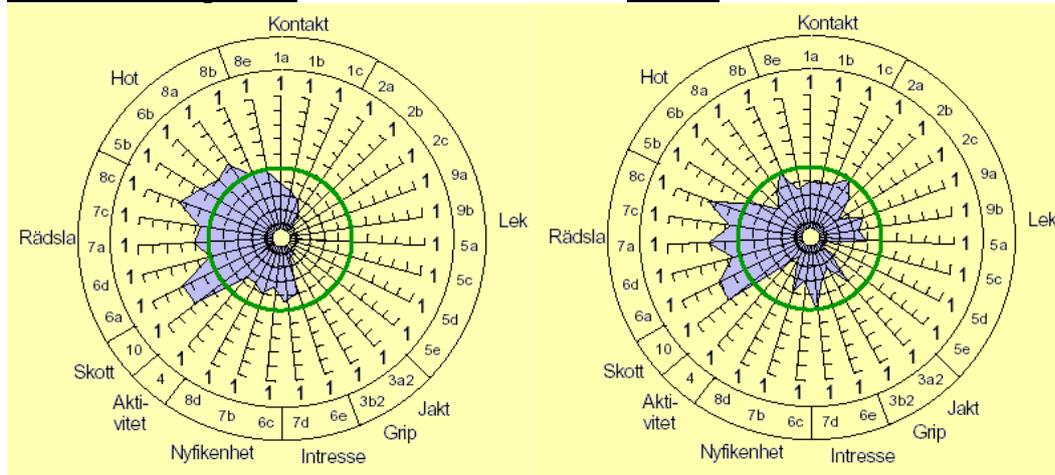


### Labrador Retriever



Rhodesian Ridgeback

Poodle



Svartberg Analysis

- Shyness - Boldness
- Playfulness
- Curiosity
- Chase
- Sociability
- Aggressiveness

Heritability 1001 GSD

- Factor 1 Play 0.37
- Factor 2 Chase 0.43
- Factor 3 Fear 0.52
- Factor 4 Aggression 0.36
- Factor 5 Contact 0.41
- Factor 6 Exploration 0.40

Utländska Test.

- Nervousness
- Suspicion
- Concentration
- Willingness
- Distraction
- Sound-shy
- Hearing sensitivity
- Body sensitivity
- Energy – “arbetslust”

Five Factor Model.

- N - nervousness
- A - affection
- E - extraversion
- O - openness
- C - control

***The article can be obtained at [info@assistancedogseurope.org](mailto:info@assistancedogseurope.org)***

**Added Value of an Assistance Dog  
Research in The Netherlands  
Janet Van Keulen, The Netherlands  
ADEu Board Member  
Chief Executive of Stichting Hulphond Nederland**

1. Why this research?

Necessity to prove added value for financers  
Measurement of Social return on investment

- Arguments in discussions about “cheaper” alternatives (partner, robot hand, ...)

2. The research

- Independent research by Scholten & Franssen
- 40 clients and a few stakeholders interviewed
- questions about illness, activities of the client, activities of the dog, other care, therapies and assistance, health condition, ...
- most of the questions related to the situation before and with an assistance dog.

3. Safety

- Safety was not a theme in the interviews, but many clients mentioned it as important issue
- Quotes from clients:
  - “I can go much more and further from home. The dog makes me feel safer”
  - “My family loves the idea that the dog is with me”.

4. Added value of assistance dogs, according to the clients

- A “normal” dog is not able to do this work
- An assistance dog is a kind of social worker
- My dog is my friend and my hands
- Assistance dogs are very well trained, faithful and docile
- To train a dog myself takes so much energy, which I do not have. Now the dog saves me much energy.

5. Results in numbers

- Saved expenses on various (medical) care and therapies: € 16.942 per dog, per year
- Correction made: 50% for external effects. Savings: € 8.741 per dog, per year
- Every assistance dog (with an average of 6 working years) saves more than € 50,000 on (health) costs.

6. Most important conclusions of the research

- Financial added value of assistance dogs is very high, even with conservative calculation
- It saves a lot of money to the society
- The social added value is very high. Clients have a “better” life
- Providing Assistance Dogs is certainly wanted.

7. What have we done with the results?

- Free publicity in many newspapers, magazines and radio
- Results sent to all health insurance companies and sponsor relations
- Wide-spread information: web-site, mailing, ...

8. How can you get a copy of the report ?

In the near future, a summary report will be published in English on the Hulphond/Nederland website: [www.hulphond.nl](http://www.hulphond.nl).

**Stress in Animals - Research in UK**

**Julie Lane, UK**

**Animal Welfare Scientist**

1. Good Welfare: 5 freedoms
  - Freedom from hunger and thirst
  - Freedom from discomfort
  - Freedom from pain, injury or disease
  - Freedom from fear and distress
  - Freedom to express (most) normal behaviour
2. What is stress?
  - “The feeling of pressure, tension or strain” – OED
  - “Reaction of the body to forces of a deleterious nature that tend to disturb the normal physiological equilibrium” – Steadman’s Medical Dictionary
3. Is stress bad for you?
  - Poor reproductive success
  - Detrimental behaviours
  - Changes in metabolism
  - Immune response compromised
4. Impact of stress
  - Behaviour
  - Hormones
  - Immune system
  - Nervous system
5. Development of non-invasive techniques to measure indices of welfare
  - Saliva
  - Hormones
  - Faeces
  - Behaviour
  - Temperature / Heart rate
6. Hormones linked to stress
  - Testosterone
  - Adrenaline
  - ADH
  - Prolactin
  - Serotonin
  - Beta-endorphins
  - Cortisol
7. Cortisol: the stress hormone.
  - Breakdown muscle protein
  - Synthesise glucose for E
  - Blood sugar level rises
  - Glucose use for brain other tissues decrease use
  - Release of fatty acids for muscle use
8. Factors affecting cortisol:  
Age, gender, pregnancy, infertility, anaesthesia, time of day, season?
9. Factors NOT affecting cortisol:  
Moderate exercise, diet, social standing (i.e. dominance), strain/breed.

**Dog Welfare**

**Ingrid Persson, Sweden**

**President of the International Association Against Painful Experiments on Animals**

Good Morning everybody including all dogs.

First of all, I must convey to the meeting the warm regards from Sue Leary (American Anti-Vivisection Society – Philadelphia), Birgitta Råd (Norwegian League) and from Brian Gunn (Secretary General International Association Against Painful Experiments on Animals).

After spending almost 40 years working in the Animal Welfare Movement I have seen and heard a lot. Not only in my own country but also when campaigning in most European Countries, Russia and South Africa. My work has also taken me to the UN where our International Society, International Association Against Painful Experiments on Animals, is the only organisation concerned solely with laboratory animals, which has a consultative status at the United Nations.

In 40 years I have not only met many people but also many opinions, from east to west, from north to south. Lots of people I have met have become my friends, but on the other hand some of them I do not want to remember.

Of course not everybody can have the same opinion but sometimes it can be too extreme. That is, I strongly believe, a threat for us and the reputation of our societies.

Bearing in mind, man and animal have work together for thousands of years. We know how things have expanded. From the Stone Age we know that man and dogs lived together. Then came the horses and then the cattle. With nothing but snow and ice and very few spots with food, it must have been a time we would not like to see again. As long as man and animals were living together in peace I think they were happy, dogs slept in the same house as men, the fight for survival made them stay close. Time went on, war broke out, volcanoes erupted, land and sea started to move, some parts of the earth drifted away and some come nearer. Animals were suddenly forced to live in another part, in another climate. People started to move; the Great Migration started, people spread all over the world and brought the most dear and valuable belongings: the animals.

But they also started to use animals as never before, horses carried man and they pulled war machines, but they also carried supplies. Dogs were used not only as a hunting pal, but as guard dogs and in the early war until the WWII also as messengers. Lots of dogs became heroes and were decorated, but hundreds of dogs were shot dead or deserted when the army moved. Today's wars have no need for either horses or dogs as soldiers; today they are guard dogs, hunting dogs or just household pets.

