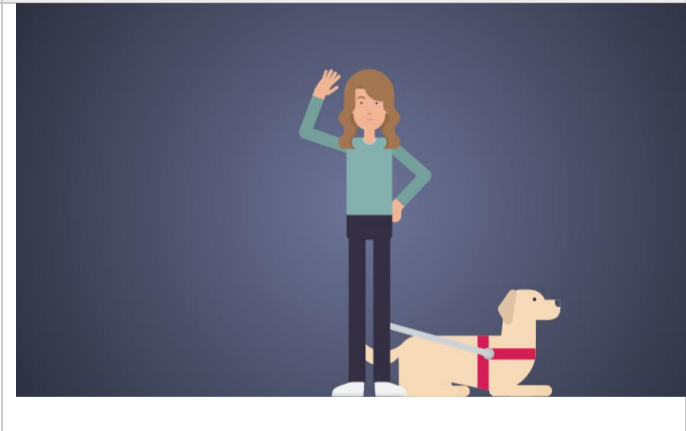
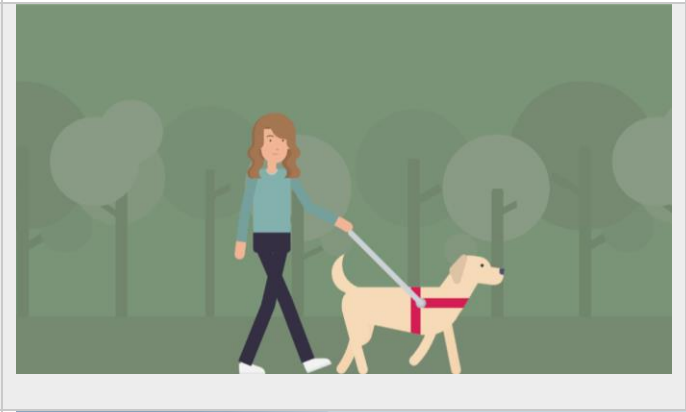
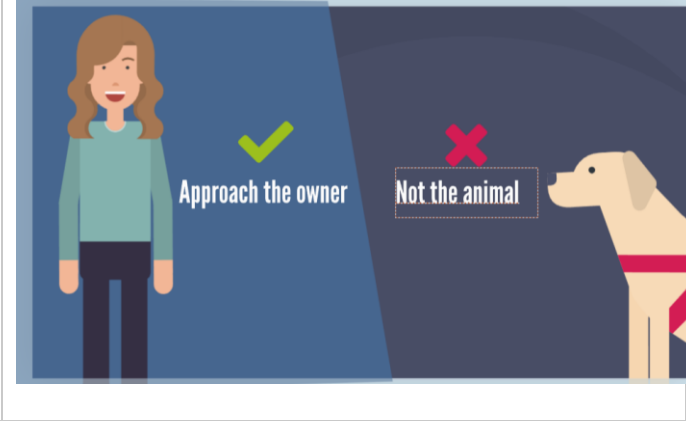


