

THE CANINE CHRONICLE

News for NEADS Puppy Raisers

FEBRUARY 2025

Dear Puppy Raisers,

As we step into February, we want to take a moment to recognize and celebrate all that you do. Your dedication, patience, and love for our puppies in training make a lasting impact—not just on the dogs, but on the future clients who will one day rely on them.

This month's newsletter is packed with exciting updates, including improvements to our Puppy Raiser portals, an introduction to our newest Trainer, and an important discussion on understanding your rights under ADA law. We're also want to remind you about the new peer support group for Puppy Raisers navigating the transition of saying goodbye to their pups—a journey that, while bittersweet, is at the heart of our shared mission.

Thank you for being an essential part of the NEADS community. We hope you enjoy this issue, and as always, we're here to support you every step of the way.

Warm wishes,

Heather Romanoff
Manager of Raiser Operations

Meet the Trainer: Maddie Dolan

We are thrilled to share that Maddie Dolan has advanced from Apprentice Trainer to Trainer! Over her two-year apprenticeship, Maddie has had the opportunity to gain hands-on learning with our String Dogs and while also accompanying Trainers to Prison PUP Program locations.

We're all excited to see her thrive in her new role!



NEADS Website Updates

NEADS is getting a new look! We've been updating our website which includes our Puppy Raiser Resource Center and Puppy Raiser Portals. The Resource Center will see the addition of a new Dog Sitter Portal, making it easier for our large group of Dog Sitters to find the information and resources they need.

The Full-Time and Weekend Puppy Raiser Portals receive a new look with updated and easy to navigate manuals. We will also have a color-coded calendar that will make it easier to find and sign up for the classes you need without having to jump to a different site or program.

Raiser Ops has more improvements planned for the portals and we hope that you love the updates as much as we do. If there are additional improvements you'd like to see on our portals, reach out to Heather (hromanoff@neads.org).

Understanding Your Rights Under ADA Law as a Puppy Raiser

We're recently received stories of NEADS Puppy Raisers being denied service or access. We want to ensure that you understand your rights as a Puppy Raiser as well as the rights of your Service Dog in Training and the steps you should take if denied service or access due to your Service Dog in Training.

The information in this article includes resources from the Red Vest Initiative as well as the Americans with Disabilities Act (ADA). Each of you are welcome and encouraged to review the materials that will be linked at the end of this article.

First it is important to explain that ADA does not consider any animal a Service Animal until it has completed training. This can be found in the FAQ section of the ADA website, linked and pictured below.



However, each state that NEADS Puppy Raisers reside in offers state-wide protections to Service Dogs in Training and their handlers. This allows any service animal in training the opportunity to be actively tested through experiential socialization and exposure to ensure that the training for these animals is sound enough for them to perform their duties in a wide variety of environments and situations without posing a threat.

> *" According to the Americans with Disabilities Act (ADA), people who are in the company of a Service Dog must have all the same rights and access of any other person. This includes entry into restaurants, shops and places where dogs are typically not allowed to go." (Rights, Access, and Laws, Red Vest Accessible)*

Below are the types of businesses you should expect to have access to or receive service from.

Businesses, including nonprofits, that serve the public (also called public accommodations) include, for example:

- Restaurants
- Hotels/motels
- Shops
- Movie theaters
- Private schools (including housing)
- Doctors' offices and private hospitals
- Day care centers
- Gyms
- Organizations offering courses or examinations related to:
- Applications, licensing, certification or credentialing for professional or trade purposes
- Privately operated transit. Examples of privately-operated transit include:
    - Intercity and charter buses
    - Hotel shuttles
    - Airport shuttles
- Commercial facilities (need only comply with requirements of the ADA Standards for Accessible Design). Examples of commercial facilities include:
    - Office buildings
    - Warehouses
    - Factories

If you are turned away or do not receive service due to your Service Dog in Training being present, please take the following actions:

1. Write down the series of events and situations as soon as possible. This will allow you to capture the issue without losing many details.
2. Include names of the business or individual(s) involved. If you were not given the name of the individual denying access or service, please include their description.
3. Include the date and time of the event.
4. Submit your documentation to Heather or Bailey.