During my 40 years I have heard of and also seen so many abused dogs in private homes and of course in a great number in laboratories all over the world. Talking of abuse, they could do any evil to them: drown them, burn, poison, blind, operate, starve; the list can go on very long. Lots of dogs in laboratories are, before they use them, kept in conditions and fed in a way you cannot believe in your wildest imagination.

In my own country, the police have closed lots of kennels after series of cruelties to dogs, grownups and puppies. Dogs have been found in old dirty caravans, in basements, on toilets, you name it and we have seen it. In most cases the dog has no name except for "that bloody dog" or "the bitch". How many times have I asked myself: why on earth do they keep a dog if they do not want it and not care for it?

## ASSISTANCE DOGS EUROPE

For hundreds of years people used to have a dog chained in the yard, sometimes with a little hut, never cleaned and no straw or any other bed. Food was mostly thrown at them and fresh water was not given every day. So that was how most dogs were kept. No wonder the dogs got angry and barked.

To pass a law that forbids that nasty habit was not easy, but those young so called animal-rights-activist forget all that work now. They have no idea about the hard work we did. Neither do they know anything about dogs and cats that were stolen and then sold to laboratories. This was not stopped in Sweden until 1979.

Things became a little irritated when the movement of animal right activists started to come in the arena. Suddenly breaking in, setting lorries on fire or letting thousands of minks out were more spoken of than our work based on laws and regulations. Years of work to come to terms with authorities went up in flames. There was a time when every year me and my colleagues got an invitation to visit my hometown's laboratory. We accepted the invitation, were nicely received and taken on a tour around the premises. We found things we wanted them to change for the better. The matter is not WHO saved them but HOW and WHEN they were saved. Today high fences and alarms make it impossible to get in, permissions are rarely granted because they are afraid. This is not for the best of our animals.

The activist movement also found out that animal should not be used; everything they do should be in the interest of the animals themselves. I must confess I do not understand this. If a stray dog in for example Battersea dog home could have a choice between being a service-dog in a good home or stay in the cage and in the end being put down, I think I know what the dog will say. Dogs are clever.

I do not agree when they say you are using the dogs. They know how to tell you what they want. If we should not educate dogs for special work, we would not have guide dogs or dogs looking for children lost in the forest or people buried under rubble after an earthquake.

In Sweden, every owner educates his dog and I understand it is good and very serious education. Can it be better: men and animal working and living together and having fun.

Those who criticize you and the way you work, why don't they go to a zoo and look at the bored animals, doing nothing but picking the feathers or walking round and round. That is something to attack, not the way your dogs work.

Once upon a time I got to know a service dog, She arrived in a place, sitting on her lady's handicap electrical bike. I observed she had a glimpse in her eyes telling me: here I am ready to perform, because I translated the dog's willingness to just perform. The expectance in her eyes made us friends for life. That look in her eyes told me what she wanted to say: what shall we do today. She liked to be the centre of attention and she still is, even is she is retired now and decorated. Her successor is clever and does her work brilliantly but for some reason the first one caught my heart.

Another service dog I have met is Mr Good Looking Jackie. I must confess I never thought he would be good service dog, to me he was a very proud dog and if he had been a man he would have spent lots of time in front of a mirror. But he passed his exam with the highest score, I was wrong, but Jackie and his lady are so, so happy.

I dare to say that nobody can look after the dogs more than you do. No wonder they are the eyes of your life. Nobody can live a life without the other one. They have a warm bed; sometimes I think I know in their master's bed, they have the best medical care and the best food. And they are so admired!

## ASSISTANCE DOGS EUROPE

So, why start a fight about it, the world is full of fights between men and men, so let us live in peace with the assistant dogs. The dogs are happy, you are happy and we, most of the population, think it is a wonderful way of symbiosis between man and animal. I myself think that if the dogs could have a choice between being an admired and well educated service dog or being an overweight lazy dog on the lap of someone, they would say: I want to be a service-dog and live a happy life, and take care of my master.

If it is down to me, I will support you forever and I hope the activists will start doing better things than to criticise you and your struggle to have a good time with the help of our dogs.

But I am strongly condemning cruelty the cruel way in which monkeys have been trained in America to help the handicapped. This is a sharp contrast to how the dogs are trained in Sweden.

There are so many abuses of animals that we could campaign against: the training of dolphins for example and the animals in circuses, that is not for the best of animals and men, and those poor animals used in airspace-programmes, warfare experiments and cosmetics test. They all need our attention, you can handle your education and the dogs and their owners are happy.

Keep up the good work and thank you.

## Measuring Stress in Dog Trainers

Dick Lane, UK

Retired Veterinary Surgeon

As part of a dissertation on measurement of stress using salivary cortisol, the opportunity arose to compare cortisol in 3 groups: amateur dog owners (AD), assistance dog trainers (PD) and a group of students (ST) not directly involved in dog training. All were volunteers, all samples collected at 12:00 to eliminate day variations. Questionnaires on any disturbance in sleep pattern and the subjects' own perception of their stress level were also used.

Stress in the workplace is now receiving more attention. It may lead to poor performance (fewer dogs qualified), desire to leave the job (wastage of trained persons) or chronic ill health (most work days lost than average for the job).

### Previous research on stress in AAT dog trainers

Haubenhofner and co workers in Vienna sampled 32 humans and their dogs when they were attending an intensive 5-day course to qualify as 'therapeutic teams' in animal assisted therapy. They measured cortisol in the saliva of dogs and the people three times a day (910 samples in all) in three courses held in 2002 and 2003. During these courses, 11 of the teams 'dropped out' leaving 9 females and 1 male to complete the training course by passing the theoretical and practical exam.

The highest cortisol levels were found in the 10 persons on the day of their final examination; the dogs showed little stress although on their first 3 days on the course a slight increase in dog stress was indicated.

Haubenhofner D, Mostl E, Kirchengast S 2005 Wiener Tierärztliche Monatsschrift 92 66 – 73

### "Working under pressure"

May not apply to individual trainers preparing one or two dogs: larger organisations may require assistance dogs trained to meet a time plan.

Veterinary viewpoint on stress in the workplace was used as a comparable animal activity where a 2006 survey results are reported. Responses to a survey of practising vets made in the UK by the Royal College of Veterinary Surgeons on attitudes, perceptions and opinions of the profession indicated that vets enjoy their work and find it varied (but very stressful). Further analysis showed that women vets are particularly likely to have concerns about part time working, stress and family friendliness, while men were more positive about rewards in farm veterinary work.

### Stress and the workload

The hours vets worked in a week. Trends in hours worked and on call by full-time respondents: average (mean) hours

	2006	2000	1998
<b>All vets weekly hours on call</b>	41.6	47	48
<b>All vets in practice on-call hours</b>	42.8	48	49

Note: "All respondents in practice excludes those working in a referral practice, as working patterns in referral centres are different from general veterinary practice

### Stress and Job satisfaction

Attitudes showed a marked difference between those who would, and those who would not opt for the veterinary profession if they could start their career again.

- The veterinary profession is a 'family friendly' profession in which to work (lowest score)
- The veterinary profession offers good opportunities for those wishing to work part time
- Over the next ten years the demand for veterinary services will increase in the UK
- Farm animal work is enjoyable
- Veterinary work is stressful, scored high in survey
- Veterinary work is enjoyable, scored high in survey too
- The veterinary profession offers variety in the work

### Would vets choose to do the same job again?

Respondents were asked if they would still opt for the veterinary profession if they could start their career again. 53 Percent say "Yes", 27 percent are unsure and 20 percent say "No".

Those who would not opt for the veterinary profession again have markedly less positive views about many aspects of the profession; they seem to find their jobs more stressful, less 'family friendly' and less enjoyable than their counterparts who would opt for the profession if they started again.

