Communication

Communication Overview

- ❏ Importance of communication
- ❏ Training is for life
- ❏ How to use Training Logs
- ❏ How to use Slack

Importance of Communication

Communication

Communication with Can Do Canines and your Client Services Coordinator is incredibly important initially during training AND throughout the lifetime of your placement.

Why is communication important?

If we don't know, we can't help you
- Behavior challenges **will** arise
  - Don't struggle in silence!
  - We want to help you be successful.
- Medical questions/advice
  - We can provide *some* medical advice
  - Data for our breeding program

Why is communication important?

If we don't know, we can't help you.

Also, you will need to maintain your dog's training for life. This should involve communication with your CSC so they can assist you. Please don't struggle alone.

Training is for life

Training for life

The skills and abilities that your dog has at the start of your partnership will need to be maintained for life.

This requires maintenance training.

Maintenance training

- Maintaining training never ends!
- Don't stop rewarding your dog for a job well done or they will stop working!
- We offer Continuing Education Units (CEUs) through various refresher training classes and seminars throughout the year.

Resources for maintenance training

- Client Portal
- Continuing Education Units
  - online seminars (barking, jumping, etc.)
  - online/in-person classes (Fit and Fabulous)
- Contact your CSC for assistance

Client Portal

- The client portal has many training resources and videos that can assist you throughout your maintenance training journey.

- Sign up at candocanines.org to get access to these resources.
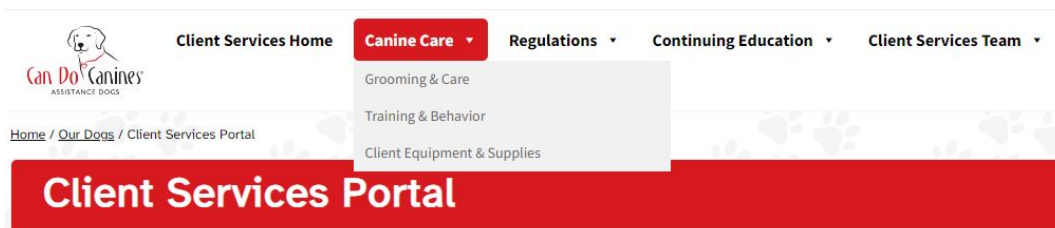   - You will need to be approved which can take a couple of business days
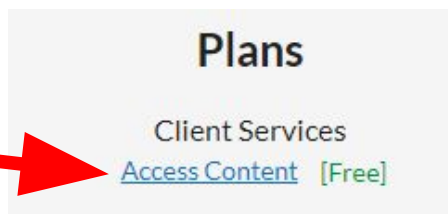
Client Portal

On the Can Do Canines website, click on "Client Services Login" at the upper right corner.
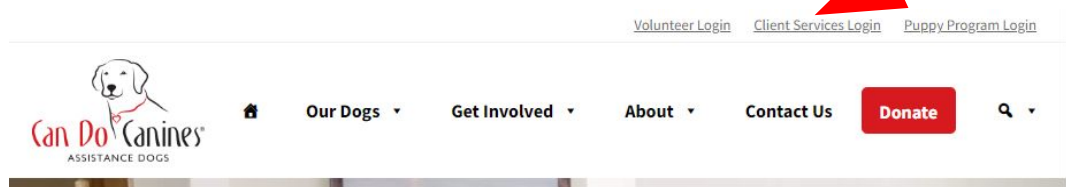
Log in or sign up to the portal.

Client Portal

Once you are signed up, you can click "Access Content [Free]"

Plans

Client Services
Access Content [Free]

Client Services Home | Canine Care ▾ | Regulations ▾ | Continuing Education ▾ | Client Services Team ▾

Can Do Canines
ASSISTANCE DOGS

Grooming & Care
Training & Behavior
Client Equipment & Supplies

Home / Our Dogs / Client Services Portal

Client Services Portal

Once in the portal you have access to MANY resources on various topics.

Continuing Education Units (CEUs)

Throughout the year

- These will be offered as classes or seminars offered virtually or in person

- Your CEU credits will be taken into consideration if you apply for a successor dog from us.

Join our group classes!

Fit & Fabulous

- Fit & Fabulous is geared to give you ideas on how to keep your dog fit all year long and especially in small spaces (like apartments).

- Virtual on the 4th of the month at 4pm

- Occasionally, we have had in person classes at the Can Do Canines facility.

Join our group classes!

Various other seminar topics

- Virtual classes

- Classes on specific topics are offered at various times throughout the year. Possible topic include:

  - Loose Leash Walking, Barking, Jumping, Begging, Retirement, etc.

Join our group classes!

Virtual group classes and seminars occur through Google Meet. The link is always the same so please save it for future reference.
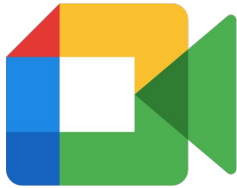
https://can-do.link/grad-classes

Contact your CSC

As always, you can contact your CSC at any time with questions regarding training, dog behavior or anything else you need assistance with.

You must be committed to having a relationship with Can Do Canines for the life of your dog.

Can Do Canines®
ASSISTANCE DOGS

Training Logs

Training Logs

Training logs are required **daily** (initially) to record what training you worked on each day.

Initially this will be until certification but can be extended depending on how well you are doing and what you are working on.

Over time training logs may be needed again if you are adding additional skills or having trouble with something.

Training Logs

Training logs are important to:

- Track what you specifically worked on
- Track what your dog did naturally for you
- What went well with your training
- What could use improvement with your training
- Ask questions!

Types of Training Logs

- Each type of assistance dog that we place will have their own training log.
- Questions on the log will be specific to your type of assistance dog.
- If the training log doesn't fit your situation completely, there are places to add other information by clicking "other"

Training Log/JotForm

JotForm

- We use a program called **JotForm** to make and distribute the training logs to you.
- This program collects the information you record and allows us immediate access to it.
- You can also have it send you a copy of the report as well.

How to start using training logs

JotForm
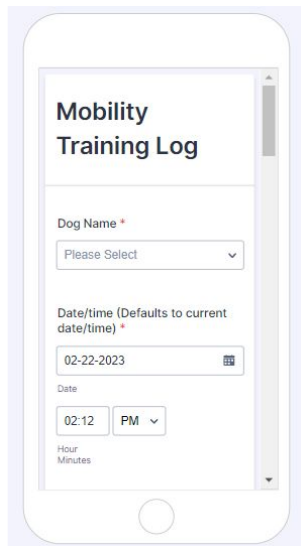
- Your CSC will send you the link to your training log.
- You will be shown how to add training logs to your phone like an app on your homescreen.
- The icon will look like this
- Open up the app and answer the questions. It's that simple.

What will you be asked?

Each type of training log for each type of assistance dog will be slightly different. In general, we will go over what you can expect to have on your training log.
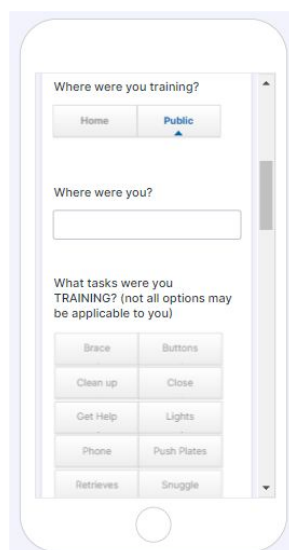
Training logs for alert dogs will be more involved.

Basic information

Mobility Training Log

Dog Name *
Please Select

Date/time (Defaults to current date/time) *
02-22-2023
Date

02:12   PM
Hour
Minutes

- Select your dog's name from the drop down menu.
- The date/time will automatically show the current date/time.
- Please complete (at least) one daily, but the more the merrier!
- If you are recording your training for the previous day, please change the date and time.

Location information

Where were you training?
Home   Public

Where were you?

What tasks were you TRAINING? (not all options may be applicable to you)

Brace   Buttons
Clean up   Close
Get Help   Lights
Phone   Push Plates
Retrieves   Snuggle

- The form will ask you where you were doing the training.
  - home
  - public (then it will ask "where are you?")
- This is important so we can understand the context of the training you were doing.

Main questions
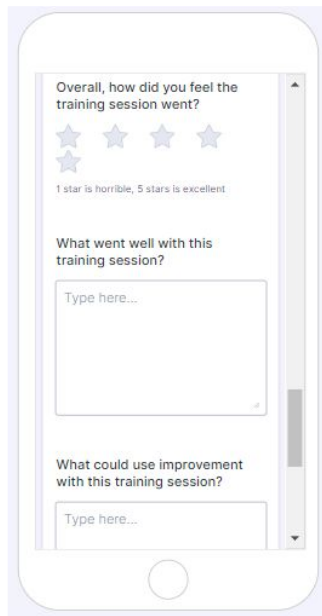
- What TASKS were you training?
  - These are the disability mitigating skills that your dog has been trained specifically for you.
- What tasks did your dog do to assist you?
  - This is asking about the same set of skills but when your dog did them for you naturally and not because you were training
  - e.g. you happened to drop your keys and your dog retrieved them for you (after being cued)
- What SKILLS were you training?
  - These are the general dog skills or obedience type things your dog knows.

Alert dog questions

- Alert dogs will have much more questions.
- This will help us to narrow down when, where and how they are alerting.
- This gives us a better understanding of why they may be missing alerts (new or distracting environment) or in what context you have practiced.
- The more information the better!

