



## SERVICE ANIMAL POLICY

Care and Share, as well as our agencies, have to provide services equally to everyone, regardless of disabilities or other factors. While animals are not encouraged in your food pantry or food service site for health and safety reasons, under the ADA (Americans with Disabilities Act), governments, businesses, and organizations that serve the general public must allow service animals to accompany people with disabilities in all areas of a facility where the public is normally allowed to go.

**Service animals** are trained to **perform a specific job**, such as:

- pulling a wheelchair
- alerting/protecting a person with severe seizures
- guiding people who are blind
- alerting people who are deaf
- reminding people with mental illness to take medication
- calming people with PTSD during an anxiety attack

**Service animals** are different from **support animals** because they are trained to take specific action, where a support animal is there for companionship.

You **may** ask neighbors:

- If their animal is required because of a disability
- What work or task the dog has been trained to perform

You **cannot** require a person to produce documentation of a disability or identification of their animal as a service animal.

If a service animal is behaving aggressively or the handler is not keeping control of the animal, you may deny access to the animal, but must ensure that the neighbors can still access your services. (e.g.: Have a volunteer assist a visually impaired person.) For questions, you may contact the **ADA hotline** at **800-514-0301**.