

## WHAT DOES "WORK OR PERFORM TASKS" MEAN?

Examples of such work or tasks include (but are not limited to): guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and assisting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

**In WA, handlers with service dogs in training do not have public access rights.**

**However, a business that is not a food establishment may choose to grant access to persons with service dogs in training.**

**\*check your store's policy or ask a PIC\***

- An entity cannot ask that the handler give a demonstration of the work or tasks of a service animal
- An entity cannot require a special fee for the dog as a condition for entry, but the handler is responsible for any damage done by the animal
- Allergies or fear of dogs are not valid reasons for denying access or refusing service to people using service animals. Both parties must be equally treated and accommodated

**\* Emotional Support Animals and Therapy Dogs are not Service Animals. Their handlers do not have accommodation rights**



## WHERE ARE SERVICE DOGS ALLOWED?

Service animals are allowed to accompany their handler to any areas the general public is allowed to go. This includes (but is not limited to):



**"NO PETS ALLOWED" ESTABLISHMENTS**



**FOOD ESTABLISHMENTS/RESTAURANTS**



**GROCERY STORES/MARKETPLACES**



**HOSPITALS AND DOCTORS OFFICES**



**SCHOOLS AND COLLEGES**



**NO PETS HOUSING & HOTELS**



**AIR CARRIERS/ AIRPLAINES**

The only places service animals are NOT allowed to accompany their handler are sterile environments, or anywhere that the animal's presence would fundamentally alter the nature of goods or services.

**\* Sterile Environments may include: Operating rooms, burn rooms, or sanitization areas/rooms. Tattoo parlors are not considered a sterile environment**

## WHAT DO I DO IF AN ANIMAL IS NOT A SERVICE ANIMAL?

If you have asked the 2 questions allowed by the ADA and have determined the animal is not a service animal, you may tell the customer that the store only allows service animals. They may choose to leave the store and come back without the animal, or have someone wait with the animal outside of the store. As long as the customer is compliant with the request to leave the animal outside of the store, **you must still provide the goods and services your store offers to the customer.**

## WHAT CAN I DO IF A SERVICE ANIMAL IS BEING DISRUPTIVE OR OUT OF CONTROL?

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. Additionally, a service animal must not excessively bark, present a threat to the health and/or safety of the public, or alter the nature of goods or services offered. If the handler does not make an attempt to control the animal, or is unsuccessful in their attempt to maintain control of the animal, you may ask them to remove the animal from the store, **but you must still provide the goods and services your store offers to the handler.**

**\* Service Animals must be completely housebroken, under control at all times and do work or perform tasks to mitigate a disability**