

NO PETS ALLOWED

TRAINED SERVICE ANIMALS WELCOME

Per the American with Disabilities Act (ADA) and U.S. Department of Justice...

“A Service Animal is defined as a DOG that has been trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability.”

Emotional-Support, Comfort, Companion and Therapy Animals do NOT meet the definition of a service animal and do NOT have public access rights.

- If the dog’s mere presence provides comfort or reduces anxiety that is NOT a trained task and is NOT considered a service animal under the ADA.
 - *A doctor’s note alone does NOT qualify a dog to be a service animal. The dog must be trained to perform a task that directly relates to the person’s disability.*
 - *Dogs registered as therapy dogs who bring joy and comfort to others are not trained to perform tasks to help the person they are accompanying with a disability and are NOT service animals.*

Businesses are NOT required to allow service animals (which must be dogs) to be:

- placed in shopping carts, or
- seated on chairs or allow the animal to be fed at a table.

Service animals (dogs) must be harnessed, leashed or tethered unless these devices interfere with the service animal’s work or the person’s disability prevents use of these devices. Handlers who cannot use such devices must maintain control of the dog through voice, signal or other effective controls.

Note: Service animal certifications and registration documents sold online do NOT convey any rights under the ADA. The Department of Justice does NOT recognize them as proof that the dog is a service animal.



The ADA does not require service animals to wear a vest, ID tag, or specific harness.

In situations where it is not obvious that the dog is a service animal, staff may ask only two specific 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?**

Staff are not allowed to request any documentation for the dog, require the dog demonstrate its task, or inquire about the nature of the person's disability.

Businesses may exclude service animals if:

- The dog is out of control and the handler does not take effective action to control it, or
- The dog is not housebroken, or
- The dog poses a direct threat to the health or safety of others.

(Being allergic to dogs or having a fear of dogs are NOT considered direct threats.)

The service dog's owner is legally responsible for any damage to persons or property that the dog may cause.

As of March, 2016 Arizona state law allows service dogs in-training the same public access rights as service dogs.

For more information about the ADA, visit www.ADA.gov.

ADA Information Line: 800-514-0301

To access the PDF version of the U.S. Department of Justice's
Frequently Asked Questions about Service Animals and the ADA go to

www.ada.gov/regs2010/service_animal_qa.pdf

The ADA does not specifically address the use of service animals. It allows for "reasonable modifications in policies, practices, or procedures" to provide equal opportunity to people with disabilities. The use of service animals as a reasonable modification is defined and regulated by the U.S. Department of Justice.



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