

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.

