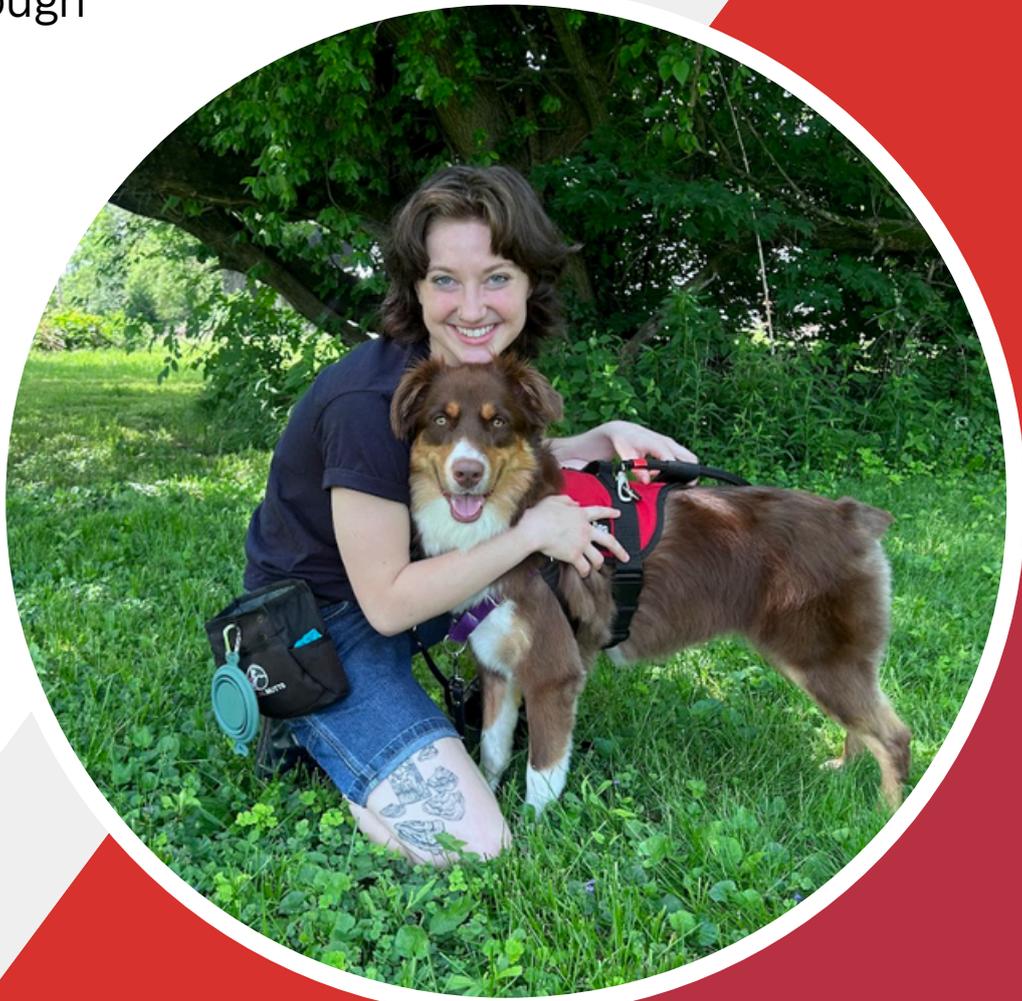


# ***Owner Training Packet***

Everything you need to  
know about training your  
service dog through  
Medical Mutts





**MEDICAL MUTTS**

# ABOUT MEDICAL MUTTS



Thank you for considering Medical Mutts Service Dogs to train your own dog to be your service dog.

As a leading authority in medical alert assistance dogs, Medical Mutts is dedicated to training rescued dogs to be service dogs and to promoting collaboration between dogs and people through science, education, and ethical training.

