

City of Orange • HLAA Chapter Meeting
THE SAM SIMON FOUNDATION
and their hearing dogs program
Speaker: Barbara Velasquez
Saturday, April 7, 2018
Mariposa Women's and Family Center
9:30 a.m. - 11:30 a.m.



MARLA PEOPLES: I expected more people here today. I talked to some people. Maybe they are on their way.

If you have a T-coil, put your T-coil on. The room is looped.

Thank you, Bill.

What you can't hear, you can read with CART.

You have some exciting news.

She's going to be a grandma.

[APPLAUDING]

MARLA PEOPLES: I have a question. Toni did a demonstration of a product called Alexa. How many people have gone out and bought Alexa?

No. You know what, I just saw a commercial for Ford. Believe it or not, they're going to put Alexa in the Ford.

You can ask Alexa where is this and where is that? It will tell you where it is and how to get there and whatever.

Kind of interesting. Alexa is taking over the world.

That was an interesting demonstration.

I'm not quite into getting one yet.

Maybe I'll get one in my hearing aid or cochlear implant.

We'll see.

What I'd like to know, are there any April birthdays?

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[HANDS RAISED].

MARLA PEOPLES: When is your birthday?

AUDIENCE MEMBER: April 8th.

MARLA PEOPLES: Bob is April 10th. Mine has come and gone. Mine was the 3rd.

[APPLAUDING]

MARLA PEOPLES: Any anniversaries?

AUDIENCE MEMBER: Mike's birthday is April 6th.

[APPLAUDING]

MARLA PEOPLES: Anniversaries. This can include. How about a CI anniversary? I had one. In April of 2012, I got my first cochlear implant, this date that year. I have an anniversary on that.

Okay. On the walk, the Walk4Hearing, I hope you heard about it by now. You are going to hear it from me now. That's because I'm the chair for the Long Beach walk.

We have a team. It's called the Orange Hearos.



And you need to go online and sign up. Join the team. Collect donations. You can download one of these forms. Fill it out and get donations. You can enter your donations online. You can tell your people to go online and enter their donations by their credit card.

Remember that the chapter gets 40% of what we collect in donations back to the chapter. Last year we got a little over \$1,000. This is very helpful and beneficial.

Get out there. Get on the team. Collect donations. Let's go team Orange Hearos.

We need local sponsors for the walk. If you are so inclined you would like to help, I have a list of ideas and suggestions for Walk4Hearing sponsorships, organizations that can be

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contacted.

If you would like to help, I have a list here. We would be very appreciative of anyone who can get sponsors.

Kickoff. The walk is going to have a kickoff on April 21st at Angelo's and Vinces. It's a restaurant in Fullerton from 11:30 to 1:30. Free lunch. You have to RSVP to Terri Drake. I have some cards and information.

You need to RSVP by April 13th. What do we do at the kickoff? We get everybody energized and ready to go for the walk to get organized and to get everything planned out for the walk.

We usually have the planning committee meet after the kickoff.

The walk, it's on June 9th. You sign in at 9:00 in the morning. The walk starts at 10:00. You raise \$100, you get a free T shirt. You raise \$500, you get a free power bank to help power your cell phone, laptops or whatever.

There's going to be raffles. We are seeking items from businesses to have to raffle off at the walk.

So if anybody has interest in the doing that and helping to obtain the raffle items, please contact me.

We're in the process of getting a lot of items.

If you want to do that, we appreciate that.

I would like to see our chapter donate a hundred dollars worth of items for the raffle.

Now our future meetings; in May we're going to have Cynthia Gil-Santillan. She's from Cochlear Americas. We heard from Advanced Bionics -- she's going to talk about Nucleus 7 and other features with Cochlear Americas.

And then in June, we're going to have Kyle from the Segerstrom over -- he's going to talk about accessibility at the performing Arts Center in Costa Mesa. They have performances with captioning. The prices are affordable for those.

It's an interesting program. He's going to bring information about their plays and performances that are going to be captioned.

He's going to bring a couple of tickets to raffle off.

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We're going to have a gentleman from CaptionCall phone. He's going to come and demo the caption call phone. It's a free phone you can get. You have to have certification from audiologist that you have hearing loss to get a free phone. They come and set it up. They have a lot of new features with caption call phone. He's going to demonstrate that.

That's in June.

In July, we're going to have Ali Eiler. She's with Advanced Bionics. She's going to talk about oral rehabilitation. She's going to talk to you about the listening room. And she's going to talk to you about angel sounds. These are things you can do online to help with oral rehabilitation. This is something that I have a pet peeve about. I'd like to see changed as far as legislation.

You know, children get a certain amount of rehab, a good amount after they get a cochlear implant. Adults don't.

It's really needed, badly needed. I'd like to see legislation where you automatically get a good amount of oral rehabilitation covered by your insurance.

I went looking for places. The closest place I could go to was Irvine. I went. I could only afford about maybe not quite 2 months. They're \$150 an hour. My audiologist wanted me to go weekly. I could only go every other week.

The therapist was not on my insurance. People who were on my insurance were over a hundred miles away. I would have to drive 200 miles.

Couldn't do that.

Anyway, that's something that I'd like to see changed.

Now, in September, we're not going to have a meeting. We're going to be dark. That's because that's labor day weekend. I figure a lot of people might be travelling. We're going on to go dark and enjoy the long weekend.

August, that's still being tossed around. Keep in touch on that.

Now, I'd like to have Toni come up. She will have a tech talk for us.

As she comes back in.

I want to let you know that I do have some more of these flyers. If you want to take

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some with you, some businesses will post in their window. A lot of businesses won't. They will get inundated from stuff.

You can go into a starbucks. They have a community board.

If you want to grab some of these and go out. If you frequent a place, would you ask them if they will put this in their window.

I also have quite a few of these cards left. These are our id cards for our chapter.

Take some with you. Keep them on hand. If you go someplace and meet somebody, say, here, take this. You might be interested in coming to our meeting. Take a bunch of these if you will.

Does anybody have any questions about anything coming up, about the walk?

AUDIENCE MEMBER: How many people have signed up for the walk?

MARLA PEOPLES: Online.

AUDIENCE MEMBER: How many have signed up so far?

MARLA PEOPLES: Me. That's it. Nobody else. Come on.

You don't have to walk. You don't have to walk. You can sign up. You can get on a team. You can come and enjoy -- they're going to have a lot of stuff.

If you have family with kids, have them bring the kids. We'll of a bouncy house. We have this great clown. They have face painting for the kids.

Kids love it.

If you have a dog, bring your dog. It has to be on a leash . Bring poopy bags with you to clean up after them. They are welcome. Dogs love it. They have a great time. Right Jacqueline?

AUDIENCE MEMBER: Yes.

MARLA PEOPLES: Robin?

