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September 16, 2011

Via email: mtomasch@abc15.com

Maria Tomasch  
KNXV-TV Investigative Producer  
515 N 44th St, Phoenix, AZ 85008

Re: Press inquiry - Arizona Goldens, LLC.

Dear Ms. Tomasch:

I represent Arizona Goldens LLC. They have asked me to respond to your email inquiry dated September 12, 2011.

Much of Arizona Goldens, LLC's work with their clients involves health related information that must remain confidential under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other laws and regulations. Therefore Arizona Goldens, LLC, does not comment on matters relating to specific clients.

The people at Arizona Goldens, LLC, put a significant amount of effort into working with their clients to achieve successful service dog placements. The process begins with gathering client information including needs, personality, lifestyle, and medical reports.

A prerequisite for Arizona Goldens to place a service dog with a client is that the client must demonstrate successfully the ability to adequately maintain control of the animal. This requirement is for the safety of the public, safety of the client, and safety of the service dog, and it is a major component in the federal ADA statues. Arizona Goldens considers this to be a critical prerequisite to placing a service dog. They work with clients for many hours over an extended period of time to establish personality matches, introduce working with a service dog, equipment needs, fundraising assistance, and much more. There are additional efforts that go into training dogs for more specific or unique needs that clients may have. While the experience is different with every client, it is not unusual for there to be several hundred hours of working on a client's specific needs even before a "boot camp" begins.

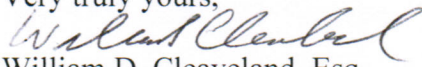
This work continues during boot camp to further instruct, strengthen each client's ability to control a service dog, and develop proficiency. Proficiency testing is also done in multiple ways during boot camp, with varying levels of difficulty and with a variety of

September 16, 2011

dogs if needed. Also it is critical for clients to start to work and train in a public setting. These requirements are standard practice for the industry as defined by Assistance Dog International.

Arizona Goldens, LLC, is committed to helping their clients achieve a successful handler/service dog team.

Very truly yours,

  
William D. Cleaveland, Esq.

cc: Brian Daugherty