

Proper Behavior Around a Service Animal

- 🐾 The animal's job is to focus on completing tasks for its owner or handler. Your behavior should **not interfere** with this focus.
- 🐾 The handler is trying to complete his/her own activity. The handler is not there to answer your questions.
- 🐾 No one likes to have people stare, point, or hear personal comments from strangers. Health is a private issue. Please respect this.

Afraid or Allergic? What to Do...

If you or a customer are afraid:

- 🐾 Remain calm as the animal is focusing on the person with the disability and is probably not even aware of your presence and discomfort.
- 🐾 **Please do not yell, scream, and/or run.** These behaviors may distract the animal and make the dog or miniature horse feel the need to protect.

U.S. Federal Law prohibits the handler from being denied services by a business due to another person's fear or allergies.

What if the Animal is Not Well-Behaved?

Quietly ask the manager to speak to the handler to remove the animal for:

- 🐾 Growling at patrons
- 🐾 Lifting a leg, urinating or markings
- 🐾 Barking inappropriately
- 🐾 Eating off the floor or tables
- 🐾 Unwanted Approaching of other patrons
- 🐾 Lunging at patrons or other animals
- 🐾 Disruptive behavior or the animal is requiring excessive efforts from the handler to control the animal's behavior

The Department of Justice does ask the business staff/manager to determine if the handler needs assistance in completing the tasks without the service animal on the premises.

The business staff/manager is encouraged to document any incidents clearly and thoroughly. Suspected fraudulent use of a service animal can be reported to local, state, or federal law enforcement agencies.

These guidelines are also available @ www.ada.gov

More Questions?

Visit www.CanineProfessionals.com
and goto Service Dog Committee