



SERVICE DOG GUIDE BOOK

KNOW
YOUR
RIGHTS!!

*A Complete Guide for
Your Service Animal*

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All information is provided in good faith for guidance and reference purposes only.

It is of a general informational and educational nature, with no legal responsibility for the accuracy of the information provided or found as a consequence, nor for any loss or damage resulting from any such information.



Intro

There are several types of assistance dogs that help people live their life more easily and happily.

The three most commonly recognized are service dogs, emotional support dogs, and therapy dogs. Each has its own function for different types of disabilities and situations.

Service dogs are dogs trained to do specific tasks to help handlers with mental and physical disabilities, emotional support dogs help people with mental or emotional impairments and do not necessarily perform special physical tasks (they may just ease their handler's state of mind with their presence, for example) and therapy dogs are found in stressful situations outside of the home, such as psychologist's offices, nursing homes, and disaster areas.



SERVICE DOG

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities

Who are they for ?

Anyone with a disability can own a service dog and they can be trained to help people by performing a wide range of physical tasks from helping people remember to take their pills to signal the deaf.

Rights and Laws

Service dogs have broad legal rights in public spaces, housing, and travel under the Americans With Disabilities Act, the Fair Housing Act, and the Air Carrier Access Act.

Training

U.S. law allows the training to be done by the person who will use the dog, a friend, family member, a professional or training organization. They must be specifically trained to do physical tasks that help the handler with their disability.





EMOTIONAL SUPPORT DOG

Emotional support dogs assist people with emotional impairments and do not need to physically assist the handler, they can calm their handlers with their presence.

Who are they for ?

Anyone with a mental or emotional disability as diagnosed by a professional.

They can easily be preexisting pets that calm the handler with their presence and regard the handler affectionately.

Rights and Laws

Emotional support dogs have legal rights in housing and travel under the Fair Housing Act, and the Air Carrier Access Act.

Training

Emotional support dogs do not require the same amount of training as a service dog. Training organizations and individual specialists do exist that train emotional support dogs. No specific training required.



THERAPY DOG

Therapy dogs assist people in public, potentially high stress places. They may benefit one person at a time, or several people at once, (such as in a nursing home)

Who are they for ?

People in therapy, disaster sites, nursing homes, preschools, and other public areas especially in high stress environment

Rights and Laws

Therapy dogs have no federal rights but have legal protections in certain states and places.