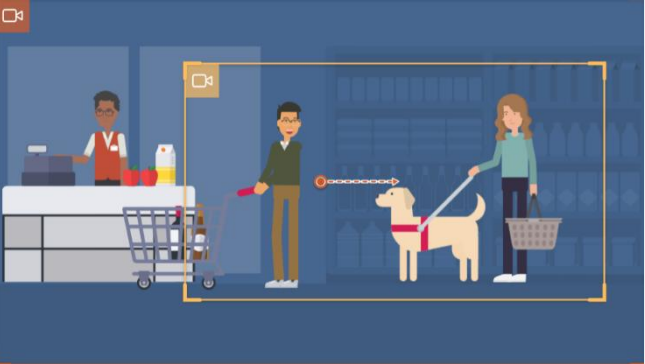
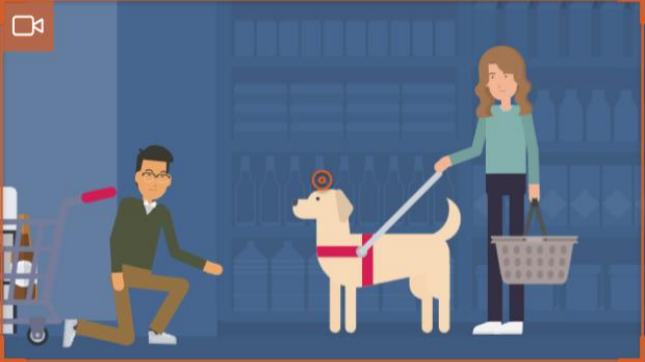
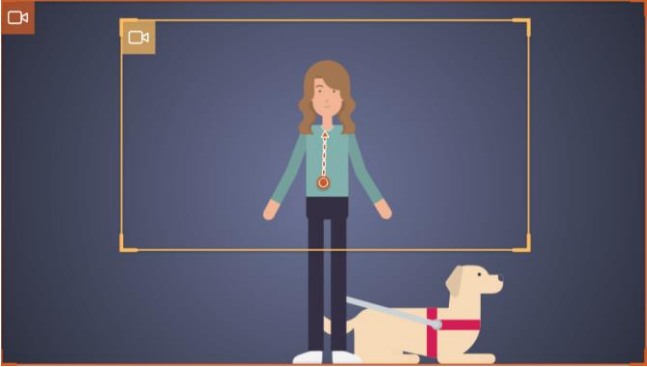
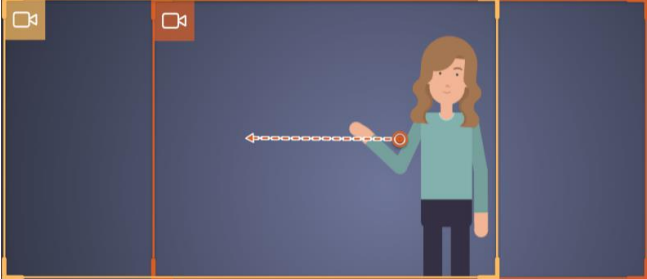
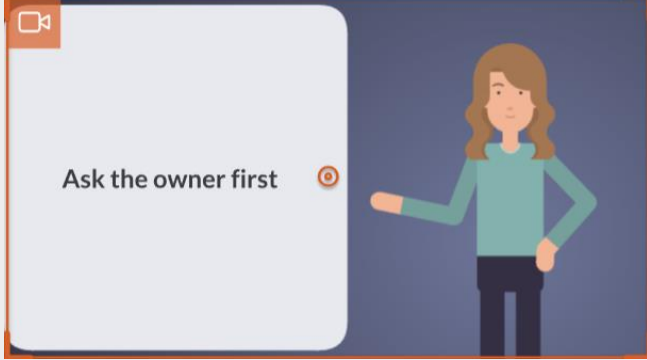



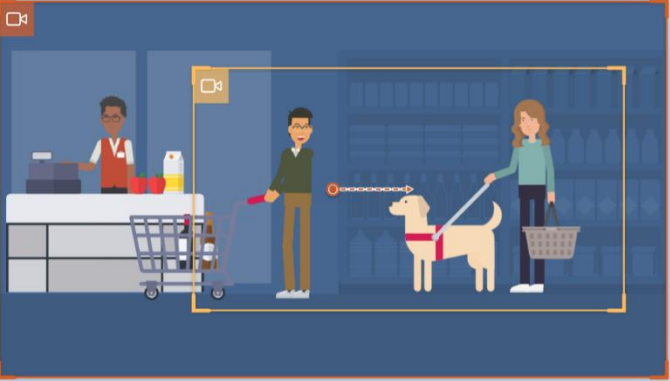

Storyboard and Script

Service Animal Etiquette

Speaker	Dialog	Storyboard Images with stage directions
		Service animal etiquette: What you need to know.
Luna	Hi, I'm Luna and this is Bruce, my service animal. Service animals have different specialties. For example, I have epilepsy and Bruce is trained to alert me when I am about to experience a seizure.	
Luna	Bruce wears a vest that lets people know that he is working, however, not everyone knows how to appropriately interact with him.	
Luna	We are going to talk about the golden rule for service animal etiquette – always approach the owner, not the service animal!	

