



# Service Dogs In The Workplace

A training presentation from the International Association of Canine Professionals Service Dog Committee

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# DEFINITIONS



## IACP Service Dog Committee

The International Association of Canine Professionals Service Dog Committee is dedicated to the proper education of the general public, professional trainers and business owners regarding the utilization and/or training of Service Dogs.



## ADA

The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.



## SERVICE ANIMALS

A trained service dog or miniature horse helps its handler accomplish activities of daily living (ADL's) and is specially trained to assist a person with a disability. The public access of these dogs or horses in the United States is covered by the American with Disabilities Act and is guided by standards of behavior.



## SERVICE ANIMALS IN TRAINING

ADA access rights do not extend to people training a service dog. However, in many states, people who are training a service dog have the same rights of access as disabled people accompanied by trained service animals. This varies from state-to-state.



## THERAPY ANIMALS

Handler/animal teams that have been approved by certain schools, libraries, healthcare institutions, etc, to help people feel or do better. These animals may be vested, but do not have public access under the Department of Justice (DOJ) Code of Federal Regulations (CFR) addressing Americans with Disabilities (ADA).



## EMOTIONAL SUPPORT ANIMALS

Animals whose sole function is to provide emotional support, comfort, therapy, companionship, therapeutic benefits, or promote emotional well-being.

These animals do not have public access under the DOJ CFR for ADA access.

# ***Public Access Required***

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.



# *What You **Can** Ask*



**Is the dog a service animal required because of a disability?**



**What work or task has the dog been trained to perform?**

# *What You Can't Ask*



**What the person's disability is**



**To demonstrate the dog's ability to perform a task**



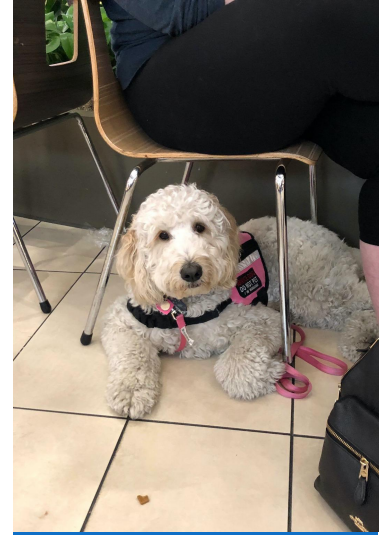
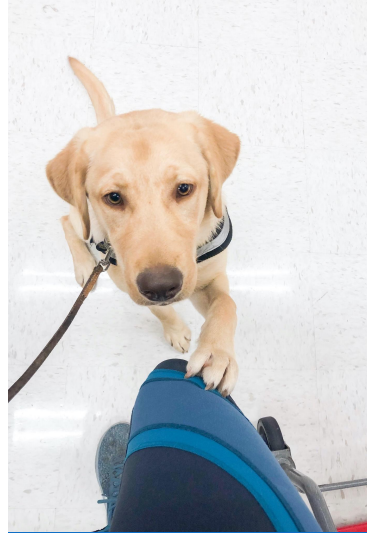
**To show medical, training or other documentation**

# *Behaviour to Expect from a Trained Service Dog*

- **No urinating** or defecating in public unless given a specific command or signal to toilet in an appropriate place.
- **Healthy, clean**, well-groomed and free of any foul odor.
- **No unruly** behavior or unnecessary vocalizations
- **Ignores food** on the floor or dropped in the dog's vicinity.
- **Does not** solicit food from other people
- **Does not** sniff merchandise or people or intrude into another dog's space.
- **Does not** display aggressive behavior towards people or other animals.
- **Responsive to** first commands of handler either verbal commands and/or hand signals.



# *Service Dogs in Action*



# CERTIFICATES, VESTS AND BADGES

The A.D.A. does not recognize or require any physical proof of service dog status.

Many reputable training organizations award a vest and completion certificate in recognition of the many hours of training that went into the service dog. These are not a requirement nor should they be recognized as proof of an animal being a trained service dog.

With zero proof of training or behavior assessment, anybody with a credit card can order a “registration kit.”

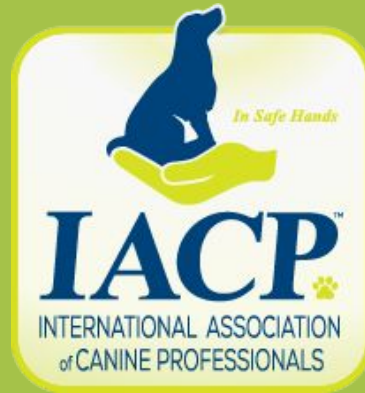
As more and more people present these “kit certificates” to businesses, it will become an incorrect expectation that all service dogs should have them. We repeat:

The A.D.A. does not recognize or require any physical proof of service dog status.



# *Additional Resources*

- **International Association of Canine Professionals:** [www.canineprofessionals.com](http://www.canineprofessionals.com)
- **Americans with Disabilities Act:** [www.ada.gov](http://www.ada.gov)



THANKS FOR WATCHING