



Handler and Service Dog Access Information For Business Owners

Working service animals cannot be denied access to any environment or situation that the public is granted access nor can they be segregated to a particular section of the business.

The United States Department of Justice Code of Federal Regulations (DOJ CFR) pertaining to Persons with Disabilities states that Only Dogs and Miniature Horses trained to task to alleviate or alert to signs and symptoms of disability can be Service Animals.*

If the animal is not clearly identified as a service animal through:

- Vest
- Harness
- Other Equipment

Then, business staff may ask *only* the following questions to determine if the animal is a Service Animal:

1. "Is this a service animal?"
2. "What trained tasks does this animal provide for to mitigate your disability?"

Some states do allow service dogs and miniature horses **in training** & ESAs to have access. Be sure to check with your state's legislative code.

Therapy and emotional support animals are not service animals and do not have access under United States Federal Law.



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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 its leg, urinating or marking
- 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 the incident 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 on the website:

<http://www.ada.gov>



MORE QUESTIONS?

Please see information under canineprofessionals.com
Service Dog Committee

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