



Suggested Admittance Policy

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? and
- (2) what work or task has the dog been trained to perform?
Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

However, the ADA does not prohibit non-employees to ask questions. For example, if a customer was to inquire about another customer's dog and an employee happened to hear it, that would be completely acceptable.

The ADA requires that service animals be under the control of the handler at all times.

The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.

For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her.

Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter. The dog must be off leash to do its job, but may be leashed at other times.

Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

What can my staff do when a service animal is being disruptive?

If a service animal is out of control and the handler does not take effective action to control it, **staff may request that the animal be removed from the premises.**