Final questions

- Overall, how did you feel the training session went?
- What went well with this training session?
- What could use improvement with the training session?
- **The more detail you add the better!**

Submitting

- You can enter your email in the final box if you want. This will send the report of your training log to yourself.
- Hit submit.
- The training log will automatically be sent to your CSC.
- If your CSC has questions or comments on your log, they will contact you through Slack.

Slack

Slack

Once you have been matched with an assistance dog you will be invited to Slack, a communication platform that we use throughout training and beyond.
This section will:
- Help you get Slack set up
- Help you navigate Slack
- Provide tips and tricks for Slack

Invitation to Slack

You will receive an invitation in your **email** to join Slack.
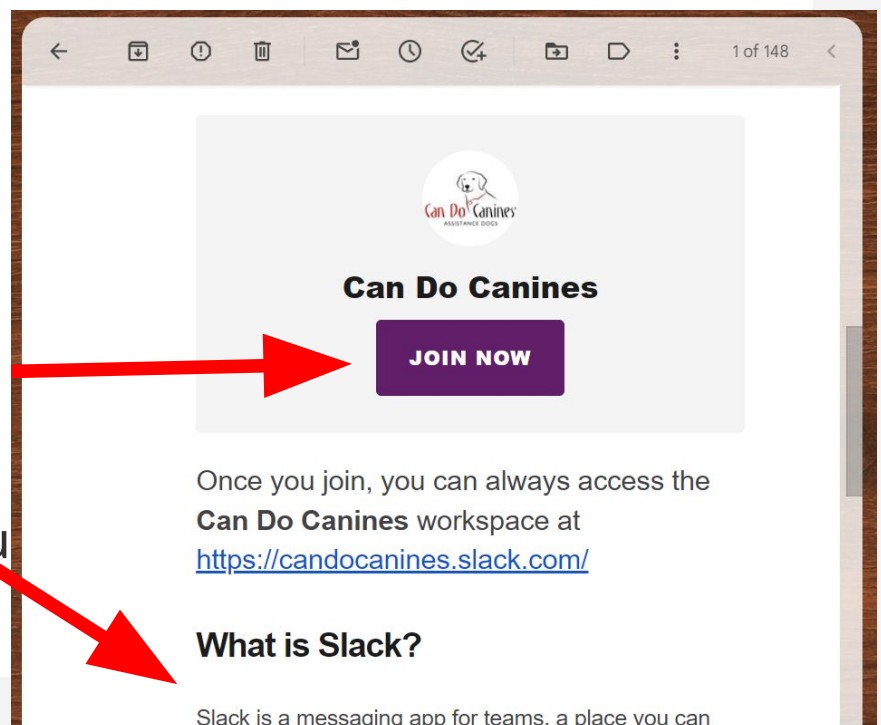
(it looks like this)

slack

You've been invited to dog-first_last as a guest

Jennifer Gravrok (jgravrok@candocanines.org) has invited you to join their workspace **Can Do Canines** as a guest.
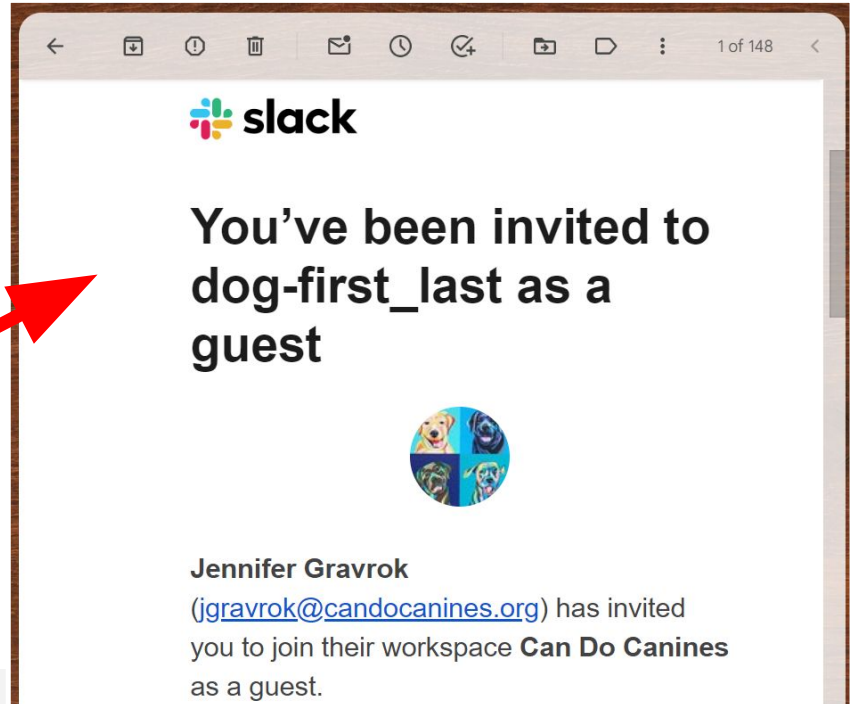
Invitation to Slack – scroll down

There will be a "JOIN NOW" button. Click it.

(it looks like this)

Extra info on Slack can be found if you keep scrolling.

Can Do Canines

JOIN NOW

Once you join, you can always access the **Can Do Canines** workspace at https://candocanines.slack.com/

What is Slack?

Slack is a messaging app for teams, a place you can

A new window will open

This will be your Client Services Coordinator (CSC) or another CSC who will also be on your channel.

slack

Join Can Do Canines on Slack

Slack is a messaging app that brings your whole team together.

Jennifer Gravrok has already joined

You're accepting an invitation sent to **nnifer11@gmail.com**.

Your name

Continue

By continuing, you're agreeing to our **User Terms of Service**. Additional disclosures are available in our **Privacy Policy** and **Cookie Policy**.

OR

G Continue With Google

 Continue With Apple

A new window will open

To join, you have three options...

1. You can join by **typing in your name** and clicking "Continue"
2. With your Google account info.
3. With your Apple account info.

slack

Join Can Do Canines on Slack

Slack is a messaging app that brings your whole team together.

Jennifer Gravrok has already joined

You're accepting an invitation sent to **nnifer11@gmail.com**.

Your name

Continue

By continuing, you're agreeing to our **User Terms of Service**. Additional disclosures are available in our **Privacy Policy** and **Cookie Policy**.

OR

G Continue With Google

 Continue With Apple

A new window will open - Slack!
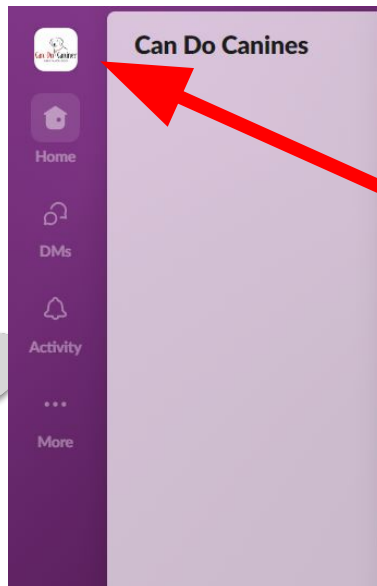
You should see "Can Do Canines" and our logo in the upper left corner.

Welcome to Can Do Canines!

Click "**Open Slack**" to launch the desktop app.
Not working? You can also use Slack in your browser.

Before getting into Slack...

Go back to your emails.
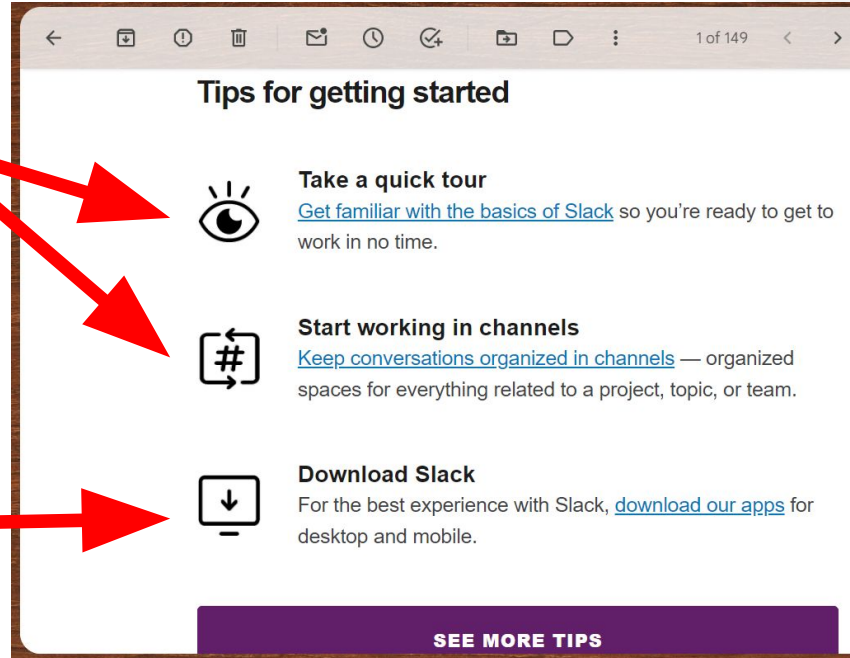
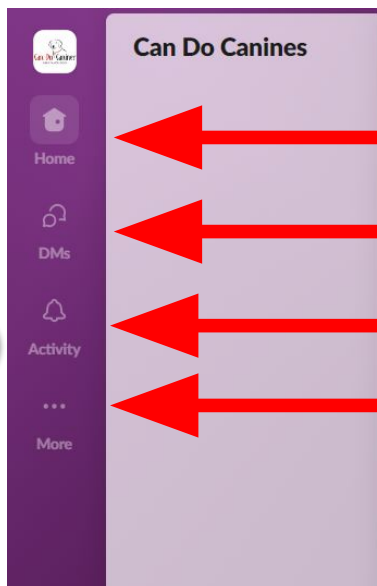You will get a new email from Slack that looks like this.