**Our Owner Training Programs:** Medical Mutts does offers a variety of ways to train your own dog, both in person or remotely. *\*You can apply for an assessment at any time. You will not be expected to participate in any public relations or fundraising events.*

**Puppy Coaching:** Our trainers will help you get your new puppy (under 6 months of age) off to the right start with basic puppy training and socialization.

**Group Classes:** Learn how to train your dog alongside others going through the same process.

**Private Sessions:** One of our trainers will work with you one-on-one to train your dog through our program.

**Board and Train:** Have your dog stay at our facility while our staff trains your dog through our program.

## Location

Medical Mutts is located in Indianapolis, IN. We do serve clients nationwide. However, you must have the ability to travel to Indianapolis at the end of training for the 4 day workshop and public access test.

## Ethical Training Methods

We will use your dog's food (or whatever else they may be motivated for) to train. We do not use any aversive methods or equipment.

## Support System

Training and adjusting to life with a service dog can be an overwhelming experience. There is a lot of information to learn. It is important to have a minimum of 2 people in your life who can offer emotional support and practical assistance throughout the process.

## VETERANS AND FIRST RESPONDERS

We do give a 20% discount for any person who is currently serving in the military or has served in the past. The discount also extends to first responders, specifically EMTs/paramedics, police officers, and firefighters.

This training program is not endorsed or approved by Assistance Dogs International. Completion of this program does not signify or certify that the person is a qualified service dog trainer by Assistance Dogs International.

# Medical Mutts

## Owner Training Programs

### Puppy Coaching



Cost: 3 sessions for \$90  
Average length of time: until puppy is 6 months of age  
Type: Online or in-person

Work with one of our trainers to get your puppy off to the right start with basic training, such as potty training, crate training, and socialization.

### Assessment



Cost: \$120  
Average length of time: 30-60 min consultation  
Type: Online  
Submit videos of your dog in specific situations, then attend a virtual consultation to discuss your needs, your dog, and which training program would be the best fit for you.

### Private Sessions



Cost: 1 session for \$95, 3 sessions for \$280, 6 sessions for \$550, 10 sessions for \$900, Workshop/Public Access Test \$390  
Average length of time: Minimum of 6 months, average of 20-30 sessions  
Type: Online/in-person hybrid or in-person

Work with one of our trainers to teach your dog all service dog skills, from basic obedience to tasks specific to your disability.

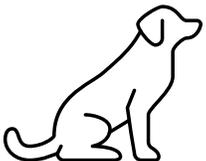
### Group Classes



Cost: Foundation for \$390, Intermediate/Public Access for \$390, Advanced for \$390, Workshop/Public Access Test \$490  
Average length of time: About 1 year  
Type: Online/In-person hybrid

Work alongside other clients in a virtual setting to teach your dog all service dog skills, from basic obedience to tasks specific to your disability, followed by a 4 day intensive workshop.

### Board and Train



Cost: \$490 per week, \$850 for team training  
Average length of time: 6-8 months  
Type: In-person

Have your dog stay at our facility in Indianapolis, IN, while our trainers train him through our service dog program. You will need to attend an 11 day team training when your dog is ready to graduate.

\*If at any point during the training we do not feel your dog is appropriate for service dog work or public access, we will discuss other options with you.

# BOARD & TRAIN AT MEDICAL MUTTS



## FACILITY

Our facility consists of 4 kennel rooms, 2 training rooms, 5 play yards, and a large running space. Each kennel room consists of 7 kennels with an adjoining play yard. Our kennel dimensions are 3x5 feet and each kennel contains a cot, chew toy, and food/water bowls. Our facility is equipped with numerous cameras and alarms to monitor the dogs at all times.

## STAFF

We have 2 teams of staff that are integral to the success of the dogs. One team is focused on training the dogs and the other is dedicated to the care of the dogs and facility. Each B&T dog has an assigned trainer who will ensure the dog gets productive training sessions throughout the week.

