Service animals are dogs that are individually trained to do work or perform vital tasks for people with disabilities.

- A **guide dog** assists a person who is blind or visually impaired.
- A **hearing dog** aids a person who is deaf or hard of hearing.
- A **service dog** assists a person with disabilities other than blindness or hearing loss.

Service animals are working animals, not pets. Comfort or emotional support dogs do not qualify as service animals under the Americans with Disabilities Act.
What are the laws that apply to my business?

Under the ADA, privately owned businesses that serve the public, such as restaurants, hotels, retail stores, etc., are required to allow people with disabilities to be accompanied by their appropriately behaved service animal wherever customers are generally allowed.

Taxis and other car services must provide transportation to individuals with disabilities and their service animals and are prohibited from charging higher fees.
What questions may I ask a person who has a service animal?

(1) Is this dog a service animal required because of a disability?
(2) What work or task has the dog been trained to do?

You may not ask what a person’s disability is, demand they provide identification or medical information, or ask that the dog demonstrate the tasks it is trained to do.

It is illegal to discriminate against people with service animals.
Guide & Service Dog Etiquette

- Speak to the handler, not the dog.
- Please don’t touch, talk to, or feed the dog.
- Don’t allow anyone else to tease or distract the dog as it has a very important job to do, even if it appears at rest.
- Do not allow other animals to challenge or intimidate a working dog.
- Guide, service, or hearing dog teams have the right of way.
- Offer to help, but don’t be offended if the person says no.
To learn more about the ADA and the rights of people with disabilities and service animals, please contact us at 866-282-8047

GuideDog.org
VetDogs.org
A Service Animal is Not a Pet

To live without boundaries