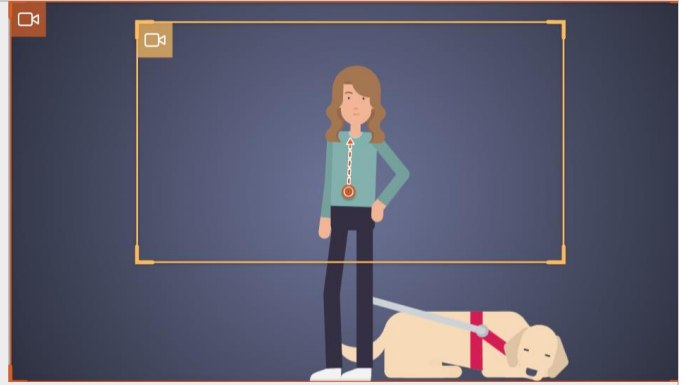
<p>Luna</p>	<p>In our first example, we will see someone NOT following the golden rule. This is unfortunately something that I and other folks who use service animals experience quite often. Let's take a look at what we experience:</p>	
		
<p>Man in glasses</p>	<p>Aw what a cute dog! Come here boy! He's such a good boy!</p>	<p>(Camera zooms in to man and Luna)</p>  
<p>Luna</p>	<p>Excuse me, please don't talk to my service dog, he's working right now and can't be distracted.</p>	

<p>Luna</p>	<p>When approaching a service animal, you never know if that animal is actively helping their owner.</p> <p>Trying to get the animal's attention like calling to them, or petting them can distract the animal and potentially prevent the animal from assisting their owner.</p>	<p>Camera zooms in to Luna and pans up slightly</p>  <p>Camera zooms and pans to left to prep for signaling text:</p> 
<p>Luna</p>	<p>You should always approach the owner and ask permission before trying to interact with a service animal. When you see a service animal, Remember the golden rule! (<i>Luna stops talking and allows viewer to read screen</i>):</p> <p>Let's try this scene again, using the golden rule!</p>	
		

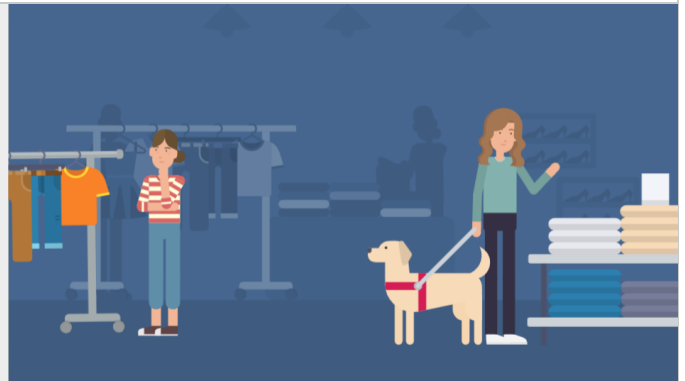
		<p>(Camera Zooms in to Man and Luna)</p> 
<p>Man with Glasses</p> <p>Luna</p> <p>Man with Glasses</p> <p>Luna</p> <p>Man with Glasses</p> <p>Luna</p>	<p>Aw what a cute dog! Excuse me, what's your dog's name?</p> <p>This is Bruce, he's my service dog.</p> <p>Nice to meet you Bruce! Do you mind if I pet him?</p> <p>Thank you so much for asking, but Bruce is working right now and can't be distracted, sorry about that!</p> <p>No problem, have a nice day.</p> <p>You too!</p>	
<p>Luna</p>	<p>The other common situation I experience is when Bruce approaches other people.</p> <p>When a service animal approaches you, this could mean anything from curiosity to something more serious like their owner needing help!</p>	<p>(Camera will zoom in on Luna)</p>

Even when a service animal approaches you, this does not mean it is okay to pet or talk to the animal. Make sure to alert the owner and then follow the golden rule and ask permission if you still want to interact with the animal.

