

# Applicant Packet

Everything you need to  
know about getting a  
service dog through  
Medical Mutts





**MEDICAL MUTTS**

# ABOUT

# MEDICAL MUTTS



Thank you for considering Medical Mutts Service Dogs.

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 Dogs:** Medical Mutts does not have a breeding program. Instead, all of our dogs come from rescues and shelters.

**Disabilities Served:** We train dogs to help with diabetes, seizure disorders, POTS, hearing impairment, allergies, and psychiatric conditions.

**Ethical Training:** Our dogs are trained using science based, positive methods. We do not use any aversive training methods or equipment.

**Client Support:** All of our clients receive superior support at every stage of the process, in addition to access to a client website with handouts and videos.

### Location

Medical Mutts is located in Indianapolis, IN. We do serve clients nationwide. However, you must have the ability to travel to Indianapolis for 11 days of team training once you are assigned a dog.

### Cost

The cost of a service dog is \$30,000, plus \$120 for an interview. Clients may be eligible for a scholarship up to \$15,000. The total is split into 2 payments: \$4000 deposit due at time of contract, then the remainder being due the day you get your dog. You will not be expected to participate in any public relations or fundraising events.

### Support System

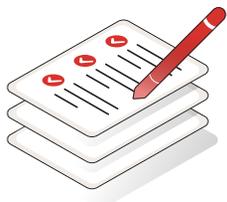
Adjusting to life with a service dog can be an overwhelming experience. There is a lot of information to learn. It is important to have a minimum of 2 people in your life who can offer emotional support and practical assistance throughout the process.

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

## Program Dog Process

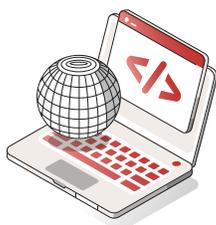
1



### Fill Out an Application

Contact us for an application. The application consists of questions about your disability, living situations, and other information that relates to pairing you with a service dog. It also covers financial questions for the scholarship. You can apply at any time.

2



### Interview Over Zoom

Once we have reviewed your application, we will notify you of scholarship eligibility. We will then schedule a time to meet with you over Zoom. During this meeting, we will discuss your needs and expectations, lifestyle and household, the process and next steps. The cost of the interview is \$120. Interviews are typically scheduled within 2-3 weeks of the application.

3



### Submit Paperwork

We will need various forms to be filled out and signed by you, your housemates, and your support people, along with a diagnosis report filled out by your physician or mental health practitioner (depending on your disability). Income verification is also due at this time. Paperwork is done at your pace. If submitted more than 3 months after the interview, we may ask for an updated application.

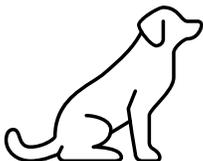
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### Contract and Deposit

Once we have received and approved all of your paperwork, we will send you a Service Dog Agreement to place you on the waitlist for a dog\*. The non-refundable \$4000 deposit is due at this time. We will also give you access to videos and readings to help you prepare for your dog. On average, the wait time is 6-15 months to get a dog.

5



### Team Training

We will contact you when we've paired you with a dog. We will send you a picture and description. If you choose to accept the dog, we will schedule a time for team training. You will spend 11 days in Indianapolis learning to work with your dog. The remainder of the payment is due on the day you get your dog. Once you get home, we will continue to follow up with you to make sure it is going well.

\*You are able to back out of the process at any point, for any reason, if you choose. The \$4000 deposit will not be refunded.



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# PAPERWORK REQUIREMENTS FOR TRAINED SERVICE DOG

In order to be placed on the waitlist, we will need the following paperwork.



- Service Dog Application
- Applicant Cost Form
- Consent to Release Information
  
- Adult Housemate Agreements (if applicable):  
Signed by anyone over the age of 18 who will be living with you.
  
- Support System Forms: Filled out by the 2 people you listed as your primary support system
  
- Diagnosis/Mental Health Report: Filled out by your medical or mental health practitioner, depending on your disability
  
- Income verification (i.e. tax returns) for scholarship
  
- Service Dog Agreement: \$4000 deposit is due at this time



**MEDICAL MUTTS**



# Disability Criteria for Clients



## General Requirements

- You have the ability to move independently, either alone or with mobility aids, such as wheelchair, cane, or walker.
- You have 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.
- You have sufficient coordination to work with their service dog effectively, including handling the leash and treating the dog.
- You have sufficient endurance to exercise service dog, or alternate way to provide exercise.
- You have the physical and financial ability to provide basic care for dog, including feeding, pottyng, grooming, and attending to their health care needs.
- You have 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.
- You have 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.
- You must not have any free roaming small animals inside their house. Small animals must be caged (ferrets, chinchillas, bunnies, birds).
- You must not have more than 5 free roaming pets in the house, with no more than 2 dogs in addition to the service dog.
- You 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, you have the ability to travel to Indianapolis, IN, for 10 days of team training when tyou are matched with a dog.
- If owner training, you have 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

# Team Training



Once you've been matched with a dog, 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.

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

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.



# Dog Care Expectations



Once you receive your dog, 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 list of approved foods will be given to you.

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.