Scroll down.

Can Do Canines on Slack: New Account Details Inbox ×

Slack <no-reply-XvFh... 3:35 PM (37 minutes ago)
to me

slack

Welcome to Slack

Ta-da! You've joined your first Slack workspace and we couldn't be more delighted. Here are your account details, along with some tips to help
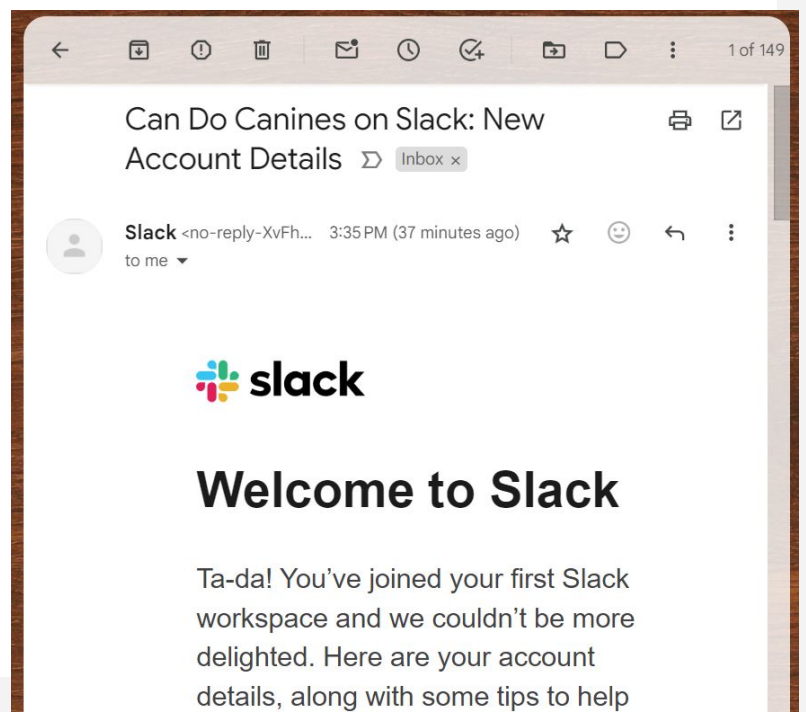
Before getting into Slack...

Scroll down.
Please check out
these resources.

I highly recommend
downloading their
app for both desktop
AND mobile.
(click the blue link and
follow their prompts)

Tips for getting started

Take a quick tour
Get familiar with the basics of Slack so you're ready to get to
work in no time.

Start working in channels
Keep conversations organized in channels — organized
spaces for everything related to a project, topic, or team.

Download Slack
For the best experience with Slack, download our apps for
desktop and mobile.

SEE MORE TIPS

1 of 149

Back to Slack!

Can Do Canines

Home

DMs

Activity

More

Next we will explore Slack and
see what these buttons do.

For phone use, these buttons will
be at the bottom of your screen.

Welcome to Can Do Canines!

Click "**Open Slack**" to launch the desktop app.
Not working? You can also use Slack in your browser.

Home

The home
button is
important to
find your
channel.

(it looks like this)
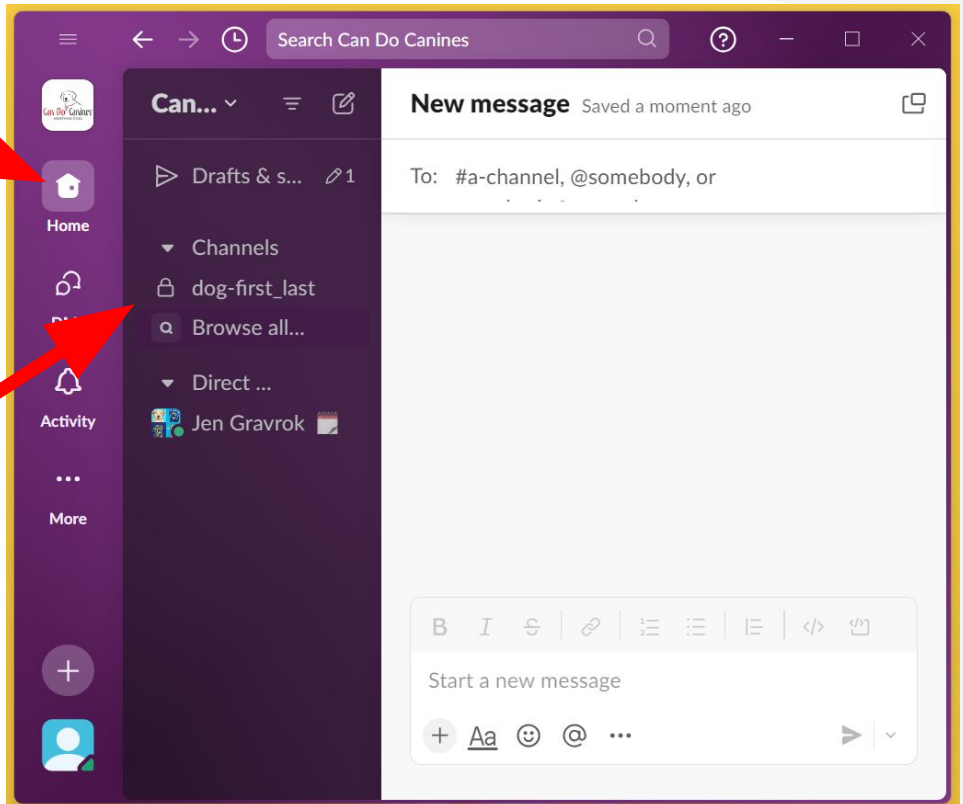
🔒 dog-first_last

Channel

Your channel
is the main
place that you
want to go and
access.

(it looks like this)

🔒 dog-first_last
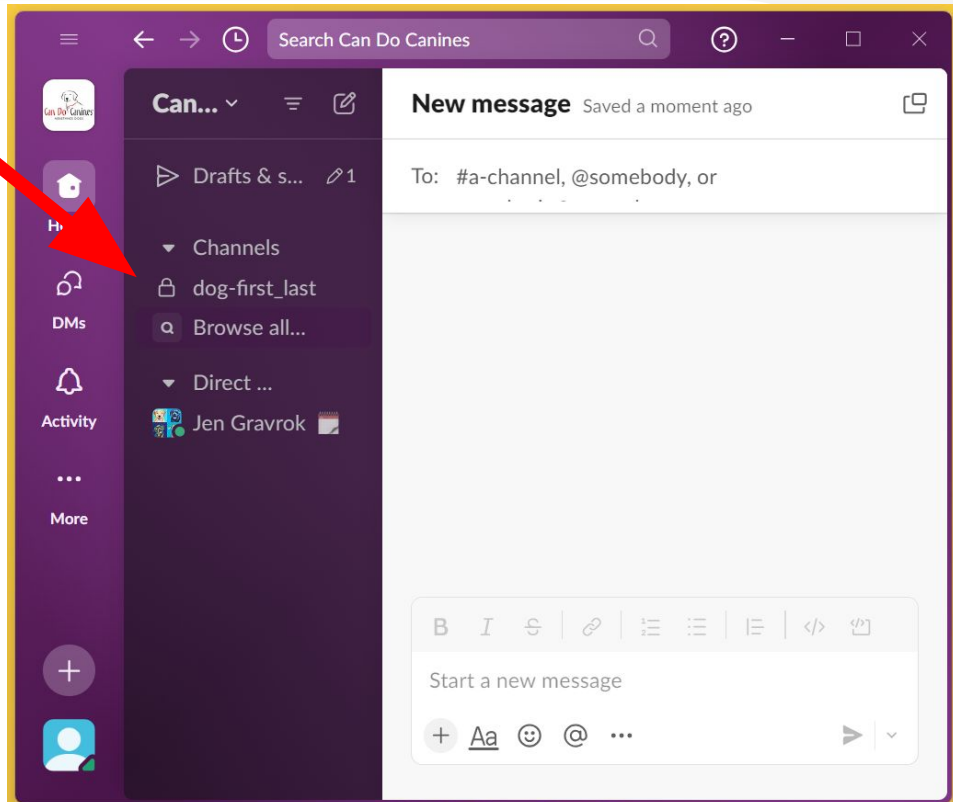
Channel

🔒 dog-first_last

Your channel will be initially named with your **first_last** name. Once you have been introduced to your dog, then your dog's name will be added to the first part of your channel name.
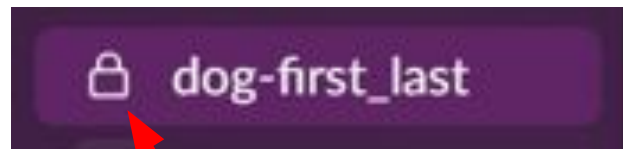
The **lock icon** indicates that your channel is locked and only certain people can access it. This includes you, your CSC and the other CSC's at Can Do Canines.