AUDIENCE MEMBER: I'm going the make a JPEG out of the flyer, okay. Now it's a picture. What I plan to do is go into the Facebook site of all the local dog groups or nonprofits and post it there and say, this would be a great way for you to go out with your dog and also help the organization.

MARLA PEOPLES: Exactly.

AUDIENCE MEMBER: I have a suggestion for the flyer.

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Since so many walks, there's a fee, that we should put free. Or no fee.

MARLA PEOPLES: You know what, it is free. I think that if there were a cost, you would have to post it, definitely have to post it.

AUDIENCE MEMBER: There's to registration?

AUDIENCE MEMBER: How does the organization make money?

MARLA PEOPLES: You raise money for the walk. That's the idea. You raise the money for national. National keeps so much. They give 40% back to the chapters.

10% is used for cost expenses and for the walk.

AUDIENCE MEMBER: I'm often asked what's the fee?

MARLA PEOPLES: I will tell Ronnie. I've never --

AUDIENCE MEMBER: A lot of walkers, they usually pay a fee.

AUDIENCE MEMBER: A lot of them have a fee. I didn't even know and I'm on the committee. A lot of them have a fee. Then you get the T-shirt when you register, when you pay a fee. That's a big selling point to this one, the fact that there is no fee. Good point.

MARLA PEOPLES: I will mention that to her. I guess I've been in so long.

AUDIENCE MEMBER: How long is the walk?

MARLA PEOPLES: Well, it's 3.1 miles.

AUDIENCE MEMBER: You go at your own pace.

TONI BARRIENT: She's in the green room.

MARLA PEOPLES: Okay, Toni, you want to do your tech?

TONI BARRIENT: Okay. I chose to do my tech talk today, because I'm doing -- at the hearing well club, I'll doing a presentation on travel with hearing loss.

I'm just going to extract one point from that and using technology that would be important.

Are any of you planning any trips?

Where are you going?

AUDIENCE MEMBER: I'm going to Alaska -- I'm going on an Alaskan cruise in June. I'm going with two friends. They're going to be in a balcony cabin. I'm going to be in an inside cabin. This will be of value to me.

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TONI BARRIENT: I hope this will be valuable. Where are you going.

AUDIENCE MEMBER: I'm going to Alaska cruise in July and going to Denver next month.

TONI BARRIENT: Okay. What cruise line are you going on?

AUDIENCE MEMBER: Royal Caribbean.

AUDIENCE MEMBER: Princess.

TONI BARRIENT: Different cruise lines. Where are you going, Herlinda?

AUDIENCE MEMBER: I'm going to Colorado to meet my new great grandbaby.

[APPLAUDING]

TONI BARRIENT: So I'm going to address the issue of cruises because it's a special concern. Most of what I want to talk to you about is about the American disabilities act. Cruise lines are usually foreign owned, foreign run. They're not obligated to comply with the American Disabilities Act.

However, that doesn't mean they're not interested in making sure you have a wonderful time.

With enough notice, like right now, contact your -- either your travel agent who can pursue for you or the cruise lines directly, because there's certain accommodations you can ask for.

Cross your fingers, you may get it.

What would be helpful to you, especially if you're in a room alone --

We all have varying degrees of hearing loss. My experience in a guest room somewhere, hotel, cruise line or whatever, at night when I lay down, I take off my implant and my hearing aids, that's what I hear, nothing. Nothing.

Fire? I wouldn't -- fire alarms, I probably wouldn't hear those. Knocks on the door? I wouldn't hear those. I'm in a strange place.

I'm in my most vulnerable can't. What do you do?

What you can ask for is an ADA kit. So this is an ADA kit. This is something they could buy and use more than once. Once for you.

I don't think anybody uses a TTY. On a cruise line, you're not going to be using your phone. That's not necessarily true. You may need to use the phone for housekeeping or room

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service or whatever.

So for the phone, there's actually a -- I'm sorry this is so fuzzy. There's an amplifier that you can attach to the phone. So it will amplify, not perfect, but it does work.

Let's talk about in the United States. Hotels, so Colorado, Denver, whenever you're going, absolutely they are required to provide an ADA kit for hard of hearing.

I'll just give you an experience. We have an ares hotel in Laguna woods. I have a friend visiting from Texas. She's more deaf than I am. She signs a bit.

I went with her to check-in. I said did you order an ADA kit. She didn't know what that was. I said, okay, let's see what we can do. We asked at the counter when she registered. The clerk behind the desk had no idea. She called the manager.

The manager came over and she says, oh, I think I know what that is.

We went in search. We found it. It was very dusty, very dusty.

She says I don't know what to do with it. I says, I'll set it up for you.

We finished with the registration. We went into the room. We plugged in an alarm clock. This alarm clock also has a bed shaker. So when it goes off, it will just slightly shake the bed, just enough to wake you up, very quiet. You won't disturb other people in the rooms next door.

You'll get a -- there's a door knocker. You should get a door knocker or a door bell.

And the door knocker just hooks on the knob. When you knock, that vibrates and sends a signal to the alarm clock and the bed will vibrate. All these lights will go on and off to get your attention.

You have a question?

AUDIENCE MEMBER: Oh, no.

TONI BARRIENT: You're just taking a breath.

AUDIENCE MEMBER: I'm just thinking.

TONI BARRIENT: There also should be what they call a fire or a smoke alarm listener. It's a device that they put in the room that will hear the fire alarm and shake your bed and wake you up.

These things are not -- for a hotel or a cruise line, these are not expensive. These are

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retail prices from Harris communication. This includes a TTY. I don't know if they need that. Maybe in a regular hotel, they might have somebody.

This one is \$40 this includes a door knocker, a strobe flasher. \$409.

If there's motion in your room, if somebody is sneaking into your room, this will detect motion in the room. It will wake you up.

Audio visual smoke detector. Assistive device sign. You don't need that.

There's another kit. Oops! That's not what I want to do.

This is a different kit.

This is just a different brand of assistive devices. This is the alarm clock with the bed shaker and with the doorbell. And then you have a phone amplifier.

This is what they call the economy kit. This is probably the best one. It's \$360. It includes simple alert. This is the door knocker. This is the smoke and fire and monoxide detector to wake you up. This is for the phone.

Anyway, I've been using a system like this since 1999. So when Ameriphone was in business and I worked for them for a short time, they gave me one. It's still working.

I also have the Serene Innovations one. I live alone.

Even if I didn't live alone, If I had a spouse or a roommate or whatever, they're not always there. They're not always going to alert me to a fire.

My dog, when she sits on my bed and hears a coyote outside or something, she is barking. I don't hear her. I hear her vibrating the bed.

I'm pretty deaf.

I suggest that when you're travelling, when you make your reservations, ask for the ADA kit.

If they don't know what that is, you could give them my number. I'll point them in the right direction. They should know what it is.

The thing is, that even if you're not sure that you're going to need it or not, order it anyway as an advocate for people with hearing loss, create awareness about hearing loss so we are accommodated more easily in hotels.