We will take action by reaching out to the business to clarify the law, offer education, and to offer an opportunity to apologize for their employee's discriminatory action. Should

the business not respond, both you and NEADS are welcome to file a complaint with the local police department. Any retaliatory action taken by the business or the employees of that business will result in NEADS taking any further action we deem legally necessary.

Although fully trained Service Dogs and the individuals that need them are protected federally and Service Dogs in Training and Trainers/Handlers are protected locally, there are areas and businesses that do not apply to these protections. Privately owned property and clubs may deny access to Service Dogs or Service Dogs in Training regardless of the behavior of the dog. Although many of these spaces would prefer to avoid any potential negative public relations issues and will still allow entry, they are within their legal right to restrict access.

2025 Addition
Business owners and managers do not seek to purposely discriminate against you or those with disabilities. The increased visibility of fake Service Dogs has led to confusion regarding the laws and their rights as owners and managers. The NEADS Red Vest Program offers educational training and printed resources to businesses that are interested in protecting those that need Service Dogs while also protecting their business. If you come across a business that expresses an interest in learning more, you can nominate that business **by using the Red Vest link here.**

Additional Resources
https://www.ada.gov
https://www.ada.gov/topics/title-iii/
https://www.ada.gov/resources/?filters=title-iii
https://www.ada.gov/resources/service-animals-faqs/
https://www.redvest.neads.org/rights-access-and-laws/

2025 Quarterly Puppy Raiser Roundtable Discussions

Q1: All About Breeding – Saturday, February 22, 9:30am



Special Guest Speakers:
Kate Albertini, Manager of Breeding & Puppy Development
Megan Kropf, Assistant Manager of Breeding & Puppy Development

Register here to receive the Zoom link and reminders for this discussion.

Q2: What is the Difference Between NEADS Instructors and Trainers - May

- Better understand the roles each play to help our Service Dogs become world class.
- How we're integrated and where we differ.
- Who's in charge of your Service Dog in Training?

Q3: Our Commands and How they Help Clients - August

Special Guest Speaker:
Kara Milotte, Manager of Client Services

- We're often asked why we do things a certain way. In this discussion, we'll talk about the client experience and the physical limitations they have that lead to command shaping.

A New Opportunity for Connection: Peer Support for Puppy Raisers



We understand that saying goodbye to your puppy—whether they've moved on to their next training phase or been released from the program—is one of the most challenging parts of being a Puppy Raiser. These transitions can bring a mix of pride, loss, and uncertainty, and we want you to know that you are not alone in navigating these emotions.

To help support you during this time, NEADS Raiser Operations is proud to share a new peer-to-peer support group called the Puppy Raiser Transition Support Group, created by Puppy Raiser Ambassador Nancy Bodwell. Nancy, who is a dedicated volunteer Puppy Raiser, is also a clinical social worker who helps people navigate life's challenges every day. She brings her wealth of experience to this group, which is designed to offer a safe and understanding mutual support group for Puppy Raisers to connect and support one another.

Here's what to expect:

- **A supportive and evolving environment**: The group will meet weekly beginning in late January 2025 and will provide a semi-structured space where topics will change regularly, guided by the needs of participants.
- **Privacy and independence**: Anything shared in this group will be kept confidential to ensure that participants feel free to share openly.
- **A community of understanding**: The group is built to bring together Puppy Raisers who truly understand the unique challenges of this journey. There is no commitment required—Puppy Raisers are welcome to drop in as they feel the need.
- **Accessibility**: These meetings will be held virtually, making it easy for any Puppy Raiser to attend from wherever they are.

We'll be posting reminders about this group in the Canine Chronicle, the newly created Puppy Raiser Facebook Group, and in the new calendars on our Puppy Raiser portals that will be available in the near future.

The Puppy Raiser Transition Support Group will meet each Wednesday from 6pm – 7:3pm.