Channel

The first time you click your channel, Slack may want to show you their program.
I would recommend doing this!

Dedicated tabs to help you focus

Activity

All   Mentions   Threads

@ Mention in #team-chat   1
Harry
Thank you for sharing your feedback @Zoe. Slack is a

@ Thread in direct message
Lisa
replied to:

A fresh, more focused Slack!

I'll Explore on My Own   See What's New
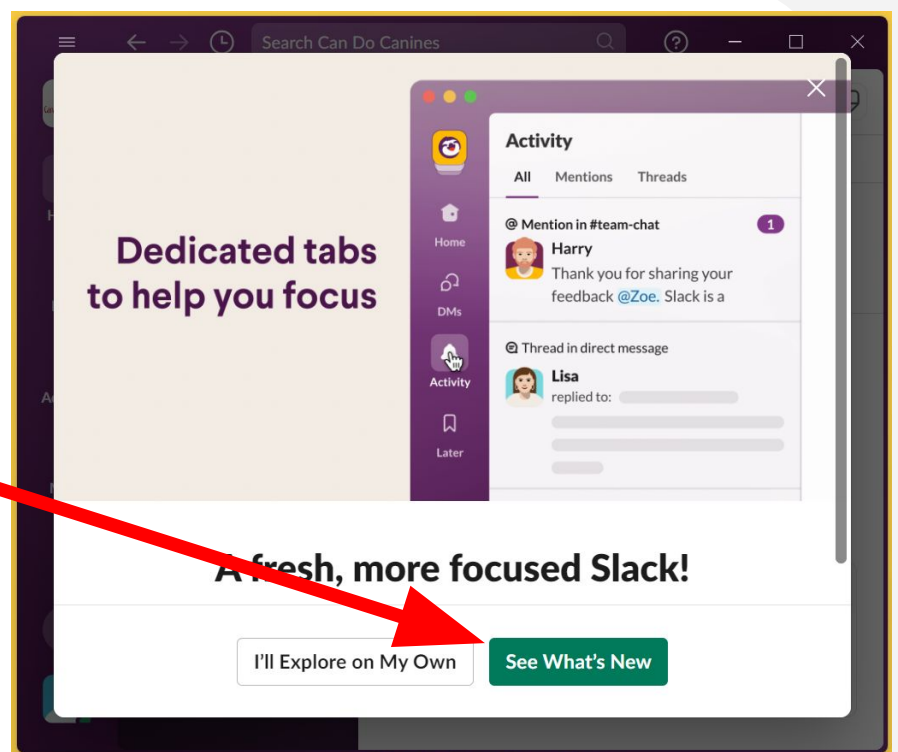
Channel

Once in your channel it should look like this.

(you may have a welcome message posted by your CSC)
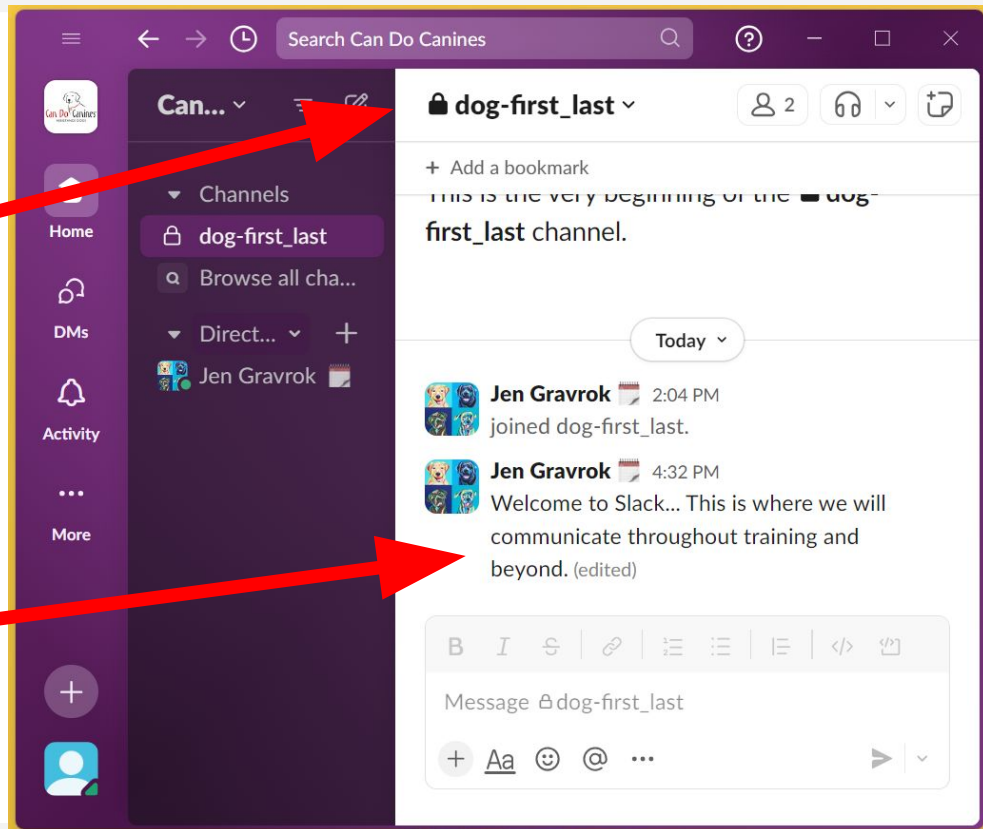
DMs

DMs are direct messages.

We typically don't use this feature. If you message us on this, we will typically bring your question or conversation back to your main channel.
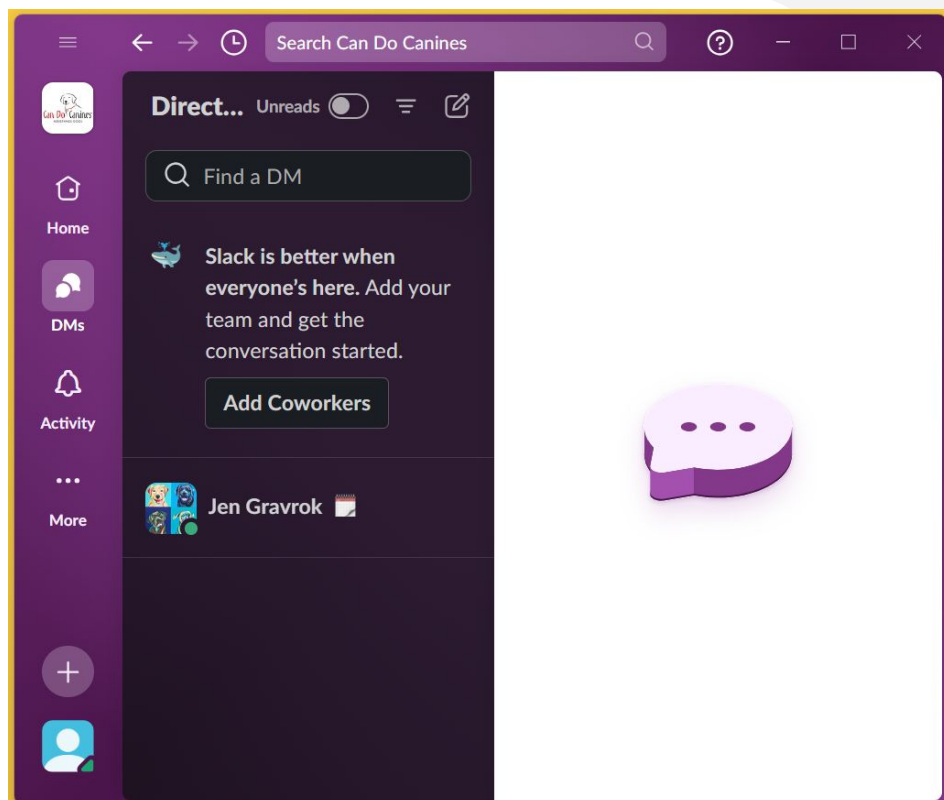
Activity

This is where you can find easy updates.

Here you can find what has been added or changed since the last time you were on Slack.
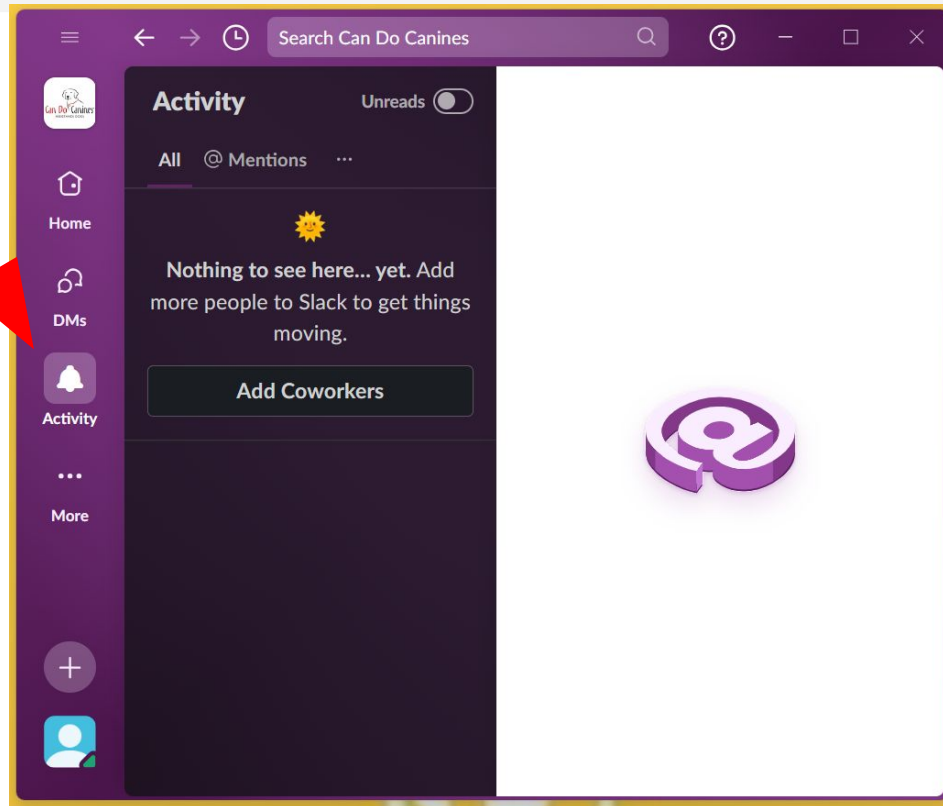
More

This is where you can get fancy.

