

## ADVANCING ACCESS FOR EVERYONE

# SERVICE DOGS\*



\* 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.”



Then, the handler must control the dog through voice, signal, or other effective methods.

## 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.

## What if the service dog is badly behaved?

Disruptive behaviors of a service dog include but are not limited to: excessive barking, whining, chewing, or aggression. If a service dog is exhibiting any of these, or other disruptive behaviors, the handler may be asked to remove the animal from the premises. If the animal is removed, staff members must give the handler an opportunity to obtain goods or receive services without the animal being present.

From: [www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)

## 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.





# SUPPORT ANIMALS\*



## What are they?

It is an animal that provides 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. 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.



## Where are they allowed?

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 need** are permitted within their handler's privately assigned living accommodations. The Americans with Disabilities Act does not address support animals.

## How is a support animal identified?

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 support to alleviate one or more of the identified symptoms or effects of an existing documented disability?

## What if the support animal is badly behaved?

Disruptive behaviors of a support animal include but are not limited to: excessive noise, chewing, aggression, or property damage. If a support animal is exhibiting any of these, or other disruptive behaviors, the handler may be asked to remove the animal from the premises.

From: [https://portal.hud.gov/hudportal/documents/uddoc?id=servanimals\\_ntcfheo2013-01.pdf](https://portal.hud.gov/hudportal/documents/uddoc?id=servanimals_ntcfheo2013-01.pdf)



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