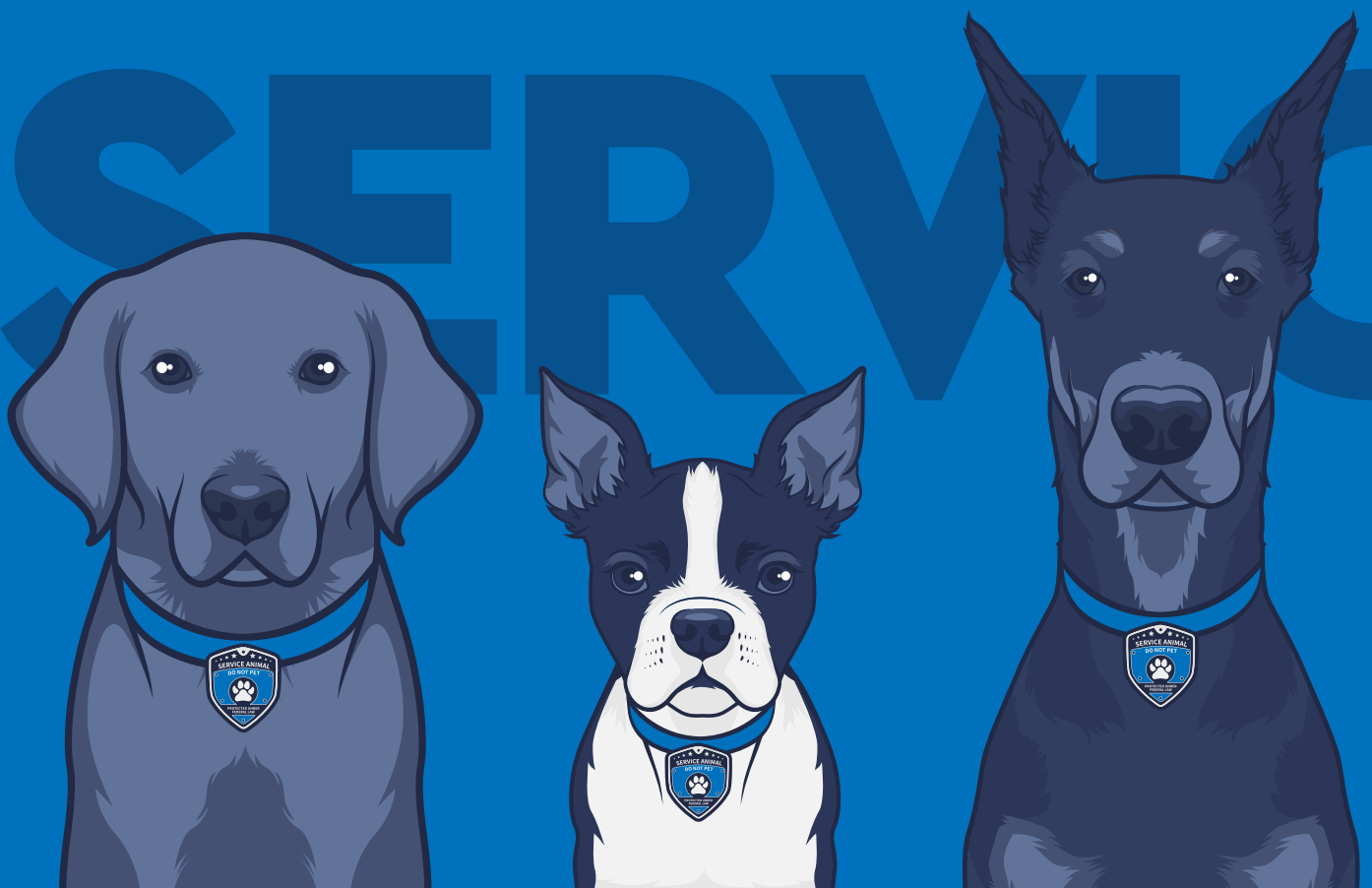
Training

Legally, therapy dogs require no training. Training organizations and individual specialists do exist that train therapy dogs. No specific training required.

Overview

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

Examples of such work or 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.



1

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

2

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from your State attorney general’s office.

3

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 normally allowed to go.

4

For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal's presence may compromise a sterile environment.



5

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.

6

In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.





When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions:

1. Is the dog a service animal required because of a disability”, and
2. What work or task has the dog been trained to perform”

Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.



Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.



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

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

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



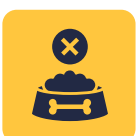
Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises



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 or food for a service animal.



Example Ways A Service Dog Helps This Disability



Blindness

Guides owner through obstacles and traffic.



Deafness

Alerts owner to important sounds



Post-Traumatic Stress Disorder

Inspects an area ahead of a PTSD sufferer to look for dangers and triggers, alerts owner when it is safe to proceed. Calms handler during anxiety attack by licking handler until they reach a calm state



Autism

Assists in calming and grounding the handler using deep pressure or tactile stimulation. (this can include laying down so the child, who is tethered to the dog, until the child calms down.)



Epilepsy

Respond to their handler's seizures with trained tasks that can include fetching medication, using deep pressure stimulation or alerting someone nearby to call 9-1-1.



Severe Allergies

Alert their handlers to the presence of life-threatening allergens such as shellfish or peanuts.



Depression and any other disability involving medication

Reminds handler to take their prescription medication



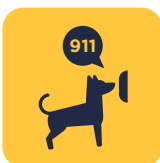
Paralysis/inability to walk (or difficulty in walking)

Assist with retrieving dropped items, opening and closing doors, fetching the telephone, helping with transfers to and from a wheelchair.



Arthritis/difficulty using arms and hands

Opens handler's mail, uses remotes, and performs other functions where people typically use their arms.



Diabetes

Alert their handlers to dangerous or potentially fatal blood sugar levels (both high and low). Many are trained to dial 9-1-1 on a special K-9 Alert Phone if the person becomes unconscious and can't be revived.





Who Can Benefit From a Service Dog

Anyone with a disability may benefit from the assistance of a service dog. The handler must ensure they have a disability, and that the task the dog is trained to perform assists the handler with their disability.

There is a common misconception that service dogs only assist handlers who are blind or have a visual physical impairment; however, this notion is not true.

There several disabilities that may not be visually visible in which a handler may have a service dog to provide them assistance, and receive the same rights a handler that is blind in which the service dog provides guidance.





Traveling With Your Service Dog



The Basics

There will be times when one will need to travel with their service dog.

Having your service dog at your side can assist in numerous ways while the dog is providing assistance on your travels.

When flying with your service dog, you are protected under federal law by the Air Carrier Access Act.

They are allowed to accompany their handler at no additional charge in the cabin of the airplane.

Although it is not required, it is recommended you contact the airline you will be traveling with at least 48 hours in advance so they may make the proper accommodations before your departure (you may refer to the airline numbers listed further below).

Service dogs are also allowed to accompany their handler when traveling via train/bus and in lodging situations (including, but not limited to hotels/motels).

A handler may not be denied access nor charged any additional fees for their service dog

Note: You are still responsible for any damage that may be caused by your service dog.





Flying With Your Service Dog



Your service dog will be able to accompany you in the cabin of the aircraft at no additional charge. Your service dog must present a calm temperament at all times. Airline personnel may deny your service dog access if it is not under control and/or it is not properly potty trained.