We highly recommend having pet insurance on your dog, to help in the event of an illness or injury





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# 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>	<ul style="list-style-type: none"><li>• <b>Fill out and send in Follow Up Form weekly</b></li><li>• <b>Once weekly live check-in with Medical Mutts representative via phone or text</b></li></ul>
<b>First Year</b>	<ul style="list-style-type: none"><li>• <b>Fill out and send in Follow Up Form monthly</b></li><li>• <b>Once monthly live check-in with Medical Mutts representative via phone or text</b></li></ul>
<b>Subsequent Years</b>	<ul style="list-style-type: none"><li>• <b>Take and pass the Public Access Test each year (\$120). Subsequent tests can be done over live video (Zoom or FaceTime)</b></li><li>• <b>Fill out and send in Follow Up Form once yearly</b></li><li>• <b>Once yearly live check-in with Medical Mutts representative via phone or text</b></li><li>• <b>Submit veterinary exam form</b></li></ul>
<b>Retirement</b>	<ul style="list-style-type: none"><li>• <b>Consult with Medical Mutts when your dog is ready to retire</b></li><li>• <b>Disable or return Medical Mutts vest</b></li></ul>

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

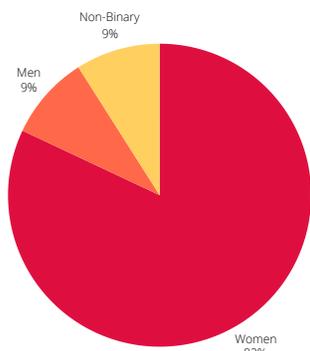
## Failure to Comply

- 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.

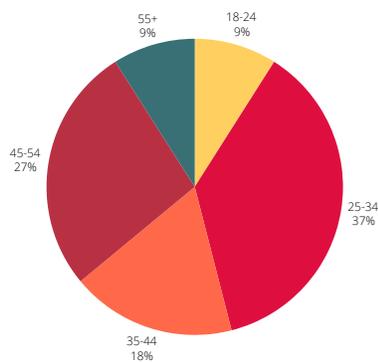
# Average Staff and Client Demographics for Medical Mutts

As of January 2025

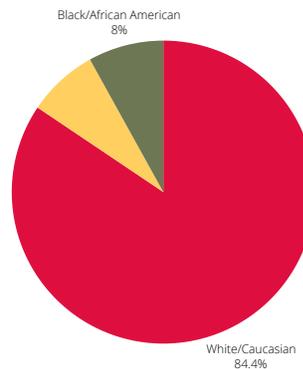
## Medical Mutts Staff



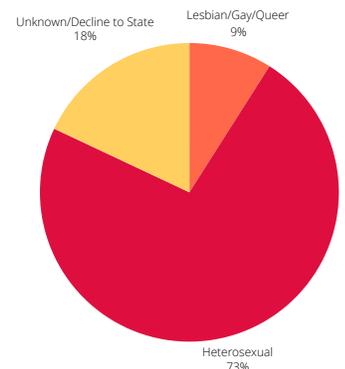
Gender



Age

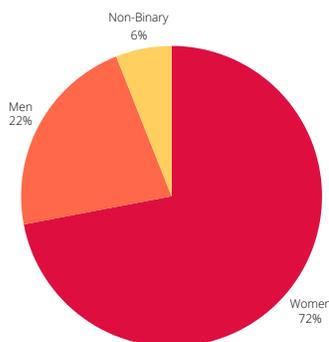


Race/Ethnicity

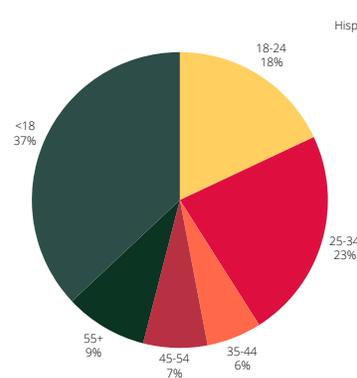


Sexual Orientation

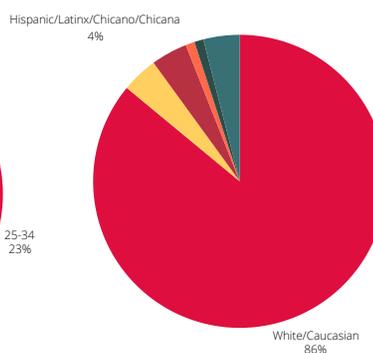
## Medical Mutts Clients



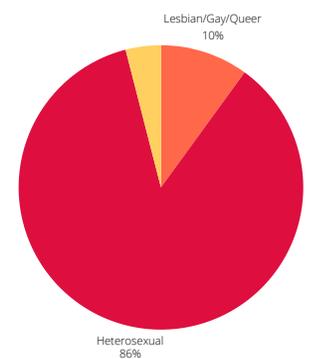
Gender



Age



Race/Ethnicity



Sexual Orientation





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# 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.*

# FAQs



## **How long does it take to get a service dog?**

The average wait time is 6 to 18 months.

## **What happens if the dog isn't a good match?**

If the dog isn't a good fit for you, Medical Mutts will take the dog back and you will go back on the waitlist for another dog.

## **Can I bring someone with me to team training?**

Medical Mutts highly recommends bringing along a support person to team training.

## **What if I already have a dog that I want to train as my service dog?**

Medical Mutts has programs to help you train your own dog. Your dog must pass a temperament assessment in order to enroll in our training program. Visit our website to learn more.

## **Can the dog fly on a plane with me?**

Yes, a fully trained service dog is permitted to fly in the cabin with you.

## **What if I can't care for the dog anymore?**

Medical Mutts will accept the dog back at any point in the dog's life.

## **Contact Medical Mutts with any other questions:**

**(317) 991-5400**

**info@medicalmutts.com**