## SCHEDULE

We have staff at the facility from 7am to 7pm each day, with training occurring from 9am-6pm. The dogs' schedule consists of training sessions at the facility, training sessions in public places, play time with other dogs, enrichment games, and rest time in their kennels. The amount of time for each activity varies from day to day. Training typically takes 6-8 months.

## PAYMENT

You will receive an invoice at the end of each month for the following month. Payment is due on the 1st of each month. The cost is \$490 per week.

## WHAT TO BRING

When you bring your dog, you will need to bring a week's worth of their dog food, so that we can wean them onto the food we feed (Kirkland Chicken and Rice), along with their flea, tick, and heartworm preventatives.

## COMMUNICATION

Each B&T dog has a Slack channel where staff will upload 2-3 pictures/videos each week so that you can keep up to date on what they are working on. You will also receive a monthly progress report on where the dog is in training, plus any successes or struggles. Staff is also available via email, phone, or text. You will be given access to our learning platform: Medical Mutts Academy. You will need to familiarize yourself with the provided materials during their stay with us. Your active involvement will be critical to your dog's progress in becoming a certified service dog.

## TEAM TRAINING

When your dog is ready to graduate, you will be invited to attend Team Training. This is 11 days of training at our facility in Indianapolis where we will teach you what your dog has learned, how to handle your dog in public, and much more. At the end of Team Training, you will take the public access test with your dog and then attend a graduation ceremony.



If you have any questions, please email [melissa@medicalmutts.com](mailto:melissa@medicalmutts.com)



# Owner-Training Criteria

## Enrollment Requirements

- Dog must meet temperament criteria to enter training program: friendly/social with people, confident and comfortable in public places, recovers quickly when startled, no history of aggression or reactivity
- For the initial assessment and consultation, client must submit videos of their dog in the following situations: 1 minute of walking in parking lot from car to store, 1 minute of walking through a pet-friendly store, response to a loud noise in a public place, eating a treat in a public place, greeting and interacting with an unknown person, greeting and interacting with an unknown dog. Once the videos are submitted, a consultation over Zoom will be scheduled to discuss the client's disability, their dog's temperament, and which program would be the best fit.
- Dog must be at least 5 months of age during the assessment videos. Dogs under 5 months can enroll in puppy coaching until they are old enough for the assessment.
- Client must submit an Owned Service Dog Application and assessment payment (\$120) at least 24 hours prior to Zoom consultation.
- Dog must be at least 6 months of age to enroll in service dog training services.
- Prior to enrolling in service dog training, client must submit the following paperwork: Consent to release information and service contract and release of liability.
- Prior to enrolling in Intermediate level training, client must submit proof of disability (type of proof varies depending on disability) and vet health form.
- Dog must have had bloodwork and fecal test done in the previous 6 months prior to submitting the vet health form. Dog must have full use of all senses (no hearing or vision impairment) and be physically capable of service dog work.
- Any dog who will be performing any mobility tasks must have their hips graded by OFA or PennHip prior to enrolling in the Advanced training.
- Payment for services are due prior to beginning training.
  - Group Classes:
    - Foundation Class: \$390
    - Intermediate Class: \$390
    - Advanced Class: \$390
    - 4 Day Workshop/Public Access Test: \$490
  - Private Sessions
    - 1 session: \$90
    - 3 sessions: \$280
    - 6 sessions: \$550

- 10 sessions: \$900

## Training Requirements

- Client must commit to completing and logging a minimum of 5 training sessions per week, on average, while their dog is in training.
- Client must work with Medical Mutts for a minimum of 6 months and complete a minimum of 3 training sessions with Medical Mutts staff in order to qualify for certification.
- Client must commit to reward-based training techniques and must not use punitive training methods.
- Dog must pass the following assessments during the training process: Foundation, Intermediate, Advanced.
- Client must attend 4 day in-person workshop in Indianapolis, IN, at the end of the Advanced level in order to be certified.