Contact the airline at least 48 hours so they may make the proper accommodations (recommended)



Manage your dog's food intake to ensure it will not need to urinate or defecate during your flight. Note: A ruling by the Department of Transportation requires all airports that serve at least 10,000 passengers a day to have a post-security pet-relief area in the terminal by August 2016.

Please note: Service dogs in training are not afforded the same rights as a fully trained service dog.





Airline Contact Number

Southwest | (800) 435-9792

HAWAIIAN
AIRLINES. | (800) 367-5320

UNITED
AIRLINES | (800) 228-2744

Alaska
AIRLINES | (800) 503-0101

jetBlue | (800) 538-2583

American
Airlines | (800) 433-7300

DELTA | (404) 209-3434

spirit | (801) 401-2222

Virgin america | (877) 359-8474





Filing a Complaint/Discrimination

The Air Carrier Access Act is the Federal law that protects the rights of people with disabilities in air travel.

For information or to file a complaint, contact the U.S. Department of Transportation, Aviation Consumer Protection Division using the numbers below.



By DOT Hotline

Via the DOT Hotline for calls within the US :
(800) 778-4838 or (800) 455-9880 (TTY)



By Telephone

Via the Aviation Consumer Protection Division:
(202) 366-2220 (voice) or (202) 366-0511(TTY)



By Mail

Air Consumer Protection Division
C-75, US Department of Transportation
1200 New Jersey Avenue, SE
West Building Room W96-432
Washington, DC 20590





The Basic

Service dogs are protected under the Fair Housing Amendments Act (FHAA), in which landlords and building managers are required to make reasonable accommodation to allow a service dog to reside with its handler.

Although many dwellings impose strict “no pet” policies, your service dog may still reside with you since it is not considered a pet. They are a supportive aid in which the handler requires them for assistance, similar to a wheelchair or walking cane.

The requirement to provide reasonable accommodations applies to, but is not limited to individuals, corporations, associations and others involved in the provision of housing or residential lending, including property owners, housing managers, homeowners and condominium associations, lenders, real estate agents, and brokerage services.

This also applies to state and local governments, most often in the context of exclusionary zoning or other land-use decisions.

Housing providers may not require persons with disabilities to pay extra fees or deposits as a condition of receiving a reasonable accommodation (this includes pet deposits and/or pet rent)



Reasonable Accommodation Request

Name :

Date :

This is a request for reasonable accommodation.

I have a disability that limits my life's function.

Due to my disability that limits the functions of my life, I need a service dog.

Please make an exception to any pet policy/restrictions you have.

I need this accommodation in order to live in this housing.

Please reply back to this request within 5 business days.

If a response is not received, I will assume the request has been denied.





Filing a Complaint/Discrimination

The Fair Housing Amendments Act is the Federal law that protects the rights of people with disabilities in housing.

Persons with disabilities who believe a request for a reasonable accommodation in housing has been improperly denied may file a complaint with US.

Department of Housing and Urban Development (HUD) using the number below.



By HUD Hotline

Via the HUD Hotline for calls within the US :

1-800-669-9777 (English/Espanol) or

1-800-927-9275 (TTY)



By Website

Visit HUD Website

www.hud.gov/fairhousing



Public Access With Your Service Dog



The Basic

Service dogs are allowed to go anywhere the general public is allowed to go. This includes places like restaurants, theaters, amusement parks, and stores in which regular pets are not always allowed access.

Most areas that are off-limits to the general public are also off-limits to service dogs (i.e. you can bring your service dog into a restaurant's dining room, but not its kitchen).

Legally, there are only two questions that staff is allowed to ask:

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

They can't require documentation, demand to see the task the dog is trained to perform, and they are not allowed to ask for details about your disability.

Fear of dogs or allergies aren't acceptable reasons for businesses to refuse service or deny access to people with disabilities using service dogs.

Reasonable accommodations must be made, such as putting the allergic or phobic person and the disabled person and service dog in different rooms or different areas within the facility.



Owners and managers of places like restaurants and movie theaters are allowed to ask your dog to leave under certain circumstances.

Your dog should be well-behaved, and it's a good idea to make sure your dog can do all the things called for by the guidelines throughout this guide.

While it might go without saying that your dog should be expected not to urinate or defecate in such places, they should also:



Not bark or display aggressive behavior (unless barking is what the service dog is trained to do as it relates to your disability. i.e. gives warning to the handler or to others)

Be smart enough to generally stay out of the way (such as under the table at restaurants) unless you need him to perform the task he or she is trained to do

Remain calm if an individual approaches them or in the presence of another animal

If you've seen guide dogs for the blind, you've probably seen how incredibly calm, gentle, and capable they are. That's the standard you want for your service dog. If your dog fails to meet these standards, the staff may legally request for your service dog to be removed from their premises.

The dog also has to be under your control at all times. The dog not obeying your commands also allows the business owner to kick out your dog. The ADA allows service dogs to be controlled "by voice, hand signals or other controls," but that control you have over your dog has to be clear if you want the full protection of the law.

