Headquarters and Training Center

611 Granite Springs Rd.

Yorktown Heights, NY 10598

914-245-4024 or Toll-Free 800-942-0149

Client Experience Team

[clientexperience@guidingeyes.org](mailto:clientexperience@guidingeyes.org)

Applicant and Graduate Support: 888-987-2188

**Guiding Eyes Graduate Resource List**

Below, please find a list of resources that are available to Guiding Eyes Graduates. Some may be accessed directly through the school and others apply to external services. Please do not hesitate to reach out for additional support.

[Client Experience Team 1](#_Toc1085926059)

[Veterinary Team 1](#_Toc1266097151)

[Graduate Community 2](#_Toc1904130205)

[External Resources 2](#_Toc273591387)

# **Client Experience Team**

For the Applicant and Graduate Support Line, please call:

888-987-2188.

The following options are available:

Option 1- Admissions

Option 2- Advocacy or Access Issues

Option 3- Training and Guide Work Questions or Concerns

Option 4- Other General Inquiries

For questions, comments, or concerns, you can reach any member of the Client Experience Team by email at:

[clientexperience@guidingeyes.org](http://clientexperience@guidingeyes.org)

# **Veterinary Team**

To reach the vet hospital, please call:

(914) 243-2258

Or email:

[gebvet@guidingeyes.org](mailto:gebvet@guidingeyes.org)

For information on the Graduate Assistance Fund or to determine your remaining balance, please email Kimberly Costello, Vet Hospital Administrative Assistant, at: [vetadmin@guidingeyes.org](mailto:vetadmin@guidingeyes.org) or call: 914-243-4344

Vet invoices can also be emailed to Kimberly at [vetadmin@guidingeyes.org](mailto:vetadmin@guidingeyes.org) or faxed to her attention at (914) 245-7846.

# **Graduate Community**

To connect with other graduates, or remain up-to-date on happenings within the community, please utilize any of the following:

Contact the Guiding Eyes Graduate Council via their general mailbox with questions/concerns/comments at:

gebgradcouncil@gmail.com

Contact the Community Outreach and Graduate Support Manager, Melissa Carney, at [mcarney@guidingeyes.org](mailto:mcarney@guidingeyes.org) or 845-519-8419

To subscribe to the Guiding Eyes grads-only email list, go to:

http://lists.screenreview.org/listinfo.cgi/geb-grads-screenreview.org

Near the bottom of the page, you will need to fill in the form with your name and preferred email address to completely subscribe yourself.

Or send a blank email with the subject line “subscribe” to [geb-grads-subscribe@lists.screenreview.org](mailto:geb-grads-subscribe@lists.screenreview.org) and follow the instructions in your inbox.

Facebook Groups:

Guiding Eyes Graduate Community (graduates only)

Guiding Eyes Puppy Raiser and Graduate Corner (raisers and graduates)

# **External Resources**

For quick access to information, download the National Association of Guide Dog Users (NAGDU) app. Learn about the Americans with Disabilities Act (ADA), as well as additional protections for each of the 50 states and Canadian provinces.

For more information on the Americans with Disabilities Act (ADA) you may call: 800-514-0301 or visit www.ada.gov

For concerns related to the ingestion of a toxic substance by your guide dog, you may choose to call the ASPCA Animal Poison Control Center at: 888-426-4435. Expect a $75 charge to your credit/debit card when contacting them.

To arrange assistance with TSA screening at the airport via TSA Cares and their Passenger Support Specialists, you may call: 855-787-2227

To reach the Office of Aviation Consumer Protection, you may call:

202-366-2220

To reach the Housing Discrimination Hotline under HUD, you may call:

800-669-9777

To reach the Equal Employment Opportunity Commission, you may call:

800-669-4000

To contact Ruffwear, the maker of GEB issued booties and Unifly harness, for additional equipment not issued by Guiding Eyes, you may call: 888-783-3932

Email: [bark@ruffwear.com](mailto:bark@ruffwear.com)

Or visit their website at: ruffwear.com

Here, you will find winter coats, travel beds and accessories, dog bowls, and other helpful apparel and gadgets for you and your dog. Be sure to inquire about the Pro Purchase Program, where Guiding Eyes graduates receive a substantial discount on all products.

If you are a US Veteran, visit the following link to learn more about the U.S. Department of Veterans Affairs’ Service Dog Veterinary Health Benefit: <https://www.prosthetics.va.gov/ServiceAndGuideDogs.asp>