Also, let's talk about stage performances. There is an FM system they could put in and

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you could wear a device, a neckloop, if you have a T-coil or headphones to listen to some of the programs they have on the ships. It's doable.

There is a group of people in Florida that pretty much every year go on a cruise to the Caribbean. It's completely ADA compliant. Because it's the Hard of Hearing Association, the HLAA that arranges for it. They have people who have this need. Their travel agent makes this arrangement.

It's great.

Yeah?

AUDIENCE MEMBER: If you go on a cruise, you generally go on a tour when you get to different ports.

TONI BARRIENT: Yes.

AUDIENCE MEMBER: If I'm hard of hearing?

TONI BARRIENT: I could talk to you for an hour about everything that's available. Come to my meeting on Tuesday.

If you go to Disneyland on a staycation, you stay home and go out like a tourist, if you take a tour, they have assistive listening devices that you can borrow and that the tour guide will wear the microphone and you have the receiver.

All of that's very possible.

As a matter of fact, the ADA makes that a requirement for them to provide that to you. So when you make your reservations, always ask what is available for people with hearing loss?

AUDIENCE MEMBER: Now, on my cruise, I just booked a tour. When I'm on the cruise and I just booked my towers, my two friends have normal hearing, I am going to see if I can take my microphone with me and have the tour guy wear it.

At this time doesn't mean I will pick up everything, but I'll let them though right away, I need to sit in the front, and I need for them -- because a lot of times what happens is the bus driver is doing the speaking, and he's driving.

I try and work around it a little bit. It's not a perfect situation. I have a bus load of people with other issues, like walking issues. I don't want to be the only one with my problem.

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I try and at least let them know.

TONI BARRIENT: I noticed you had a Roger Pen. You could give that to the tour guide.
Be sure to get it back.

Okay. Back to you, Marla.

MARLA PEOPLES: Okay.

[APPLAUDING]

MARLA PEOPLES: Thank you, Toni. She always comes up with the best stuff.
This is very good. Around the corner, a lot of people are going to be taking vacations.
Those will come in handy.

TONI BARRIENT: I'm sorry, everybody.

What kind of tech person am I?

MARLA PEOPLES: All right. I'd like to introduce our speaker.

Just before I do that, though, one more thing.

Two more things.

You see this, that's going to be for our walk team, visors. Okay. We get a visor.

Beginning next month, May, there's a group that meets right after us, a support group.
Their leader moved back east. They're making a change. They're changing their meetings to
the third Saturday of the month.

So we're able to move our meeting a little later. So we'll start meeting at 10:00. So at
10:00, beginning next month. 10:00 to noon.

This should leave us time afterwards for -- every other month we could have a planning
committee meeting right here afterwards. We plan on having one today. We may have to go
someplace else if they show up.

I'd like to introduce our speaker. Barbara Velasquez.

She is the assistance dog program manager and senior instructor at the Sam Simon
Foundation. They're located in Malibu, California. They have a hearing dog program. They have
service dogs for veterans, and they have dogs for adoption.

It was founded by Sam Simon. He felt committed to work with animals because they
can't speak for themselves.

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He rescued dogs from shelters and humane society. They train them to serve as assistance animals.

She's going to talk to us about their program, how they train the dogs, how you become eligible for a dog and what you need to do for them.

Barbara.

[APPLAUDING]

BARBARA VELASQUEZ: Thank you, Marla.

Hi, everybody, good morning.

So, I am here with one of the dogs that is in training to be a hearing dog. This is Tia. Tia is a 3-year old yellow lab.

She actually was a trained guide dog for the blind. Was placed with someone for a short while, then returned to guide dogs for the blind and came to our program.

We typically would be here with a shelter dog, but because we do provide service dogs for veterans, we primarily focus on labrador retrievers. They're difficult to find in the shelter.

We partnered up with Guide Dogs for the Blind to bring some of their, what they call *career-change dogs* or adoptable dogs from their program into our program.

They're doing that with a few of the smaller working dog groups. So that way, those dogs that went through some training with them, were puppy raised. Instead of just going on to be a companion pet, they might be better suited for another job.

So Tia, she actually was a great little guide dog, but there were some problems with the relationship.

Anyway, I think she's been a wonderful fit here. She's going to probably -- if she enjoys it, she will just accompany me on some demonstrations for a little while, before we decide whether or not we're going to place her as a Haring dog with someone.

She's still a little new at it. We're kind of in a tight space here, so when I do get to demonstration, I'm just going to try to figure out the best way to let you see what a hearing dog does in this space and also help her as well.

So -- because this is going to be new for her. We have lots of motivators.

Does anybody mind if I close this door?

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AUDIENCE MEMBER: She's watching the ducks out there.

BARBARA VELASQUEZ: She's loving that pond out there too. She is after all, a water dog.

AUDIENCE MEMBER: I'm not sure it will help. It's a glass door.

BARBARA VELASQUEZ: That's okay. No worries.

She loves people.

So what I'm going to do is, tell you a bit about the Sam Simon Foundation, a hearing dog program in general, because most hearing dog programs, they train and setup their placements fairly similar to one another.

So I'll give you a general idea of that, and then what some of our requirements are for people that apply to our program.

So to start, we do find a majority of our dogs in the shelter. Our hearing dogs are generally much smaller than Tia. I would say they're, in general, about 10 to 35 pounds, usually.

But we do have people that want larger dogs. So we have placed some of the labs that we get from the guide dog program as hearing dogs.

They are all alert to -- in a different way, depending on the size.

So we start out with these little guys. First of all, we're evaluating them for temperament. Because a working dog is going into stores and restaurants, right. They need to be friendly, and they need to be outgoing. They need to be kind of like a people pleaser.

So we sort of take a guess and use our gut when we're in the shelter and evaluating. Does he have the right stuff? Can I picture this dog in Costco?

We start there. When we put them in the program, we begin evaluating them in public setting. That usually happens first before we invest any time into training them to alert us to sounds.

So do they have the right stuff first to go out into the world?

If they do, we start working with them in what we call our training area. We have a mock living area with an area for -- where our telephone sits. We also -- you're going to see this today. We use a digital timer as if you might use in your kitchen. And we will usually have a spot in there for that.

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We have our smock detector, a door knock and a doorbell. We train the dogs to a name call, which is -- somebody, for example, calls me and Tia alerts me, takes me to the caller.

So it's really great for someone that has a hearing dog that lives in a home with other people. Because it's dashes specially with children. It's a great way to send a dog out to basically retrieve the person, bring them back to the caller.

So the training area is setup for kind of a one-on-one.

So I go in with my dog in training, and we begin practicing sounds. We start with one sound and then we add a second and a third and so on.

The easy part is teaching our dogs to alert us and go to a sound. The hard part, and where sometimes there's some variance in how quickly a dog learns, is when we add distraction.