## Certification Requirements

- Client and dog must travel to Indianapolis, IN, to attend the 4 day workshop and take the public access test in person at the completion of training. Upon passing the test, client will receive a digital ID and Medical Mutts service dog vest. Cost of first public access test is \$300. Subsequent yearly tests are \$120 each and can be done over live video.
- Dog must be at least 18 months of age to qualify for the public access test
- Public access test will be given by a Medical Mutts representative who is not the team's main trainer
- Client must complete required check-ins following their graduation: once a week for the first month, once a month for the first year, then once a year for the remainder of the dog's working career. Failure to complete the check-ins will result in forfeiture of their certification and vest must be returned to Medical Mutts.



# Disability Criteria for Clients



## General Requirements

- Client and/or handler has the ability to move independently, either alone or with mobility aids, such as wheelchair, cane, or walker.
- Client and/or handler has sufficient strength to control service dog. The size of dog may be dependent on handler's ability. In some cases, clients may be asked to come to facility to handle dogs prior to proceeding with a contract, at Medical Mutts' discretion.
- Client and/or handler has sufficient coordination to work with their service dog effectively, including handling the leash and treating the dog.
- Client and/or handler has sufficient endurance to exercise service dog, or alternate way to provide exercise.
- Client and/or handler has the physical and financial ability to provide basic care for dog, including feeding, pottyng, grooming, and attending to their health care needs.
- Client has a minimum of 2 support people to assist with the dog as needed, including being willing and able to take care of the dog in case of emergency.
- Client has a stable living situation that is conducive to having a dog, with a maximum of 3 children under the age of 10 living in the home.
- Client must not have any free roaming small animals inside their house. Small animals must be caged (ferrets, chinchillas, bunnies, birds).
- Client must not have more than 5 free roaming pets in the house, with no more than 2 dogs in addition to the service dog.
- Client must have access to a calm and secluded space in their home without a lot of traffic where the dog can relax, if needed.
- The use of an Invisible Fence is not permitted.
- If applying for a program dog, client has the ability to travel to Indianapolis, IN, for 10 days of team training when they are matched with a dog.
- If owner training, client has the ability to travel to Indianapolis, IN, for an in-person public access test.

# Criteria per Disability

## Diabetes

- Diagnosed for a minimum of 1 year
- No more than an average of 10 lows in a day
- No more than an average of 10 highs in a day
- At least 50% of day in target range on average
- Highs typically last less than 3 hours
- Must be able to provide 5 days of logs (or CGM printout)

## Seizure

- Diagnosed for a minimum of 1 year
- Ability to live with a support person for a minimum of 2 months post-placement or have help during advanced training
- No less than an average of 1 seizure per month
- Must be willing to use hands-free leash in public

## Allergies

- Must be allergic when in contact or ingested, not an airborne allergy
- Must have ability to train the dog with allergen
- Cannot be life threatening with a single exposure

## Hearing Alert

- Needs to have help of another person if completely without hearing
- Needs to have the ability to communicate with Medical Mutts staff via interpreter if necessary

## Psychiatric

- Must have a diagnosed mental health condition that significantly impacts their daily life
- Must have been working with a mental health care provider for a minimum of 1 year
- Not a risk of physically harming others, including the dog
- No suicide attempts than required rescue within previous year, unless they have a facilitated handler
- Must be functioning on a daily basis: gets out of bed daily, is motivated to complete tasks, maintains contact with support people

## Autism

- Diagnosed for minimum of 1 year
- Must not have a history of violence

## **Mobility**

- Must have facilitated handler if physical ability does not meet general requirements

## **EDS**

- Must have a facilitated handler if physical ability does not meet general requirements

## **Other Medical Alert (Migraine, POTS, Cardiac, etc)**

- Diagnosed for minimum of 1 year
- Must have an average of at least 1 event per month
- No more than 10 events per day
- Must have someone available to care for dog if out of commission for more than 4 hours during event

# Enrolling in Owner Training



The first step is to complete an assessment. The assessment consists of 2 parts:

