AMERICANS WITH DISABILITIES ACT 28 Code of Federal Regulations Part 36 104

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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 handler'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
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More info: ADA Information Line 1 (800) 514-0301 or www.servicedoacentral.org

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- Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks, and zoos.
- Businesses may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolate from other patrons, or treated less favorably than other patrons.
- A person with a disability cannot be asked to remove his service animal from the
 premises unless: (1) the animal is out of control and the animal's owner does not take
 effective action to control it (for example, a dog that barks repeatedly during a movie) or
 (2) the animal poses a direct threat to the health or safety of others.
- Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.
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