# Service Animal Sample Statement and Signage

## Statement for staff to point to or read out:

Service animals are the only animals allowed here. Service animals are dogs that have been trained to perform specific tasks to help mitigate the symptoms or limitations of a disability. They can be incredibly valuable and we fully support and welcome them. We do our best to follow the guidance from the Department of Justice (DOJ), which enforces the Americans with Disabilities Act (ADA).

The DOJ allows us to ask the following questions about your animal:

1. Is the animal a service animal required because of a disability?
2. What task or service is the animal trained to perform?

We kindly remind owners that the DOJ says their service animals need to be kept under control at all times. This generally means them being leashed or tethered and not being unsafe or disruptive.

If your animal is not a service animal, or if your animal is disruptive or out of control, you will be asked to remove the animal from the premises but you may still access our services without it.

## Sample sign:

Reminder to Service Animal Handlers:

Service animals are the only animals permitted here.

We would like to remind service animal handlers that the Department of Justice says:

* Service animals are dogs or miniature horses that perform a task to assist a person with a disability.
* Your service animal must be kept under control at all times. This generally means the animal may not be unsafe or disruptive.
* If you cannot keep your service animal under control, we can ask you to remove it and you must do so. If this occurs, you may still access our services without the animal.