- Submit videos of your dog in specific situations
  - Walking through a parking lot (1 minute)
  - Walking through a pet friendly store (1 minute)
  - Greeting and interacting with an unknown person in public
  - Greeting and interacting with an unknown dog
  - Response to a loud noise in public
  - Eating a treat in a public place
- Consultation over Zoom, during which we will discuss
  - Your disability and the ways in which the dog could help
  - Your dog's temperament and what was observed in the videos
  - Which Medical Mutts program would be the best fit for you
  - How to enroll and needed paperwork

All client/dog teams must have an assessment in order to enroll in any of the training programs. Once your dog has passed the assessment, the following paperwork is needed in order to enroll in a Foundation training program:

- Service Contract and Liability Release
- Consent to Release Information

Prior to enrolling in the Intermediate training program, the following additional paperwork is needed:

- Diagnosis report or mental health report, depending on disability, filled out by the appropriate practitioner
- Pet health report, filled out by your dog's veterinarian

If you are wanting to train mobility tasks to your dog, we will need proof that your dog is cleared of hip dysplasia by either Orthopedic Foundation for Animals or PennHip prior to enrolling in the Advanced training program.

Payment is due at least 24 hours prior to the start of services/scheduled meeting..

Private sessions and consultations may be cancelled and rescheduled at no cost to the client with at least 24 hours advanced notice. Last minute cancellations (less than 24 hours) will be charged at full price. If client is more than 15 minutes late to a session without notice, the session will be rescheduled but still charged at full price.

Once enrolled in training, clients will receive access to Medical Mutts Academy, with handouts, videos, and training plans.



# Medical Mutts Policies



- The dog's equipment (Front attach harness, leash, collar) are not included in the training services. M.M. will give a list of providers to the owner upon request.
- Because training involves a live animal, which reacts to variations in its environment, M.M. makes no representation that the training administered will accomplish every desired goal. The dog cannot be expected to be 100% accurate either in alerting or responding to commands.
- Based on guidelines set by the International Association of Assistance Dog Partners (IAADP), a service dog requires of a minimum of 6 months of training. The length of time it will take to train the dog may be longer depending the dog, on how the dog responds to the training and/or undesirable behaviors that might require extra work.
- Although M.M. will do their best to train the dog as a service dog, there is no guarantee that the dog can be and will be a service dog. Genetic and environmental factors can influence the dogs' behavior and impact his/her ability to become a service dog, even after many weeks or months of training.
- The owner will need to cooperate with all instructions to the fullest of his/her capability. This means working with the animal in accordance with the trainers' recommendations, knowing full well that not practicing or following through may result in the animals' behavioral regression.
- The reliability of the dog depends on the ability and willingness of the owner to learn from M.M. trainers and apply the appropriate handling methods. After completion of the training program, the owner must communicate with M.M. as soon as any concern or question about training or behavior arises. Behavior is subject to changes due to handling and environmental factors and failure to communicate in time may result in the development of problematic behaviors or breakdown of the training administered. The owner understands that it will take several months after the dog has been trained by M. M., for the dog and owner to work successfully as a team.
- Any certification that M.M. awards is limited to the completion of all the training specified, to the successful passing of all the testing, and to the maintenance of the behaviors shown at that time.
- M.M. will provide the owner with a full list of the behaviors trained as well as training material. Any training material provided by M.M. is for private use only and cannot be copied and/or shared. No part of any material in any form whatsoever, may be reproduced, distributed or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods.

# Dog Care Expectations



You will be expected to maintain a certain standard of care of the dog. This is including, but not limited to:

Feeding a high quality food.

A veterinary exam needs to be completed at least once per year.

The dog will be kept up to date on all vaccinations that are required by local law.

Dog needs to receive monthly flea, tick, and heartworm preventatives.

Dog will be protected from extreme weather conditions, such as freezing temperatures, precipitation, etc.

Dog will receive appropriate opportunities for physical and mental stimulation.

