

Caber

Accredited Facility Dog & Courthouse Dog

Agency

Delta Police Victim Services

Handler

Kim Gramlich
Coordinator
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4455 Clarence Taylor Crescent
Delta, BC, V4K 3E1



Caber was bred, raised and trained by the Pacific Assistance Dog Society (PADS) in Burnaby, BC. PADS is an accredited member of Assistance Dogs International (ADI).

Caber has worked with Delta Police Victim Services since Aug 1, 2010. He is a fully trained assistance dog who falls under the category of Accredited Facility Dog with ADI.

The Pacific Assistance Dog Society (PADS)

PADS is a founding member of the “Canadian Association of Guide and Assistance Dog Schools” and was the first organization in Canada to achieve full accreditation from ADI. PADS has served the community for 30 years. Delta Police Victim Services specifically went to PADS to obtain an Assistance Dog because of PADS accreditation and affiliation with ADI. There is no higher training and accreditation standard than from an ADI accredited school.

Public Access with an Assistance Dog

Generally speaking, only persons with disabilities have LEGISLATED public access with an assistance or service animal, according to the Guide and Service Dog Act of BC. <http://www.bclaws.ca/civix/document/id/complete/statreg/15017>

Caber takes a “Public Access Test” every year to ensure he continues to meet the same exacting standards of guide and service dogs when they traverse in the public. Caber has passed every test he has taken. He and his handler, Kim Gramlich, are granted “good will” access everywhere through the course of their duties.

Caber has been in the following public places: police buildings, hospitals (including emergency wards), government offices, restaurants, sky-train, Roger’s Arena, the Pacific National Exhibition, on a number of different aircrafts operated by different airlines, movie theatres, BC Ferries, Surrey Courthouse, etc.

When in a working capacity and in a public place Caber wears a bright blue vest which has the Pacific Assistance Dog Logo clearly marked on both sides.

Please see the end of this document for full information on Public Access Tests for Assistance Dogs.



Role of Caber – Canine Assisted Intervention Dog

- Reduce the blood pressure and lower the heart rate of an individual.
- Act as an effective ice breaker.
- Provide a healthy and positive distraction to overwhelming traumatic reactions.
- Act as a tool to assist individuals who struggle to communicate, particularly children or persons with disabilities.

- Help to normalize traumatic situations.
- Act as a calming influence and “ground” people who may be agitated or highly emotional.
- Provide a source for cathartic and calming touch.

Contraindications – Circumstances when an Accredited Facility Dog is Not Utilized

There are circumstances where it is not appropriate/effective to deploy a Facility dog.

- When an individual has allergies;
- When an individual has phobias & fears;
- When an individual has drugs or alcohol in their system;
- When other animals are present (even “good” animals must be secured elsewhere. FACILITY dogs are not permitted to cavort with other animals while working)
- At any other location or situation which puts the dog, the handler or the client at risk for harm or liability.

Caber’s Handler

Caber’s main handler is Kim Gramlich, Coordinator of Delta Police Victim Services. Kim has been working in the field of Victim Services for 22 years, at Delta Police Victim Services for 17.5 of those years. Kim has a Bachelor’s Degree in Psychology and a Master’s Degree in Leadership & Training.

Deployments of Caber – Accredited Facility Dog

A sampling of circumstances where Caber has been deployed/utilized:

- In response to the Laura Szendrei homicide, Caber provided support to witnesses, students, parents and teachers. Caber assisted the public at a public forum and hundreds of students at a school assembly and throughout the classrooms.
- In response to a student suicide, Caber met with dozens of students in the school of a girl who died by suicide.
- At Delta Hospital emergency to assist a teen who was hospitalized after learning of his fathers death.
- In Victim Services meetings to assist with Crime Victim Assistance Applications, Victim Impact Statements and when conducting court orientations.
- With victims of child sexual assault, adult sexual assault, families of homicide/fatal motor vehicle crashes, domestic violence, etc.

