

Under the Department of Justice Federal Register, the Americans with Disabilities Act (ADA), Titles II & III provide guidance on the term “service animal” provisions in the new regulations.

Under the ADA, State and local governments, businesses, and non-profits that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Service Animals

are defined as dogs that are individually to do work or perform tasks for people with disabilities. Example of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties.

Service animals are working animals, not pets! The work or task a dog has been trained to provide must be directly related to the person’s disability.

Service Animals **do not** have special tags or certification papers

Service animals must be under control at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work, or the individual’s disability prevents using these devices. (In that case, the individual must maintain control of the animal through voice, signal, or other effective controls).

When it is not obvious what service an animal provides, only limited inquiries are allowed.

Staff may only ask two questions;

(1) Is the dog a service animal required because of a disability?

and

(2) What work or task has the dog been trained to perform?

- Staff cannot ask about a person’s disability, require medical documentation, require special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

- Allergies or fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When people who are allergic must spend time in the same area or facility, both should be accommodated by assigning them to different locations within the room, or different rooms within the facility.
- Staff is not required to provide food or care for a service animal.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals.

For more information on the ADA contact;

City of Medford
 ADA Coordinator
 (781) 393-2501 Voice
 (781) 393-2516 TTY

City of Medford
 Health Department
 (781) 393-2560 Voice
 (781) 393-2516 TTY

ADA Information Line
 800-514-0301 Voice
 800-514-0383 TTY



In cooperation with the Medford
 Commission for Persons with
 Disabilities

City of Medford

Health Department & Office of Human Diversity



Service Animal Guidance; for Restaurants & Food Service Establishments

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