

The Second Canadian Military Service Dog Summit Report

Ask What's Possible, not What's Wrong!

Military Service Dog Teams Impact Statement

Partnerships between specially trained service dogs and their handlers help manage the physical, psychological, and social effects caused by an Operational Stress Injury (OSI) and other service related injuries.

[View the Summit Interviews!](#)



Taking the Lead! Canadian Forces Members and Veterans Empowering Comrades and Canadians with Disabilities – A New Mission with a Social Impact – [Download Summit Agenda](#)

Major-General Lew MacKenzie launched The Second Canadian Military Service Dog Summit on Saturday November 30th, 2013 at the Royal Canadian Legion in Manotick, Ontario, to continue important discussions concerning how to maximize the impact of military service dog teams in Canada. Conversations and presentations throughout this two-day event not only revealed the importance of empowering Canadian Forces members and veterans with service dogs, but their families as well. The summit also opened its doors to other Canadians that partner with service dogs, because the impact of developing standards will affect all Canadians that partner with service dogs, regardless of age or disability. The long-standing need for national standards, a consistent means to identify and register service dog teams, and the value of third-party certification of the teams were common themes throughout the summit. Without training standards, anyone can hang a shingle on the door with little or no accountability. Dogs that are selected, fostered, and trained by their handlers may, or may not be suitable as a service dog. In some cases additional training and support is necessary to determine suitability and the dogs' ability to be trained to carry out specific tasks to compensate for functional limitations. Handler and public safety must also be considered. Testimonials from both service dog handlers and their spouses further revealed both the successes and challenges being faced such as public access issues and overcoming the stigmas associated with partnerships with service dogs and various types of disabilities. Presentations were delivered to speak to these issues and to propose viable solutions.

The importance of getting total buy-in from both Veterans Affairs Canada and the Department of National Defence were also cited, whereby the attendees unanimously agreed that the CFAS should take the lead in bridging this gap to establish consensus-based national standards and a third-party certification program in partnership with the Canadian General Standards Board. National standards would be developed to increase stakeholder confidence and to build a credibility chain to ensure a consistent level of service, handler satisfaction, and public safety. Attendees from the civilian population, military, and dog trainers alike shared their stories and valuable insights as did all the attendees. Hats off to all who attended the summit to face these challenges; all are to be commended for their unified efforts, contributions, and aspirations to spearhead the development of national standards and best practices. At the end of the day, it's all about building inclusive, caring communities, where no one is left behind, singled out, or labelled.

Living in the Present is a Gift! Living in the present is one of the reasons the human-animal bond is so powerful. These distinctive relationships help us to stop dwelling on the past and fearing the future, simply teaching us a valuable life's lesson - how to live and savour a moment in time that will never come our way again. The human-animal bond is a simple solution to complex challenges with a bottom line no one can dispute – it saves lives, restores relationships, and builds healthier communities.

Together, we can learn from the past and make plans for the future, but all we truly have is today. The journey is the reward posing countless opportunities to learn to fear less and love more. *These are the wholesome ingredients that set people up for success and authentic innovation.*

With respect and admiration, Joanne Moss, National Director, CFAS

Presentations

- Canadian General Standards Board Standards Presentation
- Canadian General Standards Board Conformity Assessment Presentation ([Contact John Newton for more Information](#))
- [MSAR Standards Presentation](#)
- [The Canadian Foundation for Animal Assisted Support Services](#)



Groundbreaking Essentials!

The attendees agreed that working together to accomplish the following things was essential in order to maximize the impact of Canadian military service dog teams:

1. Develop national consensus-based standards and a third-party certification program for service dog teams that could be adopted by all of the provinces, territories, and related stakeholders.
2. Create a national speakers bureau to deliver a consistent message to educate the public, the Canadian Forces, Veterans Affairs Canada, Department of National Defence, and other interested parties.
3. Draft a Standard Operating Procedure pertaining to the accessibility of service dog teams on Canadian Forces property, in facilities, and to submit the document to decision makers.

The term 'service dog' was preferred over 'assistance dog' to avoid confusing a service dog with a therapy dog that provides comfort to many through hospital and nursing home visitation programs.

Cited Priorities

National Standards of Canada (potentially international buy-in)

Resources Needed:

- Participation from municipal, provincial, federal governmental and non-governmental stakeholders
- Project Funding
- Standards Development Organization (SDO) participation
- Sustainable Funding

Existing Capacity

- Subject Matter Experts
- Standards seed document
- The Major-General Lew MacKenzie Fund (CFAS)
- The Canadian Foundation for Animal Assisted Support Services (Project Coordination and Program Management)
- The Canadian General Standards Board (CGSB – SDO)



Smithsonian Institute Article

[How Dogs Can Help Veterans Overcome PTSD](#)

Learning Community Feedback

What I valued about participating in the summit is having a voice and hearing the voices of others.

I appreciated being invited to be a part of this community and being given the opportunity to grow with the participants. I feel less isolated now.

Being a part of a proactive mission to help our troops and veterans restore their lives.

I found the networking inspiring and encouraging.

The summit was a great opportunity to gather relevant information.



[Sample Service Dog Team Workplace Accessibility Policy](#)

Priorities Continued...

