



All Volunteers – Animals at Clinic

Animals are not allowed at clinic unless that animal is a service animal. The Americans with Disabilities Act (“ADA”) requires accommodation to modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability. The ADA defines “service animal” as “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability.” The definition of service animal only includes dogs. Any breed of dog can be a service animal.

The clinic will not accommodate emotional support animals or pets. If a patient has a non-service animal with them they will be asked to leave the clinic and are invited to come back once they have made arrangements for the animal.

If a service animal comes to the clinic and the animal is out of control and the animal’s handler does not take effective action or control, or the animal is not housebroken we may ask the individual to remove the service animal from the premises. If the animal is excluded under these circumstances, we will give the individual with a disability the opportunity to obtain the goods, services, or accommodations without having the service animal on the premises, in which case the individual must arrange for the care and supervision of the animal.

We are prohibited from asking for proof that the service animal is certified, trained or licensed as a service animal. Furthermore, the ADA also prohibits us from asking about the nature or extent of a person’s disability. We may ask two questions to determine whether an animal qualifies as a service animal: (1) if the animal is required because of a disability, and (2) what work or task the animal has been trained to perform. However, not even these two questions may be asked if it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision).

The Clinic should treat an individual with a disability and his or her service animal in the same manner as it would treat any other patient. Individuals with disabilities may be accompanied by their service animal in all areas where members of the public, clients, patrons, or invitees are allowed to go.