### Best things, suggestions for improvement and challenges.

In response to being asked about the three best things about being in the veterinary profession, the top answers (with the percentage of respondents citing them in brackets) are:

Variety of the work	(48)
Working with animals	(33)
Challenge/using skills	(33)
Job satisfaction	(32)
Clients as friends	(28)

### Results of survey of UK dog trainers

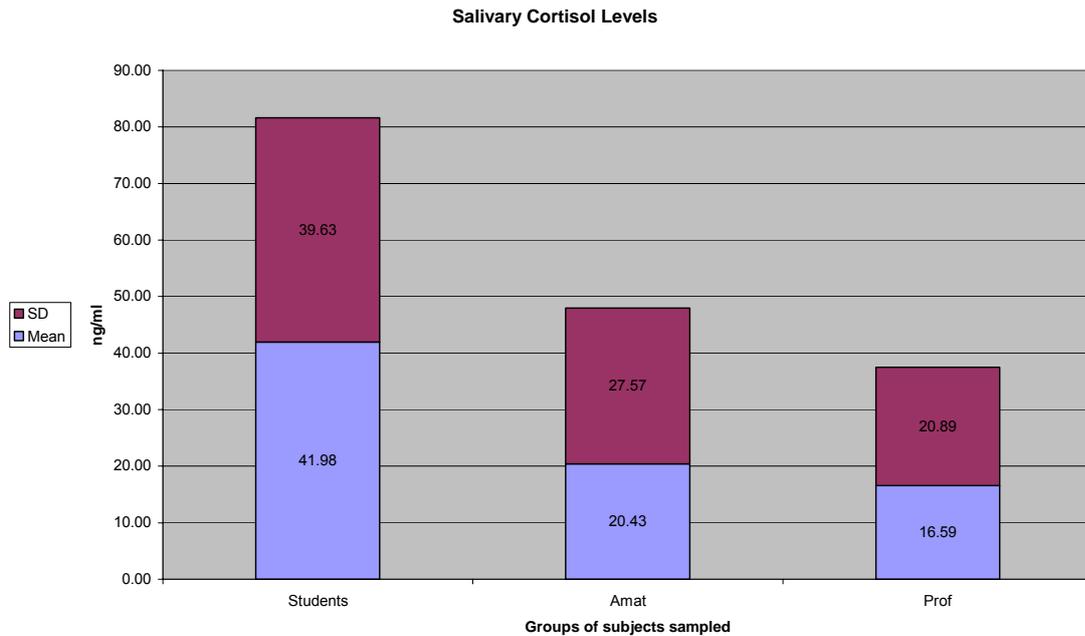
Stress assessed in 3 ways:

1. Questionnaire on sleep pattern difficulty in getting off to sleep at night, waking during the night.
2. Questionnaire on self assessed 'stress' – none, moderate or highly stressed.
3. Saliva samples collected and measured with an Elisa test kit

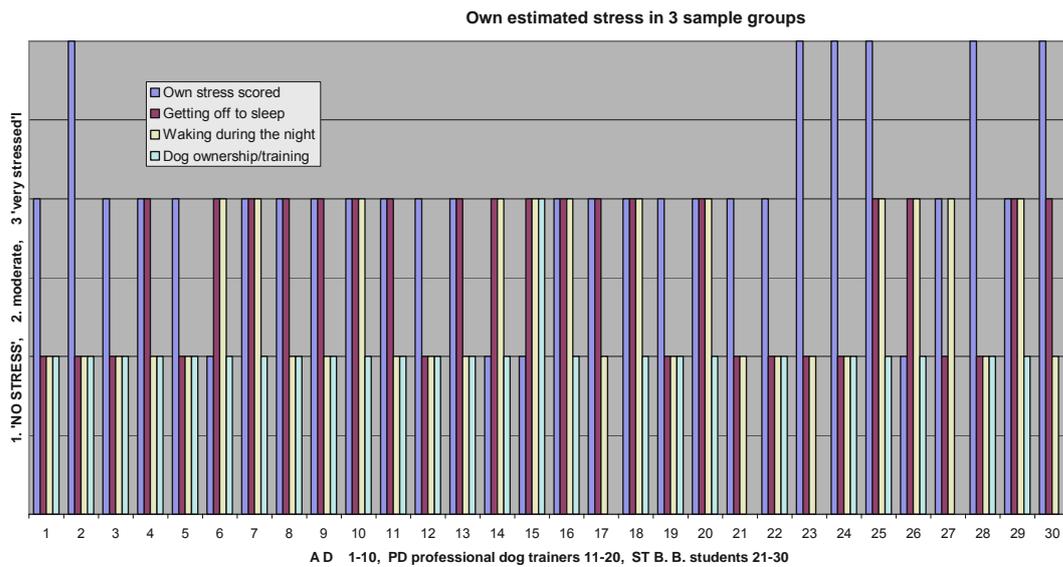
Cortisol and stress in dog trainers: 3 groups of 10 people sampled

Statistical analysis showed that the data in this study were non-parametric and did not underlie a normal distribution (< 0.001). Kruskal-Wallis test was used for further analysis. Trends are reported. Box plot graphs will be used for visualisation.

# ASSISTANCE DOGS EUROPE



## How does self-perceived stress relate to salivary cortisol?



## Conclusions

The trainers of assistance dogs did not show high cortisol levels in their saliva, they had less disturbed sleep and considered themselves to be only moderately stressed by their work.

Dog owners on a course, who were not regularly exposed to stressful situations with their dog, secreted higher levels of cortisol than others, undergoing similar training at the College. These results were similar to Haubenhofer et al (2005).

The student group had the highest levels of stress.

***The article can be obtained at [info@assistancedogseurope.org](mailto:info@assistancedogseurope.org)***

**Testimony of a Client**  
**Mohamed Shafiei, The Netherlands**  
**Stichting Hulphond Nederland**

Ladies and Gentlemen, good morning!

My name is Mohammed Shafiei. I live in Holland, The Hague and I am a student of constructional engineering at the "The Hague University", now in my fourth and last year.

I came to Malmö on invitation of Stichting Hulphond, to tell you about my relation with Lennox, a hybrid of Border Collie and Labrador. It makes me happy to tell you how I met him two years ago now and about our warm kind relation we have since then. He is four years old now and plays a very important role in my life. With him, I feel complete. Together we are strong.

I grew up in Teheran, Iran. In this country, people don't have dogs they share their lives and homes with. The dogs you meet over there are scarce and often not too friendly. They are often considered dangerous and unclean. The only sympathetic dog I knew then was Lassie on T.V.

When I came to Holland I didn't even like dogs, actually I was scared of them. This changed when I met my Dutch friend Heleen. She had two enormous dogs: two German shepherds who, despite my fears and reserved behaviour, always showed their enthusiasm and gratitude for visiting, by jumping on my lap and kissing and licking me. They didn't always listen to her, but seemed to be just happy when she was around. Her dogs were too big for me to walk them for instance. I could not be of any help. Then the idea of having a dog, one that would listen and have the right size for me, was born. A dog that could help me out, solve some problems for me because due to an accident I became more handicapped than I used to be. I had seen on T.V. how dogs and people with a handicap were matched and became an ideal couple. I started to dream of a dog that would be the perfect match for me.

I can tell you: we are a good match, Lennox and I. He is very intelligent, sometimes too intelligent, so he fools me. He also fools the other dogs sometimes, as if he can plan ahead. The other dogs live by the moment; Lennox is actually planning his day. He is very talented and smart and his thinking makes he gets most cookies, most food and most attention. He is very kind and playful. He is a fast learner, but this can also be a bit troublesome because he will also pick up certain bad habits easily. So I always have to be very clear, strict and consistent. Now I can say he always listens to me. But when I am not around and my friend wants him to listen, she can see him think: do I want to listen to her stupid suggestions??? NO WAY!