Attending these gatherings will be as easy as clicking on this zoom link below. This link will also be found on each posting:
https://neads-org.zoom.us/j/84690591218?pwd=cRavY5h98b7C8LMamuY6EGTIFMbOEr.1

We're so grateful for your dedication and the love you've poured into raising your puppy. The impact you've made is immeasurable, and we want you to know that NEADS is here to support you as you continue on this journey.

Each quarter, Raiser Operations has an open invitation to all Puppy Raisers in our community to discuss topics that are important across all groups. We are thrilled that so many of you joined and took part in the 2024 Quarterly Roundtable Discussions! We're looking forward to bringing more interesting topics to the table this year.

- Bailey and Heather have selected three topics, leaving the fourth topic open for some flexibility as we move through the year. Date and registration information will be sent out as we get closer to each event.

Significance of a Name

- **Henry** – named for Henry Warren inventor of the electric clock. Henry, the inventor of the first electric clock was from Ashland, MA. Henry is named by the Ashland HS Honor Society.
- **Chelsea** - Named to pay homage to the Chelsea Soldier's Home. Many VFW members have ties with the Home or served on the Board of Trustees. Chelsea is named by members of a VFW in Watertown, MA.
- **Mandy** –From the person who named Mandy, "Mandy was named after an amazing friend who was lost too soon. She had a passion for animals and her dad was also an Army Veteran, who flew Medivac Choppers in the Army, hence the tie to NEADS. Mandy was a beautiful blonde who always had a positive outlook on life and loved to inspire and motivate people through her actions. Our friends came up with the following words to describe her, and this only covers a few: silly, charming, strong, confident, selfless, compassionate, fun, energetic, joyful, dynamic, hard-working. When I showed her family and friends "Mandy's" photo they all could see different things through watching her. It brings much joy to everyone that this beautiful yellow lab will now carry-on her memory. A loving wife, mother, sister and friend. She would be honored by this gesture and I know she is looking down from heaven cheering for "Mandy". She is going to do great things."
- **Boston** - Named by Boston Mutual Life Insurance Co. through their Making an Impact program.
- **Billy** - Named in memory of the sponsor's father.
- **Jake** - A term for a firefighter, used mostly in the Northeast U.S.A. The term is normally used by firefighters, or fire buffs, speaking of another firefighter, or other firefighters. To be a "good jake" is a very high form of praise from fellow firefighters. Named by Worcester Fire Department.
- **Carly** - To honor musicians because the sponsors love music, and music brings people together. Named for Carly Simon.

Welcoming New Puppies and Puppy Raisers

Billy

We're thrilled to welcome back Team Raisers Karen & Mike Terry and Liz & Bob Burke as they raise sweet Billy! Some of you may not know that Karen and Mike's second NEADS puppy was Kilroy—an exceptional dog who became the first participant in our temporary breeding





Kilroy - Billy's dad

program. Now, Billy, one of Kilroy's puppies, is following in his father's footsteps! With the Terrys having adopted Kilroy, Billy will have not only a fantastic team but also a great dad to look up to as he begins his journey to becoming a Service Dog.

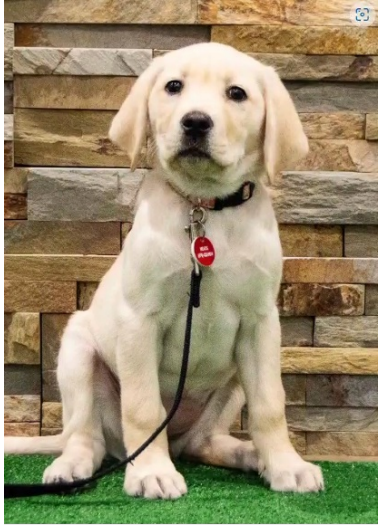


Gigi

We're excited to have Denise Spina return to raise little Gigi! As you can tell, they've already gotten a jump on their Field Trips. Denise and Phyllis are raising sisters and have been able to get them together for fun puppy playtime. If you want to follow their hilarious playtime photos, join the NEADS Puppy Raiser private Facebook group!

