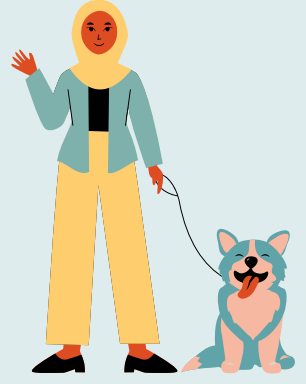


Service Animals & the Americans with Disabilities Act (ADA)

What is a service animal?

A service animal is a dog trained to do a task to help a person with a disability. For example, people who have disabilities that affect their ability to see, hear, walk, or remain calm may use service dogs in different ways. People with disabilities sometimes use a miniature horse instead of a dog to do tasks.



An animal that makes a person feel better by giving them emotional support is not a service animal under the ADA.

The person a service animal helps is called its handler. A service animal can go nearly anywhere its handler goes.

What can/can't a service animal do?



- Guide a handler who is blind
- Paw at a handler who is deaf to alert them
- Pick items up off the floor to give to a handler
- Sit close when the handler has a seizure
- Lick the hand of a handler with anxiety to calm them



- Growl or bark at other animals or people (Handler has a chance to get the animal under control.)
- Bite or harm other animals or people
- Misbehave
- Make a mess or potty indoors

What can/can't people ask?

“Is this service animal needed because of a disability?”

“What task has the animal been trained to perform?”



- Anything about the handler's disability.
- To see the service animal do its task(s).
- For papers that say the animal is a service animal.

Questions? The Pacific ADA Center answers questions and provides information about the ADA:

- 800-949-4232 (Voice/Relay)
- info@adapacific.org
- <https://www.adapacific.org>