Lennox likes to work. He brings the mail, he opens and closes doors for me, he can switch the light on and off, he brings me the cell phone, he brings me my shoes and also the remote control. Everything that falls on the floor he picks up for me, since I am not able to bow.

I love to cook - Lennox loves to eat. We both love to go to my friend, her children and her dogs. Then Lennox changes into a normal housedog and has to compete with others to get the most attention, the sweetest hugs and the majority of the cookies.

Outside he carries the umbrella. He is always on my side and keeps an eye on me. He loves to play ball.

Special about Lennox is the fact that he is very sensitive to my emotions, when I am sad. He then stands in front of me and looks at me in a special way, often his chin on my lap.

## ASSISTANCE DOGS EUROPE

In my social life, he plays an essential part; like all dogs, he creates a social life in a park where other dog-lovers walk their dogs. But Lennox behaves special and people notice, which is often an opening for a conversation with a total stranger. Everybody seems to love Lennox.

He is still very attached to Miranda, the woman where he lived the first year of his life. When I brought Lennox with me for the first time, Miranda gave me a photo album of his first year. Lennox kept sniffing that album for weeks and started to wag his tail when he recognized the smell.

Some minor difficulties sometimes occur when accompanied by a dog. Some shops and public buildings are poorly accessible and taxis sometimes don't allow dogs. And what do you do, when your loving dog has just rubbed his back firmly into a rotten fish some moments ago and people wonder where the terrible smell is coming from ...

**Team Training a dog for Diabetes**  
**Ing-Britt Fogelberg, Sweden**  
**Svenska Service- och Signalhundsförbundet**

My name is Ing-Britt Fogelberg and I have been working as a team trainer for The Swedish Service- and Hearing dogs Association since 1999. I was the trainer for two of our three graduated service- and medical assistance dogs, whose speciality is to alert the low blood sugar of their diabetes owner. We started with this training in 2001. Now we have five dogs being trained as diabetes dog, and two as epilepsy dog.

Apart from the service dog responsibilities, the Diabetes dog must learn to connect a special thing to fetch when the owner's blood sugar level begins to be low or high. It can be a purse, a special packet or something the owner uses to keep the dextrose or a sweet candy. This item must always be in the same place or in the same pocket or bag, so it will be easy for the dog to find, whether they are indoors or away from home.

In the beginning the owner must be very attentive to the dog's signals, such as staring, pushing, yelling, licking etc and immediately take a blood test to control if the dog is right or wrong. If the dog is right the owner asks the dog to fetch the item with sugar and then a special tasty reward will follow.

We are convinced that the dog's first reaction is to the smell in the owner's skin and maybe also in the breath, and secondly other symptoms, such as slow movements, passivity etc. When the dog indicates that the blood sugar level is going to be low or high and has begun to connect this to fetching the purse or box and receiving the delicious reward, it becomes very clear to the owner that the dog is now indicating very obviously and he should not hesitate to rely on the dog's marking.

The result of these early markings is that the owner is going to be fewer low or high in blood sugar level. The dog struggles for a normal level in the owner's blood sugar and just wants the owner to feel as well as possible.

The conditions in this method are that:

- The dog can fetch different objects (many dogs can't do this in the beginning)
- The dog and the owner have a good and tight relationship
- The owner's attention for the dog's signals is important
- The dog is allowed to think and try (with positive reinforcements)
- The dog and the owner are given some time before it works
- The owner must always reward the dog when it is marking (otherwise there is a risk that the marking behaviour will end).

The dogs are very different in how they relate to the diabetes disease and how they react in the beginning. We think that the dogs observe the level of the blood sugar very early, but they have not got any response from their owners, because the owners have not noticed these early markings. What the owners have noticed is the powerful reaction when the blood sugar is going so low, that the owners are on the limit of a coma. This is a very frustrating situation for the dog. We can see the dog's relief when the owner and the dog begin to teamwork and when the dog has learnt his duty and has got the tool (purse, box etc). It is an unbelievable help to prevent the owner's "feelings" resulting from the blood sugar level.

## Summary

Diabetes is a disease that gives very varying symptoms and effects. It is not predictable why the feelings are so different. According to the person's own information, stress and hormones are a triggering factor, along with what you eat or not. Carelessness with eating (what and when) gives more insulin feelings and more instability.

The dogs are different, not only in breed, age and maturity, but also in learning capacity, earlier experience and how good the relation is to the owner. Therefore the time to acquire the abilities to become a medical assistance dog are variable. When the dogs have learned their duty and have got a clear marking help (tool), they are an incredible help to their owner to prevent the insulin feelings. The frequency in the reinforcement is very important, to prevent that the dog begins to be negligent in his behaviour, and therefore the owner must always be attentive.

**Team 1:** Adult woman has got diabetes at the age of 4 (juvenile, type-1 diabetes). She had difficulties with the insulin treatment. She gets symptoms such as apathy, slow reactions, concentration problems, non-awareness and finally unconsciousness and coma. She is single mother with two teenagers. The dog is a Tervueren male. He was 3 years old when the education started. He was willing and fast in learning and has marked before and he was able to fetch things. He was developing his markings when he got a tool, a special box he fetches from a drawer and outside from a basket on the wheelchair. When the owner doesn't notice his marks, he uses verbal signals and climbs on her knees with the box. Today, he is marking very early, before the blood sugar even begins to be low. The owner is sometimes negligent with regular food intakes and sensitive for stress, which worsens her attention of her diabetes.

**Team 2:** Adult woman in her middle age. She got diabetes disease when she was a teenager. She has big trouble to revoke insulin feelings due to reduced feeling. Her Keeshond male was trained to become diabetes dog. Outdoors he alerts her through intercepting her when she walks; he stares hard at her and scratches her waist-bag where the sweets are. The dog is alarming and will try to fetch another person for help if she is not awake. Indoors he fetches the box with dextrose to increase the blood sugar level. The woman has been more observant in her own behaviour in connection to the feelings. She is very sensitive and has strong reactions to light when the blood sugar is low. Her severe insulin feelings resulting in coma have drastically reduced since the training of the dog began. Her life has undergone a big change. She now dares to travel with the bus, train and aeroplane etc and feels very safe with her dog.

**Team 3:** Adult woman, 44 years old, has got diabetes diagnosis in the early years (24). She has insulin feelings that can vary hugely, sometimes twice a day, sometimes once a week. She becomes nervous, tired, irritated during feelings and takes a long time to recover. She is alone a lot, since her husband is working far away. The dog, a Border Collie bitch, was one and a half year when the education began. She is intelligent, fast learner and very willing, however somewhat reserved at the beginning. She has indicated before, but with the help of a leather purse she gives to the owner when the blood sugar is low or high, the owner almost never have any feelings nowadays. The markings have developed in the bitch own way. The markings are differently at low and high (more nonchalant at high), but very early. She could not fetch in the beginning, but learned fast. The owner was very ambitious in training and took it very seriously, which strengthened the dog's willingness to fetch. The owner is very careful with the food she eats and takes meals at regular times. However, it took quite some time before the owner entirely dared to trust the dog's markings. Today she is feeling very well and is even planning to go working again, thanks to the dog.

**Access with your Assistance Dog**

**Wendy Morrell**

**Dogs for the Disabled, UK**

**IAADP Board of Directors**

For those of you I have yet to meet, I am a client from Dogs for the Disabled in the UK and “access” is my BIG deal. I was partnered with the wonderful Golden Retriever, Caesar 6 years ago. He is a bit of a globetrotter and I am grateful to him that he allows me to accompany him! Inevitably as we got to know and trust each other, I gained confidence and started to spend a lot more time out of my home than I had previously done. Life was suddenly exciting again! It felt like, and still does feel like we can achieve anything we want to together.

At the beginning of this year, I won a scholarship from the International Association of Assistance Dog Partners and travelled with Caesar to the IAADP and ADI conferences in San Diego, California. I was subsequently co-opted onto the ADI Board of Directors. In July of this year I was appointed by the Minister for Transport as a member of DPTAC, a committee that advises the Department of Transport of the UK government on the transport needs of people with disabilities.

