

Common Training Issues or Questions:

Some common things that can come up and some common handler advice (see descriptions below):

1. Crying or barking in the kennel (both during the day and at night)
2. Barking in general
3. Accidents
4. Chewing, digging, counter surfing, or other naughty behaviors
5. Loose Leash Walking Tips: Pulling, Sniffing or Scavenging on Walks
6. Poop eating
7. Management vs. Training
8. What to do if the dog ignores your cue?
9. Going out in Public – What a business can ask you, how to respond and what to do in the event of an access denial
10. Basic Home Regulations
11. Potty Protocol
12. Feeding Protocol
13. Car Protocol
14. Kennel Protocol
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1. Crying or barking in the kennel (both during the day and at night)

- a. Give them a few minutes to settle down (5-15 minutes)
- b. Try putting the kennel in your bedroom if you have the space
- c. Practice more during the day while you are home for shorter amounts of time (30 minutes – 1 hour).
- d. Practice playing some kennel games with them (see manual for instructions)
- e. Try giving them kennel time while you stay in the room with them
- f. Cover the kennel with a light sheet or try some calming music
- g. The most important thing is to not give them attention or let them out of the kennel while they are barking. This will just teach them to bark when they want to be let out. If possible, wait until they are quiet and calm, and then let them out of the kennel. It will get better!!

2. Barking in general

There are 2 types of barking and they both need to be treated a little differently

- a. **Demand barking** – Is barking that means “I want that thing, let me out/in, give me attention!” Demand barking needs to be ignored (no eye contact, no shushing, etc.) The hard part about demand barking is even if you give them what they want or even negative attention for the behavior you are rewarding it! The best thing to do is ignore it until they settle down on their own and then reward them with calm positive attention.
- b. **Alert Barking** – Is barking that means “the Amazon guy is at the door, I heard a scary noise, someone’s here, etc.” Alert barking can be interrupted by saying the dog’s name, luring them away with a treat, tapping them softly to get their attention, etc.

3. Accidents happen!

- a. The dog will be in a new environment and will be under the age of 2. Treat them like a new puppy and give them every opportunity to go outside when needed!
- b. Please keep clean up supplies available and clean up any accidents as soon as possible
- c. If you catch a dog in the act of having an accident in the house, interrupt them immediately by either picking them up or running them outside to finish pottying
- d. If you find an accident later (not in the moment) you are too late to do anything about it – clean it up and try again next time!
- e. We do not teach our dogs to let us know they need to go (such as a bell or standing by the door) so please make sure you can take your dog out every 2 hours or more if possible!
- f. If you have a dog that is under 6 months old, please treat them like they are not potty trained
- g. Always keep an eye on them and keep them out of rooms or areas that they can get into trouble!

4. Chewing, digging, counter surfing or other behaviors

- a. Puppy proof your home before the dog arrives! My favorite saying is if the dog can’t reach something, they can’t eat something!
- b. Always keep the dog in your eyesight! If you need to do something that will keep your whole attention, put the dog in their kennel or in a secure puppy pen while you do other things
- c. Close doors, use baby gates, and give them access to toys and items they are allowed to play with and chew on
- d. If the dog is getting overstimulated easily or continues to go back to chewing on you or something they shouldn’t, try a nap! They are probably over tired, and some kennel time would help
- e. If the dog picks up something or puts something in their mouth that is not appropriate (a sock, a Lego, a cable, etc.) gently take the item out of their mouth, and replace it with a dog toy the puppy can chew on. If they know the cue “drop” you can say that and then present a treat near their mouth to get them to drop the item, then replace it with a dog toy

5. Poop Eating

- a. If you find that your service dog in training is eating their poop or the poop of other dogs, please let the Puppy Raiser know and pick up the poop as soon as possible

6. Loose Leash Walking Tips: Pulling, Sniffing, or Scavenging on Walks

- a. The puppy's leash should always be loose while walking. I like to say there should always be a "smile in the leash." This means there is always slack between the puppy and the handler's hand and the leash should form a "J" shape with the slack hanging loosely downward.
- b. While walking with the pup, remember to click and treat if the puppy offers you eye contact. This encourages the pup to be engaged with you and not pull
- c. If the puppy starts to pull, immediately stop walking, and encourage them to come closer to you. This can be by patting your leg, saying their name, or saying "heel." This encourages them to relieve the tension in the leash, and teaches them that a loose leash means walking, and a tight leash means stopping. Once the leash is loose you can continue to walk by saying "let's go"
- d. If the puppy goes right back to pulling, try clicking and treating more often. Only click and treat if the leash is loose
- e. You can also try only taking 1 step at a time. If the puppy stops walking when you stop (keeping the leash loose), click and treat. Then work up to 2 steps before stopping. Continue this process until the pup can walk with you while keeping the leash loose
- f. If the puppy is sniffing or scavenging (eating things off the ground) during walks, walk the puppy further away from the areas they like sniffing and scavenging. This could be by walking the puppy on the sidewalk or side of the street (if safe) so they do not have access to the grass

7. Management vs. Training

- a. There are 2 ways to handle any issues that comes up in the home or out in public
 - i. **Management** - Controlling the dog's environment to prevent behaviors you dislike from happening. Management means not allowing the dog to access items or spaces so that they cannot practice unwanted behavior. This increases the probability of correct behavior occurring
 - ii. **Training** - The process of teaching or developing the skills and knowledge related to specific valuable skills (the behaviors you want)
- b. You as a puppy sitter will probably use more management than training when it comes to any at-home issues but it's still helpful to understand how both work!

