

Service Animal Procedures

Applicable to all, including Volunteers/Members, Participants, Staff, Employees and the Public in general

What Is a Service Animal?

A service Animal is a dog or miniature horse that is individually trained to perform tasks or work for a person with a disability.

Note: Emotional support animals, therapy animals, and pets are not considered service animals under the ADA.

If Someone Has an Animal

- Be polite and welcoming.
- Do not ask for paperwork or proof.
- Do not ask about the person's disability.

What You Are Allowed to Ask

If it is not obviously is a service animal, you may ask only:

1. "Is the [animal] a service animal required because of a disability?"
2. "What task has the [animal] been trained to perform?"

If they answer appropriately, no further questions are allowed.

The animal must be allowed to accompany the individual.

Access Rules

- Service animals are allowed to go wherever the public, volunteer and event workers may go
- Service animals do not need a ticket.
- No extra fees may be charged to guests
- Animals should be leashed, tethered, or harnessed unless doing so will hinder the service(s) the animal provides
- Competing disabilities will be equitably accommodated

How to Act Around Service Animals

- Do not pet, feed, or distract the animal.
- Do not separate the animal from its handler.
- Treat the person normally and respectfully.

When There Is a Problem

A service animal may be asked to leave only if:

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

If this happens:

- Politely explain the issue
- Let the guest stay without the dog if they choose

- Call a supervisor

If A Guest or Participant Complains About Animals

Say: "Service animals are allowed to accompany their handlers."

Refer further concerns to a supervisor.

When to Call a Supervisor

- You're unsure what to do
- A guest is upset or disagrees
- There is a safety concern

This policy will be reviewed annually and will be provided at onboarding and orientation for all volunteers, employees, staff and board members

Remember

Be respectful

Ask only what's allowed

Follow ADA guidelines

Call a supervisor if unsure