SAFEcert is a national organization that operates 1-2 chapters per state

> We offer a free training curriculum, making use of online training videos and quizzes, which are adapted to fit the needs of the types of businesses we certify.

We teach businesses about service animals, the federal and state laws that pertain to them, how to act around service animals and their handlers, and how to respond to conflicts between store patrons and handlers.

> Puppy raisers, service dog trainers, and handlers can provide feedback on their experiences in a business or volunteer to become an undercover tester to certify businesses.





SAFEcert trains and certifies businesses as service dog friendly in order to help service animal trainers avoid harassment and distraction while completing public access training.



Parental Paula

Paula is an experienced puppy raiser who lacks confidence in her training abilities. Knowing that employees will support her and are trained to notice when dogs aren't well behaved boosts her confidence and reassures her that she is doing well when her dogs are acting properly in the space.



As a self trainer-handler who already struggles with her dog making her invisible disablity visible, Dani appreciates knowing that she will be welcomed in certified businesses and be able to avoid unwanted attention/questions, even when her dog isn't yet fully trained.



Practical Pierre

Pierre enjoys teaching people about service animals, but while he is out training, he doesn't want his dogs to be distracted by being approached by other patrons. SAFEcert allows him to help raise public awareness by volunteering when he wants to instead of educating people whenever he goes out with his dogs.

