

## Why Does This Matter to You?

There is legislation protecting those with disabilities.

Any person or business who denies or interferes with service animal admittance and legal guidelines may be subject to civil or criminal liability.

Word spreads. If the community knows your company is accessible and welcoming, more people will want to come and bring you good business!



The **City of Columbia** established its **Disabilities Commission** to review and monitor accessibility of public and private facilities, and educate the business community as to concerns of disabled residents. In collaboration with the **Human Rights Commission**, the aim is to encourage equal access and opportunity, and to minimize or eliminate any unlawful discriminatory practices through information and mediation.

### Contact Information:

If you have any questions, concerns, or are interested in more information on service animals, then please contact:

City of Columbia – Law Department  
701 E. Broadway, 2<sup>nd</sup> Floor  
P.O. Box 6015  
Columbia, MO 65205-6015  
(573) 817-5024

[HumanRights@CoMo.gov](mailto:HumanRights@CoMo.gov)

### Resources:

ADA, Title III (See 28 CFR 36.104 & 28 CFR 36.302)  
State RSMo Chapters 209, 213 (See 209.150 & 213.065)  
Columbia City Code Chapter 12 (See Section 12-35.1)

Working Like Dogs. (2013). Service dog etiquette. Retrieved from <http://www.workinglikedogs.com/service-dog-resources/service-dog-etiquette/>

U.S. Department of Justice, Civil Rights Division. (2011). Service animals. Retrieved from [http://www.ada.gov/service\\_animals\\_2010.htm](http://www.ada.gov/service_animals_2010.htm)



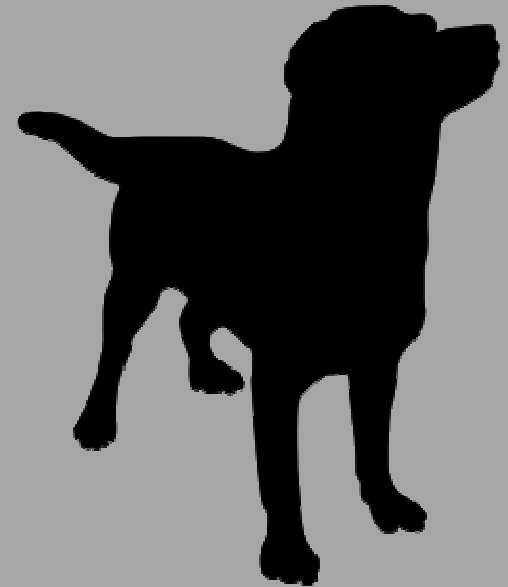
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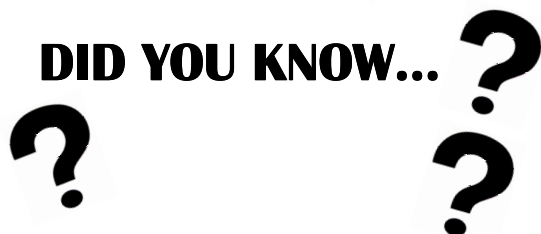
## Service Animal Etiquette for Businesses...



# It's the LAW!

*An informational guide regarding service animals in places of public accommodation*

School of Health Professions  
University of Missouri



**A service animal is not required to wear something identifying it as a service animal.**

**A business can't ask someone specifically about their disability.**

**Service animals only include dogs (miniature horses may also qualify, if reasonable).**

**A service animal does not include animals used for emotional support.**

**You cannot refuse to admit a service animal on the basis of local health department regulations.**

### **Service Animal Defined**

A service animal is not a pet under federal law. The Americans with Disabilities Act (ADA) defines a service animal as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. Miniature horses that are similarly trained are also given protections under the ADA.

### **Excluding Service Animals**

It is unlawful - under federal, state and local law - for any person owning or operating a place of public accommodation to prohibit the use of service dogs on the premises by an individual with a disability. A business owner or their staff may only ask a customer to remove the service dog if it is out of control or not housebroken.

### **Service Animal - Housing**

The laws on service animals for housing (under the Fair Housing Act) are different than the laws on service animals for public accommodations (under the ADA).

### **Proper Etiquette**

1. Do not touch a service animal without permission.
2. Do not distract the service animal from their job.
3. Do not feed the service animal.
4. Do not ask about the nature or extent of a person's disability. You may only ask the following questions when a dog enters the facility:
  - (1) "Is the dog a service animal required because of a disability?"
  - (2) "What work or task has the dog been trained to perform?"
5. Do not take offense if a person does not feel like discussing their disability – not everyone wants to share their personal information.

### **Tasks Service Animals Perform**

Service animal duties include, but are not limited to:

- Assisting those with vision loss
- Assisting with mobility
- Assisting those with hearing loss
- Assisting with activities of daily living
- Alerting people to seizures as well as getting help if a seizure occurs
- Alerting people to other oncoming medical conditions (heart attack, stroke, etc.)