

Service Animals Welcome!

Americans With Disabilities Act (ADA)

YES

Question:
What is a “service animal?”

Answer: An animal, usually a dog, that is **individually trained** to perform **specific tasks** for the benefit of a person with a disability.

Question:
What are examples of tasks performed by a “service animal?”

Answer: Guiding a person who is blind (guide dog); alerting a person who is deaf to certain sounds (hearing dog); picking up objects for a person who uses a wheelchair (service dog).



Hearing Dog



Allowed in Public Places



Service Dog



Guide Dog

Photo: Guide Dogs for the Blind



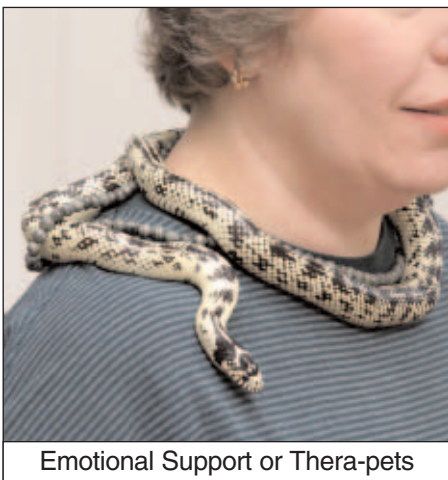
Service Animals in Training - some state laws may grant access

NO

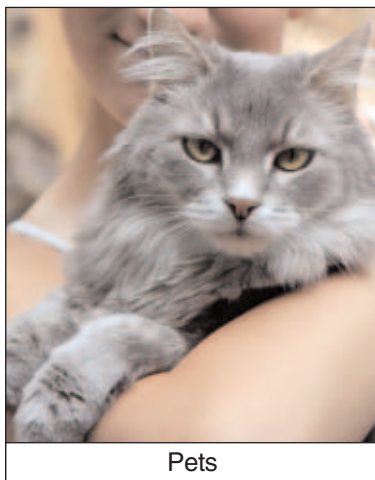
Question:
Are other dogs or companion pets protected under the Americans With Disabilities Act (ADA)?

Answer: No, animals that provide only **emotional support** (“therapy animals”) are **NOT** service animals under the ADA and may be denied access to public places.

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers.



Emotional Support or Thera-pets



Pets

This poster is informal guidance and is neither a determination of your legal rights and responsibilities under the ADA, nor binding on any agency with enforcement responsibility under the ADA.



For detailed ADA information, call 800-949-4232 or www.adaportal.org and enter “service animals” in search box.



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Americans With Disabilities Act (ADA)

U.S. Department of Justice
Civil Rights Division
Disability Rights Section



Americans with Disabilities Act

ADA Business BRIEF:

Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks, and zoos.



Businesses that serve the public must allow people with disabilities to enter with their service animal

- Businesses that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- A business is not required to provide care or food for a service animal or provide a special location for it to relieve itself.
- Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.
- Violators of the ADA can be required to pay money damages and penalties.
- Businesses may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolated from other patrons, or treated less favorably than other patrons. However, if a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may be charged for damage caused by his or her service animal.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly during a movie) or (2) the animal poses a direct threat to the health or safety of others.
- In these cases, the business should give the person with the disability the option to obtain goods and services without having the animal on the premises.



Service animals are individually trained to perform tasks for people with disabilities

If you have additional questions concerning the ADA and service animals, please call the Department's ADA Information Line at (800) 514-0301 (voice) or (800) 514-0383 (TTY) or visit the **ADA Business Connection** at www.ada.gov

Duplication is encouraged. April 2002

Inclusion of this ADA Business Brief does not imply an endorsement of this poster by the U.S. Department of Justice.

For local information, contact:

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