

## SERVICE ANIMALS

### What is a service animal?

A service animal is a dog trained to perform specific tasks for someone with a disability, such as:

- Guiding people who are blind
- Alerting people who are deaf to sounds
- Pulling wheelchairs
- Carrying and picking up things for individuals with mobility disabilities
- Alerting and protecting a person who is having a seizure



Service animals do **not** include comfort, therapy, emotional support, or other animals that are not trained to perform specific tasks for someone with a disability.

Service animals are **not** pets.

### Service Animal Facts

- Service animals are allowed to stay with their owners in dining and restroom areas
- Service animals are **not** required to have special certification or wear special identification like tags, collars, leashes, harnesses, or vests
- Allergies, fear of animals, and “no-pets” policies are not a valid reason for excluding service animals from a food facility
- A customer cannot be charged more money because they have a service animal
- Service animals may be excluded from a facility only when:
  - A. Its behavior poses a direct threat to the health or safety of others **OR**
  - B. The service animal disrupts or changes the nature of the service or activity of the facility

### Food Facility Guidelines

- ✓ You **CAN** ask what task the animal has been trained to perform for the owner
- ✓ You **CAN NOT** ask about the customer’s disability
- ✓ You **CAN NOT** ask for a service animal to be removed from a facility unless it poses a threat to customers