

ADVANCING ACCESS FOR EVERYONE

SERVICE DOGS*

What are they?

A service animal is most often a dog that performs specific tasks in order to assist a person with a documented disability (the handler). In rare cases, a miniature horse may also qualify as a service animal. A service animal is not considered a pet. Therefore a pet deposit is not required in a place of residence.

Where are they allowed?

Service dogs are recognized and protected by the Americans with Disabilities Act (ADA) and are permitted to accompany their handlers almost anywhere in the community, even restaurants. Exceptions would include, but may not be limited to, operating rooms or other sterile environments

Who's in control?

The handler. A service dog must always be harnessed, leashed, or tethered unless this interferes with the dog's work or the handler's disability prevents the use of these devices. Then, the handler must control the dog through voice, signal, or other effective methods.

*Various state and federal regulations and guidelines refer to these animals as "assistance animals." For the purposes of this document, these animals will be referred to as "service animals."



How is a service dog identified?

Service dogs are not required to wear any special type of harness or garment. They do not require any special documentation or certificate. The handler can be asked only two questions regarding the dog. They are:

1. Is this dog a service animal required because of a disability?
2. What work or task has this dog been trained to perform?

The handler may not be asked about a disability, for medical documentation, or to have the dog demonstrate its ability to perform a task.

Can the handler be asked to remove a service dog from the premises?

Yes, but only if the dog is out of control and the handler does not take effective action to regain control; or, if the dog is not housebroken. If either or both of these situations occur, staff members must give the handler an opportunity to obtain goods or receive services without the service animal being present.



EMOTIONAL SUPPORT ANIMALS*

What are they?

It is an animal that provides emotional support to a person with a documented disability who has a disability-related need for such support. It provides support and comfort through its presence and interaction with the handler. Emotional support animals are not limited to a particular species and are not considered to be pets. Therefore a pet deposit is not required in a place of residence.



How is an emotional support animal identified?

Emotional support animals are not required to wear any special type of harness or garment. Medical documentation may be required. Two questions may be asked; they are:

1. Does the person (handler) have a disability?
2. Does the animal provide emotional support to alleviate one or more of the identified symptoms or effects of an existing documented disability?

Where are they allowed?

Emotional support animals are recognized and protected by Section 504 of the Rehabilitation Act of 1973 and HUD's Fair Housing Act and, **depending on verification of medical need**, are permitted to accompany their handlers in all areas of their place of residence. The Americans with Disabilities Act does not address emotional support animals.

Disability Resource Center
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From: https://portal.hud.gov/hudportal/documents/uddoc?id=servanimals_ntcfheo2013-01.pdf

Can the handler be asked to remove the emotional support animal from the premises?

Yes, but only if the animal's presence causes undue financial/administrative hardship, or if its presence would fundamentally alter the nature of the housing provider's services; or if this animal causes substantial damage or harm to property or other individuals.

*Various state and federal regulations and guidelines refer to these animals as "assistance animals." For the purposes of this document, these animals will be referred to as "emotional support animals."