Components	Needed Resources	Existing Capacity
Conformity Assessment Third-Party Certification Scheme A National ID Card A Canadian Registry	<ul style="list-style-type: none"> • Credible third-party registrar and registry • Universal Recognition (see below) • Multi-sector and multi-stakeholder engagement 	<ul style="list-style-type: none"> • Canadian General Standards Board • The Major-General Lew MacKenzie Fund (CFAS) • Veterans Affairs and Department of National Defence, corporations, other foundations, private donors... (Potential Partners)
Public Awareness (military)	<ul style="list-style-type: none"> • CANFORGEN (Canadian Forces Generated document) 	<ul style="list-style-type: none"> • DMedPol (Directorate Medical Policy) • CMP (Chief of Military Personnel) • VAC LO • CFAS (Collaboration with other military charities)
Public Awareness (general)	<ul style="list-style-type: none"> • Multimedia (presentations) • PSAs • Speakers' Bureau • Knowledge and Experience 	<ul style="list-style-type: none"> • Subject Matter Experts • CFAS (Collaboration with other military charities) • CFAS: One Health Initiative
National SOP's for access to CF bases and facilities	<ul style="list-style-type: none"> • Working Group 	<ul style="list-style-type: none"> • CFB Shilo SOP model • Parkland Fuel Corporation Service Dog Team Workplace Accessibility Policy
Education (DND/VAC) <ul style="list-style-type: none"> • Briefings/presentations to CF by trainers/teams • Public Education/Support • HQ / Policy maker education 	<ul style="list-style-type: none"> • Knowledge and Experience • Speakers' Bureau • Military members / Veterans with Service Dogs • Common Standard Presentation 	<ul style="list-style-type: none"> • Civilian Speakers' Options • Combat Camera • Canadian Service Dog Foundation • Director Casualty Support Management • DND Ombudsman • Memory Project • Major-General Lew MacKenzie Fund • Military Speakers Bureau • Public Affairs Organizations • RCAF Speakers Association • VA Ombudsman • VAC Offices

Learning Community Feedback

Good variety of subject matter. Increased clarity!

Aha! Moments: Standards and certification process; not all dogs in circulation have the temperament; training, or socialization needed to be a service dog; experience is only useful when it helps others; why standards are so important, better understanding of, and level of maturity, of the proposed seed document

Animals in War Dedication Project Presentation

Throughout history, in war and in peacetime, animals and mankind have worked alongside each other. As beasts of burden, messengers, protectors, mascots, and friends, the war animals have demonstrated true valour and an enduring partnership with humans. The bond is unbreakable, their sacrifice great – we honour the animals of war.

Location

The Animals in War Dedication was placed near the Boer War Monument in Confederation Park, Ottawa, Canada.

Canada won its first battle on foreign land and under British command. Canada supplied 50,000 horses and the mounted troops for the Boer war. Regiments that fought in the Boer war are perpetuated in today's regiments, namely The Royal Canadian Armoured Corps, and the Royal Canadian Horse Artillery. [Read more...](#)



Guest Speaker Veteran Lloyd Swick



[Canada's Animals in War Tribute Monument Video](#)

Produced in partnership with [Navigator Communications](#) and [CFAS](#)

[Attributes of Successful Learning Communities](#) ([Click to View](#))



"TEAM"
TOGETHER EVERYONE ACHIEVES MORE

All participants agreed that we are moving in the right direction and that they would like to see the standards project launched in 2014 and are willing to do what they can to help contribute to the process.

CGSB Policy and Procedures Manual for the Development and Maintenance of Standards ([Contact John Newton for Details](#))



Joanne Moss will schedule a meeting with the Canadian General Standards Board team in January 2014 to scope out the project and will keep the participants informed by email.

[Working Together for Success Video](#)

The Major-General Lew MacKenzie Fund
Supporting Our Troops, Veterans, Families

[Grow with Us](#)

About Us

Why a cross-disability public foundation?

A public foundation typically either donates funds to other charities and/or provides the source of funding for its own charitable purposes. Given that there was no one-stop shop for cultivating and accessing resources for the human-animal bond it made sense to fill this gap in order to fulfill our mission.

Vision Statement

Our vision is being the philanthropic leader that sustains the innovation, coordination, and integration of Animal-Assisted Support Services within Canada's health-care, social service, and justice sectors in order to improve the quality of life of people with physical, emotional, and social challenges.

Value Creation Statement

Our mission is to improve the health and quality of life of people with physical, emotional, and social challenges through partnerships with companion and service animals.

Goals:

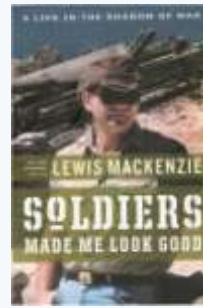
1. Unite Animal Assisted Support Services stakeholders to identify core values and common priorities to stimulate collaborative action in the spirit of cooperation and inclusiveness.
2. Inspire a consistent level of quality, safety, and satisfaction of those served.
3. Ensure the sustainability, credibility, and availability of exceptional Animal Assisted Support Services.
4. Support related charities and those they serve.
5. Carry out the Foundation's charitable programs and activities.
6. Conduct and support research.

Definition of Animal Assisted Support Services – Living in the present is a gift!

Animal Assisted Support Services are partnerships between people and animals that improve physical, emotional, and social well-being.



Charitable Programs



Humility!

**The Essence of a
Real Leader**

- Service Dogs
- Equine Assisted Wellness and Learning Programs
- Animal Assisted Activities
- Therapeutic and Trail Riding
- Research/Peer Support/National Speakers Bureau/Public Education/Summits/Events/Publications



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