

# Service Dogs

The Americans With Disabilities Act (ADA) protects the rights of individuals who rely on service animals.

## What is a Service Animal?

A service animal is a dog that has been trained to help a person with a disability. This does not include emotional support animals, therapy animals, or animals whose sole purpose is to provide comfort.

## Where are service animals allowed?

Generally, where the public is normally allowed.

## When can the service animal be excluded?

Staff can ask to have the service animal removed if:

- 1) the dog is out of control and the handler cannot regain control.
- 2) the dog is not housebroken. If staff requests that the dog be removed, they must offer services or goods to the handler without the service animal there.

## How can I tell if the dog is service animal?

Staff can ask two questions:

- 1) Is the dog a service animal required because of a disability?
- 2) What work or task has this dog been trained to do? No proof or certification is required.