I started to realise that even in my own country where there are laws to protect my access when I am accompanied by my assistance dog, they are not always observed, and sometimes life can be made more difficult by access challenges. My increased confidence meant that I started to travel more, not only in my own country, but abroad also, and yes, experienced more access difficulties. I was then faced with two choices ... sit back and accept what is happening and maybe get bitter and twisted or DO SOMETHING ABOUT IT. And yes, I want to do something about it!

What do we mean by the term ACCESS?

When a dog is placed with a disabled person, that person may have become reclusive because of the limitations of their health ; their confidence and self esteem may be quite low; they will probably be happy just to hear that the dog can come to the shops with them. Over time, hopefully thanks to the help of the dog, things will improve and they will go out more; taking on more activities and sooner or later they will be faced with what I call an access challenge.

An access challenge is where someone will prevent access to a place or indeed ask a partnership to leave. Unfortunately, this can happen anytime, any place and anywhere, even here at this hotel on Friday morning. There was a fuss and I was asked to leave the restaurant at breakfast because I was accompanied by my assistance dog!

I asked people I know who are partnered with an assistance dog what access means to them:

- I have always considered access to be synonymous with the word “Freedom”. Access rights with a highly trained service dog revolutionized my life, for suddenly I was no longer homebound, but could go places on my own and fully participate in the political and social life of my community and even travel, like any other adult. (JF)
- For us, access means the ability to be accompanied by our guide dogs wherever we go without being challenged. Lack of access for us means denials, such as we faced when not permitted to visit a hospitalised friend, too intrusive questions about our dogs and our disabilities. (TEF)
- It means that my dog and I can go out in public without any hassles or any kind of trouble from anyone. It means that wherever we go, there is an understanding and an appreciation of the ADA laws that allow my dog and I to enjoy public access together. That people know about assistance dogs and know that we are a team and have a legal and civil right to be where we are together. Access with assistance dogs should be a universal term - known throughout the world giving us the right to be with our partners. (JE)

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- To be able to go with my assistance dog to all the places my able-bodied friends can go to (within reason), without problems about access for my assistance dog. (JB)
- Access to me means being able to get out by myself and doing things on my own without having to rely on someone to help me; my dog is always there to help me. She is my right hand. (AW)

Access, for assistance dogs can be patchy in my own country and elsewhere. People tend to think just in terms of guide dogs, simply because they have been around longer. So many times I have been refused access simply because I am not blind and Caesar is not a guide dog. This was the case, a couple of years ago when I tried to visit the Memorial Fountain for Diana, Princess of Wales in London. However, I have addressed the problem, and the situation has changed in the meantime.

REAL access is when every person with a disability who is accompanied by their assistance dog may be allowed. For me it is important that the general public get a standard message about assistance dog partnership; a guide dog is the same as a hearing dog, and is the same as a mobility assistance / service dog, and is the same as a medical alert dog; in respect that they all are partnered with a person with a disability and all perform valuable roles. I don't care which type of assistance dogs have been around the longest, I don't care which organisations are bigger; I care about equality for people with disabilities ... and in my opinion, **SO SHOULD EACH AND EVERY ONE OF YOU**. While you allow people to talk in terms of only one type of assistance dog ... you give them permission to discriminate against every other type of assistance dog partnership.

I mentioned earlier that I have been in the USA several times this year. I had heard that access for partnerships in USA was all encompassing and was really keen to experience this for myself. The over riding law is the Americans with Disabilities Act, but then there are state laws, and so many different types of partnerships. In addition to the many types of assistance dogs found commonly in Europe there are also PSDs, service dogs for people with psychiatric disabilities. Then of course there's the EMA, the emotional support animal, the owners of which would argue for access rights also.

It's confusing, the dogs don't always wear a recognisable uniform; sometimes just a bandana with the words "service dog", sometimes they are so small they are carried in a bag ... and at the other end of the scale, dogs that are easily recognised as assistance dogs. **BUT** no common colour scheme or logo exists. It's no wonder there is confusion in the general public there about the role of these animals and the access rights.

In the UK and the many parts of Europe I have been lucky to visit, my well trained and appropriate assistance dog is, by large, regarded very much as a member of the canine royal family; in USA he was regarded with caution, suspicion and on occasions hostility. This wasn't simply because people do not understand his role, but because they are scared they believe he might bite and so on.

### So, what can we do about it?

- Individuals need to know their rights and the applicable laws in the area or community they live in.
- Training programs need to educate new partnerships about rights and the local laws.
- National organisations, coalitions of local programs need to be working together to establish, increase and maintain access for partnerships throughout the land.
- International organisations, such as Assistance Dogs Europe, need to be taking a more global look at access. We touched on this very subject last year with the access questionnaire which many of you took part in. We also talked about a European pamphlet,

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building on the HACHIKO one, which will explain in many languages what an assistance dog is, and why it is important to allow the dog to accompany the person with a disability.

### Building for the future

- Many of us come from organisations that are really stretched and you may be thinking, there is no time to work on access ... but we must, for the benefit of everyone.
- Consider mentoring ... involve some of the more articulate partnerships from your program and get them to assist you in working for greater access in your country. For sure, you will find some of your graduates would be very pleased to be involved and play a part in securing the future for all partnerships. Keep your door open and listen to your graduates, assist them in solving access problems locally.
- Network with other programs in your locality, perhaps provide the means for the graduates to work together.
- Be in touch with partnerships with other European countries, to learn at first hand what the situation is like in any particular place.
- Report back to other countries at ADEu level so that everyone will understand the access in your country.

### International Association of Assistance Dog Partners

Partnerships can get a really good magazine from the International Association of Assistance Dog Partners. However, it would be great to see more European members, especially sharing what life is like with an assistance dog in Europe. IAADP has been in existence since 1994, and its organisational goals include public education, advocacy, and peer support.

Currently there is a membership of over 1,500 from 20 countries. While it is true that a large proportion of the members live in the United States, we are slowly but surely beginning to establish a presence in other countries.

In the US, members gain from a variety of corporate benefits in addition to the quarterly members magazine, "Partners Forum". As each region increases in membership, these benefits are re-negotiated to include more and more members. In USA for example member benefits include free flea products, free joint maintenance products, free microchips, and discounts from leading pet supplies companies. There is also help for partnerships in financial hardship where veterinary care is needed. Canada is following close behind, where for example there have recently been negotiations to secure prescription diet foods for assistance dogs that need them. Until now there have been no corporate benefits for members from other countries, but I am happy to say that there has recently been some progress for partnerships in the UK; there will shortly be an announcement about securing a joint maintenance product for all IAADP members there.

I feel particularly passionate about reaching out to assistance dog partners who live elsewhere in Europe. I would like to help you spread the word about IAADP among partners with assistance dogs in your country so that we can begin working with you to get the corporate benefits that USA now enjoy. If you need print and tape copies of Partners' Forum to distribute, I can arrange for you to get some of our back issues. You can contact me at [wendy@iaadp.org](mailto:wendy@iaadp.org). And please, do check out the website [www.iaadp.org](http://www.iaadp.org).

### Conclusion

Bit by bit, step by step, we are making a difference in the area of access. Just imagine what a difference it would make if every one of us in this room was working in the same direction for the greater good of the whole assistance dog movement!!

**Pilot project for Assistance Dogs for Children with Autism**  
**Video demonstration**  
**Ken Brydon**  
**Training Manager of Irish Guide Dogs for the Blind**

*An exciting pilot project by Irish Guide Dogs for the Blind to provide Assistance Dogs to families with autistic children.*

The project currently being developed at "Irish Guide Dogs for the Blind" is a European first and underlines the charity's ongoing commitment to extending and reviewing its operations. At the same time they are committed to retaining their core commitment to their blind and vision impaired clients in providing them with Guide Dogs.

