

# **ICA Service Animal Policy**

Under the American Disabilities Act (ADA), ICA must allow people with disabilities to enter the building and access services with a service animal.

## **Definition of a Service Animal**

The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals are working animals, not pets.

## **Verification**

People who use service dogs are not required to carry any sort of license or certification to prove that the dog is a service dog. Some service dogs wear vests, but anyone can purchase a vest for a dog to wear, so this isn't proof, either.

The ADA specifically limits the information a business owner can request from someone with a service dog. **You can ask if the dog is a service dog, and you can ask what tasks the dog has been trained to do.** *If a person with a dog tells you the animal is a service dog, you must allow them to enter, even if you suspect the person is not telling the truth.*

## **Therapy Dogs**

Federal ADA regulations do not include therapy dogs in their definition of service animal. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. A dog whose sole function is to provide comfort or emotional support does not qualify as a service animal.

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. 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.

Staff and volunteers *may not ask*:

- Questions about the person's disability or request documentation of the disability.
- The person to produce ID cards for the service animal.
- The animal to demonstrate the ability to perform the task.
- About the training program the service animal received.
- Require the person and service animal use a special entrance.

Clients with Service Animals:

- Will be presented with the **ICA Service Animal/Handler Expectations** document and be required to read/sign indicating their understanding of our expectations when in the building with their service dog.