Example 1: The dog is chewing on my shoes

- i. **Management:** Pick up all the shoes and put them away so the dog can't chew on them. Give them something they are allowed to chew on
- ii. **Training:** Work on a "leave" cue near the shoes in the room and encourage the puppy to chew on appropriate toys!

8. What to do if the dog ignores your cue?

Here are a few questions to think about before asking the cue again:

- a. Did they hear you? Were they looking at you before you gave the cue? Did you say their name first?
- b. What's going on around you? Is it really overstimulating? Is it loud or distracting?
- c. Does the dog need to go out? Are they thirsty, hungry, etc.?
- d. Are they showing any signs of stress? (lip licking, panting, shaking off, yawning, itching, really sniffy, etc.)
 - i. Wait a few seconds (3 – 6 Mississippi's) before you ask for the cue again
 - ii. If they still don't do the cue, try an empty lure or a lure with a treat

9. Going out in Public – What a business can ask you, how to respond, and what to do in the event of an access denial:

In the state of Colorado, Service Dogs in Training have the same access rights as fully trained service dogs. Service dogs are allowed in all public spaces.

- a. Two questions a business/person can ask are:
 1. Is it a service dog?
 2. What tasks does the service dog perform for you?
 - a. What to say:
 - No, it is a service dog in training that is training to be a mobility service dog
 - As per Colo. Rev. Stat. § 24-34-803 a service animal in training and its trainer receives the same privileges as a trained service animal
 - A business can deny or ask for a dog to be removed (not the handler) from their place if the dog is causing danger, being disruptive, or has behavioral issues (barking, peeing inside, etc.)

If you are denied access, please stay calm and be polite. Most of the time, the person denying access does not understand the law, so this is an opportunity to be a good ambassador for CaPR and for all SD teams by educating them

- a. Answer questions, show ID card, give CO law (on ID card, SDIT have same public access rights as service dogs in CO)
- b. Ask to talk to the manager, answer questions, show ID card, give CO law
- c. Leave. Write the names of the people you talked to, the contact information for the business, and the time and date you were denied access. Send that information to Jessie. Jessie will reach out to the business to educate them

- d. Jessie will escalate the matter if necessary. CaPR needs to handle it because CaPR is ultimately responsible for the dog
- e. Businesses have the right to ask you to leave if the dog is disruptive or inappropriate. This includes but is not limited to barking, eliminating indoors, disrupting other patrons, getting on the furniture, damaging anything, eating food off the floor, or if the dog is not fully under your control
- f. Please do not escalate the situation yourself. It is not your responsibility to handle this, it is an opportunity for CaPR to educate the public and make it more accessible for SD handlers. Our volunteers are ambassadors for our program, so please be civil and let CaPR handle it
- g. Here is more information on the law surrounding service animals:
 - i. [Service Animals | Rocky Mountain ADA](#)
 - ii. [Resources - Canine Partners of the Rockies \(cpotr.org\)](#)

10. Basic Home Regulations:

The dog must:	The dog is not permitted to:
<ul style="list-style-type: none"> • Sleep in the kennel at night <ul style="list-style-type: none"> • Be on leash when outside <ul style="list-style-type: none"> ○ unless in a secured, fully fenced in area • Be supervised when outside • Be walked on a front clip harness with the leash connected to the front clip • Wear a vest while in public • Be rewarded with a click and treat when training <ul style="list-style-type: none"> ○ handler should always have clicker and treat pouch with them • Ride in the back seat or trunk of a hatchback in the car 	<ul style="list-style-type: none"> • Eat human food • Be on any furniture • Eat anything off the ground <ul style="list-style-type: none"> ○ such as scraps or a dropped treat • Go on a run with you • Go to the dog park • Greet an unknown dog on a walk • Sniff on walks <ul style="list-style-type: none"> ○ see loose leash walking tips • Ride on escalators • Be left alone in the car <ul style="list-style-type: none"> ○ Please do not allow the dog to stick their head out of the window • Have rope toys, rawhides, or real bones

11. Potty Protocol:

“Get Busy” tells our dogs to potty on cue – it does not need a click, but you may give a treat to reward the dog for pottying outside

1. With the dog on leash outside say **“Get Busy”**
2. Give them 1 to 2 minutes to go and then repeat the cue
3. If they do not go in 5 minutes or less bring them back inside and place them in their kennel for 5 – 10 minutes and repeat steps 1-3.
4. Accidents happen! Keep in mind:
 - a. The dog will be in a new environment and is under the age of 2. Treat them like a new puppy and give them every opportunity to go outside when needed!
 - b. Please keep clean up supplies available and clean up any accidents as soon as possible
 - c. If you catch a dog in the act of having an accident in the house, interrupt them immediately by either picking them up or running them outside to finish pottyting
 - d. If you find an accident later (not in the moment) you are too late to do anything about it – clean it up and try again next time!
 - e. We do not teach our dogs to let us know they need to go (such as a bell or standing by the door) so please make sure you can take your dog out every 2 hours or more if possible!
 - f. If you have a dog that is under 6 months old, please treat them like they are not potty trained
 - i. Always keep an eye on them and keep them out of rooms or areas that they can get into trouble!