How the Service works;

- Increase safety level for child.
- Improves child's behaviour and socialisation skills.
- Creates freedom for the child and family members to go out of the house.
- Expands the child's capabilities to experience more life.
- Calm children thereby giving them an increased attention span and a greater aptitude for learning.
- Reduces stress and reliance on medication for family members.

This programme developed following suggestions that they used dogs that were not suitable and withdrawn from the Guide Dog Training Programme. They examined how these dogs could be used to benefit another group of people with a disability.

The project has been modelled on the programme run by National Service Dogs Canada who assisted them in setting up this programme.

They have trained 8 children during 2005 and have a production plan of 12 units for 2006.

**Workshop: An International Perspective of Guide Dogs Assessment & Standards**

**Alan Brooks, UK**

**The Guide Dogs for the Blind Association**

The First Records

- Wilhelm Klein Austria 1876
- Germany 1916
- Dorothy Harrison Eustace
  - First International G.D. Instructor Training School in the 1920's Switzerland
  - Published articles on Guide Dog work
  - Loaned Instructors Overseas
  - Trained Clients from Overseas
  - Loaned \$10,000 to start "The Seeing Eye" in the USA

International Guide Dog Federation

- Formation Encouraged by the World Blind Union
- Established in 1989
- Formed Guidelines on Training Standards
- Introduced Systematic Assessment of Member Organisations
- Strengthened Guidelines to Mandatory Standards in 2005
- Members from every Continent
- 79 G. D. Organisations Worldwide
- Members responsible for over 20,000 partnerships
- Encourages Collaboration

International Guide Dog Federation Collaboration

- Exchange of Breeding/Training Dogs Between Schools
- Exchanges/Secondments of Training Staff
- Sharing of Expertise
- Attendance at Conferences
- Collaborative Research

International Guide Dog Federation Support for Developing Schools

- Advice on Development Plans
- Training Programmes for Specialist Staff
- Increased Networks
- Website Information
- Independent Assessments of Quality
- Access to Future Conferences
- Access to Specialist Conference Papers
- Regional Groups

The Structure of Guide Dog Organisations & Standard Assessment

- Australia, Ireland, N.Z. U.K. & France.
  - Organisations usually have Charitable Status
  - Spend significant effort Fundraising
  - Established "In – House" Standards
  - Assessed By IGDF
- Scandinavia
  - Mixture of Private Business, Government Organisations, Blind Society Dept or Supported by Philanthropic Groups e.g. Lions Clubs
  - Funding from "Health Insurance"
  - Standards set by "Health Insurance"
  - Most Assessed by IGDF
- Germany, Austria, Hungary

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- Mostly Private Businesses
- Funded by “Health Insurance”
- Standards may be set by “Health Insurance”
- Only a few are assessed by IGDF
- U.S.A
  - Organisations are usually of Charitable status.
  - Most are members of the U.S. Council of G.D. schools.
  - Comply with “In- House” standards.
  - State of California licences individual instructors.
  - Most assessed by IGDF
- Japan & Korea
  - Most are of charitable status.
  - Most are members of the “Asia Guide Dog Breeding Network”.
  - All are assessed by IGDF.
  - Korea service is unique in that it was created and supported financially by the electronics company “Samsung”. Includes Hearing Dogs, Pets as Therapy, Search & Rescue, Police & Security Dogs.

### IGDF Assessment includes

- Mission & Objectives of school
- Dog breeding, care & veterinary health
- Dog training, methods & quality
- Client assessment, criteria & procedure
- Client training
- Follow-up support & check up
- Facilities, buildings & transport
- Administration & record keeping
- Fundraising
- Staff selection, training & qualifications

### IGDF Assessment

- Assessed by overseas assessor
- Report to Assessment & Development Committee
- Development needs identified (if any)
- Training courses occur for Assessors every 2 years
- Assessments take place every 5 years
- Focus on quality, collaboration & development

### Criteria for Appointment as IGDF Assessor

- Qualified GDMI (IGDF Accredited Programme) preferred with O&M
- Minimum 10 years post qualification experience
- Apprentice training experience
- Management Qualifications
- Management experience
- Administration experience
- Strategy and Planning experience
- Basic Computer skills
- Tactful
- Persevering
- Currently active in the GD Industry

### Health Insurance Assessments

- Veterinary assessment
- Dog Handler assessment (Police, Customs?)
- Orientation & Mobility specialist
- Are we as an industry happy to be assessed on the quality of our service by others who are less qualified than ourselves?

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- Is this the best way to provide a consistent and quality service to our client?

### Legal Right of Access

- Full Access Rights in Australia, Canada, Croatia, Ireland, Korea, N.Z., U.K., U.S.A.
- Limited Access Rights in Japan, France, etc.
- If we extend the rights in Europe how do we ensure that our responsibilities are met?

### ADA (Americans with Disabilities Act)

- No definition of assistance animal
- Abuse of system
- Reaction from transport and other service providers

### Rights = Responsibilities

- Responsibility to ensure that the public coming into contact with the dog are not put at risk
- Minimum standards are required for
  - Training
  - Behaviour
  - Temperament
  - Health

### Standards = Definition

- If standards can be agreed and complied with then a “Guide Dog and other Assistance Dogs” can be defined by these standards
- This definition can be applied to legislation when creating access laws

### Benefit to Clients

- Clients will be able to identify what a guide dog should provide as a mobility aid
- Service provision should become consistent in terms of minimum standards
- Full access should not pose any threat to members of the public
- Poor schools/trainers unable to achieve standards will disappear

### How can This Be Achieved?

- Bring together the G.D. & Assistance Dog service providers, service users and others who support these principles
- Involve transport & other service providers who are willing to admit well-behaved dogs trained to agreed standards to their facilities/premises
- As a group lobby the legislators at the highest level for the same rights, responsibilities, opportunities and access for our clients, as are enjoyed by any other member of the public

### The European Guide Dog Forum

On the 27<sup>th</sup> June 2006 a group of G.D service providers, service users, representatives of the European Blind Union, European Disability Forum and the Assistance Dogs Europe organisation held the inaugural meeting of the European Guide Dog Forum in Brussels with the support of the MEP's and the Disability Intergroup.

### Aims & Benefits

- Consistent access rights for G.D. & other Assistance Dog users throughout Europe.
- Consistent standards throughout Europe.
- Standards set by the end user and the industry not by external forces.
- Legislation can be introduced that will force changes in public attitude to disability and dogs.

### 2007

- Designated “The Year of Equal Opportunity”
- We must ensure that our clients have equal opportunity to access the guide dog service
- We must highlight their need for equality of rights, responsibility and opportunity to all other service providers

**Workshop: Clicker Training**  
**Neal Wallis / Norway**  
**Training Manager of Hundeskolen Veiviseren**

What is click & treat?

Click & Treat” is the popular name for a method of animal training. This method uses scientifically proven learning principals to provide trainers with an efficient and very effective tool to teach animals new behaviours in a positive manner, without having to physically manipulate or correct the animal into the behaviours.

The “Clicker” is a precision tool, used to relay information to the animal about its performance and behaviours. The animal uses this information to try to continually improve its performance to obtain a desired reward.

What is click & treat not?

- A replacement for all other methods of dog training (It is another tool in your toolbox)
- Magic.....Sorry, you still have to think and train! (Actually you have to think more than with most physical methods because you must plan your training).
- A reason to never use correction again.  
(You will use less correction, because your dog will understand better, and try harder. But some correction will be necessary for reliability).

