



## **SERVICE ANIMAL POLICY**

A service animal means any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

### **Facility Accommodations**

A service animal is allowed to accompany the handler to any place in the facility where members of the public, program participants, residents, or clients are allowed.

When a person with a service animal enters the facility, the handler cannot be asked about the nature or extent of his/her disability. The only two questions that may be asked are:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

The facility is not allowed to ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal.

### **Handler Responsibility**

- The handler is responsible for the care and supervision of his/her animal.
- The animal must be housebroken.
- The handler must have control at all times; through leash, harness or other means.
- If a service animal behaves in an unacceptable way and the handler does not control the animal, Mary Wade has the right to deny entry or service. Unacceptable behavior includes uncontrollable barking, jumping on people, or running away from the handler.

### **Transportation**

- A person traveling with a service animal cannot be denied access to transportation.
- The passenger with a service animal cannot be forced to sit in a particular seat.
- The passenger does not have to provide advance notice that he/she will be traveling with a service animal.

### **Reaction/Response to Others**

- If fellow passengers or clients are afraid of service animals, a solution may be to allow enough space for that person to avoid getting close to the service animal.
- Most allergies to animals are caused by direct contact with the animal. A separated space might be adequate to avoid allergic reactions.
- If a person is at risk of significant allergic reaction to an animal, it is the responsibility of Mary Wade to find a way to accommodate both the individual and the service animal; as well as the person with the allergic reaction. This may include arranging separate trips.