Dog will have husbandry needs taken care of, including dental care, grooming, and nail care. Dog will be kept clean and free of mats, and parasites.



# Owner Training Workshop



*For Owner Training clients only.* Once you have completed the advanced level of training:

You will spend 4 days in Indianapolis, IN. We will give suggestions on accommodations. Travel and lodging will be at your expense. We highly recommend having a support person attend team training with you. There will be a lot of information to take in, which can be overwhelming. Cost of workshop is \$490 and includes the public access test.

Typical Schedule:

Day 1: 10-4

Day 2: 10-4

Day 3: 10-4

Day 4: 10-4, including Public Access test

Each day typically consists of:

- PowerPoint presentation covering various topics related to dog care and training
- Hands-on training session with your dog at the facility
- Lunch as a group
- Outing to a local park, mall, department store, or grocery store
  - Common locations: Barnes and Noble bookstore, Keystone Fashion Mall, Broad Ripple Park, Meijer grocery store

There can be anywhere from 2-6 teams graduating at a time, so you may be learning alongside others. As part of the service dog training and assessment process, you will need to participate in evaluations conducted in a variety of environments. These settings are carefully chosen to ensure your dog is exposed to real-world scenarios and can perform effectively under different conditions.

What to Expect:

- Busy public spaces such as parks, malls, grocery stores, or parking lots.
- Exposure to loud noises, such as sudden sounds or bustling crowds.
- Interaction with unfamiliar people, animals (including large dogs), and new environments.
- Dog facility with related sounds and odors, plus the presence of pet dander.

Why This is Necessary:

These situations help us ensure you have the practice of handling your dog in common every day scenarios.

What You Should Do:

- Be prepared to visit places with moderate to high levels of activity.
- Communicate any specific concerns or accommodations you might need.
- Stay engaged and follow all instructions to support your dog's learning process.

If you have questions or require adjustments to the process, please reach out in advance. Your safety and your dog's well-being are our top priorities.



# Team Training



*For Board and Train clients only.* Once your dog is ready to graduate, we will schedule your team training.

You will spend 11 days in Indianapolis, IN. We will give suggestions on accommodations. Your dog will be staying with you at your place of lodging from the first day. Travel and lodging will be at your expense. We highly recommend having a support person attend team training with you. There will be a lot of information to take in, which can be overwhelming. Cost of team training is \$700.

Typical Schedule:

Monday: 10-3

Saturday/Sunday: Days off

Tuesday: 10-3

Monday: 10-3

Wednesday: Day off

Tuesday: 10-3

Thursday: 10-3

Wednesday: Day off

Friday: 10-3

Thursday: Public Access Test/Graduation

Each day typically consists of:

- PowerPoint presentation covering various topics related to dog care
- Hands-on training session with your dog at the facility
- Lunch break
- Outing to a local park, mall, department store, or grocery store
  - Common locations: Barnes and Noble bookstore, Keystone Fashion Mall, Broad Ripple Park, Meijer grocery store

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- Be prepared to visit places with moderate to high levels of activity.
- Communicate any specific concerns or accommodations you might need.
- Stay engaged and follow all instructions to support your dog's learning process.

If you have questions or require adjustments to the process, please reach out in advance. Your safety and your dog's well-being are our top priorities.



# CERTIFICATION

Once training is complete, you will take a Public Access Test with your dog. The purpose of this test is to ensure that you can safely handle your dog in common public situations.