Advantages of the clicker and clicker method

- Unique signal: not overused (abused), distinctive, only one meaning, quick & easy to mark a behaviour with
- Easy to use to reward the dog at a distance from trainer
- Easy to transfer from person to person
- Can be used with MANY types of training
- Can be used with all types of dogs: very young dogs, and “difficult dogs”
- Can be used with many different rewards
- Small, easily carried & used
- Dog must “think” about it’s behaviours; promotes faster learning
- Low stress training method
- Very “forgiving” training method
- Promotes a good working attitude in dog (the dog isn’t afraid to try to do the right thing if it is unsure); allows trainer to see what the dog really understands
- Allows for much less use of “body language” signals to dog; not so many cues to train away later; dog learns and focuses on desired cue much sooner
- Can be used to keep dogs mind from becoming “fixed” on actual reward. (“food or ball crazy” dogs)
- A “learning method” for the dog; generally each task is learned quicker than the last, as the dog is sure of the “system” to get to the reward
- Can be used to teach a whole behaviour or to “fix” a problem in an existing behaviour
- Can easily be “faded out” once behaviour is learned; and easily reintroduced to build up the behaviour again or fix a problem area
- Makes trainer think about training process, and improves trainer timing.

### Types of training the clicker can be used with (non exhaustive)

The clicker is really outstanding when working on behaviours where physically manipulating the animal is not practical, at behaviours which require precision from the animal, and also when working at a distance or with multiple handlers.

For Example:

- Obedience: starting young dogs, send out, distance control, jumps
- Narcotics & scent discrimination: extremely easy, to teach scent discrimination and search patterns.
- Service Dogs: Light switches and behaviours requiring fine control, and very unusual behaviours, quickly get voice control.
- Guide Dogs: Stopping at curbs, Seeking objects (pole, chair, stairs) Learning Right/Left. Shifting behaviours to blind client.
- Tracking: Passive marking of objects on a track. Choosing the correct track from several. Eliminates trainer interference.
- Agility: Distance control, teaching hinders, starting young.
- Problem solving: Fine tuning long behaviour chains, touching the top of the jump, chewing in the retrieve.

### 10 misconceptions about clicker training

1. Clicker training is "all positive"
2. Clicker training was invented by dolphin trainers
3. You can teach an animal anything with a clicker
4. Clicker trainers use food, food and more food, as their means of reinforcing behaviour
5. You can't teach classes with clickers because all those clickers will confuse the dogs
6. A clicker is a bad training tool, because you can't take it in competition or on the job
7. A word, ("good" "yes" "ready") works just as well as the clicker
8. Using a clicker to modify an instinctive behaviour, like herding, or bite work, will wreck the animal's drive
9. Clicker trained dogs are unreliable and "throw" behaviours at you, so you never know when they will offer the wrong behaviour, just to get a treat
10. Clicker trainers just sit around waiting for the dog to offer a behaviour.

### The clicker is a tool

- Like most other tools it has several possible uses
- In skilled hands it can make our job as trainers much easier
- It is often the skill and the imagination of the user that limits its possible uses
- We may also find out that another tool is better for the job at hand!

### Important training principals

- Motivation
- Timing
- Control of Situation
- Control of Reward
- Small Steps
- Consistent Consequences.

### Phases of training

- Acquisition: (Getting the Behaviour)
- Solidifying: (Getting the dog to understand what you want & when).
- Getting Control: (Getting it to work)
- Maintenance and Repair: (Keeping it working and fixing it when it breaks).

**Workshop: Public and Political Lobbying**  
**Ingela Thalén, Sweden**  
**Former Swedish Minister of Social Affairs, former Party Secretary**

The European Political Process

- Rational  
Consensus driven  
Reacts to debate  
Arena
- Emotional  
Conflict driven  
David – Goliath
- Values  
Often uninterested  
Increasingly distrustful of politics and business

Roadmap: Issues Management – Lobbying

**1. Build Alliances**

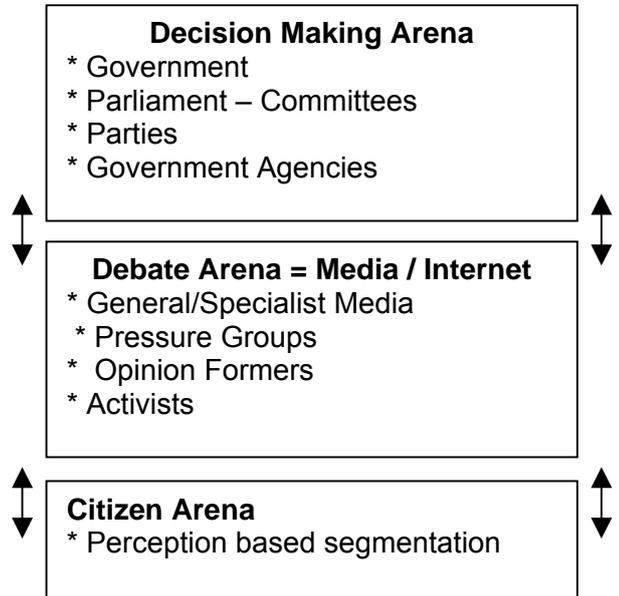
Why?

- don't need to argue your own case
- possibility to add credibility
- possibility to reposition issue
- Internal start
  - research and reconnaissance
  - explore options
  - define initial strategy
  - board and internal support
  - appoint internal "Firebrand" as project leader
- Form alliance
  - seek unexpected allies
  - bring in expertise
  - agree strategy and core message
  - appoint figurehead
- Announce alliance - or keep it "spontaneous"

**2. Define the problem**

Why?

- if it isn't broken, don't fix it
- if you define the problem, you set the agenda for the solution
- Visible action in the Debate Arena
- Publish new facts and ongoing aspects : be sure to introduce the right perceptions
- Examples:
  - research reports
  - good examples
  - analogies
  - international visitors
  - "demonstrations"
  - local/regional angles



### 3. Drive the debate

Why?

- set the agenda for the Decision Making Arena
- establish need for action and broad idea of solution
- Dominate the debate arena by alliance initiatives
- Give voice to problems/demands
- Examples :
  - polls
  - hearings
  - grass roots mobilisation
  - local/regional angles
- Establish channels in Decision Making Arena
  - map
  - meet

### 4. Own the solution

Why?

- help decision makers by providing workable solution
- give them public permission to decide accordingly
- Present solution :
  - present *technical solution* to the relevant decision makers first
  - announce *values based solution* in debate arena
- Articulate support in debate arena
  - write-in
  - polls
  - opinion formers
  - seminars, ...
- Intense activity in Decision Making Arena
  - personal meetings
  - task forces.

The 4 phases are not entirely sequential but rather overlapping.

**Workshop: Animal Assisted Programs**  
**Resolving Problems with Creative Solutions and Respect for your Animal**  
**Debra Buttram, Italy**  
**Chief Executive of AIUCA**  
**Delta Society Pet Partners Instructor and Team Evaluator**

Simple definitions

- Problem: something difficult that has to be accomplished or answered or dealt with
- Resolve: to find an answer or a way out
- To create: to produce by what one does
- To be creative: showing imagination and originality as well as routine skill
- Solution: resolving a problem; the answer found
- Respect: admiration felt towards a person (or thing) that has good qualities or achievements

What can be the problems in AAA/AAT/AAE?

- Is the programme well planned, does it function well for all involved?
- Is there feedback with clients and staff, (therapists, etc...), handlers?
- Is there a continuing evaluation of the team (handler-animal), comfort level, needs, etc.

How to solve?

- By finding creative solutions while respecting your animal ...

Case Study

Animal Assisted Therapy with a 21-month-old child affected by severe psychomotor developmental disability and relational isolation.

Debra Buttram and Marcello Galimberti of *AIUCA (Associazione Italiana Uso Cani d'Assistenza)*, *Bosisio Parini (LC), Italy* and L. Cohen, *Unità Operativa di Neuropsichiatria dell'Infanzia e dell'Adolescenza* and Maria Capello, *Centro Assistenza Minori Milano, Italy*

- K., male, born January 2002
- both parents effected by cognitive disability and the mother also by personality disorder
- no living accommodations
- upon birth, mother and child transferred in protected community centre
- at two months of age, K transferred to residential centre for 0-6 yr olds
- extremely limited movement
- no finalised movement
- relational isolation
- stereotypical behaviours

Animal Assisted Therapy (AAT) and psychomotor therapy

- Looking to establish a certain rapport with a dog which might offer motivation to K.

