

## Service Animal Guidance

### What is a service animal:

A service animal is a dog or miniature horse that is individually trained to perform a task or service for a person with a disability.

Service animals must be under control: Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Individuals with disabilities who use service animals cannot be isolated from other patrons or treated less favorably than other patrons. The retail food establishment staff is not responsible for the care and supervision of a service animal.

Specifically, service animals that are trained to detect seizures must be in close contact with and able to observe the face of their caretakers. If a caretaker is physically unable to carry their seizure detecting service animal, it is acceptable to allow the service animal to ride in a shopping cart, provided necessary measures are taken to reasonably protect incidental food contact surfaces from contamination. This can be accomplished by providing a barrier, such as a clean liner or pad, between the service animal and the surface of the cart.

### What is an assistance, companion and emotional support animal:

These animals may not be individually trained to perform a task or service for a person with a disability, but may help with an aspect of the person's disability. These animals are not allowed in businesses as of January 1, 2017.

### Questions that you are allowed to ask:

When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. Staff may ask two questions:

- (1) Is the dog a service animal required because of a disability,
- (2) What work or task has the dog been trained to perform.

A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.