We begin adding distractions, such as people -- or maybe another trainer petting our dog, talking to our dog, playing with our dog, and then setting off a telephone to ring. Or somebody knocking at the door.

So our dog has to stop whatever they're paying attention to, whatever they're doing to come and alert us and go to the sound.

So distractions are challenging for some. And some just breeze right through.

So the training time kind of varies a little bit.

We may have a dog learn the sound work fairly quickly, but they need many months of exposure in public places. And learning manners and so forth. Before we decide that they are ready.

More often than not, because we are pulling out shelter dogs, we've got behavioral stuff to work with.

They are always coming with some baggage, always. Sometimes that baggage is very little and sometimes that baggage involves a little bit more management.

That's the -- sort of the inand the yang of shelter dogs.

When people apply for a Haring dog from our program, they know, for the most part, that they are applying for a dog that has been in the shelter, brought into the program, evaluated, trained and then off to be a working dog.

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We don't know the entire life of the dog, but we live with them, which is one of the cool sort of unique arrangements of the Sam Simon Foundation. We are in Malibu. We sit on six acres and we have this group of dogs that kind of all live together with us. They're in a home.

We have three trainers that live on site, two home sites and a training area, basically. So the dogs are divided up between the trainers.

The dogs live with us. They live with each other. Little tiny dogs have to live with big labs. Everybody has to love everybody.

We get a real sense of who they are and house manners will kind of challenges they might have.

The only thing we don't know is what they are truly like as a single dog in a home, you know, where they don't have their pack.

The trainers sort of get an idea and get a sense of who they are regardless, even though they are within a pack of dogs.

That is the cool thing, because most programs around the country that provide hearing dogs have a facility. They have an administrative team, because they're generally raising funds for their program, and they have a kennel environment for the dogs to live in while they're in training.

With a hearing dog program, you have to have a mock living area. You can't do this without having something that looks like a home. The dogs have to learn to go in and out of rooms, searching out a particular sound, lick a door knock. Hey, I go to the living room. I come back to the bedroom and alert you and so forth.

Most programs are setup that way.

I came from a program originally up in Oregon that some of you may know, I donate to them.

BARBARA VELASQUEZ: Dogs For the Deaf. They changed their name. They had an office and kennels. We had four training apartments.

The trainers could go into their own apartment, and it was setup like a home, basically. That is generally the structure.

The structure of the Sam Simon Foundation is really unique because one man with a lot

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of financial means decided he was going to put a hearing dog program together, he was going to do it in Malibu and it was going to be unorthodox in terms of structure.

It works. At this time does. It gives us the advantage of being able to work with dogs without the stress of a kennel.

When I worked up in Oregon, we would pull little dogs out of the shelter that were probably sitting in somebody's lap, some of them, at one time and now they have to live in a kennel for six months.

It was kind of tough. Trainers sometimes took dogs home, so the dogs didn't have to sleep in the kennel.

There were some challenges, for sure.

The way that we train our dogs in obedience, alerting us to sounds, going out in public situations were all pretty much the same in terms of programs.

We only service California residents. We don't go outside of California. That's because we're really small potatoes. We just can't do it.

We generally promote our program through either online or through clubs or groups such as HLAA, southern California, northern California, and then we accept applications that way.

We have a process in which someone places an application. We evaluate that application for hearing loss.

Do you have at least a severe hearing loss bilateral hearing loss? That's important, because we're household sounds fall, you've got to be at a severe level.

I don't know a decibel number to tell you, but there is a spot in the audiogram where household sounds fall.

The reason that we have that requirement is because if you're hearing sounds in your home, it might be very easy to cue your dog by taking a step, oh yeah, it's the door. I can hear that.

If there's too much hearing, a hearing dog isn't going to be helpful.

AUDIENCE MEMBER: Are you going by hearing loss without the hearing aids?

BARBARA VELASQUEZ: Yes. Yes. We do prefer to evaluate hearing loss aided and

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unaided.

So that way we kind of have a sense of what you are catching and what you're not catching.

I have had people apply that say, well, when my aids are off, I hear nothing. So my concern is at night.

What I say is, a dog needs consistency, which means that you either have to pretend you don't hear anything during the day and allow your dog to work, and then if your dog makes the mistake, you have to practice and work through that.

Or, you just decide, that's too much work and maybe that hearing dog isn't exactly right for me. If all I'm looking for is, you know, the chance that there's a sound at night that I need to catch, a phone call, a late, late phone call or a door knock.

So we try to go through that with people in our application process, when we actually sit down to an in-home interview. That's the last part of our process.

We'll sit down with someone, tell me about your hearing loss.

If you are in a room with your phone or with the door, what do you hear?

Aided or unaided?

We sort of get a sense of it. Then we kind of talk about what these guys would need in terms of being able to work and having that consistency.

So whether the phone rings and you hear it or not is where we have to decide how great is your need for a hearing dog?

AUDIENCE MEMBER: What happens to someone who has a family pet, their hearing has gotten to the point where they need a service dog, is there a conflict now between a service dog and having a family pet?

BARBARA VELASQUEZ: Yes. The reason that a hearing dog is not helpful in a home with a companion pet, is because that companion pet is going to, A, they're probably going to interfere because toys and treats are the paycheck for alerting to a sound.

So when Tia takes me to the phone, she knows she's going to get some kind of a tangible reward. It's not just going to be a, oh, that's a wonderful thank you.

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Because dogs at the end of the day -- there's very few dogs that are driven just for praise. They want the goodies.

When we bring a dog into the program, and start training, it is at that point where we have to determine their level of motivation.

I the didn't talk about that.

That is critical. Got to love toys or got to love treats and preferably got to love both. We like to do a 50/50. Sometimes it's a treat. Sometimes it's a toy. We don't want them getting fat.

It really just -- it's always going to have to be a part of their sound work, of a dog being rewarded for working.

They've got to get that reward of toy or treat.

Someone may say, whoa, that's just too much work. Like I don't want to have to play with my dog every time they alert me to the door.

That's fair. That's fair.

Getting back to the pet dog, they -- pet dog sees hearing dog getting the toys, and the treats, wants to jump in an interfere.

Let's just say that maybe that's not the case. Maybe pet dog wouldn't jump in and interfere, but pet dog will wait until after the hearing dog alerts, gets the toys or treats, and then runs up and says okay, I'm ready now.

So then hearing dog goes wait, whoa, what did I just do? You don't have to work, but I do.

So that definitely can come into play.

I think I'm going to do what that one does. That's pretty much why we can't do that.

Where it can work is if it's a very senior dog, a very senior dog that is not going to be running up for, you know, that treat at the end.

I say it's like the dog that cuts through -- you know when all those cars are line up at the exit, but you got that one car that kind of like jumps in, yeah --

When they're not doing that, you know, then it can work.

A retired hearing dog, it can work, but you've got two dogs in the home. There's always

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some dynamics there.