12. Feeding Protocol:

1. The dog should get 2 meals a day unless they are younger than 6 months of age. This will be specified by the Puppy Raiser.
2. **Assuming the dog has already mastered this, the feeding protocol is:**
 - a. Fill up the dog’s bowl and cue them to sit and wait
 - b. Place the dog’s bowl on the floor
 - i. If they start to stand up or move toward the bowl, remove the bowl from the ground and put the dog back in a **“sit, wait”**
 - ii. **Wait for the dog to make eye contact and then say “release”** to allow them to eat.
Keep in mind:
 - iii. The pup may not have mastered this yet, especially if they are under 6 months old. That is okay!
 - iv. If they are having a hard time waiting for the cue to be released, decrease the wait time.

13. Car Protocol:

1. The dog needs to ride in the backseat of your car or in the trunk of a hatchback car (no truck beds or front passenger seat).

2. You are welcome to use a hammock dog seat cover, a tether (to the dog's harness), or a kennel (please talk to CaPR if you are unsure about what the best set up will be for your car or if you have any questions!).
3. Do not let them climb on the middle console
4. Approach the car, open the car door, and say the cue **"Car."** The dog should jump into the car.
5. Click and give them a treat once in the car.
6. If the dog is under 6 months old, please pick the dog up so they do not jump into or out of the car (we want to protect their joints!).
7. Please remove the dog's vest and harness so they can't chew on them.
8. When **exiting the car, cue the dog to "wait"** as you open their door. Put on their harness and leash (and vest if going in public). Then **cue them with "off."** Click and treat once they are out of the car. (Puppies under 6 months should be lifted out of the car.)

14. Kennel Protocol:

1. Please take off all the dog's items (vest, harness, and collar)
2. Say the cue **"kennel"** – once the dog has entered, click and give them a treat
3. When you are ready to let them out, tell the dog to **"wait"** and open the door
4. If the dog has waited say **"release!"**
 - a. If your dog tries to leave the kennel before you have said "release," close the door back up so they cannot get out and repeat the cue "wait"
5. The only toys that the puppies can have in the kennel with them are hard toys (benebone, nylabone, or kongs). You may ask the Puppy Raiser if the pup can be trusted with a dog bed, blanket or towel in the kennel with them (some dogs will shred those items). If you are unsure, do not put these items in the kennel with the pup.
6. The dog can only be left in the kennel for up to 4 hours during the day. Younger pups may not have worked up to being left in the kennel this long. Ask the puppy raiser how long the puppy has practiced being in the kennel.

15. Treat Taking Tips:

1. There are two ways to feed the puppy a treat:
 - a. With the treat pinched between your finger and thumb
 - b. With the treat in your open flat hand, like how to feed a horse
2. If the puppy is taking treats strongly and you can feel their teeth on your skin, try feeding them with a flat open hand instead. This encourages them to lick the treat out of your hand instead of using their teeth.

16. How to Introduce a Service Dog in Training to a new dog:

This should only be used with a dog that lives in your home, or you know ahead of time. We do not allow our Service Dogs in Training to meet other dogs on leash during walks, or to play with unknown dogs. This protocol should only be used to introduce a dog you know to the service dog in training if they will be playing together afterwards.

1. We want to make sure the CaPR puppy can play nicely with other dogs. Before they play with another dog, make sure to do a slow and proper introduction.
2. Have both dogs on a leash. Try to do this introduction in a neutral area, such as outside at a park or on a quiet street, not in one of the dogs' homes.
3. Start on opposite sides of the street and start walking in the same direction, parallel to the other dog for about 30 seconds.
4. Staying on opposite sides of the street, have the dogs walk in opposite directions so they can see one another but not interact.
5. Repeat steps 3 and 4 but start closer together. Maintain enough distance between the dogs so they can't reach each other yet. Once the CaPR puppy focuses back on you, reward and praise.
6. Continue doing this until the dogs are close enough to each other to greet (sniffing). Allow the dogs to greet for a few seconds and then get their attention by saying their name and walking away. Reward and praise.
7. Repeat step 6, allowing the dogs to meet for a few seconds multiple times. Do not move on until the dogs have relaxed behavior (Health and Safety - Body Language of the Puppy Raiser Manual).
8. In an enclosed area - Release the dogs from their leashes and let them play. Continue to keep an eye out for any signs of stress, fear, or aggression (Health and Safety - Body Language of the Puppy Raiser Manual).