



Kevin and Raj

Inquiries

Staff are only allowed to ask about the use of a service animal when its need is not obvious. Staff are only allowed to ask two questions:

- Is the dog a service animal required because of a disability, or
- What work or task has the dog been trained to perform?

Staff cannot ask about the person's disability, require medical documentation, require a special identification card or documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.



Mikey

Resources

Anchorage Equal Rights Commission

632 West 6th Ave, Suite 110
 Mail: P.O. Box 196650
 Anchorage, AK 99519
 Phone: (907) 343-4342
 Dial 711 for AK Relay Svc.
 Fax: (907) 249-7328
 E-mail: aerc@muni.org



Information Provided by U.S.
 Department of Justice
 For questions concerning the
 ADA and service animals, please
 call the U.S. Department of
 Justice ADA information line at:
 (800) 514-0301 (voice)
 (800) 514-0383 (TTY)
 or visit www.ada.gov

All photos courtesy of David Jensen Photography

Cover photo: Nicole and Kayden and Shadow

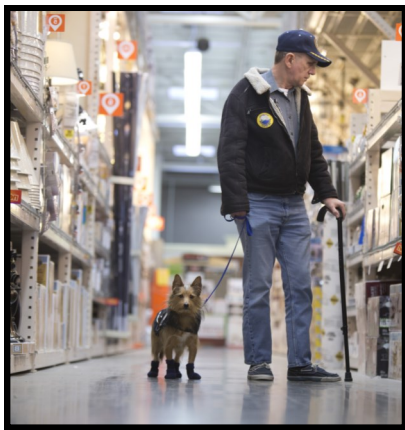
SERVICE ANIMALS

And Your Business



Businesses that serve the public must allow people with disabilities to enter with their service animal

**Anchorage Equal
Rights Commission**



Mike and Mikey

What is a "Service Animal" ?

The Americans with Disabilities Act (ADA) defines a service animal as any dog (a miniature horse can also be a service animal) that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Service animals are working animals, not pets.

There are no standards or procedures for certifying a service animal under Federal, State, or local law, and certification is not required as a condition of using an animal as a service animal. Service animals are not required to wear any sort of special designation such as a vest or tag.

The definition of service animal does not limit the broader definition of assistance animal or emotional support animal under the Fair Housing Act or the Air Carrier Access Act. Information regarding assistance animals in housing can be found here: www.hud.gov. Information regarding air travel with an assistance animal can be found here: www.dot.gov/airconsumer.



Mikey

Where Service Animals Are Allowed

Under the ADA, government offices, businesses, and other organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Title II and III Settings

- Libraries
- Courthouses
- Government buildings
- Retail stores
- Restaurants
- Places of lodging
- Sports Stadiums
- Recreational Facilities
- Dormitories

Anywhere the public can go.



Kayden and Shadow

Control of Service Animals

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.

Exceptions and Other Specific Rules Related to Service Animals

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations in the room or facility.

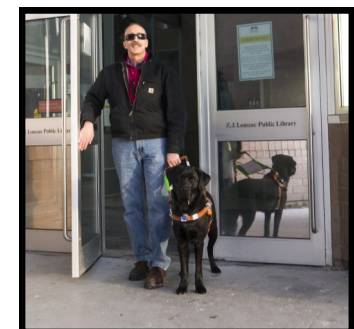
A person with a disability cannot be asked to remove his service animal from the premises unless:

- the dog is out of control and the handler does not take effective action to control it or
- 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.

People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals, but it may charge for actual damages the owner or animal causes.

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

Staff are not required to provide care or food for a service animal.



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