- In the role of “Courthouse Dog” at the Surrey, New Westminster, Coquitlam, Vancouver and Abbotsford Courthouses. Caber has been introduced to many witnesses at these courthouses and has completed multiple pre-trial interviews with Crown Counsel. He has also sat with multiple witnesses as they wait to attend court to testify.
- In the capacity of Disaster Psychosocial Services responder in the aftermath of the Fort McMurray Wildfires to provide support to first responders and community members.
- Caber responded to the Route 91 Shooting in Las Vegas as part of a Courthouse Dogs Foundation™ team. They worked alongside the Office for Victims Assistance of the FBI, providing assistance to victims of that tragedy.

Effectiveness of FACILITY Dog Caber

Caber has had a positive impact on the witnesses and victims of crime that he has served. Some of those stories are shared here:

- A Mother of a victim who died in an impaired driving fatal motor vehicle crash stated that “Caber was exactly what I needed”.
- A teenager in emergency would not speak to anyone who offered assistance to him. He requested that Caber lie on his hospital bed with him. After some time spent petting Caber the teen began to talk to his family and friends. Caber lied on his bed for 3.5 hours without moving.
- Burnsvew Secondary School requested that Caber attend each of Laura Szendrei’s classes on the first day back to school after the teen was murdered nearby. Caber attended Laura’s classes in her absence and sat at her desk for her entire timetable. The impact on teachers and students was palpable.
- A victim of domestic violence and her young daughter were introduced to Caber in a meeting with Victim Services. Upon departing from the meeting the victim said “Caber was a great comfort, it was so wonderful to pet him and to have him spend time with [her daughter]”.
- Caber met with a victim of child sexual assault and her Mother at the Surrey Courthouse. Caber immediately placed his head in the child’s lap and she began to pet him. The child’s mother began to cry when she met Caber for the first time.
- A family who attended court relating to the murder of their daughter stated that Caber was “the only thing that helped”.

Public Presentations with FACILITY Dog Caber

Caber’s Handler, Kim Gramlich, has spoken to numerous groups about the use of Facility Dogs in Victim Services work. Here is a summary of the groups they have addressed:

- Delta Ministry for Children & Families
- Justice Institute of BC – Police Academy
- Fraser Region Public Health Nurses
- Tsawwassen First Nations
- Numerous Community Service Groups
- Numerous elementary & high school classes
- Delta School District Counsellors
- Police Victim Services of BC (Keynote)
- Alberta Police Victim Services – Banff, AB
- Assistance Dogs International Trainer’s Conference – Surrey, BC
- National Organization for Victims Assistance - San Diego & Dallas
- Canadian Association of Police Boards – Victoria, BC
- 2013 BC Crown Counsel Conference – Whistler, BC
- 2013 Inaugural Courthouse Dogs Conference - Seattle
- Keynote at the 2013 & 2015 Justice Canada Victims of Crime Awareness week conferences – Gatineau, QC & Vancouver, BC
- MooseJaw Victim Services 2014 National Victims of Crime Awareness Week Keynote – Moosejaw, Sask.
- BC Chiefs of Police – Penticton, BC
- Saskatchewan Chiefs of Police - Moosejaw, Sask
- Victoria Restorative Justice 2014 National Victims of Crime Awareness Week Keynote – Victoria, BC
- University of the Fraser Valley Criminology Program – Abbotsford, BC
- UBC Social Work Program – Vancouver, BC
- Various Delta Police Groups
- Delta Community Corrections
- Wilfred Laurier University – Animal Assisted Intervention Program
- Policy Centre for Victims Issues, Ottawa, ON.
- National Office for Victims, Ottawa, ON.
- Ottawa Police, Ottawa, ON.
- Federal Ombudsman for Victims of Crime, Ottawa, ON.
- Correctional Service of Canada, Ottawa, ON.
- National Parole Board, Ottawa, ON.
- Ministry of Public Safety & Solicitor General, Vancouver, BC.
- Mary Manning Centre – Victoria, BC.
- Federal Bureau of Investigation, Office for Victims Assistance, Washington, D.C.

Court Records Available Upon Request

Kim Gramlich has transcripts associated to Caber’s first Provincial and Supreme Court Trial’s as well as her testimony in support of the application to use Caber in the first Supreme Court trial. Kim will make these available upon request.