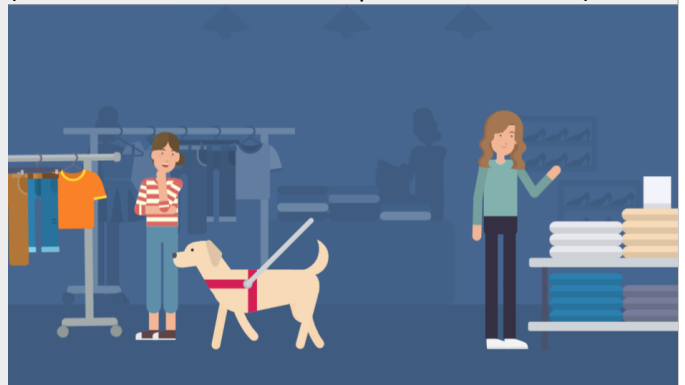
Let's take a look at our next example, this person will show us a great way to get my attention when Bruce approaches her without interacting with him.

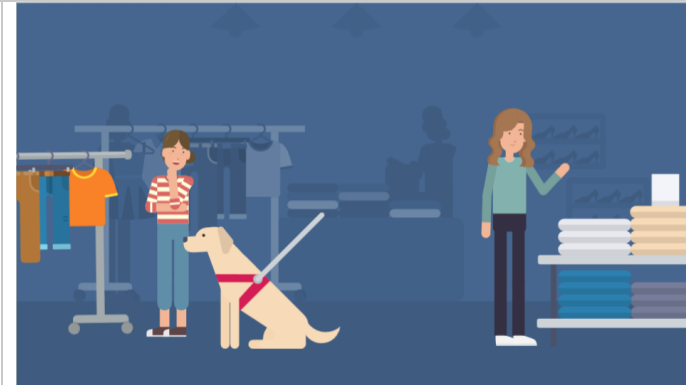
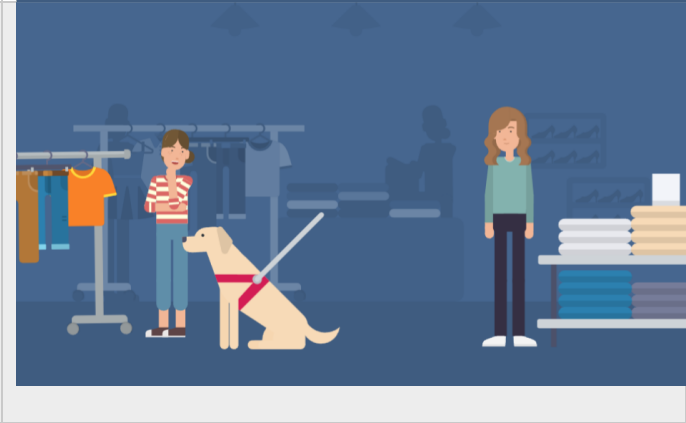
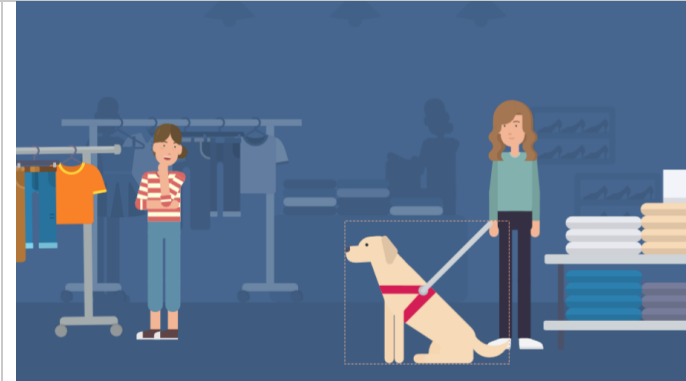
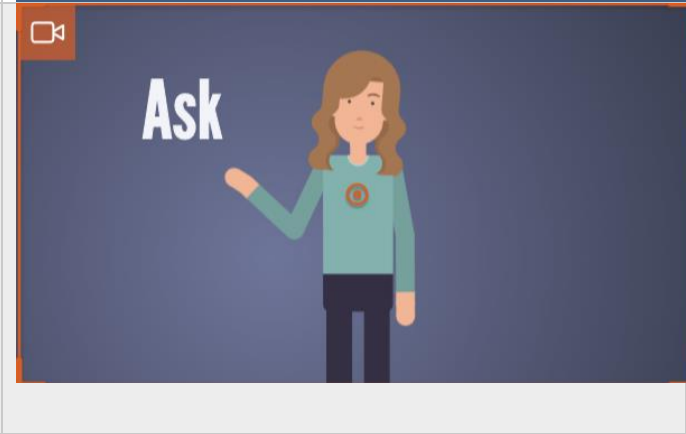