Penny

Penny is on her way to legendary Full-Time Puppy Raiser Sue Walsh! Penny's siblings are Paisley, Tyler, and Nicholas (who is still up for grabs). These special little pups are the first litter for Justice. We can't wait to see all that this special little puppy will learn from one of our most experienced Puppy Raisers!





Paisley

Paisley is a carbon copy of her mom, Justice. She is a sweet girl who is being raised by new Full-Time Puppy Raiser, Kerry Buxton. We can't wait to see this new team out and about and we know that Paisley is going to be making a lot of new friends with Kerry!



Tyler

We are so excited to see the Devins family with their Justice puppy, Tyler! Amy and Kevin Devins were the Full-Time Puppy Raisers for Justice, and she was their first puppy. We know that they are going to do an amazing job raising their new little grandpuppy. We all hope that we get to see Justice puppy play times soon!

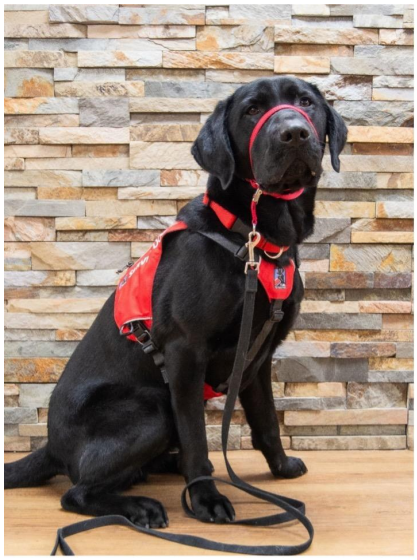
Nicholas

Nicholas is the final puppy from the Justice litter, and he doesn't have a Full-Time Puppy Raiser yet! If you are looking to return from a hiatus or know someone that



would needs some puppy love, please reach out to **Heather**.

Recent Matches



Trauma Assistance Dog Seager

Trauma Assistance Dogs (TAD) are an incredibly special class of Service Dogs here are NEADS. These dogs work with their assigned veteran with PTSD as a result of active military service. What set Seager apart in this already special group is the fact that he was a career change dog.

He began his life at Guiding Eyes for the Blind and tried his best to be a Guide Dog, but it was ultimately not the job he was meant to do. He arrived at NEADS at 2-years old and enthusiastically learned how to do his job over the last year. Thank you to his Weekend Puppy Raisers Calvin Reed and Jennifer Matteson for everything you did to help prepare this sweet guy

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Reminder:
NEADS Medical Team Updated Hours and Contact Information

A reminder that the NEADS Medical Team has extended hours and updated contact information to improve our accessibility and service to you. The NEADS Medical Team is available from 8am to 8pm.

To ensure efficient communication, we highly recommend reaching out to us via email at medical@neads.org. This email address allows all team members to receive your message, regardless of their location, and ensures a prompt response. For urgent matters, we aim to reply within 2 hours, unless there is an unexpected surge in contacts.

Emergency call number: 978-563-1495.

We hope that by having one number, we can streamline the process of reaching someone in the Medical team more efficiently. During regular business hours, we strive to return emergency calls within 30 minutes. In case of a medical emergency, please take immediate action by visiting your nearest urgent veterinary care facility if it is after hours.

If you are uncertain about the nature of your concern, please refer to the Medical Manual available on the Puppy Raiser Portals. The manual provides a comprehensive list of symptoms to help you determine whether your issue is urgent, an emergency, or a non-emergency.

Non-urgent or non-emergency emails will be responded to within 24 hours.

We appreciate your cooperation and are committed to providing the best care for your needs.

Puppy Raiser Resource Center

Weekend Puppy Raisers enter with password PuppyRaiser
Full Time Puppy Raisers enter with password FTRaiser

Please contact **Audrey Trieschman** with questions, issues, or suggestions about the portal.

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