When we do have someone applying for a hearing dog and they have a retired hearing dog or just a very elderly dog, when we come in for that in-home interview, we have a dog with us.

We're going to get kind of a sense of whether or not we could bring a hearing dog in. And then it would depend on the hearing dog.

Yes?

MARLA PEOPLES: What happens if a dog doesn't quite get the training? Do you then put the dogs out for adoption?

BARBARA VELASQUEZ: Yeah, so what happens if a dog doesn't just quite understand the training or can't pick it up, or let's say the dog just isn't looking like they can handle the public work?

Then we call them career-change dogs. That's an in-the-does-tree term. I know. I don't know why that came up. Everybody uses it. It's kind of the coined name.

We put them up for adoption.

Then we have like an online application. We go through and kind of look for the application that kind of matches this dog, invite them out. They meet the dog. If it looks like it's a match, then we deliver the dogs to the home. Kind of go over the routine and then say, our good-byes.

AUDIENCE MEMBER: Percentage wise, how many go through training and end up in a home?

BARBARA VELASQUEZ: About 25%, maybe 35, 25 to 35, in there.

It depends.

Certainly, we've had more placements because of the labs from guide dogs, just because we happen to have this -- it's cyclical. We had quite a few applications for hearing dogs, and they all wanted big dogs. It's unusual. Usually most people are looking for a small dog.

You know, it was just a crowd that said, hey, I want a lab. I want a bigger dog. Maybe they had a bigger dog before.

It varies.

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I have a dog in training right now that will be a successor dog for a woman that had an extremely tiny dog.

We don't do this very often. She's about 4 foot 10. She's tiny. She travels. She's a photographer on the race track. She travels a lot. She is small. She has a very small, small apartment. She wanted a tiny dog.

Her first dog passed away about six months to a year ago. She's been on our waiting list.

If you have a hearing dog from us or from another program, you -- well, particularly our program, you go to the top of the list for a successor dog.

But she was really hard. She's been really hard because her requirement is, I want like a 7 to 8 pound dog. That's really tiny.

You're taking this 7 to 8 found dog that has to have the bravery of an 80-pound dog out in the world.

It's not -- it's a tall order to fill.

We have a dog in training right now, but -- she's sort of an anomaly for me, because she is not quick to pick up the training. She's great in public, but she's been really slow to pick up the training.

Because I know this person needs a specific dog out in the world, I'm like hanging in there with her. I'm, like, your biggest fan, your biggest cheerleader. I'm going to help you get through this training.

Sometimes the applications that come in have a very specific need, and those are often the hardest for us to fulfill. Really hard.

It's much easier for us to fulfill -- or provide a hearing dog for someone that has a lot of flexibility in terms of size and in terms of great and so on.

When we have to get specific, it becomes a really big challenge.

There are only three of us. We can't put out a great number of hearing dogs, which is why I'm truly grateful that there are a lot of programs out there around the country.

We actually recently got our accreditation, which some of you might know what that is. Maybe most of you don't.

But there is a group called assistance dogs international. It's kind of a self-governing

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group that created standards for working dogs.

So there's a like a public access or a team test in which we use to make sure the dogs meet the public standard as well as the training itself.

AUDIENCE MEMBER: That's good.

BARBARA VELASQUEZ: Exactly.

Our program had to go through an accreditation process and an evaluation. We get to put the stamp on our website.

For our clients anyway, those that travel abroad, going to England or going any where abroad would require a dog from an ADI accredited program.

So doing that provided that benefit, going through this process.

For our veterans with post traumatic stress dogs, the only way they're eligible for benefits for their dog is having a dog from an ADI accredited program. We felt it was really important to go through the process for the accreditation to do that.

That was as of January.

Very quickly, I've sort of taken you through the dogs, what we look for, the training process, which is generally about six months, and then finally matching our dogs with our applicants.

The application process is sort of a streamline of paperwork application, in-home interview, and then we have a waiting list.

So when we have a dog that looks like a match for someone on the waiting list, we contact that person and say, hey, we've got a dog. Let's setup a placement.

A placement looks like this. It's usually four or five days, depending on whether or not we're going into a work environment.

We are actually going to the home and we're practicing sounds in the home. So we're helping this new team now become this working team together.

So we're practicing in the home. We're going out to stores and restaurants or wherever that person goes and we'll be taking their dog.

We work through all that in that period of time. It's intense. There's a lot of training that

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we're doing, but we travel back and forth.

If I'm placing a dog in Long Beach, I'm just commuting back and forth from Malibu each day over the four days.

If I'm going up to the east bay area, I'm staying in a hotel and then working with that person over that time period.

Then we have follow-up after that. We have written follow-up reports that we get. We receive questions, how was your dog working? Are you having any problems? And so forth.

We address for the first six months. It's a yearly in-home visit after that.

Uh-huh?

AUDIENCE MEMBER: With some of the dogs -- I'm dog person. With a small dog, obviously they live longer, statistically they live longer -- if you are putting training on 15-pound dog, they live longer than 60 or 80-pound dog. I heard a lot of places talk about miniature ponies being assistive animals. Their life span could be 25 years later.

I'm asking you outside your box here --

BARBARA VELASQUEZ: Not really.

My experience is that -- we've had dogs -- large dogs live very long lives. We've had small dogs maybe not live as long as they typically should.

AUDIENCE MEMBER: What about the miniature ponies.

BARBARA VELASQUEZ: The miniature ponies is the only exception to the ADA. The ADA back in 2011 or 12 said a working dog must be a dog. Or because the lobby is so strong for miniature horse, they approved miniature horse. It's a very strong lobby.

So -- you know, I think at the end of the day, it comes down to we want people that want a dog first. They want a dog as a companion.

So that's what's most important for us.

What they broaden terms of alerting to sounds and alerting to environmental sounds in public is sort of secondary to us.

You've got to want a dog first.

In terms of size, I think, yeah, you're always going to look at dogs don't have a life span as long as we want them to have.

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It's just a fact.

My -- I had a lab personally who lived to 17.

AUDIENCE MEMBER: That's pretty good.

BARBARA VELASQUEZ: So it's -- I think it's the care that you give them. We know so much more now than we even did 10 years ago.

Our dogs are living longer.

It's just -- it's just sort of one of those things that you never really know for sure.

Yes?

AUDIENCE MEMBER: Do you provide the dogs for people with allergies?

BARBARA VELASQUEZ: We do. It's -- it's a good question. Do we provide dogs for people with allergies? We do.

We would probably want to know that you, for example, could be around certain breeds, or you have been around certain breeds that are considered -- we've had many Shih Tzu. They are considered a hypoallergenic breed. They don't shed much hair.

It's about the chemistry of the dog.

Of course the more hair they shed, the more that allergen is spread around versus a dog that has more of a hair instead of fur and they're not losing that and spreading that allergen around.

That's what we.

When somebody places an application and say I need a hypoallergenic dog. We will say what breeds of dog have you been around that you know you have no issue with? That's where we go.