## QUALIFICATIONS

- Your dog must be at least 18 months of age
- Your dog must know a minimum of 3 tasks to mitigate your specific disability
- Your dog must have been in training with Medical Mutts for at least 6 months
- Your dog must be comfortable, confident, and friendly in public
- Cost is \$490 for 4 day workshop and initial test, which must be done in person

## PUBLIC ACCESS TEST

During the test, you will be asked to have your dog demonstrate the following:

- Perform 3 tasks to help with your disability
- Ability to remain in heel or side position when walking through the parking lot, through a store, or past people, dogs, or other distractions.
- Ability to recover when startled
- Ability to remain under control when approached, taken away, or petted by a stranger
- Ability to remain unobtrusive in a restaurant or when shopping
- Ability to respond to positional cues
- Ability to leave food that is dropped on the floor
- Ability to enter and exit the vehicle on cue

## FOLLOW UP

Once you've passed the PAT, you will receive:

- A digital ID card
- A Medical Mutts Service Dog vest
- A letter stating that your team has passed the public access test
- Support from Medical Mutts should any situation regarding public access arise in the future

Public access test is good for 1 year. Subsequent tests can be done over live video. Cost is \$120





# Maintaining Certification

Once you've passed the public access test, here are the next steps for maintaining the certification through Medical Mutts Service Dogs.

## Timeline

<b>First Month</b>	<b>Fill out and send in Follow Up Form weekly</b> <b>Once weekly live check-in with Medical Mutts representative via phone or text</b>
<b>First Year</b>	<b>Fill out and send in Follow Up Form monthly</b> <b>Once monthly live check-in with Medical Mutts representative via phone or text</b>
<b>Subsequent Years</b>	<b>Take and pass the Public Access Test each year (\$120)</b> <b>Fill out and send in Follow Up Form once yearly</b> <b>Once yearly live check-in with Medical Mutts representative via phone or text</b> <b>Submit veterinary exam form</b>
<b>Retirement</b>	<b>Consult with Medical Mutts when your dog is ready to retire</b> <b>Disable or return Medical Mutts vest</b>

\*Please reach out to Medical Mutts immediately if you have any behavioral or medical concerns about your service dog.

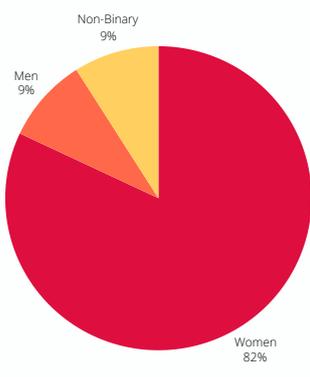
## Failure to Comply

Failure to comply with the follow up requirements at any step will result in revocation of digital ID card and vest will need to be returned to Medical Mutts Service Dogs.

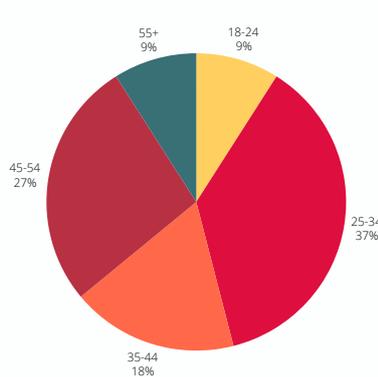
# Average Staff and Client Demographics for Medical Mutts