Objectives

- Self awareness and awareness of physical capabilities
- Interaction with others
- Motivation for movement

### Team

- Medical doctor and director, psychologist, special needs teacher of the residential centre
- Child Neuro-psychiatrist and psychomotor skills therapist of the Child Neuro-psychiatric Unit
- Dog handler of AIUCA

### Team members present during the session

- Psychomotor skills therapist - conducts the session
- Dog handler – gives input to dog and guarantees her well-being
- Special needs teacher – video documentation and support for K.

### Parameters

- 3-month initial programme – starting April 2003
- One 45 minute weekly session
- Within the already existing psychomotor treatment programme

### Process

- What animal?
- What to do?
- When?
- How to solve?

### No Recipes, but important points to remember

- Goals and objectives
- Creativity
- Respect

**Workshop: Recall Training**  
**Yrsa Görnerup, Sweden**  
**Dog behaviourist and trainer, Hand med Hund**

Make sure the dog knows what it is all about!

1. Magic word

We want the dog to come, no matter what happens around them ; the reaction must be instantly. We have to fight every time they have done something else than coming when called.

2. Unique sound

- What is the recall-command in your country/language?  
How does it sound?
- Unique sound makes a big difference  
Is it used in ordinary talk between people and with the dog?
- Clear association between command and behaviour

3. Bit by bit

- Recall is a chain of reactions
- Each link is important for success
- If one link is weak, the whole chain breaks
- Try to see where the dog's weak points are
- Isolate and work with just them, not the whole chain of reactions
- Back chaining is a very good way to start this training, no matter which age the dog has.
- Plan in a way you get success, and nothing else

4. Wanting and waiting

- High expectations
- Longing and wishing for a recall command
- Dogs are trying to find the trigger point when you will call
- Test your command in all situations, so the dog gets the same expectations no matter what happens around you

5. Right reinforcement

- What do dogs like? Make a doggie list
- Working for food? Sometimes the only choice
- Surprise is a good motivator
- What is it the dog chooses between?

6. Games

- Feeding the bird
- Ready, steady, ...
- Hide and seek
- Duo and triangle
- Temptation
- Swedish smorgasbord

**Workshop: How to start research in your organisation**  
**Claire Guest MSc, UK**  
**Director of Operations and Research of Hearing Dogs for Deaf People**

Definition of research

- “Scholarly or scientific investigation or inquiry. Close, careful study.”
- Anecdotal evidence of the benefits of assistance dogs e.g. personal opinion, collection of stories

What is research?

- Scientific evidence
- Experimental design
- Control groups
- Sample size

What about the results?

- Publish in peer-reviewed journals
- Present at conference meetings
- Promote through the press and media

Why is research important?

- The results of research can change how you run your organisation, care for your dogs, and relate to recipients
- Adds to existing knowledge so that others can benefit as information is shared at a world-wide level
- Promoting the work of assistance dogs to different audiences (practitioners, academics, fundraisers, general public).

How to start research projects?

- Partner with an academic organisation like a university or college and with other assistance dogs organisations
- Attend meetings/conferences to make useful links
- Importance of clear objectives and planning regarding what data to collect and analysis
- Review existing literature using the internet
- Utilise your staff as many have academic backgrounds and are keen to undertake research
- Look at existing practices:
  - e.g. monitoring of dog behaviour
  - e.g. monitoring client satisfaction

Research in “Hearing Dogs” / UK  
(Guest, Collis & McNicholas – 2006)

- Subject:  
“Hearing dogs successfully perform the sound-alerting task for which they are trained, as well as providing companionship and improving the psychological and social well-being of recipients.

## ASSISTANCE DOGS EUROPE

- Process:  
Recipients took part in a longitudinal study to monitor the dogs' working performance and examine the social and psychological effects of having a hearing dog.
- Profile of Mood Stat (POMS)
- General Health Questionnaire (GHQ):
  - anxiety
  - depression
  - social functioning
  - sleep
- Questions relating to sound alerting function :
  - environmental sounds
  - alarm clock
  - door knock/bell
  - smoke alarm
  - called by name
- Questions to fearfulness
  - unsafe when alone
  - fear of leaving home
  - fear of cars
- Social isolation
  - dependence on others
  - avoiding interactions with others
  - feeling lonely

### Other areas of research by "Hearing Dogs"

- Cancer Detection Dogs
- Faecal screening of dogs for Campylobacter, Coccidia, Giardia, Hookworm and Toxocara
- Monitoring salivary cortisol levels as a measure of the stress response in dogs undergoing kennel breaks
- Hearing Dog Teams for Deaf Children:
  - pilot study – small sample size
  - access child using established tools via parent report
  - access child's view of important relationships using storyboard format
  - aim to identify the benefits and potential drawbacks of placing a hearing dog in a family
  - with a deaf child

### Summary

- Benefits of research for the working relationship between dog and recipient and raising the
- profile of the assistance dog field
- utilise the expertise within your organisation
- partner with academic organisations
- publication in scientific journals and popular press

Invited Speakers

**Ingela Thalén, Sweden**

*"Conference Welcome"*

Was Minister of Social Security from 1999 to 2002, twice Minister of Health and Social Affairs during the years 1990 to 1996, and Minister of Labour from 1987 to 1990 in the Swedish government. At the moment she is the president of several charities: The Association BRIS, Barnens Rätt I Samhället, The Network for the Child Convention, Foundation Allmänna Barnhuset, The Foundation Erica, and The Swedish Folkdance Association.

**Anders Hallgren, Sweden**

*"Mental activation of dogs, the core of enrichment"*

Got his degree as psychologist The University of Stockholm. During 40 years he has treated several thousands of dogs with problematic behaviour. He has evolved and developed mental stimulation, a necessary requisite in training behavioural problems in dogs. Anders started to train service dogs for people with a disability in Sweden. He was the first to train dogs to detect mould in buildings. Anders has written 25 books about dog behaviour and numerous

**Lars Fält, Sweden**

*"Temperament in Dogs – Results of Swedish Testing Program"*

Is one of the dog specialists at "Hundkampus" in Sweden. He is an ethologist and works with professional training of dogs, dog owners and other professional dog trainers in Sweden and other countries. He has about 25 years of experience in professional training of dogs. He has written several books and articles about dog behaviour, dogs' signals and about behaviour of puppies. Some books are translated into English and other languages.

**Julie Lane, UK**

*"Stress in animals, research in UK"*

Got her PhD, and is Senior Animal Welfare Scientist at the Central Science Laboratory, in York at the Animal Welfare Unit. Julie is an ethical consultant, consultant physiologist and animal welfare researcher. In her current job, she is responsible for: obtaining and managing research projects in animal welfare and experienced in the development of non-invasive methods for assessing welfare. In her career, she published 27 scientific articles, reviews and reports.

**Ingrid Persson, Sweden**

*“Dog welfare”*

Is President of The International Association Against Painful Experiments on Animals since 1992, after being chairman since 1975. She organised the International Conference in Helsingborg in 1996. In 2002 she received the Gold Medal of the City of Helsingborg. She joined the Animal Welfare Movement in 1968, the IAAPEA in 1973. She campaigned in Europe, Africa and The United Nations. She visited animal societies in Russia. Since 1988 she campaigns for people with a disability.

**Dick Lane, UK**

*“Measuring stress in dog trainers”*

Qualified at the London Veterinary College in 1953, he worked as a vet in Leamington Spa. He was clinical vet and GDBA Senior Veterinary Surgeon for the Guide Dogs for the Blind Association. Since 1988 he is Member and Chairman of the Board of Trustees of Dogs for the Disabled. He obtained a Fellowship of the RCVS and completed a BSc Hons University of Hull degree in Applied Animal Behaviour and Training. He received the first J A Wight Memorial Award from BSAVA in 2000.

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