Public Etiquette for Assistance Dogs

Caber's Handler is required to ensure that she follow strict guidelines when in public and in a working capacity. These standards are found on the Assistance Dogs International website.

~ Minimum Standards for Assistance Dogs in Public ~

These are intended to be minimum standards for all assistance dog programs that are members or provisional members with ADI. All programs are encouraged to work at levels above the minimums.

Public appropriateness

- Dog is clean, well-groomed and does not have an offensive odor.
- Dog does not urinate or defecate in inappropriate locations.

Behavior

- Dog does not solicit attention, visit or annoy any member of the general public.
- Dog does not disrupt the normal course of business.
- Dog does not vocalize unnecessarily, i.e. barking, growling or whining.
- Dog shows no aggression towards people or other animals.
- Dog does not solicit or steal food or other items from the general public.

Training

- Dog is specifically trained to perform 3 or more tasks to mitigate aspects of the client's disability (not applicable in intervention placements).
- Dog works calmly and quietly on harness, leash or other tether.
- Dog is able to perform its tasks in public.
- Dog must be able to lie quietly beside the handler without blocking aisles, doorways, etc.
- Dog is trained to urinate and defecate on command.
- Dog stays within 24" of its handler at all times unless the nature of a trained task requires it to be working at a greater distance (not applicable to intervention).

Public Access Test ~ Assistance Dogs International

ADI requires that PADS complete a Public Access Test that PADS with each dog team in order to determine the effective placement of all of their dogs. This comprehensive test is provided below.

PURPOSE: The purpose of this Public Access Test is to ensure that dogs who have public access are stable, well-behaved, and unobtrusive to the public. It is to ensure that the client has control over the dog and the team is not a public hazard. This test is NOT intended as a substitute for the skill/task test that should be given by the program. It is to be used in addition to those skill/task tests. It is expected that the test will be adhered to as closely as possible. If modifications are necessary, they should be noted in the space provided at the end of the test.

DISMISSAL: Any dog that displays any aggressive behavior (growling, biting, raising hackles, showing teeth, etc.) will be eliminated from the test. Any dog that eliminates in a building or shows uncontrollable behavior will be eliminated from the test.

BOTTOM LINE: The bottom line of this test is that the dog demonstrates that he/she is safe to be in public and that the person demonstrates that he/she has control of the dog at all times.

TESTING EQUIPMENT: All testing shall be done with equipment appropriate to the needs and abilities of the team. All dogs shall be on-lead at all times except in the vehicle at which time it is optional.

This test is to take place in a public setting such as a mall where there are a lot of people and natural distractions. The individual will handle the dog and can use any reasonable/humane equipment necessary to ensure his/her control over the dog.

The evaluator will explain the test thoroughly before the actual testing, during which he/she will follow discreetly to observe when not directly interacting with the individual on a test related matter. The only things an evaluator needs are a clip board, an assistant, another dog, a plate with food, and access to a shopping cart.

COMMANDS: Commands may be given to the dog in either hand signals or verbal signals or both.

1. **CONTROLLED UNLOAD OUT OF VEHICLE:** After a suitable place has been found, the individual will unload the dog and any necessary equipment (wheelchair, walker, crutches, etc.) out of the vehicle. The dog must wait until released before coming out of the vehicle. Once outside, it must wait quietly unless otherwise instructed by the Individual. The dog may not run around, be off lead, or ignore commands given by the individual. Once the team is out of the vehicle and settled, the assistant should walk past with another dog. They should walk within six (6) feet of the team. The Assistance Dog must remain calm and under control, not pulling or trying to get to the other dog. The emphasis on this is that the Assistance Dog remain unobtrusive and is unloaded in the safest manner possible for everyone.