We typically don't use much of this area. Focus on your Channel.

(there is no "more" on the phone app)
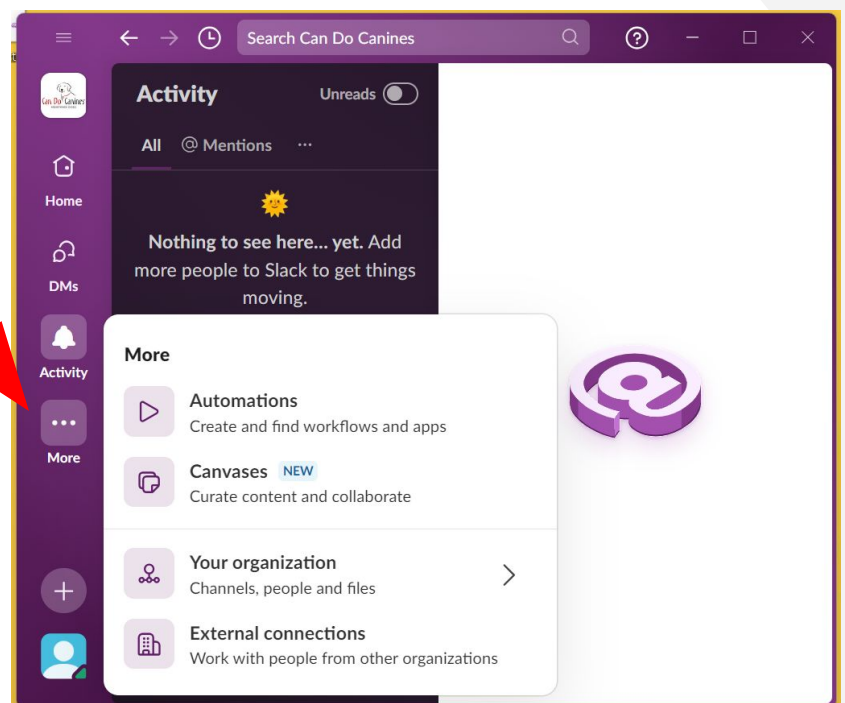
Your icon

This is information about you.

The most useful tools here are "Profile" and "Preferences"

(On the mobile app, this icon is in the upper right corner.)
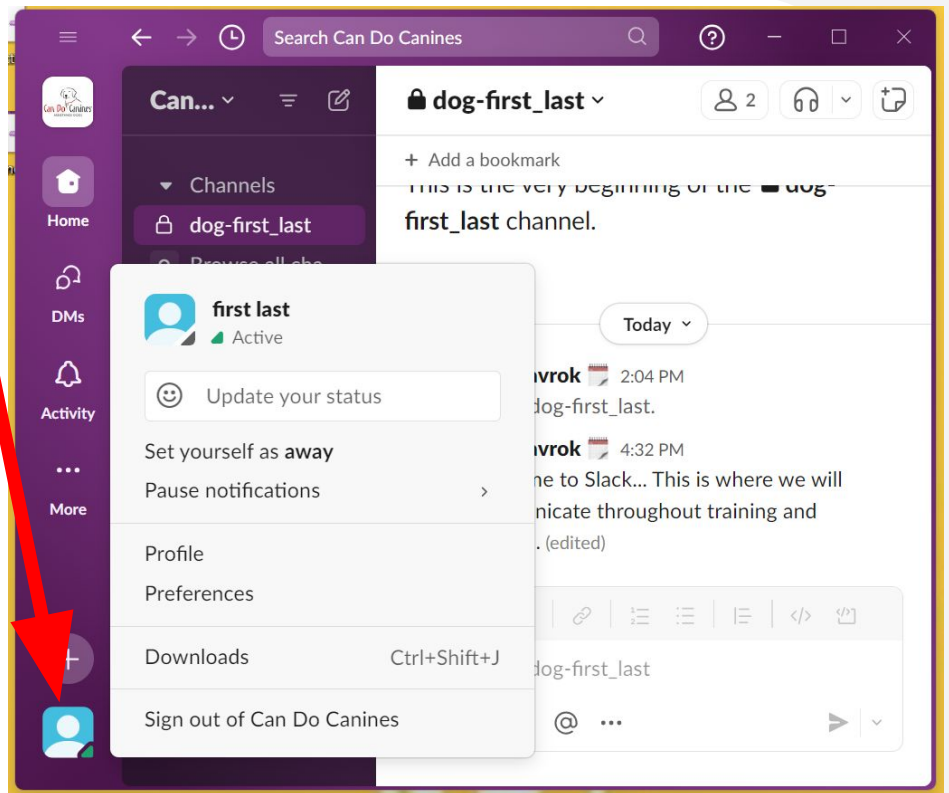
Profile

Click your icon then "Profile" then the blue "Edit" to change your icon image.
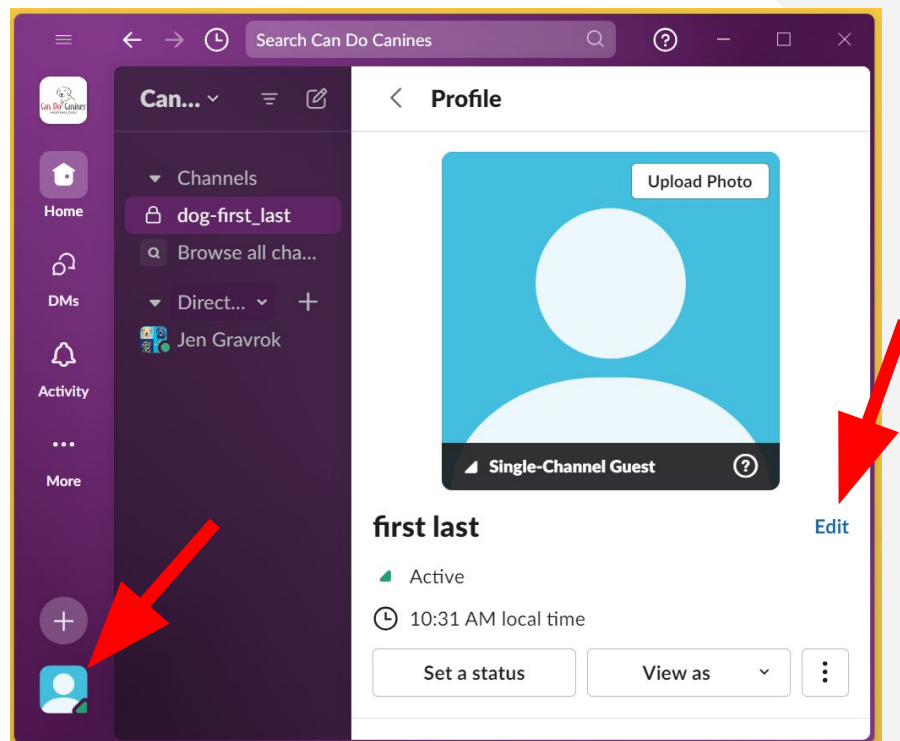
Preferences

In the "Preferences" section you can change many things and personalize Slack to you.

Next will be basic tips.

On the phone app, the preferences section has less features than if you are using a desktop.

