

Implementing Regulations of Title III of the ADA concerning Service animals

This information is provided as informal guidance only and should not be construed as legal advice. For more information about guide and other service dogs, please contact

National Association of Guide Dog Users

National Federation of the Blind

813-626-2789

Hotline: 888-NAGDU411 (888-624-3841)

Info@nagdu.org

www.nagdu.org

The following information is excerpted from

http://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_integrated.htm

28 CFR Part 36.104

***Service animal* means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision**

of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

28 CFR § 36.302 Modifications in policies, practices, or procedures.

- **(c) *Service animals.***
 - **(1) *General.* Generally, a public accommodation shall modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability.**
 - **(c)(2) *Exceptions.* A public accommodation may ask an individual with a disability to remove a service animal from the premises if:**
 - **(i) The animal is out of control and the animal's handler does not take effective action to control it; or**
 - **(ii) The animal is not housebroken.**
 - **(3) *If an animal is properly excluded.* If a public accommodation properly excludes a service animal under § 36.302(c)(2), it shall give the individual with a disability the opportunity to obtain goods, services, and accommodations without having the service animal on the premises.**

- **(4) *Animal under handler's control.* A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).**
- **(5) *Care or supervision.* A public accommodation is not responsible for the care or supervision of a service animal.**
- **(6) *Inquiries.* A public accommodation shall not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal. A public accommodation may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. A public accommodation shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public accommodation may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).**
- **(7) *Access to areas of a public accommodation.* Individuals with disabilities shall be permitted to**

be accompanied by their service animals in all areas of a place of public accommodation where members of the public, program participants, clients, customers, patrons, or invitees, as relevant, are allowed to go.

- **(8) *Surcharges.* A public accommodation shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public accommodation normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.**
- **(9) *Miniature horses.***
 - **(i) A public accommodation shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.**

(ii) *Assessment factors.* In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public accommodation shall consider –

- **(A) The type, size, and weight of the miniature horse and whether the facility can accommodate these features;**
- **(B) Whether the handler has sufficient control of the miniature horse;**
- **(C) Whether the miniature horse is housebroken; and**
- **(D) Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.**