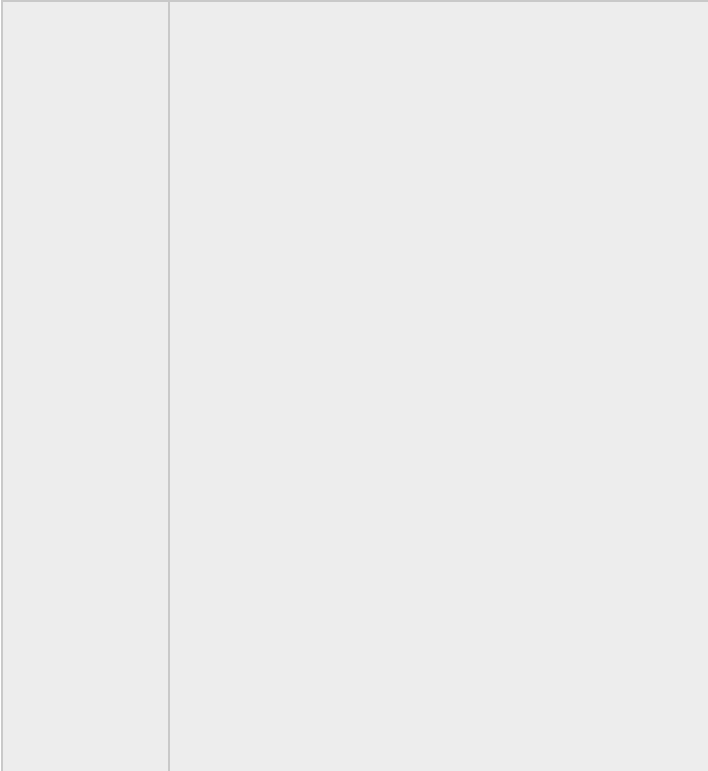
Alert the owner
When approached



(Bruce walks over to another person in the store)



<p>Woman</p>	<p>Excuse me! I think your puppy wants something – how can I help?</p>	
<p>Luna</p>	<p>Thank you so much for letting me know!</p>	
<p>Luna</p>	<p>Bruce just got distracted, I'm fine. Sorry about that. Come here Bruce.</p>	
<p>Luna</p>	<p>In this video we learned two things, to ask owners before interacting with their service animals and to alert the owner if a service animal approaches you.</p> <p>While some owners are open to having their service animals get pet, you should always follow the golden rule and ask before approaching a service animal. Finally, when a service animal approaches you, make sure to check in with the owner and continue following that golden rule.</p>	



Luna

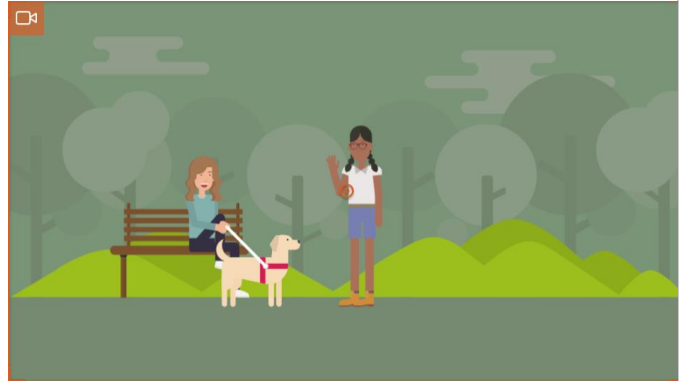
Thank you for listening and learning about service animal etiquette, Bruce and I appreciate you!



(Camera zooms out)



(Thank you fades as person approaches to speak with Luna)



(Video ends with Luna and person speaking as video fades to black)