

Sample Service Animal Policy from Second Harvest Heartland

For health and safety reasons, service animals are only allowed in facilities owned and operated by **Second Harvest Heartland**. The service animal must meet the requirements outlined in the Americans with Disabilities Act (ADA) and the Minnesota Human Rights Act (MHRA). Under both Acts, a "service animal" is generally defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

Reasonable behavior is expected from the service animal while on company property. The owners of disruptive and aggressive service animals may be asked to remove the animal from **Second Harvest Heartland** property. If the improper behavior happens repeatedly without effective action by the owner to control the service animal, the owner may be told not to bring the service animal into any facility until the owner is able to effectively control the service animal.

Requirements of service animals and their owners include:

- All service animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Service animals must wear an owner identification tag (always including the name and phone number of the owner).
- Service animals must be in good health.
- Service animals must be on a leash, harness, or other type of restraint always, unless the owner is unable to restrain a service animal on a leash due to a disability. If that is the case, the owner must maintain control of the animal through voice, signal, or other effective controls.
- The owner must always be in full control of the service animal. The care and supervision of the service animal is the sole responsibility of the owner.
- The service animal must be housebroken.
- When asked, the owner must inform the HR department staff about the tasks the service animal has been trained to perform.
- Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner is expected to clean up after and dispose of all animal waste and any other messes associated the animal.
- It is illegal for a person to misrepresent an animal as a service animal under state and federal law.