As of January 2025

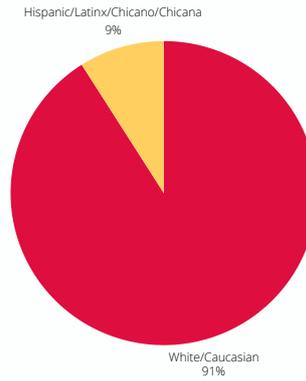
## Medical Mutts Staff



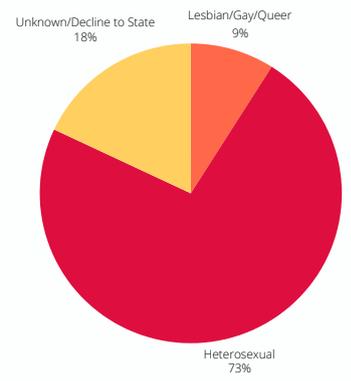
Gender



Age

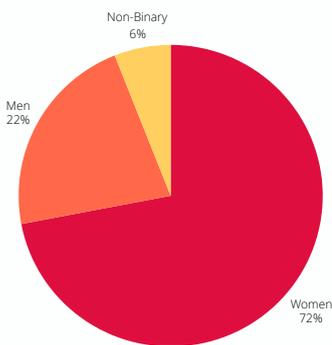


Race/Ethnicity

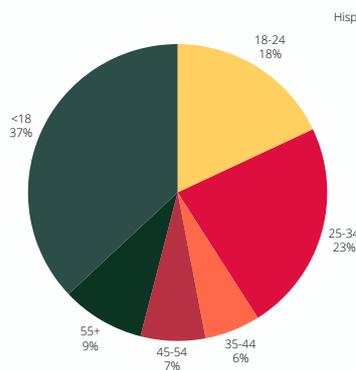


Sexual Orientation

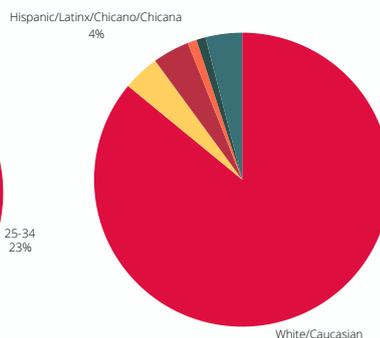
## Medical Mutts Clients



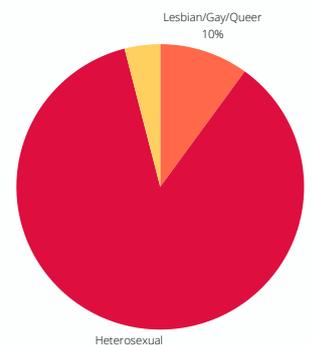
Gender



Age



Race/Ethnicity



Sexual Orientation



**MEDICAL MUTTS**

# HOW OUR DOGS ARE HELPING



In the past 10+ years, Medical Mutts has placed over **130** fully trained service dogs and helped over **100** people train their own dog to be their service dog.

**Here are what some of our clients have to say:**

## **Molly and Chloe:**

*Chloe is able to detect my POTS episodes up to 10 full minutes before I feel symptoms via scent detection training. She not only alerts me to episodes and ensures I am on the ground and safe, but lays on my lap to push blood back up to my head, guards me from strangers in the city, and brings me the appropriate medical supplies. I went from passing out daily to having two episodes per week on average. Her ability to detect my episodes has also been integral in mitigating their severity, meaning not only am I left with less pain and brain fog afterward, but I am able to recover quickly and proceed throughout my day. Because of Medical Mutts and Chloe, I am now in law school, confident in my ability to reach my highest potential. She - and the CONSTANT support of the Medical Mutts team throughout the process and afterward - have changed my life irrevocably. Organizations like theirs, with the values and services they provide, are rare and deserve to be cherished.*

## **Liz and Pancakes**

*Losing independence as a disabled person is really, really hard. I'm a long-time pancreas cancer survivor who has developed a rare form of diabetes - I knew it was time I got a service dog teammate to help me keep running half marathons safely - along with all other aspects of my life more safely as well. Intro Medical Mutts into my life! I'm a busy executive in my day to day life and knew I didn't have the capacity to train my own and I looked across the country for an organization that aligned with my medical needs, my heart, my chosen training style (fear free), and would take me on as a non-traditional diabetic.. MM was it! My match, Pancakes, is everything I could have hoped for in a pup and they matched us incredibly well to our temperaments. We spent two weeks with them doing training and I was set up with everything I could possibly need to be successful with my partnership. We're provided ongoing support for however long we need it. I am in awe of this organization and couldn't be happier with my choice to work with them.*



## **Kathleen and Chai:**

*My Diabetic Alert Dog Chai has been such a wonderful addition to our family. He has provided a security that comes from knowing that he is always near and ready to detect my lows and highs that I can no longer detect on my own. He has created the safety net I needed for my daily living with Type 1 Diabetes.*