

Service Animals in Our Shelter: Quick Facts



- ✓ We ask employees and guests to join us in respecting the rights of those who use service animals.
- ✓ A service animal is a dog that is trained to do work or perform tasks for a person with a disability.
- ✓ A service dog is not required to wear a vest, special harness or tag that identifies it as a service animal.
- ✓ Service dogs are working animals so it is important to avoid distracting them by petting or talking to them.
- ✓ The presence of a service dog should not be considered an invitation to ask questions about the person's disability.

EMPLOYEES: If it is not obvious, and you want to confirm that it is a service animal, you may ask only two questions:

- 1) Is the dog required because of a disability?
- 2) What work or task has the dog been trained to perform?

If the dog is well behaved and under the control of its handler, you may also just accept the dog's presence without any questions.

NOTE: Although service animals are defined as dogs, entities covered by the ADA must also modify their policies to permit miniature horses where reasonable as a provision under the ADA. For additional information, visit www.ada.gov.

Compliments of University of Arkansas Partners for Inclusive Communities, a regional affiliate of the Southwest ADA Center.

Available in digital format: exploreaccess.org/tipsheets

Learn more about service animals: adata.org/publication/service-animals-booklet

The Southwest ADA Center (southwestada.org) is a program of ILRU (Independent Living Research Utilization), at TIRR Memorial Hermann in Houston, Texas. The Center is funded by a grant (90DP0092-01-00) from the National Institute on Disability, Independent Living, and Rehabilitation Research.

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