Preferences (Notifications)

Make sure your notifications are set to "**All new messages**" and "...replies to threads..." Then you won't miss any messages from us.
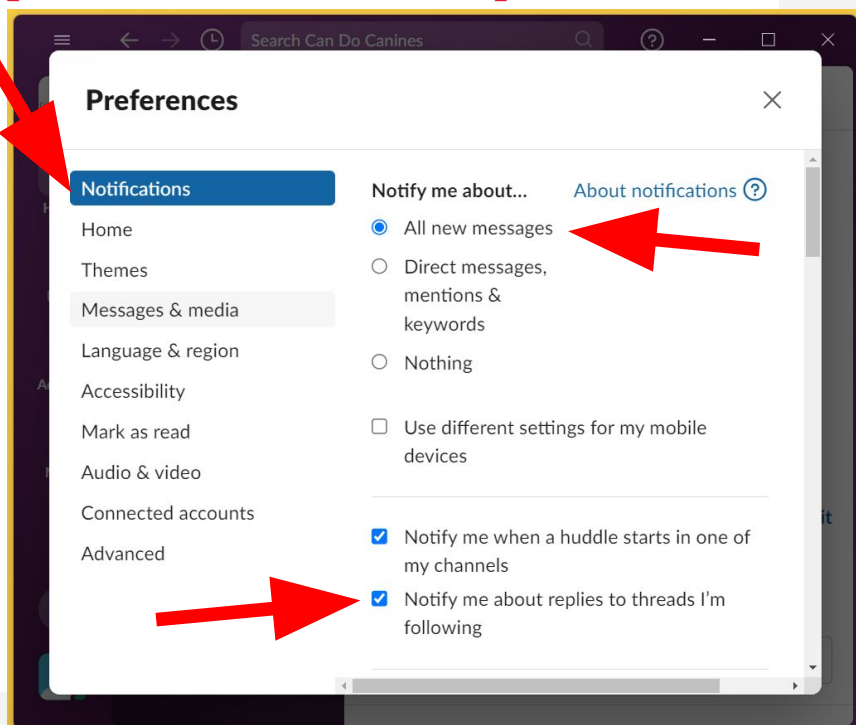
Preferences (Home)

Make sure you check "Unreads" and "Threads" for always showing in the sidebar. You also want it to show "All your conversations"
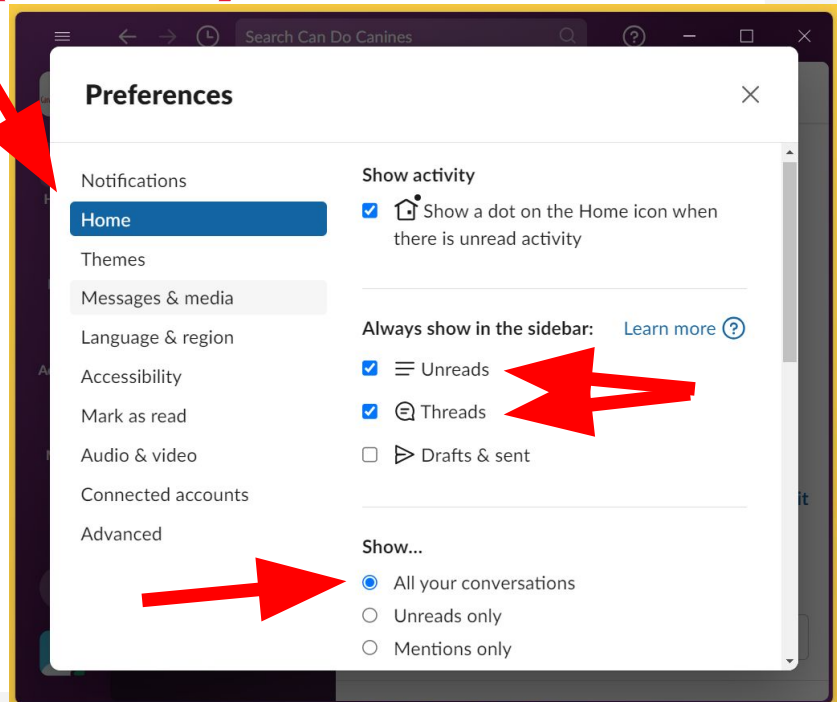
Preferences (Accessibility)

There are various accessibility options on Slack. Scroll through this tab to find what works best for you.
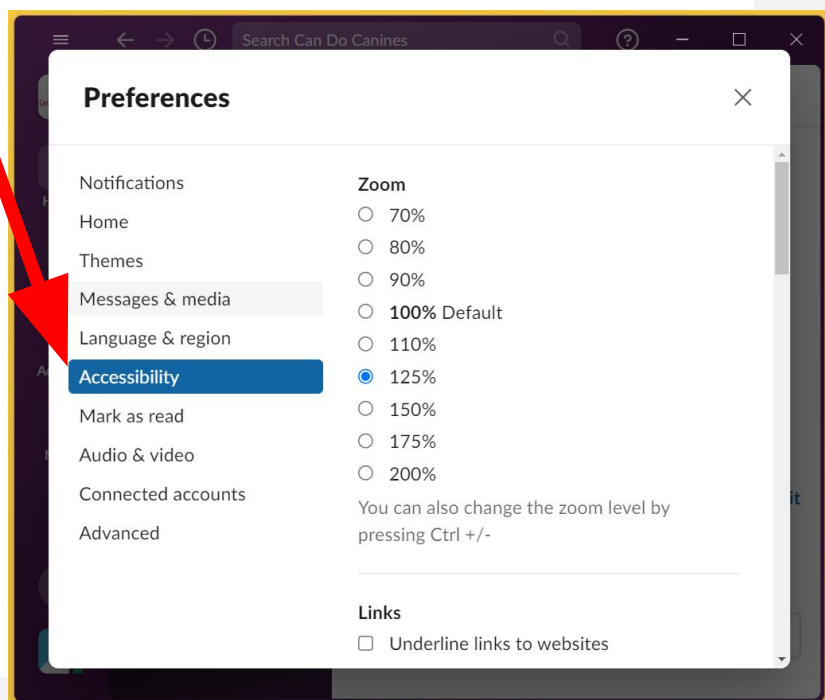
Preferences (Advanced)

I recommend selecting "**Start a new line**". This is how you change whether "**enter**" on your keyboard makes a new line or sends your message.
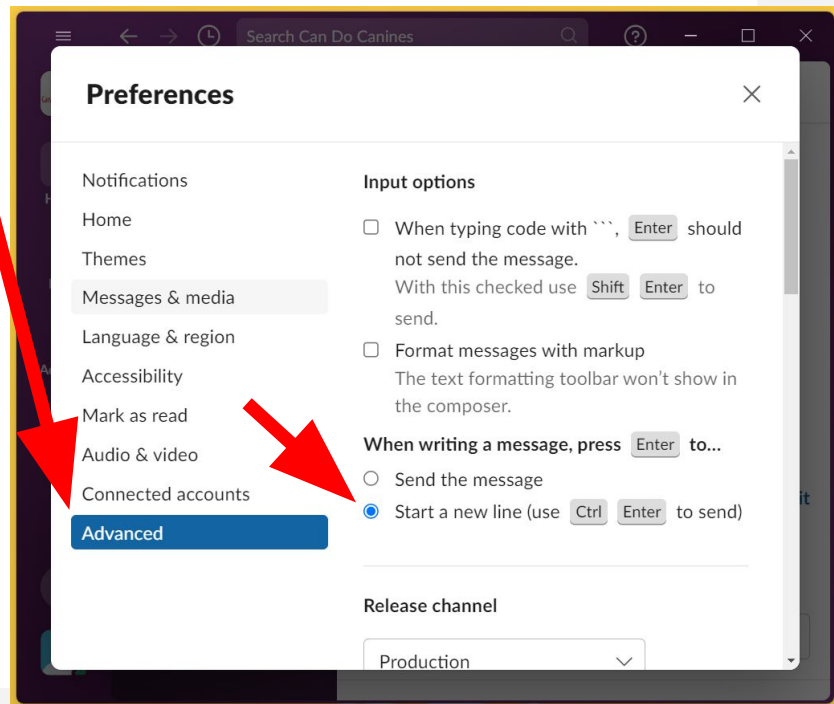
New Messages

Writing a new message is primarily how you will communicate with your CSC.

Feel free to message us about anything! We want to hear from you. We want to know your questions, hear your concerns, see the cute pictures you take, all of it!

New Messages

When in your channel, at the bottom of the screen is where you will write a new message. Click inside the box and start typing.
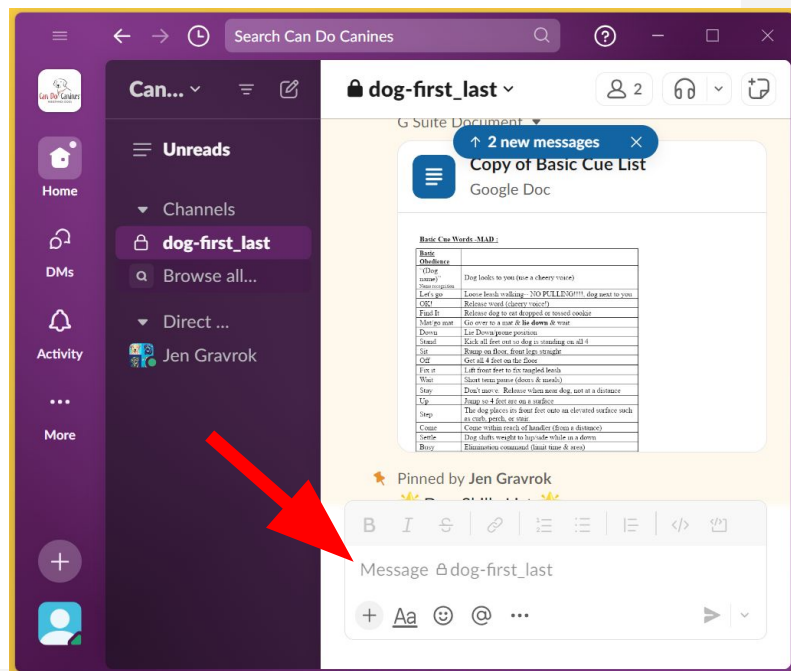
New Messages

On the phone app you need to click into the box to see more options. .