Without SAFEcert Training







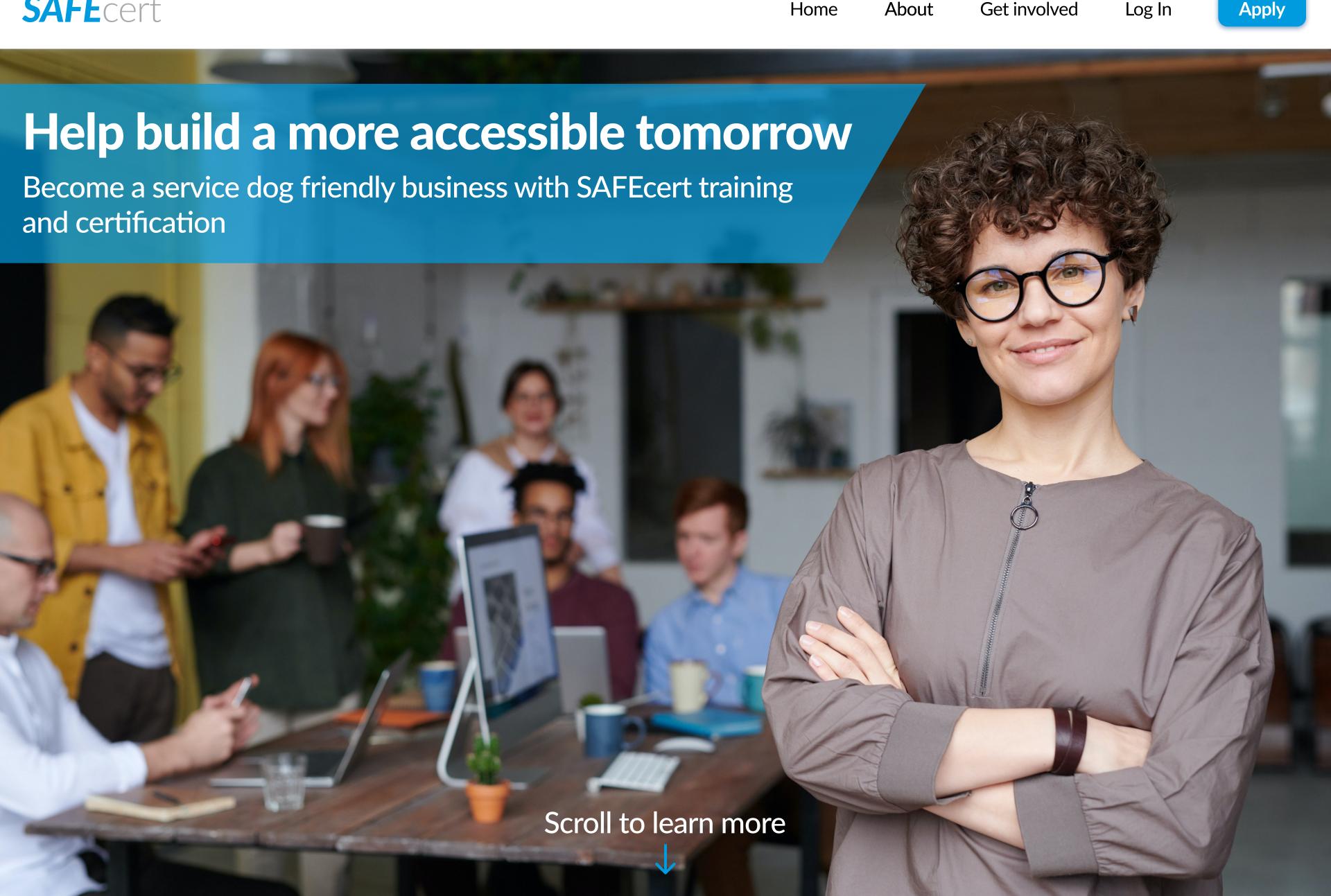


With SAFEcert Training









The ADA defines service animals as "dogs that are individually trained to do work or perform tasks for people with disabilities" (ADA). Service dogs are permitted to accompany their owners, also called handlers, to all areas where members of the public are allowed to go. You can learn more about the specifics of the ADA's service animal laws at https://www.ada.gov/ service_animals_2010.htm

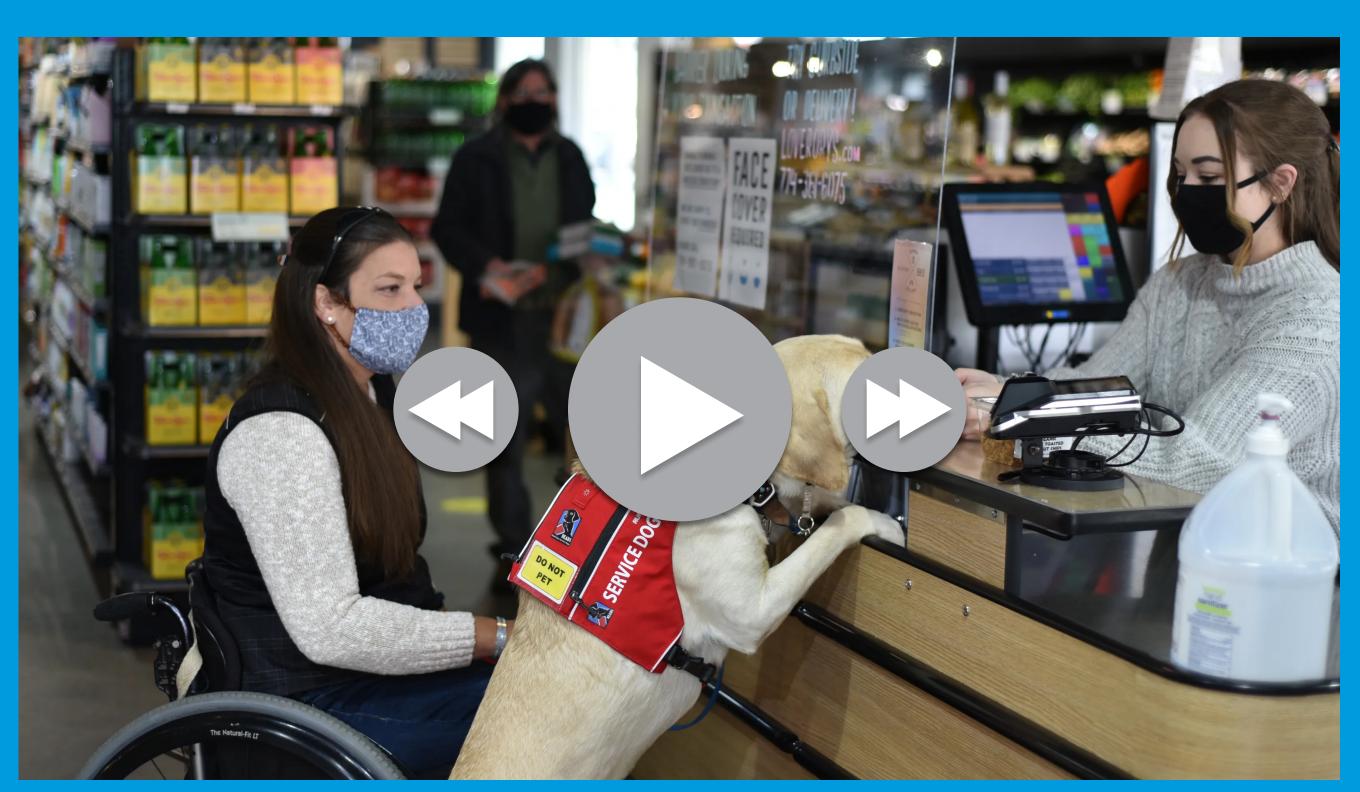
> As a business owner, it is your job to learn about service dog laws and ensure that you abide by them, including knowing what questions you can ask a handler and when you may or may not remove a service dog from your space.