It's also important to remember that these laws, rules, rights, and regulations only apply to the service dog when he is in your presence.

Although the dog may be a service dog, it is only afforded these rights under the ADA when it is providing assistance to the handler.





Workplace

An employee who wants to be accompanied by their service dog at their place of work is considered a “reasonable accommodation”, under Title I of the ADA, which deals with employment.

If an employee wishes to be accompanied by their service dog in the workplace, a request must be made to their employer (typically the HR department) as a request of “reasonable accommodation” under Title I of the ADA, which deals with employment.

Once the request is received by the employer, it is then at the discretion of the employer to take this request seriously. The employer is required to do their due diligence in order to accommodate the employees request.

The employer may request additional information about the task(s) the service dog has been trained to perform, the service dogs temperament (and how that would have an affect in a place of business), to ensure it does not present undue hardship.

For example, it is not the responsibility of the employer to take care of the service dog at the workplace. As the service dog handler, it is their responsibility to make sure the dog is being monitored, it always under control, including being given bathroom breaks and food throughout the day, as necessary.

It is always the handlers responsibility to make sure they clean up after the dog. In the event the employees service animal causes damage in the workplace, the burden falls on the handler to (charged fees).

It is never the employers responsibility at any time to take care of the service dog.



Hotel/Motel

A guest with a disability who uses a service animal must be provided the same opportunity to reserve any available room at the hotel as other guests without disabilities. They may not be restricted to “pet-friendly” rooms.

Hotels are not permitted to charge guests for cleaning the hair or dander shed by a service animal. However, if a guest's service animal causes damages to a guest room, a hotel is permitted to charge the same fee for damages as charged to other guests.

Service animal handlers may not leave their service animal in the hotel room when they leave. They service animal must be under the handler's control at all times.

Restaurant

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

Service animals must be allowed to accompany their handlers to and through self-service food lines. Similarly, service animals may not be prohibited from communal food preparation areas, such as are commonly found in shelters or dormitories.

Seating, food, and drink are provided for customer use only. The ADA gives a person with a disability the right to be accompanied by his or her service animal, but covered entities are not required to allow an animal to sit or be fed at the table.

Hospitals

Service animals must be allowed in patient rooms and anywhere else in the hospital the public and patients are allowed to go. They cannot be excluded on the grounds that staff can provide the same services.

If the patient is not able to care for the service animal, the patient can make arrangements for a family member or friend to come to the hospital to provide these services, as it is always preferable that the service animal and its handler not be separated, or to keep the dog during the hospitalization.

If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in a boarding facility until the patient is released, or make other appropriate arrangements. However, the hospital must give the patient the opportunity to make arrangements for the dog's care before taking such steps.

Please do note, that service animals must also be permitted to ride in an ambulance with its handler. However, if the space in the ambulance is crowded and the dog's presence would interfere with the emergency medical staff's ability to treat the patient, staff should make other arrangements to have the dog transported to the hospital.

Grocery Store

Generally, the dog must stay on the floor, or the person must carry the dog. For example, if a person with diabetes has a glucose alert dog, he may carry the dog in a chest pack so it can be close to his face to allow the dog to smell his breath to alert him of a change in glucose levels.

Rideshare/Taxis

A rider with a disability who uses a service animal must be provided the same opportunity to ride any vehicle as other riders without disabilities. They may not be restricted to "pet-friendly" vehicles.

Drivers are not permitted to charge riders for cleaning the hair or dander shed by a service animal. However, if a rider's service animal causes damages to a vehicle, the driver is permitted to charge the same fee for damages as charged to other guests.

Bus/Train

Service dogs are welcomed to accompany their handler on buses and trains. The service dog must be under the control of the handler at all time. The service dog should be on a leash, harness, or tether, unless this interferes with the service dog's ability to perform its task(s).

Service dogs must sit under the passenger's seat or at their feet. A service dog is not allowed to sit in the aisle, on seats, or on beds.

If the train schedule permits, service dogs may be walked at station stops provided that they stay within reasonable proximity to the train and re-board promptly when the conductor notifies that the train is about to depart. It is always recommended to notify the conductor when first boarding the train. Some routes may have limited or no stops for the duration of the trip, so it is encouraged to check schedules before making travel plans.

Bus and train employees are not responsible for the care or supervision of any passenger's service dog.

Classrooms

Service dogs are permitted to accompany minor, disabled handlers in the classroom. Schools may neither treat children with disabilities differently nor deny the service dog access on school grounds.

This rule is regardless of whether the student has a human aide to assist them while on campus.

Supreme court case ruled unanimously in favor of allowing child to have service animal in classroom (link to article)

<https://www.reuters.com/article/us-usa-court-dog/a-girl-named-ehlana-and-a-dog-named-wonder-win-at-u-s-supreme-court-idUSKBN1611Y6>



House of worship

Religious institutions and organizations such as Churches, temples ,synagogues, mosques, or other places of worship are specifically exempt from the ADA. However, there may be State laws that apply to religious organizations.





Filing a Complaint/Discrimination

Individuals who believe that they have been illegally denied access or service because they use service animals may file a complaint with the U.S. Department of Justice.

Individuals also have the right to file a private lawsuit in Federal court charging the entity with discrimination under the ADA.



ADA Website

www.ADA.gov

To receive e-mail notifications when new ADA information is available, visit the ADA Website's home page and click the link near the bottom of the right-hand column.



Ada Information Line

800-514-0301 (Voice)

800-514-0383 (TTY)

M-W, F 9:30 a.m. – 5:30 p.m.,

Th 12:30 p.m. – 5:30 p.m. (Eastern Time)

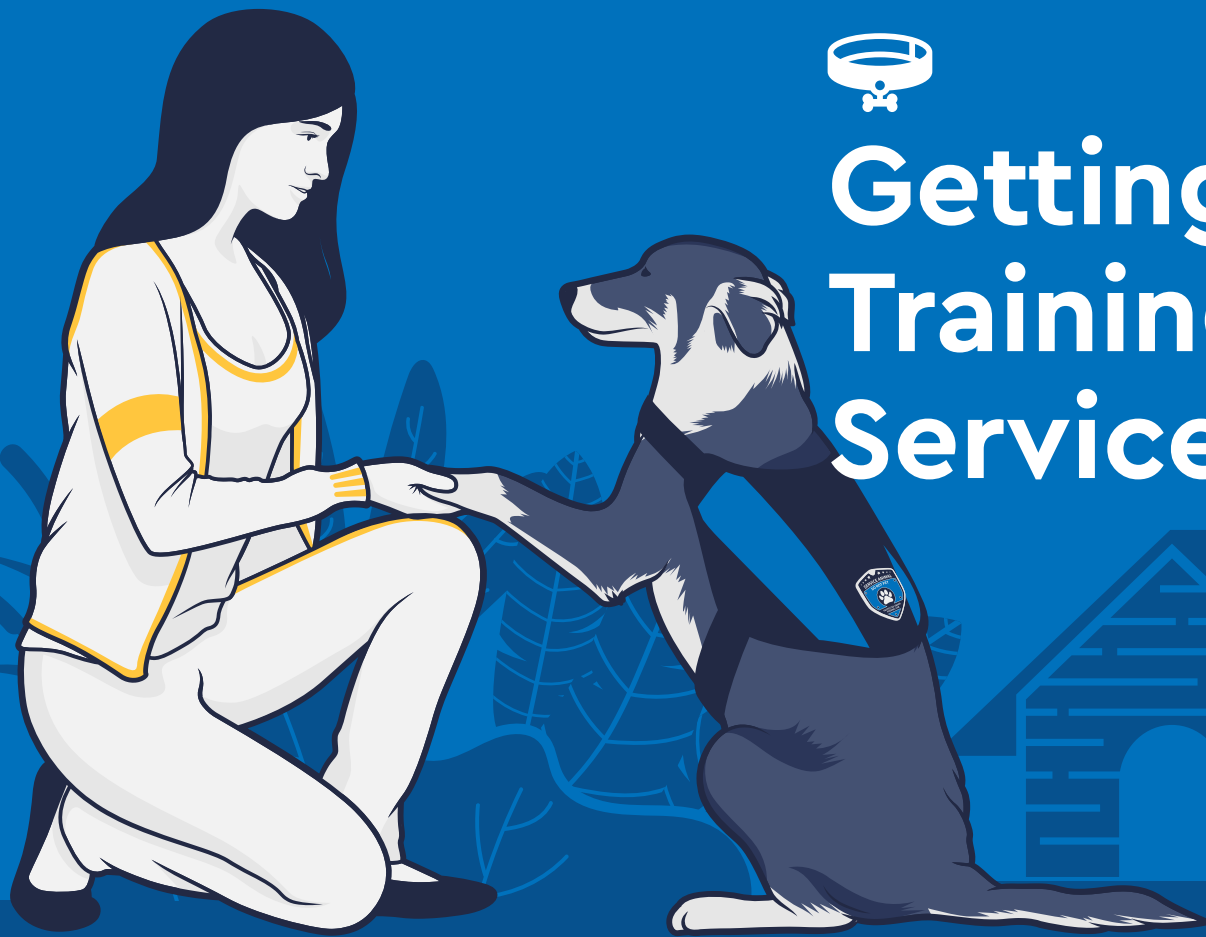
to speak with an ADA Specialist.

Calls are confidential.





Getting & Training A Service Dog



The Basic

Training a new service dog ideally should begin when it is a puppy, although adult pets also have been retrained as service dogs.

The specific training your service dog will require is based on the task(s) it must perform for your disability. Many different organizations have public access tests that are excellent guidelines for understanding if your dog is ready to go out in public as a service dog. The types of training your dog should master are:



Obedience

Obeying your commands



Tasks

Being able to help you with your disability



Public Access

being well-behaved in public and able to get you through obstacles and dangers

Generally, lots of effort should be spent training your dog with tasks that help with your disability, and time also needs to be devoted to behaving in public and making their way safely through public spaces.

Keeping track of and documenting your dog's training progress is a good idea. Some states give the same rights to dogs in training that they do to fullytrained service dogs.

We recommend checking your local and state laws for further information.



No aggressive behavior toward people or other dogs



No begging for food or petting



No sniffing people, objects, or other dogs



Putting up with unusual sights, sounds and odors in a variety of environments



Ignoring food dropped on the floor



Working calmly on a leash



No inappropriate defecation or urination.

Once your dog has been fully trained, it should be able to behave in public, perform tasks that assist you, and obey commands. For example, a service dog should show:



It can safely cross a parking lot and stop for traffic



It remains calm when another dog is close by



It remains calm when someone else besides the handler is holding its leash



It stays sitting down when food falls on the floor or when a plate of food is set down nearby for at least a minute or two



It stays under control while leading its handler through narrow rows and aisles.



It stays sitting down when someone walks by or pets it

The handler with a disability should be able to keep the dog under control in public, recover a dropped leash, and react calmly when refused access or asked about bringing the service dog into an establishment.



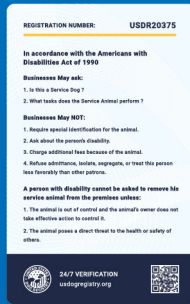
Registering Your Service Animal

Make life with your Service Animal smooth and conflict-free with the proper identifying materials. Avoid getting harassed in public by staff members who are unable to easily identify your Service Animal with proper identifying gear.

Service Animal ID Card



▲ Front

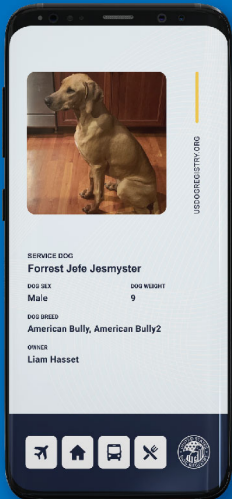


▲ Back

Service Animal Tag



Digital Copy



Service Animal Certificate



▲ Front



▲ Back



**Multi
Function
Leash**



The ultimate multi-function leash when you're on the go!

- Leash adjusts in length between 3-6 feet
- Universal seat belt attachment
- 3M reflective stitching for nighttime visibility
- Ultra soft, durable handle for extra comfort
- Waste bag attachment available here
- Proudly made in the U.S.A.

High-quality service animal vest for your beloved companion.

- Sleek design with reflective piping for night time visibility.
- Lightweight with breathable mesh to help keep your dog cool and comfortable
- Highly visible service animal badge
- Strong webbing with heavy duty stitching
- Proudly made in the U.S.A



**Service
Animal
Vest**

**Service
Animal
Collar**



The ultimate collar for your service animal.

- Heavy duty buckle for extra strength and durability
- Strong webbing for full control over your service animal
- Highly visible service animal patch
- Additional D-ring for attaching a service animal collar tag
- Proudly made in the U.S.A.



FAQ's



Definition of A Service Animal

What is a service animal?

Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability.

The task(s) performed by the dog must be directly related to the person's disability.

What does "do work or perform tasks" mean?

The dog must be trained to take a specific action when needed to assist the person with a disability.

For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels.

A person with depression may have a dog that is trained to remind her to take her medication.

Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

However, some State or local governments have laws that allow people to take emotional support animals into public places. You may check with your State and local government agencies to find out about these laws.



If someone's dog calms them when having an anxiety attack, does this qualify it as a service animal?

It depends. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA

Does the ADA require service animals to be professionally trained?

No. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.

Are service-animals-in-training considered service animals under the ADA?

No. Under the ADA, the dog must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.



General Rules

What questions can a covered entity's employees ask to determine if a dog is a service animal?

In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions:

- (1) is the dog a service animal required because of a disability? and*
- (2) what work or task has the dog been trained to perform?*

Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

Do service animals have to wear a vest or patch or special harness identifying them as service animals?

No. The ADA does not require service animals to wear a vest, ID tag, or specific harness

Who is responsible for the care and supervision of a service animal?

The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Covered entities are not obligated to supervise or otherwise care for a service animal.

Can a dog -especially in public- considered as a Service Animal without special training?

No. Under the ADA, the dog must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.

There are two instances, however, in which a service animal in training is given those rights:

1. The service or support animal in training is traveling with a professional trainer en route to the owner
2. The animal in training is already a trained service or support animal, and is traveling with a certified trainer for additional training

May I have multiple service dogs?

Generally, yes. Some people with disabilities may use more than one service animal to perform different tasks. For example, a person who has a visual disability and a seizure disorder may use one service animal to assist with way-finding and another that is trained as a seizure alert dog.

