

## Information Sheet on Packet

The full packet will be comprised of the applicable cover sheet (Adult or Child) and all items listed on the cover sheet. Either the individual or both parents/guardians (if applicable) need to sign the cover sheet.

Best way to submit the packet is to scan in all the documents (including the picture) and email it to (Preferred method): [info@autismassistancedog.com](mailto:info@autismassistancedog.com). The full packet can also be mailed to:

Highland Canine Training  
Attn: Service Dog Department  
145 Foxfield Dr  
Harmony, NC 28634

The following is amplifying information on all documents/items that need to be submitted in the Packet.

**Photo of self/your child**: Our staff always loves to see a picture of you or your child! We spend a lot of time training our puppies and it helps us to have a picture in our mind of who the dog will be going to. It can be hard not to get attached to our puppies and we find that a picture helps us focus on all the good the dog will do for you and your family.

### FAQs:

Q. Does the photo have to be taken with a professional camera?

A. No, any cell phone camera will suffice, just need to save it and send it to us.

Q. How do I send the picture?

A. You can email us the picture, you can send it to us via FB messenger, or you can have it printed and mail it in with the full packet.

**Video (Min 15 minutes)**: Getting videos of you or your child is extremely important to us. In some cases, we may not meet with you until we actually match you with your new puppy. The videos give us a lot of information on you/your child and the environment that the service dog will eventually be in. 15 minutes is a minimum, you are welcome to send more videos if needed. The videos will help us decide what specific tasks we need to train the dog on. Additionally, they help us to see what type of dog we need, large/medium, the temperament of the dog, etc. They also help us to see what type of environmental things we need to socialize the dog around prior to delivery (pools, playground, pets, etc.)

Some of the things we need to see (each case will be different depending on the type of service dog) are:

-For autism: We need to see videos of what you/your child are hoping to have the service dog help with. For example, if we are providing deep pressure therapy during a meltdown, we need to see the actual meltdown at the level of intensity that is normally shown and at the highest level. If the issue is stimming, we need to see actual videos of the different types of stimming that is occurring. We need to see interactions with personal pets, interactions with other family members (if applicable), both good and bad. For elopement issues, we need to see how strongly the child is pulling to get away from you.

-For Stability/Mobility: We need to see all the different type of equipment that you use (wheelchair, arm crutches, canes, walkers, etc.). We need to see you/your child using them in the video so we can capture how your motion is with and without them (if you only use the equipment sometimes). It is important for us to understand each of your body motions/positions so that we can train the dog to become familiar with your gait/movement.

-For Seizure: We need lots of videos of you/your child's actual seizures. If there are multiple types of seizures, we need recording of each type. If the seizure(s) presents themselves differently depending on the location/type of seizure, we need you to capture those too. The more videos we have the better we will be able to replicate the training so the dog understands what they are responding to.

-For Psychiatric issues: If applicable, we need to see actual panic attacks, night terrors, times when you/your child are being triggered by something that are causing you issues. Videos of any situation that you believe a service dog can help you.

-For all: We also need to see things that you/your child like to do on a regular basis, for example, your child may like to jump on a trampoline, or swing wildly on a swing, or you may go to dance lessons, or karate. Maybe you ride horses or work on a farm. To best tailor the training of the dog to you/your child, we need to socialize them before we deliver them to those things that you do on a regular basis.

#### FAQs:

Q. Do I need one long video or multiple small ones?

A. It doesn't matter. I would not spend a lot of time, cropping together multiple videos to make them "look pretty", you can just send them individually.

Q. Do I need to edit the videos?

A. No, we would rather see everything you record for the session. You may crop out something that you do not think is important, but to us it may provide us a useful bit of information. Obviously, if you have "dead space" or nothing at all happening as you are starting your recording, you can crop that out.

Q. How do I send the videos:

A. There are several ways to send the videos. You can send them via DropBox, if they are shorter, you can email them to [info@autismassistancedog.com](mailto:info@autismassistancedog.com), you can send them via FB messenger. If you have an iphone, you can text them to us at 704.500.8281. You can use free websites like: WeTransfer.com or SendAnywhere.com (these are easy to use and you can send up to 2GB of videos for free – just send them to our email address and I will get an email that you have sent them).