With SAFEcert's service dog friendliness training program, we do the research to provide you with an online curriclum covering both federal and state laws. Working with business owners and upper management, we can customise our curriculum to fit into existing onboarding programs and allow different types of training depending on the employee, whether they are customer-facing or not, a new higher or a longterm employee.

Our Curriculum

SAFEcert's online training program covers not ony service animal laws, but also provides employees with practice in responding to difficult situations and patrons. Our curriculum consists of informational readings and videos, along with situational videos and questions. The training ends with a short quiz asking employees to think through how they should respond to hanlders and patrons. Once all emplyees have completed their online trainings, a volunteer tester will assess the business as a real service animal trainer or handler and certify the business for the year. Once a business is certified, we continue working with owners or upper management to make sure their training program fits their current needs, while monitoring service dog friendliness ratings and revaluaing certification every year. You can watch our training videos for free (for individual use) below.







About Us

Our Mission

SAFEcert

Creating safe spaces for service animal trainers to conduct public access training for their dogs without malicious and/or ignorant harrassment.

Our Story



SAFEcert was founded by 5 Olin students with a passion. A passion for animals and a passion for people. Myles, Sydney, Jack, Ben, and Gabby found that service animals and other working dogs were a good intersection of these two passions. And so, they went to work figuring out what they could design to serve service animal trainers everywhere, be they volunteer or paid, or organization-affiliated or self-taught.

Many service animal trainers face distrust and harassment from other people who don't understand the concept of service animals. We spoke to a self-trainer (a person with a disability that trains their own service animal to meet their needs) who was confronted by a restaurant employee who refused to believe that our stakeholder's dog was a service animal because they weren't the typical breed used. Through hearing more stories like these, of people who



don't know about service animals making trainers' jobs and daily lives more difficult, we realized there was a big need for public education. However, we noticed that while service animal trainers want an increase in public awareness and understanding of service animals, many of them, specially self-trainers, put more value on discretion and privacy. Some might be willing to expose themselves to the public to educate their peers, but most prefer not to bring attention to themselves or their dogs, especially while they are working.



rom the fruits of that labor, SAFEcert was born. SAFEcert, which stands for Service Animal Friendliness Education certification, is a national organization dedicated to creating a safer space for all service animal trainers and handlers, and promoting public education and normalization around service animals. We operate 53 chapters across all 50 states, with our headquarters located in Needham,

> Visit one of our many offices and join us in creating a more accessible tomorrow.

How To Get Involved



Help us spread the word about SAFEcert! Tell your friends and local businesses about the benefits of partnering with SAFEcert!

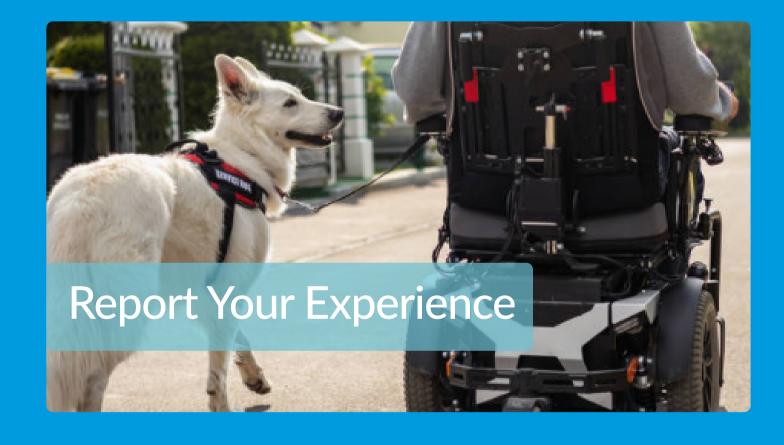
Own a retailer? Apply to get your SAFEcert Certification!

