



## Service Animal Policy

Niabi Zoo permits the use of service animals to provide assistance to people with disabilities in order to participate in experiences at the Zoo wherein so they are able. In compliance with ADA policies, service animals include a dog or miniature horse that have been individually trained to do work or perform tasks for and directly related to the person's disability.

Niabi Zoo restricts admission of emotional support, therapy, comfort, or companion animals as they are not considered service animals under the ADA. In situations where it is not obvious that the dog/miniature horse is a service animal, staff may ask only two specific questions:

- (1) Is the dog/miniature horse a service animal required because of a disability?
- (2) What work or task has the dog/miniature horse been trained to perform?

Staff are not allowed to request any documentation for the dog/miniature horse, require that the dog/miniature horse demonstrate its task, or inquire about the nature of the person's disability.

Service animals are not permitted to enter the following areas:

- (1) Domestic Animals
- (2) Australian Birds
- (3) Giraffe Feeding
- (4) Education programs where live animals are utilized (must maintain 25 ft. distance)
- (5) Any area where the animal is causing disruption and is deemed out of control.
- (6) On the Train
- (7) On the Carousel

If a service animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken (for indoor areas), staff may request that the animal be removed from the premises.

As per ADA policy, ***at a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated.*** They cannot be restricted from other areas of the zoo.

## Frequently Asked Questions about Service Animals and the ADA

Many people with disabilities use a service animal in order to fully participate in everyday life. Dogs/miniature horses can be trained to perform many important tasks to assist people with disabilities, such as providing stability for a person who has difficulty walking, picking up items for a person who uses a wheelchair, preventing a child with autism from wandering away, or alerting a person who has hearing loss when someone is approaching from behind. The following questions and answers from the ADA will help staff understand the policies set forth.

### DEFINITION OF A SERVICE ANIMAL

#### Q1. What is a service animal?

- A. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.
- B. In addition to the provisions about service dogs, ADA regulations have a separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities.

- a. Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.
- b. Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.
- c. The assessment factors are
  - i. whether the miniature horse is housebroken;
  - ii. whether the miniature horse is under the owner's control;
  - iii. whether the facility can accommodate the miniature horse's type, size, and weight; and
  - iv. whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

**Q2. What does "do work or perform tasks" mean?**

**A.** The dog/miniature horse must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

**Q3. Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?**

**A.** No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA. However, some State or local governments have laws that allow people to take emotional support animals into public places. You may check with your State and local government agencies to find out about these laws.

**Q4. If someone's dog/miniature horse calms them when having an anxiety attack, does this qualify it as a service animal?**

**A.** It depends. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog/miniature horse has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog/miniature horse's mere presence provides comfort, that would not be considered a service animal under the ADA.

**Q5. Does the ADA require service animals to be professionally trained?**

**A.** No. People with disabilities have the right to train the dog/miniature horse themselves and are not required to use a professional service dog/miniature horse training program.

**Q6. Are service-animals-in-training considered service animals under the ADA?**

**A.** No. Under the ADA, the dog/miniature horse must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.

**Q7. What questions can a covered entity's employees ask to determine if a dog/miniature horse is a service animal?**

**A.** In situations where it is not obvious that the dog/miniature horse is a service animal, staff may ask only two specific questions: (1) is the dog/miniature horse a service animal required because of a disability? and (2) what work or task has the dog/miniature horse been trained to perform? Staff are not allowed to request any documentation for the dog/miniature horse, require that the dog/miniature horse demonstrate its task, or inquire about the nature of the person's disability.

**Q8. Do service animals have to wear a vest or patch or special harness identifying them as service animals?**

**A.** No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

**Q9. Who is responsible for the care and supervision of a service animal?**

A. The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Covered entities are not obligated to supervise or otherwise care for a service animal.

**Q10. Can people bring more than one service animal into a public place?**

A. Generally, yes. Some people with disabilities may use more than one service animal to perform different tasks. For example, a person who has a visual disability and a seizure disorder may use one service animal to assist with way-finding and another that is trained as a seizure alert dog. Other people may need two service animals for the same task, such as a person who needs two dogs to assist him or her with stability when walking. Staff may ask the two permissible questions (See Question 7) about each of the dogs. If both dogs can be accommodated, both should be allowed in. In some circumstances, however, it may not be possible to accommodate more than one service animal. For example, in a crowded small restaurant, only one dog may be able to fit under the table. The only other place for the second dog would be in the aisle, which would block the space between tables. In this case, staff may request that one of the dogs be left outside.

**Q11. Does the ADA require that service animals be certified as service animals?**

A. No. Covered entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry.

**Q12. My city requires all dogs to be vaccinated. Does this apply to my service animal?**

A. Yes. Individuals who have service animals are not exempt from local animal control or public health requirements.

**Q13. Can service animals be any breed of dog?**

A. Yes. The ADA does not restrict the type of dog breeds that can be service animals.

**Q14. Can individuals with disabilities be refused access to a facility based solely on the breed of their service animal?**

A. No. A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

**Q15. If a municipality has an ordinance that bans certain dog breeds, does the ban apply to service animals?**

A. No. Municipalities that prohibit specific breeds of dogs must make an exception for a service animal of a prohibited breed, unless the dog poses a direct threat to the health or safety of others. Under the "direct threat" provisions of the ADA, local jurisdictions need to determine, on a case-by-case basis, whether a particular service animal can be excluded based on that particular animal's actual behavior or history, but they may not exclude a service animal because of fears or generalizations about how an animal or breed might behave. It is important to note that breed restrictions differ significantly from jurisdiction to jurisdiction. In fact, some jurisdictions have no breed restrictions.

**EXCLUSION OF SERVICE ANIMALS**

**Q16. When can service animals be excluded?**

A. The ADA does not require covered entities to modify policies, practices, or procedures if it would "fundamentally alter" the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition,

if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

**Q17. When might a service dog/miniature horse's presence fundamentally alter the nature of a service or program provided to the public?**

A. In most settings, the presence of a service animal will not result in a fundamental alteration. However, there are some exceptions. ***At a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated.*** They cannot be restricted from other areas of the zoo.

**Q18. What does under control mean?**

A. The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability. In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal.

**Q19. Do service animals have to be on a leash?**

- A. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog/miniature horse to wander away from her and must maintain control of the dog/miniature horse, even if it is retrieving an item at a distance from her.
- B. Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog/miniature horse that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter.
- C. When the dog/miniature horse must be off leash to do its job, but may be leashed at other times.

**Q20. Do they have to be quiet and not bark?**

A. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog/miniature horse is out of control.

**Q21. What can my staff do when a service animal is being disruptive?**

A. If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

**Q22. What happens if a person thinks a covered entity's staff has discriminated against him or her?**

A. Individuals who believe that they have been illegally denied access or service because they use service animals may file a complaint with the U.S. Department of Justice. Individuals also have the right to file a private lawsuit in Federal court charging the entity with discrimination under the ADA. Federal Guidelines detailing the exclusion of service animals in zoos reads as follows: