

SERVICE DOGS



WELCOME

SERVICE ANIMAL means a **DOG** that is 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.

- **No other species are allowed public access.**
- **Comfort, Therapy, or Emotional Support dogs do not meet the definition of a service animal.**

Service Dogs must be **harnessed, leashed, or tethered**, unless these devices interfere with the service animal's work or the individual's disability prevents him from using these devices. Individuals who cannot use such devices must maintain control of the animal through voice, signal, or other effective controls.

Businesses may exclude service animals only if:

1. The dog is out of control and the handler cannot or does not regain control; or
2. The dog is not housebroken.

If a service animal is excluded, the individual must be allowed to enter the business without the service animal.

In situations where it is not apparent that the dog is a service animal, a business may ask only two questions:

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

No other inquiries about an individual's disability or the dog are permitted. Businesses cannot require proof of certification or medical documentation as a condition for entry.

ADA revised regulations became effective 3/15/2011. For more information or questions, please visit: WWW.ADA.GOV, or call 800-514-0301 (voice), 800-514-0383 (TTY).



BASIC EXAMPLES OF STANDARD SERVICE DOG BEHAVIOR

Controlled Unload Out of a Vehicle and Controlled Exit: The service dog must wait until released before coming out of the vehicle. Once outside, it must wait quietly unless otherwise instructed by the Individual. The service dog may not run around, be off lead, or ignore commands. Essentially, the animal should be unobtrusive and unloaded in the safest manner possible. When leaving a building, the service dog should be in appropriate heel position and not display any fear of vehicle or traffic sounds.

Approaching a Building: After unloading, the service dog should stay in a relative heel position and not forge ahead or lag behind. The service dog should not display a fear of cars or traffic noises and must display a relaxed attitude. When the handler stops for any reason, the service dog should also stop.

Controlled Entry Through a Doorway: Upon entering a building, the dog should not wander off or seek attention from the public. The service dog should wait quietly until the handler is fully inside, then should calmly walk beside the handler.

Heeling Through a Building: Once inside a building, the handler and the service dog should be able to walk through the area in a controlled manner. The service dog should always be within touching distance where applicable or no greater than a foot away from the handler. The service dog should not seek public attention or strain against the lead (except in cases where the service dog may be pulling your wheelchair, if applicable). The service dog should readily adjust to speed changes, turn corners promptly, and travel through a crowded area without interacting with the public. In tight quarters, such as store aisles, the service dog must be able to get out of the way of obstacles and not destroy merchandise by knocking it over or by playing with it.

Off Lead and Recall: If the handler should happen to accidentally drop the leash while moving the handler should be able to maintain control of the service dog and get the leash back in its appropriate position. The service dog should come when called and respond promptly without stopping to solicit attention from the public or ignore the command.

Sit and Down on Cue: The service dog must respond promptly each time it is cued to sit or down, with no more than two commands with no extraordinary gestures. The dog should not break the down to solicit attention from the public and should ignore food. The dog may be reminded to stay down if needed. If someone asks to pet the animal, the service dog must behave appropriately and not break the stay. The individual may remind the dog to stay if the service dog begins to break the stay.

Noise Distraction: The service dog may acknowledge nearby noises, but may not in any way show aggression or fear. A normal startle reaction is fine (the service dog may jump and or turn), but the service dog should quickly recover and continue along on the heel.

Restaurant: While seated at a dining table (restaurant or other suitably alternative location), the service dog should go under the table or, if size prevents that, stay close by the individual. The service dog must sit or lie down and may move a bit for comfort during the meal, but should not be up and down a lot or need a lot of reminding.

Unacceptable Behaviors: Any dog that displays aggressive behavior (growling, biting, raising hackles, showing teeth, etc.) or exhibits otherwise unmanageable behavior does not qualify as a Service Dog. The dog will only urinate or defecate in designated areas, outdoors. The handler is responsible for picking up after their Service Dog.