



## Statement of Client Expectations

The mission of Smoky Mountain Service Dogs mission is to “Enhance the physical and psychological quality of life for Veterans with disabilities by providing custom trained mobility assistance service dogs.” In doing so, we shall endeavor to assist them in becoming increasingly self-sufficient and independent.

In keeping with that mission, a candidate for or a recipient of a Smoky Mountain Service Dog can expect the following from SMSD.

1. The right to be considered for a service dog regardless of race, sex, religion, creed, color, age, marital status, national origin, disability, Veteran’s status or sexual orientation.
2. The right to be treated with respect and dignity at all times while working with Smoky Mountain Service Dog’s staff, volunteers, and members of the Board of Directors.
3. The right to expect that personal files will remain confidential and will not be disclosed unless they have given express prior permission.
4. The right to a sound educational program to learn how to use his or her service dog effectively at all times.
5. The right to receive appropriate education and support on their role as a user of a service dog in public.
6. The right to receive regularly scheduled team evaluations and follow-up support.
7. The right to a dog that has been:
  - Temperamentally screened for emotional soundness and working ability
  - Physically screened for good health and soundness
  - Technically and analytically trained for maximum control and for the specialized tasks he/she is to perform.
  - Trained using humane methods providing for the physical and emotional well- being of the dog.
8. The right to receive information on or ask for assistance in the following matters:
  - Additional training for a dog that is needed due to a change in the recipients functional level

- A behavioral management problem with the dog
- A major veterinary issue.

Also in keeping with our mission, Smoky Mountain Service Dogs expects the following from our potential recipients.

1. The right to expect that a Smoky Mountain Service Dog will be under control at all times and exhibit no intrusive behavior in public.
2. The right to expect that a Smoky Mountain Service Dog lives in a home with a fenced area (or suitable alternative) for exercise and toileting.
3. The right to expect a safe, healthy and loving environment for the dog, including:
  - Maintenance of a healthy weight
  - Feeding high quality dog food
  - Regular exercise
  - Regular check-ups, immunizations, flea, tick, and heartworm medications
  - Regular grooming
4. The right to expect recipient to work with SMSD trainers for regularly scheduled certification and re-certification tests.
5. The right to expect recipients to always carry a copy of the dog's rabies certificate, an official SMSD identification, current certification card, and to have the dog wear a SMSD vest in public.
6. The right to expect that Smoky Mountain Service Dogs are:
  - Placed with a recipient able to interact with the dog
  - Placed with a recipient able to provide for the dog's emotional, physical, and financial needs
  - Placed with a partner able to provide a stable and secure living environment
  - Placed with a partner who expresses a desire for independent living and/or an improvement in the quality of his/her life through the use of a Smoky Mountain Service Dog