How can I avoid a misunderstanding?

Communication is the key.

As a courtesy, when entering an establishment accompanied by a service animal, an individual with a disability may want to notify the establishment that a service animal is entering the premises.

A representative of the establishment may inquire: whether an animal is a service animal and what special tasks the animal is specifically trained to perform.

The establishment may **NOT** inquire into the details of an individual's disability.

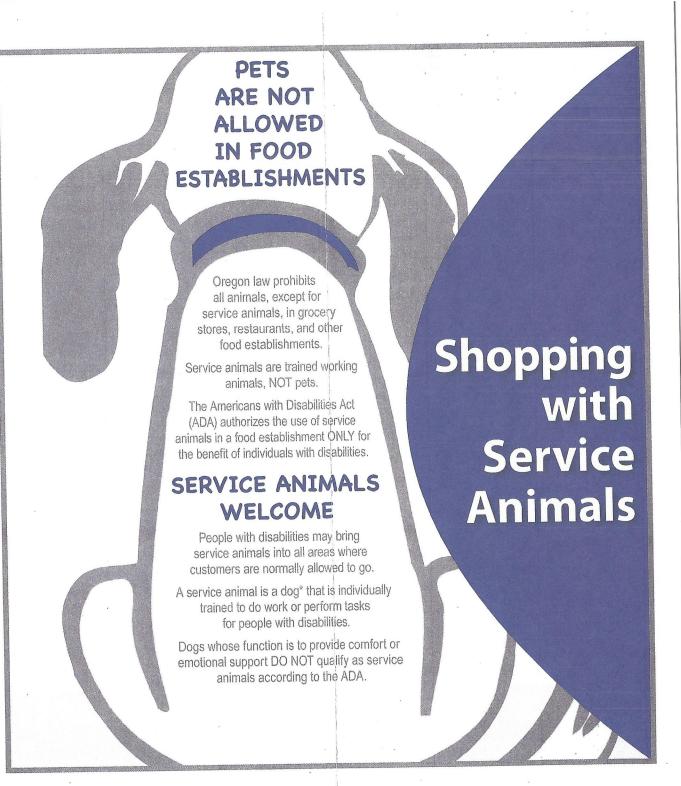
Resources

Oregon Department of Agriculture Food Safety Division 635 Capitol St. NE Salem, OR 97301-2532 http://oregon.gov/ODA/FSD

If you have further questions about service animals or other requirements of the ADA, you may call the US Department of Justice's toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TDD).

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What does the **LAW** require?

The Americans with Disabilities Act (ADA) requires businesses, including restaurants and grocery stores, to allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go.

The ADA mandates that businesses that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

Oregon food safety laws generally prohibit all live animals, except for service animals, in food establishments (grocery stores, markets, delis, etc.).



What is a **SERVICE ANIMAL?**

The ADA defines a service animal as: "a dog* that is individually trained to do work or perform tasks for people with disabilities."

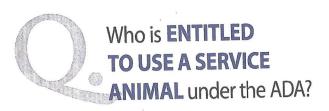
Service animals are trained working animals, NOT pets.

Some tasks performed by service animals include: guiding individuals with impaired vision, alerting individuals with impaired hearing, pulling a wheelchair, or alerting or protecting a person who is having a sezure.

The ADA does **NOT** require that service animals be specifically identified with certification papers, a harness, special collar, or any other form of identification.

Animals that perform tasks such as providing companionship or emotional support do **NOT** qualify as service animals. Consequently, companion and support animals are prohibited from entering food establishments with their owners.

 In 2010, ADA regulations were revised to include miniature horses as service animals.



The ADA authorizes the use of service animals for the benefit of individuals with disabilities.

There must be a direct link between the task an animal performs and the person with a disability.

A service animal must be trained to perform a task specifically for the individual with disabilities that the individual cannot perform for himself or herself.