Type here.
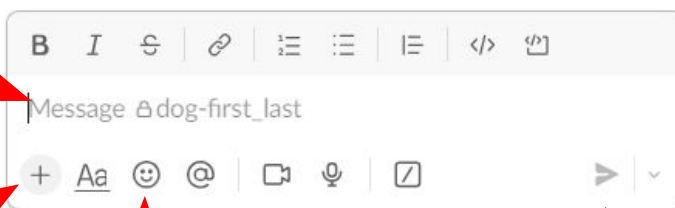
Attach something (picture, document).

Add an emoji to your message.

Send the message.

New Messages

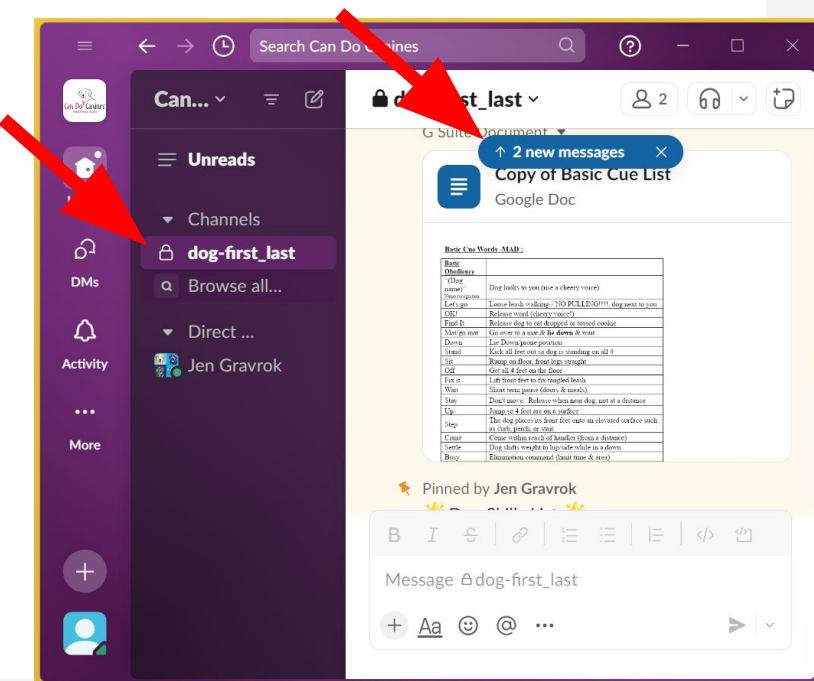There are a few ways to see when you have new messages

The "Unreads" tab will show you unread messages when you click the green box.
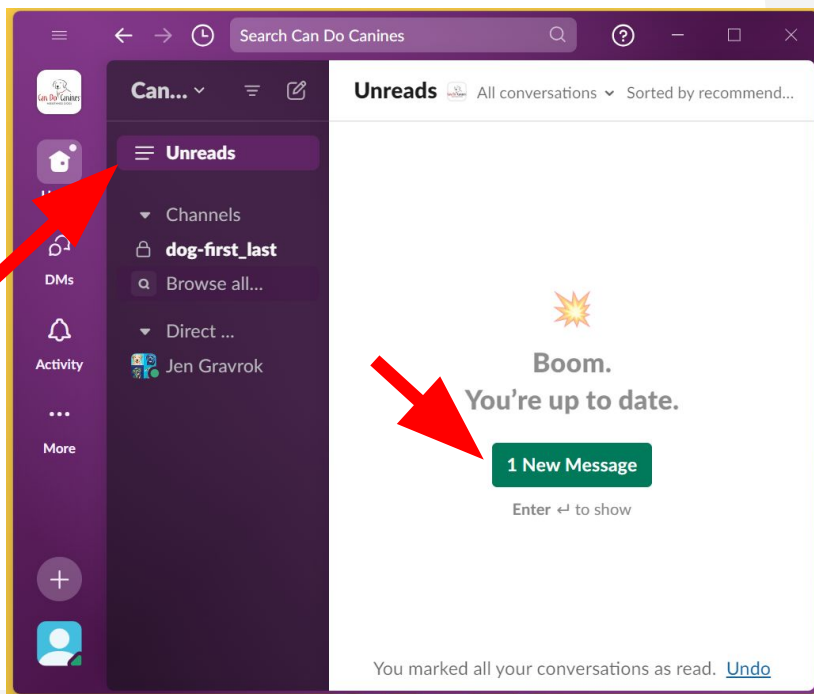
New Messages

Your channel will also tell you when you have new messages.

Your channel name will be **bold** and it will tell you at the top of the screen.
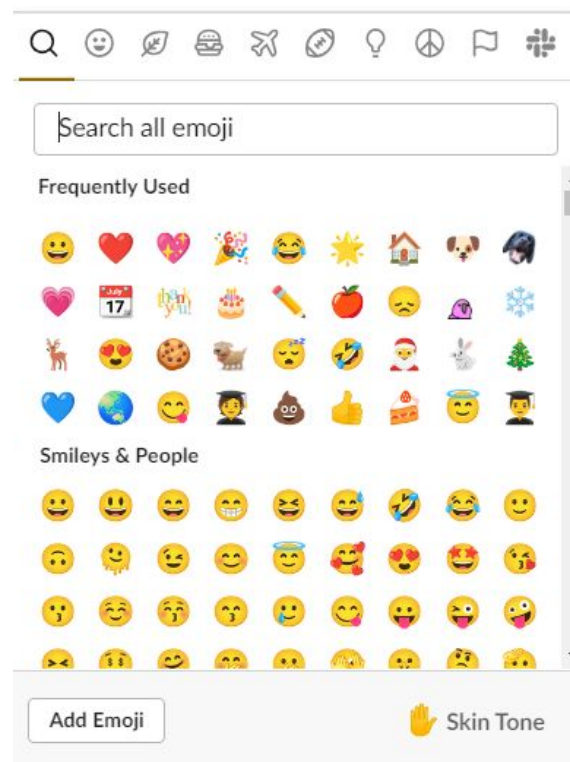
New Messages

When looking in "Unreads" you can then click "Mark as Read" once you have read it or click on your channel name or respond to indicate you have read it.
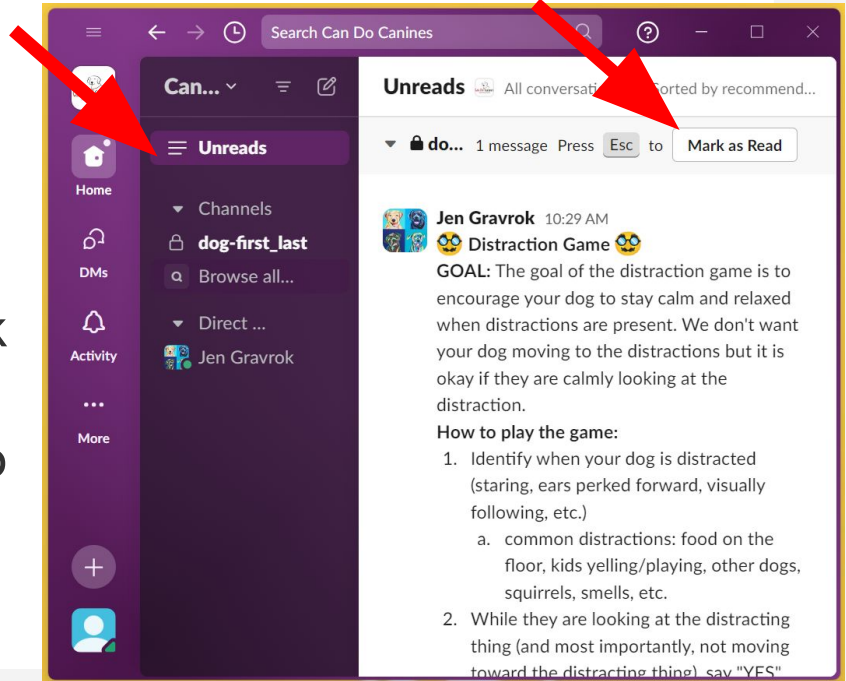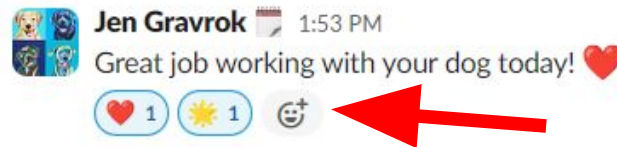

Emojis

Emojis are great to let us know that you received our message. There are many to choose from!

Have fun with these!

Emojis

Hover over the text and click the emoji icon to select which emoji you want to respond with.

