# SERVICE ANIMAL WORK CULTURE

The City of Anaheim welcomes and recognizes the value of service animals, and special provisions created for miniature horses trained to do work or perform tasks for people with disabilities. The Department of Justice defines service animals as any dog 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). The crime deterrent effects of an animal's presence and provision of emotional support, well-being, comfort or companionship do not constitute work or tasks under the ADA definition of service animal.

Under the ADA, State, and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Also, under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's safety, effective performance of works or tasks or the individual's disability prevents using these devices.

**When it is not obvious what the service animal provides staff may ask:**

♥ Is this service animal required because of a disability?

♥ What work or task has the service animal been trained to perform?

**A person with a disability may be asked to remove the service animal if:**

♥ The animal is out of control and the animal's handler does not take effective action to control it.

♥ The animal is not housebroken.

Staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

For more information visit www.ADA.gov or to request this in an alternative format, contact the ADA/Title VI Coordinator office at 714 765-6800, or TTY (714) 765-5125. The City prohibits discrimination on the basis of race, color, or national origin in programs, services, and activities.

9.27.2012