**Guidelines for patients with a service animal:**

A service animal is a dog or miniature horse that has been individually trained, either professionally or by the owner/handler, to do work or perform tasks for a person with disabilities.

* Includes dogs of any breed
* Miniature horses are generally 24- 34 inches measured to the shoulder and weigh between 70 - 100 pounds

Service animals are working animals, not pets. The work or task the animal provides must be directly related to the person's disability.

* Guiding a person who is blind or alerting a person who is deaf
* Calming a person with PTSD (Post-traumatic stress disorder) during an anxiety attack
* Alerting a person with diabetes of low or high blood sugars
* Recognizing the onset of a seizure and ensuring the safety of a person with epilepsy
* Assisting a person with mobility impairments with navigation or stability and balance
* Pulling wheelchairs, carrying and retrieving items for a person with mobility impairments

Service animals in training do not qualify as service animals under the Americans with Disabilities Act (ADA)

Animals whose sole function is to provide comfort or emotional support also do not qualify as service animals under the ADA.

Service animals are not required to wear a vest, patch, 10 tag or specific harness.

When it is not obvious what service the animal provides, only limited inquiries are allowed by law:

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

Staff are not allowed to request any documentation for the animal, require that the animal demonstrate its task, or inquire about the nature of the disability.

Staff are not required to provide care or food for a service animal. The owner/handler is responsible for providing care and supervision to the animal.

People with disabilities who use service animals cannot be isolated from or treated less favorably than other patients or visitors. Service animals may accompany people with disabilities in all areas of the facility where patients and visitors are normally allowed to go. They cannot be excluded on the grounds that staff can provide the same service.

Service animals must be under control - harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control through voice, signal or other effective means.

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

1. The animal is out of control and the handler does not take effective action to control it,
2. The animal is not housebroken.

Allergies and fear of such animals are not valid reasons for denying access or refusing service to people using service animals. Nor can service animals be excluded based solely on their breed. If the actual behavior of a particular service animal poses a direct threat to the health or safety of others or the animal has a history of such behavior, it may be excluded.

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