

SERVICE DOG INFORMATION (ADA.GOV)

Service animals are:

- Dogs.
- Any breed and any size of dog.
- Trained to perform a task directly related to a person's disability.

Service animals are not:

- Not required to be certified or go through a professional training program.
- Not required to wear a vest or other ID that indicates they're a service dog.
- Not emotional support or comfort dogs, because providing emotional support or comfort is not a task related to a person's disability. If the dog's mere presence provides comfort, it is not a service animal under the ADA. But if the dog is trained to perform a task related to a person's disability, it is a service animal under the ADA. For example, 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, the dog is a service animal.

YOU MAY ASK:

- Is the dog a service animal required because of a disability? (Answer must be "Yes")
- What work or task has the dog been trained to perform? (Answer must be a specific task(s))

YOU ARE NOT ALLOWED TO:

- Request any documentation that the dog is registered, licensed, or certified as a service animal
- Require that the dog demonstrate its task, or inquire about the nature of the person's disability
- Because service animals are **not** required to wear vests, a dog that is wearing a vest is not necessarily a service animal. The dog still needs to be trained to perform a task for a person with a disability to be a service animal.

ASKING SOMEONE TO REMOVE THEIR SERVICE ANIMAL

A business or state/local government can ask someone to remove their service animal if:

- The dog is not housebroken.
- The dog is out of control, and the person cannot get the dog under control.
 - 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.

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. Under control also means that a service animal should not be allowed to bark repeatedly. 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.

Generally, **the service 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.

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.

Please visit: <https://www.ada.gov/resources/service-animals-faqs/> for complete information.