AUDIENCE MEMBER: Being you're in Malibu, do you have support financially or people hand on in entertainment?

BARBARA VELASQUEZ: That's a great question.

Some of you may know that Sam Simon Foundation our founder passed away in 2013 from colon cancer. He was financially, solely and financially supporting his foundation.

When he passed away, he had setup what's called the Sam Simon Foundation giving fund. The Giving Fund provides all of our funding for all of the programs and will fund other

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programs or other organizations as well.

So other charities.

There's a board of directors now that is setup.

Our staff is tiny. I mean really tiny because we don't need anybody in administration.

All of our funding goes directly to the application process and to the training of the dogs and of course maintaining the property.

Sam was a bit of an eccentric guy. He picked a property that is not cheap to maintain, but he picked Malibu intentionally because he lived in Pacific Palisades. He wanted to be able to come weekly and visit the program.

That was convenient for him. Malibu has a lot of large parcels. When you have a lot of dogs, you want a large piece of property for barking.

We are in a neighborhood in a canyon, but our neighbors are pretty spread out.

AUDIENCE MEMBER: Let me ask you this. Building on what you just said, my husband and I once we give to one place, we get 10 letters for donations. I'm not lying, on a monthly basis, this is how many we get. Of course they put the doggie on the cover. All that.

I go to a the few websites that I believe are reputable to give me guidance so I'm not writing checks to places I don't know.

Really, do you know, where is the authority for someone to donate to know that the place in north core lie that is really doing what they're supposed to do?

BARBARA VELASQUEZ: There's actually a charity rating system or program. I don't --

AUDIENCE MEMBER: Charity navigator?

BARBARA VELASQUEZ: That's it.

AUDIENCE MEMBER: That's what I've gone to? Is that on the up and up?

TONI BARRIENT: You can look at the HLAA. Look them up.

BARBARA VELASQUEZ: You're right. HLAA would be in there. A reputable charity will want a rating from this navigator. That's a good start.

AUDIENCE MEMBER: Yeah.

BARBARA VELASQUEZ: So, I don't know if there are any additional questions.

TONI BARRIENT: It's my understanding you don't take donations.

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BARBARA VELASQUEZ: No. We don't take donations because we're funded completely.

TONI BARRIENT: What do you charge for your dogs?

BARBARA VELASQUEZ: We don't charge anything for our dogs.

In fact, I take that a step even beyond that. Not only do we not charge for our dogs, but if we place a dog with anyone, if it's a pet the dog or not, and there becomes a financial situation where there's an emergency and someone cannot afford to provide, let's say there's a \$500 or \$1,000 bill because of something, they can't afford it, they can call our program and we will take care of the bill.

MARLA PEOPLES: Do you provide veterinary care for the dogs?

BARBARA VELASQUEZ: The dogs in training or beyond that?

MARLA PEOPLES: Both.

BARBARA VELASQUEZ: Well, okay. The question is do we provide vet care? Of course while the dogs are in training, they receive care from Malibu coast animal hospital. We have a vet there that takes care of all of our dogs.

When we place a dog, they're vaccinated. They're spade or neutered. That's the requirement to be a working dog program.

Any issues they have -- if we adopt a dog that has a medical issue, that's chronic and requires some sort of a monthly stipend of care, and we know, A, that -- someone is adopting this dog just can't quite make that financial commitment, we will often say we will take care of that commitment for that dog.

But we don't place a dog and say, we're going to take care of everything. We do ask people to be financially able to take care of their dog.

Life happens. People lose their jobs. Things happen. Things change.

We want to be able to provide care for our veterans or for anyone that runs into an unexpected financial crunch with medical bills.

AUDIENCE MEMBER: You might require them --

I'm sorry to interrupt.

You might require them to get pet insurance. There's insurance companies out there, that could be part of the adoption.

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TONI BARRIENT: She retired from an insurance company.

AUDIENCE MEMBER: I'm not saying which one. They're out there and economical.

BARBARA VELASQUEZ: They are.

Perhaps they have changed now, there used to be so many exclusions that I was never encouraging people to pursue it.

I would say, put the money away like you would your self in a cafeteria plan or something.

Save the money on the premium.

I have encouraged people to get catastrophic pet insurance. For example, if you have a poodle, I have one, forget it. The exclusion list is like five pages long for poodles.

Every medical can't I've had to deal with my dog would have been an exclusion. I would not have been covered by pet insurance on any of it.

I learned recently there are a couple of pet insurance company that will include dentals. [Chuckles].

BARBARA VELASQUEZ: They do.

In fact, I will email you.

TONI BARRIENT: That would be great.

BARBARA VELASQUEZ: They cover dentals. All your vet has to do is say your dog has periodontal disease. Every dog has one, 1 to 5. Every dog has at least a 1.

As soon as you say that, they cover the dental, which is extraordinary. Pet insurance is to never cover dentals.

AUDIENCE MEMBER: They consider that wellness.

BARBARA VELASQUEZ: Perfect.

AUDIENCE MEMBER: A separate rider.

BARBARA VELASQUEZ: It's awesome.

If you have extractions, can be up to \$500 or more.

AUDIENCE MEMBER: Also bad dental equals kidney problem later on. I agree with you.

BARBARA VELASQUEZ: Dentals are absolutely a great idea.

All right. With this, I'm going to --

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Let me grab one more question?

AUDIENCE MEMBER: I have a question. There's some breeds of dogs you don't take?

BARBARA VELASQUEZ: Are there any breeds of dogs that we would not bring into our program? Yes.

We don't work with dogs that are considered a guardian breed, a very strong breed of dog.

AUDIENCE MEMBER: Like pit bull.

BARBARA VELASQUEZ: Pit bulls, rottweiler. Anything considered a guardian breed.

The primary reason that we do not is because -- or mixes of, is because if anybody misinterpreted any kind of behavior, we would be in a whole lot of hurt.

We can't take the risk. It's public perception, and so when our dogs walk into any place, we need people to feel relaxed and at ease. People that aren't afraid of dogs in general. To feel relaxed and at ease when you see a dog.

When you see a yellow lab or a little Terrier mix or a poodle, you think family dog. That's what we need to -- the message that we're putting out there.

We have these friendly family dogs.

These dogs are all proved to be friendly before they're ever graduated from our program.

Let me take this time to give you guys a demonstration of what a hearing dog does, hopefully -- she's laying here asleep. Hopefully she's going to get up and do this. It's kind of tight quarters.

I will probably ask you two that are here, would you mind sitting on this side for me.

I'm going to use this as kind of like our runway.

Or even here. It doesn't matter.

You guys are fine here. I just was going to try to give us a little bit more of a clearance.

Perfect.

I'm going to end up using this door here at the end as my door knock.

What I'm going to do is, I'm going to show you what I do with a dog that I'm taking into a hotel, okay. Because they don't know the door knock into hotel.

