# A service dog is more than a vest™

### What can a business ask?

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



## **Assistance/Service Dog**

**DEFINITION:** A dog trained in specific tasks that mitigate the handler's disability.

**ACCESS RIGHTS:** Permitted with handler in any place the public is allowed.

**TRAINING REQUIRED:** Extensively trained to perform specific tasks to mitigate effects of handler's disability.

**WHAT IF THE ANIMAL IS MISBEHAVING?** Must be in control at all times and behave in a safe manner. Aggression or failure to remedy misbehavior can result in the dog's removal from a business under the ADA.



## **Puppies in Training**

**DEFINITION:** A dog that is learning tasks for a handler with a disability or for a program that provides service dogs.

ACCESS RIGHTS: With permission. Rely on goodwill of businesses for access to prepare the puppy for service. Some state laws permit puppies in training in any place the public is allowed.

**TRAINING REQUIRED:** In the process of training and socialization to mitigate the effects of disability.

WHAT IF THE ANIMAL IS MISBEHAVING? Must be in control at all times and behave in a safe manner. Puppies in training rely on the goodwill of businesses for access, but can be removed.



## **Emotional Support Animal**

**DEFINITION:** A dog or other animal whose sole function is to provide comfort or provides emotional support to its owner with a disability.

ACCESS RIGHTS: Only allowed in owner's home, college dormitories and airplanes as outlined in Fair Housing Act and Air Carrier Access Act.

TRAINING REQUIRED: Basic manners expected but none required by law.

WHAT IF THE ANIMAL IS MISBEHAVING? Can be removed.



## **Therapy Animal**

**DEFINITION:** A temperament-tested pet providing comfort in an approved facility.

ACCESS RIGHTS: Only with permission at designated facility.

**TRAINING REQUIRED:** Basic obedience and sound temperament expected but not required.

WHAT IF THE ANIMAL IS MISBEHAVING? Can be removed.