2. **APPROACHING THE BUILDING:** After unloading, the team must maneuver through the parking lot to approach the building. The dog must stay in a relative heel position and may not forge ahead or lag behind. The dog must not display a fear of cars or traffic noises and must display a relaxed attitude. When the individual stops for any reason, the dog must stop also.
3. **CONTROLLED ENTRY THROUGH A DOORWAY:** Once at the doors of the building, the individual may enter however he/she chooses to negotiate the entry safely. Upon entering the building; however, the dog may not wander off or solicit attention from the public. The dog should wait quietly until the team is fully inside then should calmly walk beside the individual. The dog must not pull or strain against the lead or try to push its way past the individual but must wait patiently while entry is completed.
4. **HEELING THROUGH THE BUILDING:** Once inside the building, the individual and the dog must walk through the area in a controlled manner. The dog should always be within touching distance where applicable or no greater than a foot away from the individual. The dog should not solicit public attention or strain against the lead (except in cases where the dog may be pulling the individual's wheelchair). The dog must readily adjust to speed changes, turn corners promptly, and travel through a crowded area without interacting with the public. In tight quarters, the dog must be able to get out of the way of obstacles and not destroy merchandise by knocking it over or by playing with it.
5. **SIX FOOT RECALL ON LEAD:** A large, open area should be found for the six foot recall. Once found, the individual will perform a six foot recall with the dog remaining on lead. The individual will sit the dog, leave it, travel six feet, then turn and call the dog to him/her. The dog should respond promptly and not stop to solicit attention from the public or ignore the command. The dog should come close enough to the individual to be readily touched. For Guide Dogs, they must actually touch the person to indicate location. The recall should be smooth and deliberate without the dog trudging to the individual or taking any detours along the way.
6. **SITS ON COMMAND:** The team will be asked to demonstrate the Individual's ability to have the dog sit three different times. The dog must respond promptly each time with no more than two commands. There should not be any extraordinary gestures on the part of the people approaching the dog. Normal, reasonable behavior on the part of the people is expected. The first sit will be next to a plate of food placed upon the ground. The dog must not attempt to eat or sniff the food. The individual may correct the dog verbally or physically away from the food, but then the dog must maintain a sit while ignoring the food. The dog should not be taunted or teased with the food. This situation should be made as realistic as possible. The second sit will be executed, and the assistant with a shopping cart will approach within three feet of the dog and continue on past. The dog should maintain the sit and not show any fear of the shopping cart. If the dog starts to move, the individual may correct the dog to maintain the sit. The last sit will be a sit with a stay as a person walks up behind the team,

talks to the person and then pets the dog. The dog must hold position. The dog may not break the stay to solicit attention. The individual may repeat the stay command along with reasonable physical corrections.

7. **DOWNS ON COMMAND:** The down exercises will be performed in the same sequence as the sits with the same basic stipulations. The first down will be at a table where food will be dropped on the floor. The dog should not break the down to go for the food or sniff at the food. The individual may give verbal and physical corrections to maintain the down. There should not be any extraordinary gestures on the part of the people approaching the dog. Normal, reasonable behavior from the people is expected. The second down will be executed, and then an adult and child should approach the dog. The dog should maintain the down and not solicit attention. If the child pets the dog, the dog must behave appropriately and not break the stay. The individual may give verbal and physical corrections if the dog begins to break the stay.
8. **NOISE DISTRACTION:** The team will be heeling along and the tester will drop a clipboard to the ground behind the team. The dog may acknowledge the noise, but may not in any way show aggression or fear. A normal startle reaction is fine--the dog may jump and or turn--but the dog should quickly recover and continue along on the heel. The dog should not become aggressive, begin shaking, etc.
9. **RESTAURANT:** The team and tester should enter a restaurant and be seated at a table. The dog should go under the table or, if size prevents that, stay close by the individual. The dog must sit or lie down and may move a bit for comfort during the meal, but should not be up and down a lot or need a lot of correction or reminding. This would be a logical place to do the food drop during a down. (See #7)
10. **OFF LEAD:** Sometime during the test, where appropriate, the person will be instructed to drop the leash while moving so it is apparent to the dog. The individual must show the ability to maintain control of the dog and get the leash back in its appropriate position. This exercise will vary greatly depending on the person's disabilities. The main concern is that the dog be aware that the leash is dropped and that the person is able to maintain control of the dog and get the leash back into proper position.
11. **CONTROLLED UNIT:** The team will leave the building in a similar manner to entering, with safety and control being of prime importance. The team will proceed across the parking lot and back to the vehicle. The dog must be in appropriate heel position and not display any fear of vehicle or traffic sounds.
12. **CONTROLLED LOAD into VEHICLE:** The individual will load the dog into the vehicle, with either entering first. The dog must not wander around the parking lot but must wait patiently for instructions. Emphasis is on safety and control.

