

**MSAR Standard  
Accessibility  
Persons with a Disability Teamed  
with Service Dogs**

2<sup>nd</sup> Canadian Military Assistance Dog  
Summit 2013 11 30  
Michel M. Bourassa,  
Standards Consultant

# Topics

- Why?
- How?
- Who?
- Where?
- What?

# Why?

- Accessibility Laws
- Invisible Disabilities
- Public Cynicism
- Imposters
- Monopolists
- Focus on Training
  
- Vision – Passport to Freedom

# How?

- Performance Standard
- Irrespective of Training
- Credible Certification
  - Regulators, sponsors, public establishments, trainers, persons with a disability
- Internationally compatible
- Partnerships

# Partnerships - Military

- DND
- Veterans Affairs
- Royal Canadian Legion
- CGSB
- cf4aass
- MSAR
- National Regulatory Panel

# How? - Objectives

- Confirm disability and special abilities
- Ensure safety
- Ability to function – normal and adverse
- Guidance to regulators
- Well-being of dog and enhanced bonding
- Include rationales
- Baseline for training
- Basis for certification of team

# Who?

- Joanne Moss – Instigator, Promoter
- Terry Green – Advocate, User
- ASIST/ASSISTER – first draft
- Public Reviewers
- Working Group

# WHO? First Draft

- MSAR seed document
  - International K-9 Think Tank
- ASIST/ASSISTER
- - accessibility lawyer, RDOC, trainers, users with psychiatric disabilities, veterans with PTSD



# WHO? WG after Public Review

- Kristine Aanderson, Aanderson Counseling, Edmonton
- Elizabeth Baker, Thames Centre Service Dogs, Mount Brydges, ON
- Michel M. Bourassa, Consultant, Specialist in Standards, Ottawa
- Kim Campbell, Service Dog Owner, Nanaimo
- Terrence Green, Green & Associates Law Offices, Ottawa
- Heidi Isaacson, The Greater Dog Network, Montreal
- George Leonard, Mehgan Search and Rescue, Winnipeg
- Danno Schut, Happy Dog Obedience Training and Consulting. Toronto
- Devon Wilkins, Guide Dog Users of Canada, Peterborough

# Where?

- Now – Winnipeg, with outreach to Ontario and Quebec
- Near Future – Canada Wide
- Future – International

# What?

- Objectives
- Structure
- Useful for Certification
- Expectation for Regulation
- 5 Sections

# What? - Objectives

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# What? Structure

- ISO/IEC Directives, Part 2, Rules for the structure and drafting of International Standards
- Performance Requirements
- Test Methods to Assess Requirements
- Notes for explanatory/supplemental/information material

# What? Certification Ready

- Comprehensive Set of Verifiable Requirements
- Onus on Certifier/Tester to indicate variances and reasons
- Frequency of Testing, Re-Assessment, Re-certification responsibility of Certifier

# What? Regulation Ready

- Alternative to including detail in regulation
- Assurance of current best practices
- Supported by credible 3<sup>rd</sup> party certification

# What? Section 1

- Section 1 – General Requirements
  - Legal and administrative
- Definitions
- Valid Need
- Appropriate Equipment



# What? Section 2

## Performance in Public:

- Specific Situations
- Situations Specific to the Person with a Disability
- Distracting Situations
- Obedience and Calmness
- Specific Skills

# What? Section 3

## Performance (Enhanced)

*bond between the service dog and the person with a mental health disability, with the team in off-leash condition*

- Performance when confronted with aggression
- Connection maintained under distracting/adverse circumstances

# What? Section 4

## Response to and Detection of Disability Related Incidents

*service dog's ability to detect a disability related incident and  
provide suitable support*

- Identification of Symptoms
- Simulation
- Journal of Incidents

# What? Section 5

## Care of the Service Dog

*responsibilities of the person with a disability (including any assistants) for the care and sustenance of his/her team partner, the service dog*

- Knowledge (species, legal, responsibilities)
- Journal (Veterinary, grooming, incidents)
- Records (personal ID, dog ID, attending doctor, veterinarian, emergency contacts, equipment, training, feeding, care schedule, foster care contacts, exercise schedule, play periods)

# What? Section 5

- First Aid
- Positive Reinforcement methods and respectful communications
- Physical Needs
- Training Needs
- Emotional and Relaxation Needs

# Inspiration (Merriam-Webster)

- : something that makes someone want to do something or that gives someone an idea about what to do or create
- : a force or influence that inspires someone
- : a person, place, experience, etc., that makes someone want to do or create something
- : a good idea

# INSPIRATION



United Way  
Centraide  
Ottawa

NE VILLE M

United Way OTTAWA HONORE  
SONT ENGAGÉS À FAIRE D'O



# Summary

- Why?
  - Order out of Chaos
- How?
  - Capture and Publish Best Practices
- Who?
  - All those materially affected
- Where?
  - Start local and grow
- What?
  - Consensus Standard and Independent 3<sup>rd</sup> Party Certification in Support of Regulation



# Now What?

- Make it Happen
- MSAR Standard
- <http://msarservicedogs.ca/wp-content/uploads/2013/11/MSAR-approved-standard.pdf>