


Service Animals



The Americans with Disabilities Act (ADA) defines a service dog as “...any dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.”

THE ONLY TWO QUESTIONS YOU MAY ASK TO DETERMINE IF A DOG IS A SERVICE ANIMAL...

1. Does your dog provide a service?
2. What task is your dog trained to do?

THE FACTS...

You **CANNOT** turn a service animal away because you don't like dogs!

You **CANNOT** ask any other disability related questions of the handler except the two noted above.

You **CANNOT** charge a “Pet Fee” for a recognized Service Animal (Damages caused by a service animal can be charged).

You **CAN** deny Emotional Support Dogs or Therapy Dogs. They are not recognized as Service Animals by the ADA.

Service Animals **DO NOT** have “papers or certifications. (These are generally purchased online and have no legal standing.)

A Service Animal **MUST BE** under the control of the handler at all times.

FOR INFORMATION:
CALL ADA NATIONAL
800-949-4232



How to Recognize a Service Dog...

A Service dog is a **working dog**, trained to perform specific tasks, and thus must always be prepared to work. A dog being pushed around in a cart is not a working dog.

Is **almost always leashed** for their own protection. The exception is a service dog trained to monitor a human's bodily functions and is thus held close to the body. It is rigorously trained and **has impeccable leash manners**: a dog who tugs at the leash is not a true service dog.

Never barks or whines except to alert the owner of an impending stroke or panic attack.

Is **trained to avoid distractions**, including interesting smells. Some service dogs wear a vest or jacket, but not all, and some non-service dogs may wear jackets to make them look official, so this isn't always the best identifier.