

KitsapCounty

HUMAN SERVICES

Service Animals - FAQ

Can I require service animals to be on a leash?

A service animal must be under the control of its handler.

Under the ADA, **service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

What can I ask?

When it is not obvious what service an animal provides, only limited inquiries are allowed.

Volunteers may ask two questions:

- (1) is the dog a service animal required because of a disability, and**
- (2) what work or task has the dog been trained to perform.**

Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

What if a guest or volunteer is allergic?

Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals.

When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.

Can I ask a service animal to leave?

A person with a disability cannot be asked to remove his service animal from the premises unless:

- (1) the dog is out of control and the handler does not take effective action to control it or**
- (2) the dog is not housebroken.**

When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain services without the animal's presence.