Scoring Factors of the Public Access Certification Test

A= Always

M= Most of the time (more than half of time)

S= Some of the time (half or less of the time)
N= Never

Scoring and successful completion of the test requires:

- The team must score all 'Always' or 'Most of the time' responses on the A-M-S-N parts of the test.
- The team must score at least 80% "yes" answers on the "yes" "no" portion of the test
- All questions marked by an asterisk must be answered by a "YES" response.

1. **CONTROLLED UNLOAD OUT OF VEHICLE** Dog did not try to leave vehicle until given release command.

YES* NO The dog waited in the vehicle until released.*

YES NO The dog waited outside the vehicle under control.

YES NO The dog remained under control while another dog was walked past.

2. **APPROACHING THE BUILDING** Relative heel position, not straining or forging.

A M S N The dog stayed in relative heel position.

YES* NO The dog was calm around traffic.*

A M S N The dog stopped when the individual came to a halt.

3. **CONTROLLED ENTRY THROUGH A DOORWAY**

YES* NO The dog waited quietly at the door until commanded to enter.*

YES* NO The dog waited on the inside until able to return to heel position.*

4. **HEELING THROUGH THE BUILDING**

A M S N The dog was within the prescribed distance of the individual.

A M S N The dog ignored the public, remaining focused on the individual.

A M S N The dog readily adjusted to speed changes.

A M S N The dog readily turned corners--did not have to be tugged or jerked to change direction.

A M S N The dog readily maneuvered through tight quarters.

5. **SIX FOOT RECALL ON LEAD**

YES* NO The dog responded readily to the recall command--did not stray away, seek attention from others, or trudge slowly.*

YES* NO The dog remained under control and focused on the individual.*

YES* NO The dog came within the prescribed distance of the individual.*

YES* NO The dog came directly to the individual.*

6. **SITS ON COMMAND**

A M S N The dog responded promptly to the command to sit.

YES* NO The dog remained under control around food--not trying to get food and not needing repeated corrections.*

YES* NO The dog remained composed while the shopping cart passed--did not shy away, show signs of fear, etc. shopping cart should be pushed normally and reasonably, not dramatically.*

YES* NO The dog maintained a sit-stay while being petted by a stranger.*

7. **DOWNNS ON COMMAND**

A M S N The dog responded promptly to the command to down.

YES* NO The dog remained under control around the food--not trying to get food and not needing repeated corrections.*

YES NO The dog remained in control while the child approached--child should not taunt dog or be overly dramatic.

8. **NOISE DISTRACTIONS** If the dog jumps, turns, or shows a quick startle type reaction, that is fine. The dog should not show fear, aggression, or continue to be affected by the noise.

YES* NO The dog remained composed during the noise distraction.*

9. **RESTAURANT**

YES* NO The dog is unobtrusive and out of the way of patrons and employees as much as possible.*

YES* NO The dog maintained proper behavior, ignoring food and being quiet.*

10. **OFF LEAD**

YES* NO When told to drop the leash, the team maintained control and the individual got the leash back in position.*

11. **DOG TAKEN BY ANOTHER PERSON** To show that the dog can be handled by another person without aggression or excessive stress or whining, someone else will take the dog's leash and passively hold the dog (not giving any commands) while the dog's partner moves 20' away.

YES NO Another person can take the dog's leash and the dog's partner can move away without aggression or undue stress on the part of the dog.

12. **CONTROLLED EXIT**

A M S N The dog stayed in relative heel position.

YES* NO The dog was calm around traffic.*

A M S N The dog stopped when the individual came to a halt.

13. **CONTROLLED LOAD INTO VEHICLE**

YES NO The dog waited until commanded to enter the vehicle.

YES NO The dog readily entered the vehicle upon command.

14. **TEAM RELATIONSHIP**

A M S N When the dog did well, the person praised the dog.

A M S N The dog is relaxed, confident, and friendly.

A M S N The person kept the dog under control.