Other people may need two service animals for the same task, such as a person who needs two dogs to assist him or her with stability when walking. Staff may ask the two permissible questions about each of the dogs. If both dogs can be accommodated, both should be allowed in.

In some circumstances, however, it may not be possible to accommodate more than one service animal. For example, in a crowded small restaurant, only one dog may be able to fit under the table. The only other place for the second dog would be in the aisle, which would block the space between tables. In this case, staff may request that one of the dogs be left outside.

How to behave in public with my service animal?

The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability.

In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items.

She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her. Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter. The dog must be off leash to do its job, but may be leashed at other times. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

Can a person bring a service animal with them as they go through a salad bar or other self-service food lines?

Yes. Service animals must be allowed to accompany their handlers to and through self-service food lines. Similarly, service animals may not be prohibited from communal food preparation areas, such as are commonly found in shelters or dormitories.

Can hotels assign designated rooms for guests with service animals, out of consideration for other guests?

No. A guest with a disability who uses a service animal must be provided the same opportunity to reserve any available room at the hotel as other guests without disabilities. They may not be restricted to "pet-friendly" rooms.

Can hotels charge a cleaning fee for guests who have service animals?

No. Hotels are not permitted to charge guests for cleaning the hair or dander shed by a service animal. However, if a guest's service animal causes damages to a guest room, a hotel is permitted to charge the same fee for damages as charged to other guests.

Can people bring more than one service animal into a public place?

Generally, yes. Some people with disabilities may use more than one service animal to perform different tasks. For example, a person who has a visual disability and a seizure disorder may use one service animal to assist with way-finding and another that is trained as a seizure alert dog.

Other people may need two service animals for the same task, such as a person who needs two dogs to assist him or her with stability when walking.

Staff may ask the two permissible questions (See Question 7) about each of the dogs. If both dogs can be accommodated, both should be allowed in

In some circumstances, however, it may not be possible to accommodate more than one service animal. For example, in a crowded small restaurant, only one dog may be able to fit under the table.

The only other place for the second dog would be in the aisle, which would block the space between tables.

In this case, staff may request that one of the dogs be left outside.

Does a hospital have to allow an in-patient with a disability to keep a service animal in his or her room?

Generally, yes. Service animals must be allowed in patient rooms and anywhere else in the hospital the public and patients are allowed to go. They cannot be excluded on the grounds that staff can provide the same services

What happens if a patient who uses a service animal is admitted to the hospital and is unable to care for or supervise their animal?

If the patient is not able to care for the service animal, the patient can make arrangements for a family member or friend to come to the hospital to provide these services, as it is always preferable that the service animal and its handler not be separated, or to keep the dog during the hospitalization.

If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in a boarding facility until the patient is released, or make other appropriate arrangements.

However, the hospital must give the patient the opportunity to make arrangements for the dog's care before taking such steps.

Must a service animal be allowed to ride in an ambulance with its handler?

Generally, yes. However, if the space in the ambulance is crowded and the dog's presence would interfere with the emergency medical staff's ability to treat the patient, staff should make other arrangements to have the dog transported to the hospital.



Certification & Registration

Does the ADA require that service animals be certified as service animals?

No. Covered entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry.

There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under the ADA and the Department of Justice does not recognize them as proof that the dog is a service animal

My city requires all dogs to be vaccinated. Does this apply to my service animal?

Yes. Individuals who have service animals are not exempt from local animal control or public health requirements.

My city requires all dogs to be registered and licensed. Does this apply to my service animal?

Yes. Service animals are subject to local dog licensing and registration requirements.

My city requires me to register my dog as a service animal. Is this legal under the ADA?

No. Mandatory registration of service animals is not permissible under the ADA. However, as stated above, service animals are subject to the same licensing and vaccination rules that are applied to all dogs.

Must a service animal be allowed to ride in an ambulance with its handler?

Generally, yes. However, if the space in the ambulance is crowded and the dog's presence would interfere with the emergency medical staff's ability to treat the patient, staff should make other arrangements to have the dog transported to the hospital.

My city / college offers a voluntary registry program for people with disabilities who use service animals and provides a special tag identifying the dogs as service animals. Is this legal under the ADA?

Yes. Colleges and other entities, such as local governments, may offer voluntary registries. Many communities maintain a voluntary registry that serves a public purpose, for example, to ensure that emergency staff know to look for service animals during an emergency evacuation process.

Some offer a benefit, such as a reduced dog license fee, for individuals who register their service animals. Registries for purposes like this are permitted under the ADA.

An entity may not, however, require that a dog be registered as a service animal as a condition of being permitted in public places. This would be a violation of the ADA.

Breeds

Can service animals be any breed of dog?

Yes, A service dog may be of any breed, age, or sex. The ADA does not restrict the type of dog breeds that can be service animals.