**Family Commitment Letter (FCL):** As most people that are getting a service dog have never had a service dog. Our FCL is used to try and help you/our family understand that getting a service dog requires a large commitment for everyone in the household. The FCL tries to point out and explain what to expect when you bring in a service dog into your lives. We want to know that the entire family is aware of this life changing occurrence of getting a service dog.

#### FAQs:

Q. Who needs to sign/initial the form.

A. All adults in the household need to initial each line and sign at the bottom of the form. We need to ensure that all members of the household understand what to expect and that they are in agreement that they will abide by the expectations that need to be maintained for your service dog.

Q. It says we cannot purchase another pet upon submission of the application until a year after the service dog is delivered. Is it ok to have personal pets?

A. Yes, we deliver service dogs to families that have personal pets. You will just need to ensure that we have all the information on the pets in the households that you/your child reside in.

**Script from Primary Physician:** We require a script from one of you/your child's doctors. The script can be written on a prescription pad stating "Service Dog for Autism, Seizures, etc." (for whatever type of service dog you are requesting. It will need to have you/your child's name on it and the letterhead that is typically on the script pads. Alternatively, you can have your doctor write a letter on letterhead saying that they are recommending a service dog for you. It is helpful if your doctor does this, that he/she comments on the tasks that they think might be beneficial to help with your disability/illness.

**Veterinarian Reference:** We need you to print out this form and give it to your current vet to fill out. They should send it back to us directly, but if they sign it and give it to you, you can scan it in and send it with the packet.

FAQs:

Q. What if I don't have a vet because I have no pets?

A. If you do not have a vet, just find one in your local area and put the name, address and phone number on the form. At the top of the form, write "we do not have any current pets". There is no need to sign the form, just send it in with the information.

**5 Day log:** The 5-day log is very important as it gives us a snapshot of you/your child's typical days. It may tell us things like, what times are really challenging, how often are there issues, who/what helps them when there are issues, etc. The more details you write on the logs, the better we will be able to figure out what type of tasks that we may need to train your service dog on.

FAQs:

Q. Do I need to have a log for both days of the weekend or just one?

A. It depends, you technically only need one day, but if you are very active on the weekends and do a lot of activities, it would be good for us to see what a typical weekend looks like for you.

Q. How much detail do I need to put in there? Does it need to be minute by minute?

A. You probably don't need a minute-by-minute timeframe, but the more details you put in there, the better picture we will get on how the day works for you and your family and what may or may not be challenges for you/your child. Just put as much detail as you can with the timeframes associated to whatever task/activity you are capturing.

**3 Letters of Reference (LOR):** We need three letters of reference from you. One needs to be from one of your/your child's therapist. The other two letters can be from family, friends, neighbors, etc. We just want you to find people who know you/your child and can attest that they believe that a service dog would be a good fit for your family. We also would like to hear about things like they believe you are situated to handle a service dog (both emotionally and financially), that a service dog would be helpful to you and not too much for you all to handle.

FAQs:

Q. Can the LOR be sent to me and then I send them to you.

A. LOR's should not be sent to you directly, but if the person would like to put their LOR in a sealed envelop, you could then collect all the LOR's and mail them to use in one large envelope so you know that they have been submitted.

Q. How will I know if you have received the LOR's

A. When we receive any LOR's we will contact you directly to let you know that we have received them.

**For children getting service dog**

**School Commitment Statement by Family:** This document just states that the parents/guardians understand and commit to only sending the service dog to the school with the child under certain circumstances.

FAQs:

Q. Do I need to sign one if my child is home schooled?

A. Yes, because situations change, there may be a time that you decide to send your child to school. Signing the document ensures that you understand the requirements if you do ever decide to send your child to school with their service dog.

Q. Do I need to sign one if I do not intend to send the service dog with my child to school?

A. Yes, because situations change, there may be a time that you decide that your child is now able to handle the dog and you want to send your child to school with the dog. Signing the document ensures that you understand the requirements if you do ever decide to send your child to school with their service dog. There are many families that end up wanting to send their child to school with their service dog as the child matures and becomes able to handle the dog by themselves.

**School Policy Statement:** Your school should have a policy about bringing service dogs to school. We just need you to get that policy and send it to us in the packet. Typically the policy statements follow the ADA on but we need to ensure that we see what their policy is for service dogs.

FAQs:

Q. What do I do if my child is home schooled?

A. You do not need to submit a school policy statement. On the cover sheet just write on the form N/A my child is home schooled.