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If you guys can't see or not comfortable there, I think you're fine over here.

I just needed to like clear out some of that. That's fine. You're fine there.

So when I go to a hotel, I let my dog hear the door, the knock of the door. Because it's a new sound for them.

Our dogs will -- they don't generalize a door unless they're working a half dozen doors all over the place. Then you can kind of generalize a door.

So your door here doesn't sound like my door in the training area. She can pick that up.

In a hotel, I need to knock and let her hear what this door sounds like, or in my hotel door, so she knows exactly what sound she needs to pay attention to.

And then, of course when somebody does knock, she needs to come and alert me. So I'll probably ask for a volunteer knocker.

And I've got some toys and treats, you see here at the end, because -- right, we've got to give her the paycheck.

I'll be -- yes, I know, there are ducks. You are a lab.

TONI BARRIENT: And squirrels.

BARBARA VELASQUEZ: She doesn't care about the squirrels.

I'm going to go up here and shut this door.

That's funny.

TONI BARRIENT: A good distraction.

BARBARA VELASQUEZ: It's a great distraction.

Okay, Tia, so -- okay, so what happens here is, I'm competing with the squirrel and the duck. I have to be better than that.

When I have a dog in the training room that is, let's say, getting love or affection from somebody, and that is like their end all be all, oh, my gosh, you're touching me, and that's it.

I have to look better than that affection that my dog is getting in order for her to work through the sound with me.

What I've got is -- I've got beef jerky by Paul Newman. It's hard to beat his stuff. It's smelly. It smells just like jerky.

(Door knock sound).

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Sit.

Here's her commitment to the sound. I have her sit. Sitting is the last behavior that she will do for me. (Knocking) when alerting me to a sound.

Good girl.

The first behavior she's going to do when she hears this door knock, she's going to run over to the door. She's going to check it out. Oh, yeah, that's the door. Or there's a sound here that I know.

And then, she's going to come back to me, and she's going to give me a paw.

Then, she's going to run back, sit. Sit. And she's going to sit, the last behavior that she does.

So we chain behaviors together when we're training a Haring dog.

They're learning everything separately, paying attention to the sound, running to the sound, coming back and alerting, so that's another behavior. She's learning to paw. She has to learn that separately.

And then, going back to the sound, we put it altogether. It's called chaining behavior. (Knocking).

BARBARA VELASQUEZ: Okay. You're all set. That's called priming the pump.

We let them hear it. They get rewarded, and then -- I know. Would you like to knock for me?

Perfect.

Come on up.

I'm going to give you this.

And I'm going to send you outside. I want you to count to 30, and then I want you to knock like this, a good long knock, and then that's it.

AUDIENCE MEMBER: Okay.

BARBARA VELASQUEZ: She's going to come up here.

Yeah. Yeah.

I don't know if you can hear or not, but if you Hermosa good girl, knock again for me. If you don't, don't worry about it.

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AUDIENCE MEMBER: Are you going to be here or there?

BARBARA VELASQUEZ: I'm going to be at the other end of the room. I will be loud.

AUDIENCE MEMBER: How long has she been in training so far?

BARBARA VELASQUEZ: A couple months.

AUDIENCE MEMBER: She's at the beginning end?

BARBARA VELASQUEZ: Middle. Middle.

So count to 30. Oh, perfect. I can hear you. You can hear me. Sit.

Ready. All right.

Are you guys okay if I carry this microphone around?

Let me know if you guys can see me.

Everybody can see me okay if I stand over here.

Paw. Paw. Good girl.

I'm just -- paw.

I'm just trying to make me look better than all of you.

Paw.

You've got to wait. Yeah. Yeah.

You're going to be a pro at this soon.

Yeah, you are.

(Knock).

BARBARA VELASQUEZ: Good girl.

[APPLAUDING]

BARBARA VELASQUEZ: I'm going to do it one more time.

Good girl, sit.

What's out here?

Wow! You want to give her a little piece.

We're going to do it one more time.

Count to 20 or 25. We'll do it one more time.

AUDIENCE MEMBER: Okay.

BARBARA VELASQUEZ: The only reason I'm going to do it one more time, because she

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kind of stopped for love on the way to the door.

I want her just to kind of learn to ignore the affection. You guys are part of a training here. I want to work through that with her.

And what that represented was a typical distraction that we would do in the training room.

One of the staff would sit and love on her while I am -- position myself somewhere for -- and waiting for that sound to happen.

So --

(Knock).

BARBARA VELASQUEZ: Knock again.

(Knocking).

BARBARA VELASQUEZ: Good girl.

[APPLAUDING]

BARBARA VELASQUEZ: Knock again.

BARBARA VELASQUEZ: Good girl.

Did we mess up doing this a second time?

AUDIENCE MEMBER: She likes the paycheck.

BARBARA VELASQUEZ: Good girl. That's okay. She says I'm still learning. We have another sound. You can redeem yourself with the oven timer.

Yeah. Good girl.

You're fine.

Mylene, you did great.

Thank you.

[APPLAUDING]

AUDIENCE MEMBER: Barbara, I notice her vest doesn't say do not pet. A lot of service dogs vest seem to say that.

BARBARA VELASQUEZ: That's because our philosophy is, we don't like that philosophy. We want our dogs to be touched.

Why? Because -- I'll tell you why. I was in Pieology one day --

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I will ask you guys to send these to me.

I was in Pieology one day with a little terrier mix named Herbie.

I was standing and ordering my pizza. I had him on a leash right here. He was sitting next to me. All of a sudden I felt movement on the leash. I looked up, somebody had scooped him up and was loving on him.

I was like, okay, that's all right. I spoke to him.

It's not cool that he did that, but he did it, and my dog was fine with it.

That is why we want our dogs to be touched. Because people will still do that.

If I never let my dogs get touched, they would go, whoa.

AUDIENCE MEMBER: They would get upset and scared.

BARBARA VELASQUEZ: It would be too scary. I don't want them to be foreign to them. I want him to know --

What we do is we tell our clients, pick and choose when it works for you to allow somebody to give your dog some affection.

AUDIENCE MEMBER: That's a good point.

BARBARA VELASQUEZ: That's definitely what I would recommend.

Tia, yeah. I know it's a beep, beep, beep.

She's going to redeem herself with this. I just know it.

I think I'll start at the other end this time. I'll put her timer over here and make her come over here and alert me.

Let's do this one. You love this one.

Yeah. That squeaks. You love that.

Come on, baby girl.

I'm using a lot of food in here right now because, A, she's still kind of in the middle of training. B, you guys -- we're in a close room. You guys are a lot of the distraction for her. I want her to be successful.

When we have our dogs in training, we want them to be successful. When we want to, what we call proof the training that we have provided, then we make it harder. We don't help them.

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They have to be able to do a surprise sound, right. Sounds are going to happen in their life.