A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

Municipalities that prohibit specific breeds of dogs must make an exception for a service animal of a prohibited breed, unless the dog poses a direct threat to the health or safety of others. Under the "direct threat" provisions of the ADA, local jurisdictions need to determine, on a case-by-case basis, whether a particular service animal can be excluded based on that particular animal's actual behavior or history, but they may not exclude a service animal because of fears or generalizations about how an animal or breed might behave.

It is important to note that breed restrictions differ significantly from jurisdiction to jurisdiction. In fact, some jurisdictions have no breed restrictions.

Can individuals with disabilities be refused access to a facility based solely on the breed of their service animal?

No. A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave.

However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded.

If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

If a municipality has an ordinance that bans certain dog breeds, does the ban apply to service animals?

No. Municipalities that prohibit specific breeds of dogs must make an exception for a service animal of a prohibited breed, unless the dog poses a direct threat to the health or safety of others.

Under the "direct threat" provisions of the ADA, local jurisdictions need to determine, on a case-by-case basis, whether a particular service animal can be excluded based on that particular animal's actual behavior or history, but they may not exclude a service animal because of fears or generalizations about how an animal or breed might behave.

It is important to note that breed restrictions differ significantly from jurisdiction to jurisdiction. In fact, some jurisdictions have no breed restrictions.



Exclusion Of Service Animals

When can service animals be excluded?

The ADA does not require covered entities to modify policies, practices, or procedures if it would "fundamentally alter" the nature of the goods, services, programs, or activities provided to the public.

Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

When might a service dog's presence fundamentally alter the nature of a service or program provided to the public?

In most settings, the presence of a service animal will not result in a fundamental alteration.

However, there are some exceptions. For example, at a boarding school, service animals could be restricted from a specific area of a dormitory reserved specifically for students with allergies to dog dander.

At a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated.

They cannot be restricted from other areas of the zoo.

What does under control mean? Do service animals have to be on a leash? Do they have to be quiet and not bark?

The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability.

In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal.

The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices.

In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her.

Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter.

The dog must be off leash to do its job, but may be leashed at other times. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place.

However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

What can my staff do when a service animal is being disruptive?

If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

Are hotel guests allowed to leave their service animals in their hotel room when they leave the hotel?

No, the dog must be under the handler's control at all times.

What happens if a person thinks a covered entity's staff has discriminated against him or her?

No, the dog must be under the handler's control at all times.

Miscellaneous

Are stores required to allow service animals to be placed in a shopping cart?

Generally, the dog must stay on the floor, or the person must carry the dog. For example, if a person with diabetes has a glucose alert dog, he may carry the dog in a chest pack so it can be close to his face to allow the dog to smell his breath to alert him of a change in glucose levels.

Are restaurants, bars, and other places that serve food or drink required to allow service animals to be seated on chairs or allow the animal to be fed at the table?

No. Seating, food, and drink are provided for customer use only. The ADA gives a person with a disability the right to be accompanied by his or her service animal, but covered entities are not required to allow an animal to sit or be fed at the table.

Do apartments, mobile home parks, and other residential properties have to comply with the ADA?

The ADA applies to housing programs administered by state and local governments, such as public housing authorities, and by places of public accommodation, such as public and private universities.

In addition, the Fair Housing Act applies to virtually all types of housing, both public and privately-owned, including housing covered by the ADA.

Under the Fair Housing Act, housing providers are obligated to permit, as a reasonable accommodation, the use of animals that work, provide assistance, or perform tasks that benefit persons with disabilities, or provide emotional support to alleviate a symptom or effect of a disability.

For information about these Fair Housing Act requirements see HUD's Notice on Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-funded Programs.

Are gyms, fitness centers, hotels, or municipalities that have swimming pools required to allow a service animal in the pool with its handler?

No. The ADA does not override public health rules that prohibit dogs in swimming pools. However, service animals must be allowed on the pool deck and in other areas where the public is allowed to go

Are churches, temples, synagogues, mosques, and other places of worship required to allow individuals to bring their service animals into the facility?

No. Religious institutions and organizations are specifically exempt from the ADA. However, there may be State laws that apply to religious organizations

Do Federal agencies, such as the U.S. Department of Veterans Affairs, have to comply with the ADA?

No. Section 504 of the Rehabilitation Act of 1973 is the Federal law that protects the rights of people with disabilities to participate in Federal programs and services. For information or to file a complaint, contact the agency's equal opportunity office.

Do commercial airlines have to comply with the ADA?

No. The Air Carrier Access Act is the Federal law that protects the rights of people with disabilities in air travel. For information or to file a complaint, contact the U.S. Department of Transportation, Aviation Consumer Protection Division, at 202-366-2220.

How can I report a discrimination?

Individuals who believe that they have been illegally denied access or service because they use service animals may file a complaint with the U.S. Department of Justice. Individuals also have the right to file a private lawsuit in Federal court charging the entity with discrimination under the ADA.



