

What is a “Service Animal”?

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work/ tasks include:

- guiding people who are blind
- alerting people who are deaf
- pulling a wheelchair
- alerting and protecting a person who is having a seizure
- reminding a person with mental illness to take prescribed medications
- calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack
- or performing other duties

Where are Service Animal(s) allowed?

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is allowed to go.

What are staff allowed to ask?

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?
- 3.

Can I ask a person with a disability to remove their Service Animal?

A person with a disability cannot be asked to remove their service animal from the premises unless:

1. The dog is out of control and the handler does not take effective action to control it
2. The dog is not housebroken.

When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

Other points to consider:

- Establishments that sell or prepare food must generally allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
- ***Staff are not required to provide care for or supervision of a service animal.***

Information was gathered from the U.S. Department of Justice Civil Rights Division

Ada Requirements: Service Animals. ADA.gov. (2023, July 31).

<https://www.ada.gov/resources/service-animals-2010-requirements/>