We can't be there and ready for it. So we help them, and then we profit. So then, I might say, to a trainer, give me a door knock in 10 minutes. Not going to let my the dog see the setup. I'm not going to have any food on me.

I've got to see has my dog learned it now.

So -- but in here, she's still in kind of a training mode.

Right here. It's going to be right here.

I'm showing her where the timer is.

If my timer moves in the training area, unless I'm intentionally hiding it and having her seek it out, I want her to know where her sound is. I want it to be no question.

And I want her to know she has a reward waiting for her. Hopefully not one she can grab yeah head of time. I do have those dogs.

But it is important that she know where I want her to bring me, because what happens in a home where there's a telephone and a door right next to each other, it's important for her to go all the way to where that sound is.

That way I know, is it the door or the phone? You've got to go up and sit at that sound and let me know. That's the commitment to the sound.

Now, if a door knock happens at the same time -- good girl. As a phone, they get to pick which sound they're going to alert.

It's only fair.

Sometimes they'll try to do both. They'll run right to the other one.

I'm going to -- can you guys see that.

Good girl. I know. I know. I have good stuff.

AUDIENCE MEMBER: How old is that dog?

BARBARA VELASQUEZ: She's three.

(Alerting).

BARBARA VELASQUEZ: Good girl. Nice job.

[APPLAUDING]

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BARBARA VELASQUEZ: She's redeeming herself.

Good girl.

Yeah. That's what I want.

You got to sit.

So I wait -- in the beginning, I might cue them to sit. But then, they get -- it becomes so conditioned that they just immediately sit.

But when they're still kind of learning, we'll wait them out without cueing them.

I'm going to wait because sitting is the only time then you get the reward.

Then, it becomes so conditioned that when they alert us to a sound, they just run in and sit immediately.

Sometimes they're way ahead of us, and they're like I'm here, I'm sitting and I'm waiting.

So then we sometimes have to teach them to come back and check and make sure the person is actually behind them, like just come back in. Check in again.

That --

We call that teaching persistence.

Go back and get an alert if your person didn't follow you or didn't get up out of bed when you came in and alerted.

Make sure they actually felt you.

So sometimes I'll sit there and they'll come and paw and run to the sound and I'll ignore it and make them come back again.

Maybe come back a third time before I actually get up.

And if I know I'm placing the dog with someone in a large home or a bilevel home or maybe someone who is not as quick to jump up, spring out of bed and run to the sound, then it is important. I'll reward that dog, praise them for coming back and checking in.

It's not going to be helpful for me if I'm in a large home and my dog is coming and went whamo, hey, we got a sound. They take off, go to the sound. I don't know where they've gone because they're sitting and waiting.

AUDIENCE MEMBER: Are they trained so that if they're in the car with you, and they hear a sound like a horn honking, that they're going to at least notify you that there's some

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sound there?

BARBARA VELASQUEZ: It wouldn't be safe. We don't teach them to do that. If you're driving a car, the last thing you want is your dog, you know, running with a paw or jumping on you. If it's a little dog, we teach them to jump up with two feet.

It wouldn't be safe.

I can guarantee you, because the dogs are -- they're contactually rewarded for listening to sounds environmentally or in the home, you're probably going to know just by behavior of your dog without getting that physical alert.

AUDIENCE MEMBER: Okay.

BARBARA VELASQUEZ: You're a good girl. You're a good girl, Tia.

Does anybody have any other questions?

We covered a whole lot of stuff today.

I brought some goodies with me that I'm going to leave here. There's some pens, brochures, calendars and a pet can food lids for your pet can food.

Anyway, I'll be leaving all that. You can always email me if you have additional questions.

One more here?

AUDIENCE MEMBER: I was curious about barking.

BARBARA VELASQUEZ: Well, it generally -- if it happens -- it's generally fairly short-lived because if you're talking about like specifically the door or somebody rings the door bell and barking, because our dogs are trained to do something different other than bark, we might have occasionally have a dog that will sort of sound the trumpets initially, as like a bark, bark, somebody's here, but then they should go into training mode if the person that has -- that dog has been practicing the door with their dog, the dog that's another behavior in place of barking.

Our working dogs in public do not bark. If they do, then they don't remain in the program.

If we have a dog that startle barks at other dogs or because they're fearful of something, they wouldn't remain in the program.

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AUDIENCE MEMBER: Aren't dogs territorial?

BARBARA VELASQUEZ: Some are.

Again, those are all sort of behaviors that we would catch during the time that they're with us in training.

If it's something that is -- could be labelled as an aggression behavior, we would release them from training for that.

AUDIENCE MEMBER: I just want to say, I know you're wrapping up, you drove down from Malibu, I personally really enjoyed this presentation.

[APPLAUDING]

BARBARA VELASQUEZ: Thank you.

You guys have been great. Tia, this has been a great experience for her.

We're going to -- she and I are going to the Santa Barbara HLAA chapter June 1st.

This was a -- sort of like her first debut.

[APPLAUDING]

BARBARA VELASQUEZ: As a working dog.

This location is the bomb, just because of that. She goes all worth it.

[Laughter].

BARBARA VELASQUEZ: Thank you all so much.

Really appreciate it.

[APPLAUDING]

MARLA PEOPLES: Thank you, Barbara. We appreciate that, and Tia, thank you for coming.

We have a thank you gift for you.

BARBARA VELASQUEZ: Thank you so much.

MARLA PEOPLES: That's for you.

We enjoyed it.

[APPLAUDING]

MARLA PEOPLES: Okay. Great.

I really loved this meeting today.

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I want to let you know that Toni -- she has -- her dog is from Sam Simon. She adopted Phoebe from Sam Simon Foundation.

She has one of their dogs. Didn't graduate the program, so she adopted her dog from them.

We're going to have our 50/50 drawing.

AUDIENCE MEMBER: We've got \$41. The winner gets \$21.

MARLA PEOPLES: Okay. The last three numbers 7-7-1.

AUDIENCE MEMBER: Right here.

[APPLAUDING]

AUDIENCE MEMBER: Thank you.

MARLA PEOPLES: Delores, congratulations!

Now remember, we do have some more goodies back there. Help yourself. Donuts. There's coffee left.

We're going to get the room cleaned up.

Then those of us staying for planning committee, we're going to try to have it here. If they do come, we might have to go to some other location.

If any of you want to gather for lunch, I don't know if anybody wants to do that, usually we do that afterwards and go to Polly's.

If anybody wants to do that, Robin, were you going to go to lunch today?

AUDIENCE MEMBER: Yeah. I thought we were doing a planning lunch.

MARLA PEOPLES: So we're going to do that instead.

If you wanted to gather for lunch, we'd usually go to Polly's and do that.

AUDIENCE MEMBER: I think it's going to be a planning lunch.

MARLA PEOPLES: We're going to try to have it here.

Next week, our meeting will start at 10:00, at 10:00.

(End of meeting)