You can see the emoji you or others selected at the bottom of the message or select more to add a new one!
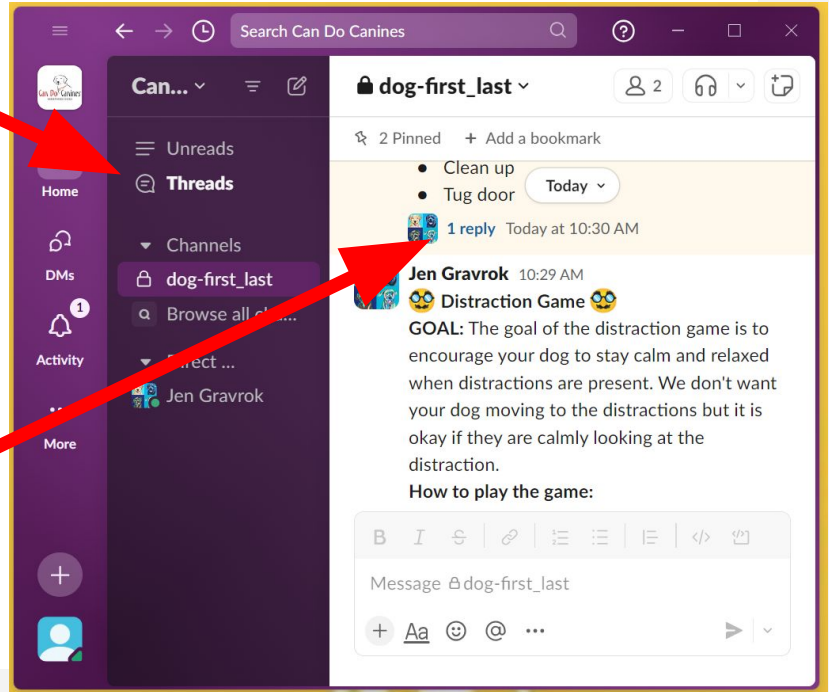
Threads

You can respond to a message in a "Thread". This nests the message within the original message. It helps to keep one topic together.

If you choose to thread a message, or your CSC has responded within a thread, it will look slightly different and you can see new threads in a "Threads" tab.
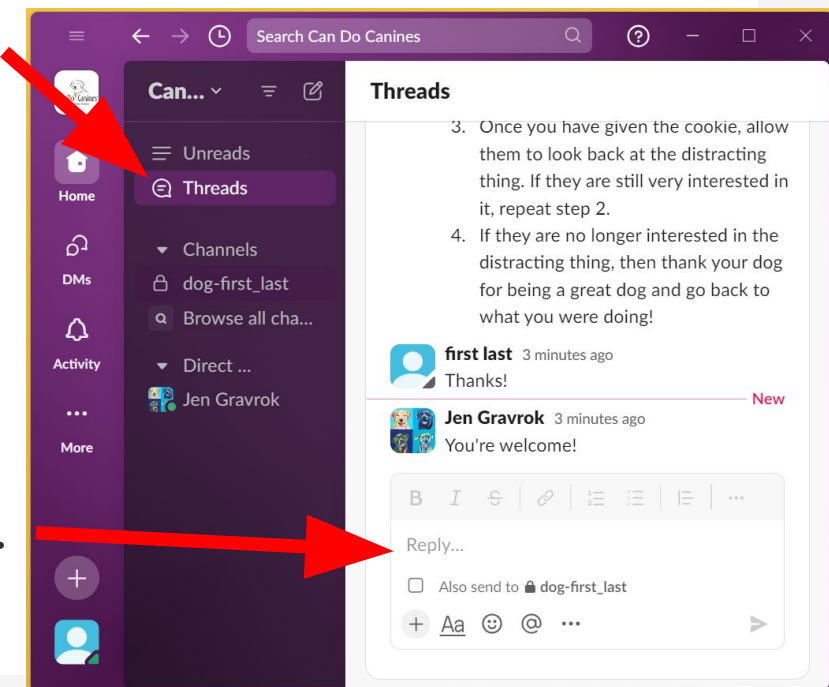
Threads

If the "Threads" tab is bold. It means you have a new threaded message. If you are in your channel, it will show a blue "# reply" under your original message.

Threads

If you click on either of the previous options it will open up the "Thread", where you can see the responses and you can respond as well.
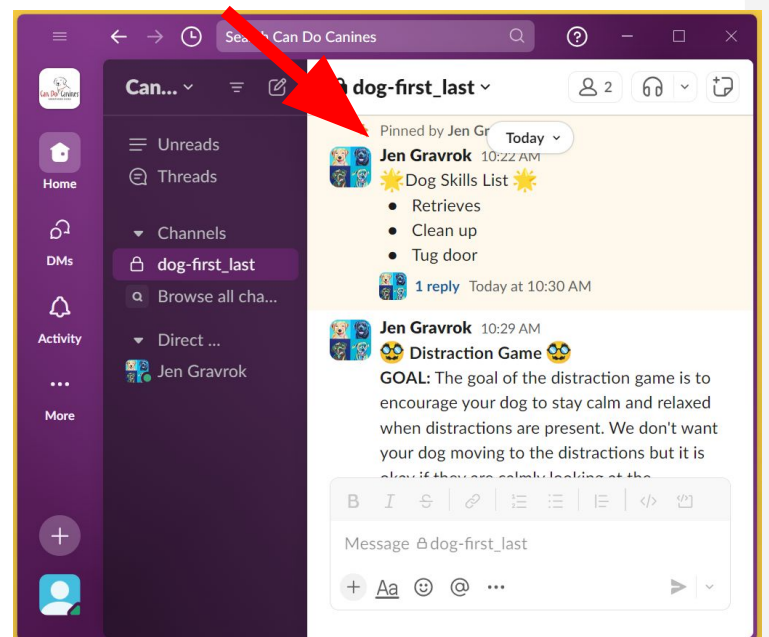
Pinned posts

You or your CSC can "Pin" a post. This makes it easily accessible to you without scrolling through your entire message history.

Posts that your CSC will commonly pin
- Cue list
- Skills list
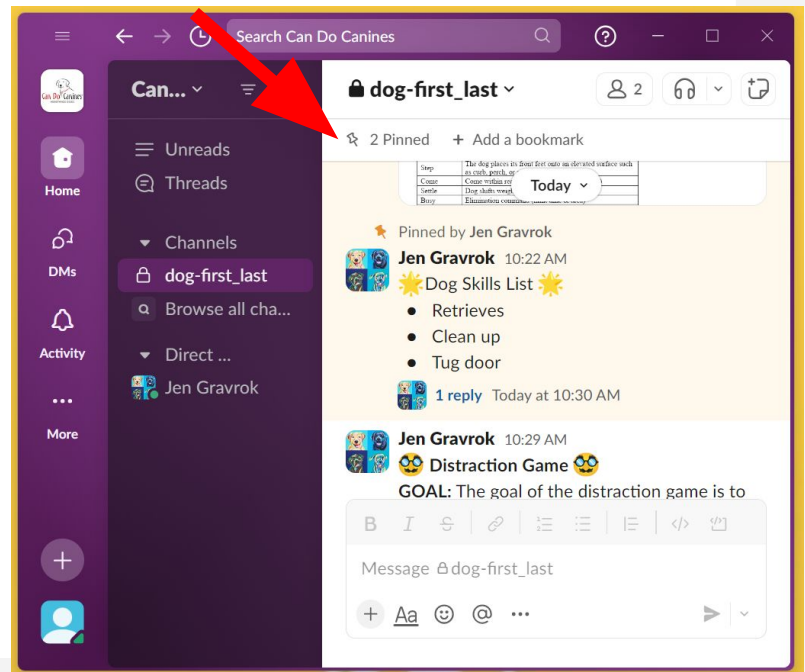- Body condition pictures

Pinned posts

When a post has been "pinned" the message will change color slightly and it will say "pinned by name" at the top of the post.
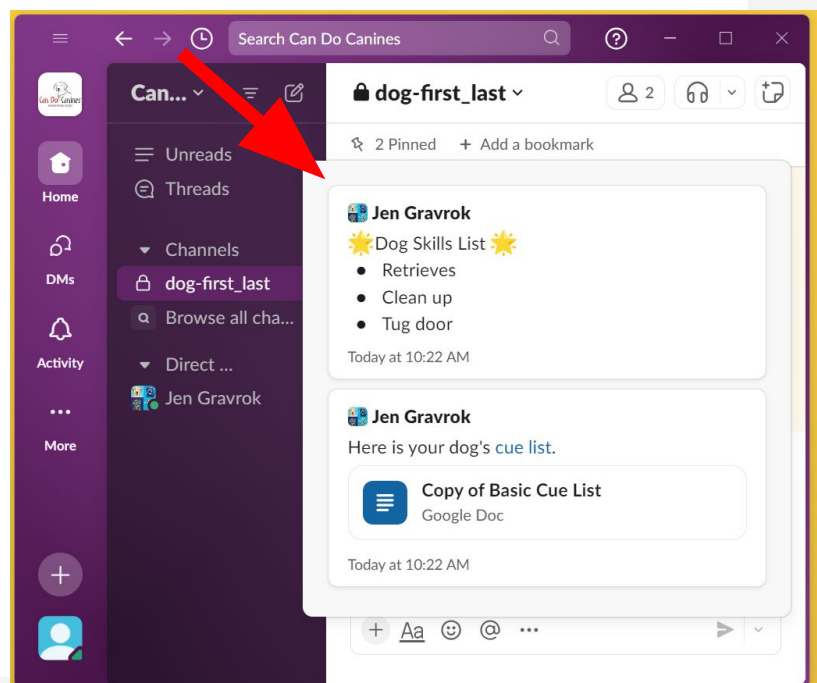
Pinned posts

If you go to the top of your screen you will see a "pin" icon and it will tell you how many messages have been pinned. Click here to see the pinned messages.

Pinned posts

A list will drop down where you can see a portion of the pinned messages and you can click on them and access them.

That's Slack!

The program is pretty user friendly. Test it out. Respond back to us. Give us an emoji to let us know you received a message.

Please let us know if you have any questions.

Don't be afraid to contact your CSC

As always, you can contact your CSC at any time with questions regarding training, dog behaviors or anything else you need assistance with.
If we don't know, we can't help you!