• Fill out our form

SAFEcert

- Train your employees
- Get your certification





Are you a handler or trainer that had a particularly good or bad experience at a SAFEcert certified business?

Report your experience here!

Are you a trainer or handler who wants to be more involved?

Apply to test local businesses to receive their certification!





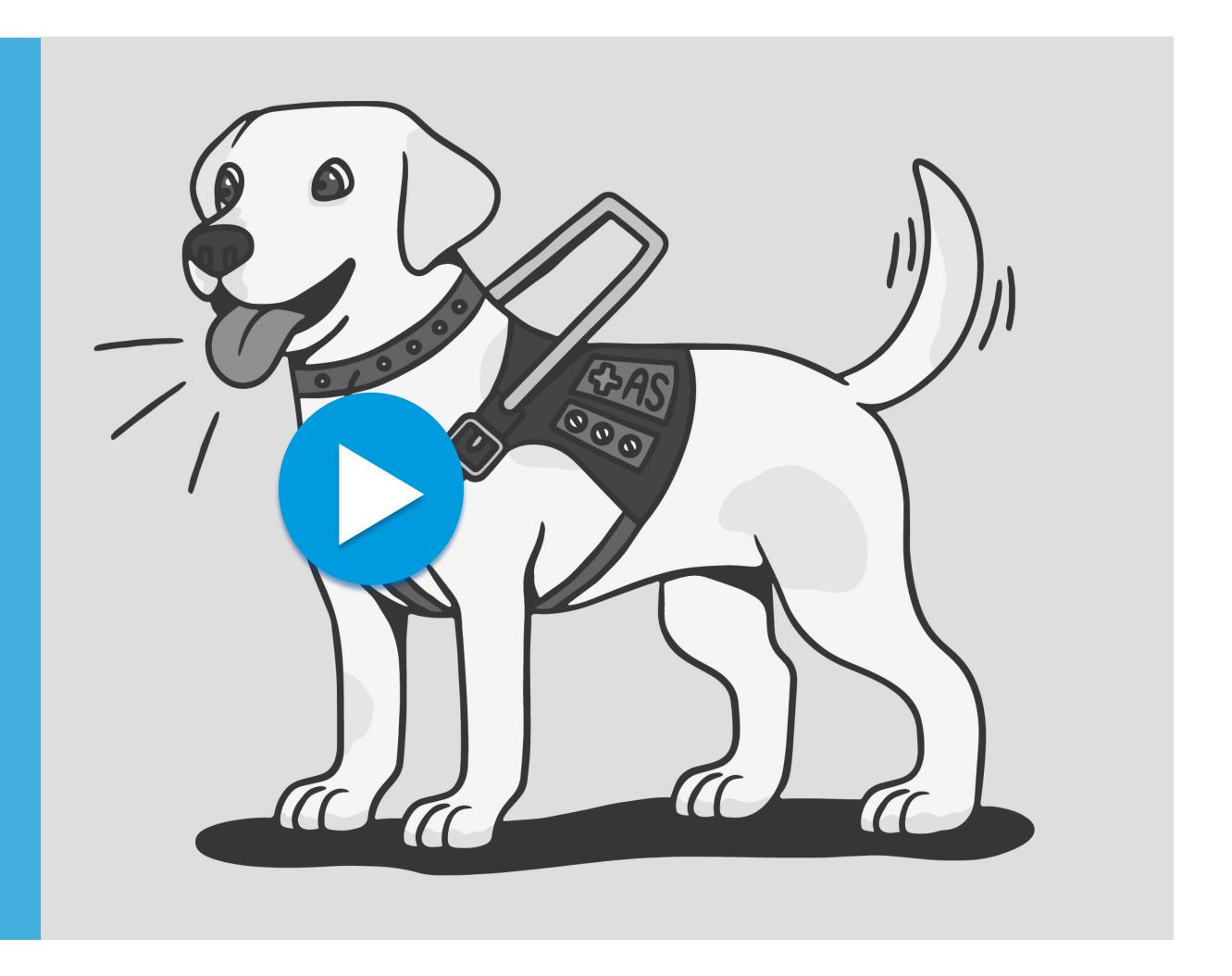


SAFEcert Learn

Module 1.1: What are Service Dogs?



What are working dogs? Why are they important and what types are there?



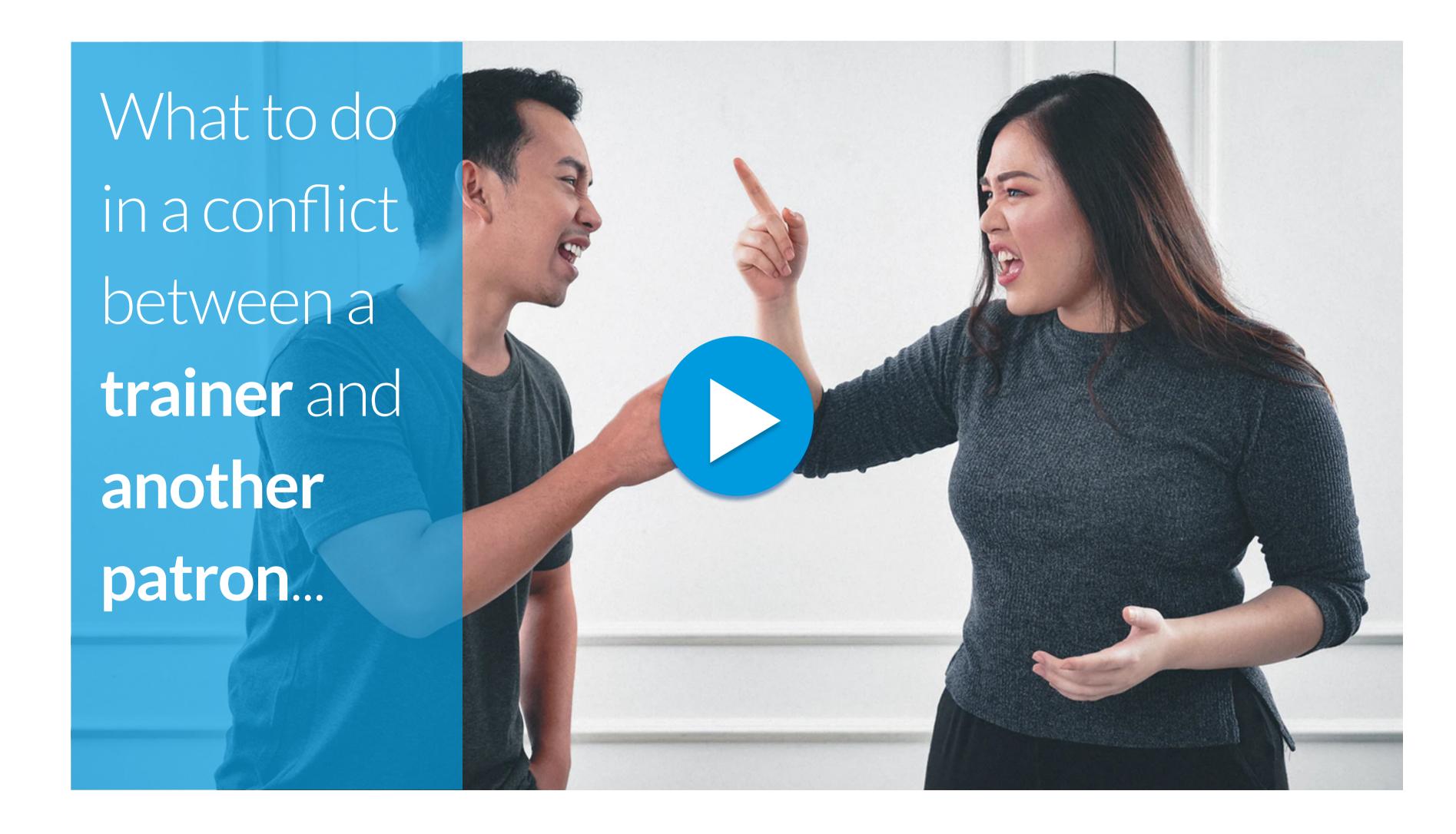


Back

SAFEcert Learn

Module 2.1: How to respond to a problematic patron







Module 1 Quiz: Question 1 of 10



What animals are officially considered service animals in Massachusetts? (Select all that apply)







Miniature Horses







Any trained animal