

# Service Animals

## In businesses and local/state government programs

A service animal is any dog that is individually trained or undergoing training to do work or perform tasks for the benefit of an individual with a disability.

A service animal must be allowed to accompany a person with a disability in all areas of the facility where members of the public, program participants, customers, or clients are allowed.

- You may ask only two questions to determine if an animal is a service animal if the need is not obvious (e.g., the dog is pulling a wheelchair or guiding a person who is blind)

*(1) Is this animal required because of a disability?*

*(2) What work or task has this animal been trained to perform?*

Then you must make an informed decision based upon the reply.

- You may not ask for service animal certification, documentation or doctor's note, demonstration of tasks, or vest/patch as proof. Questions about the handler's disability are also not permitted. A regular dog license can be required.
- The animal must be under the control of the handler at all times. The service animal must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the person's disability prevents the use of these devices.
- The animal may be excluded if:
  - (1) The presence of the animal would fundamentally alter the nature of the goods, services, program, or activity.*
  - (2) The animal poses a legitimate safety risk.*
  - (3) The animal is out of control and the handler does not take effective action to control it.*
  - (4) The animal is not housebroken.*
- Emotional, support, therapy, or companion animals that are not trained to perform a task for a person with a disability are NOT service animals. However, nothing prohibits an establishment (except for a food establishment) from voluntarily allowing non-service animals to come in.



The information provided complies with the Americans with Disabilities Act and Missouri State Law, Chapter 209, Missouri Revised Statutes, for access to places of public accommodation and state or local government facilities.

For more information, go to

[https://www.ada.gov/regs2010/service\\_animal\\_qa.html](https://www.ada.gov/regs2010/service_animal_qa.html)

## Governor's Council on Disability

For more information contact [gcd@oa.mo.gov](mailto:gcd@oa.mo.gov) or visit

<https://disability.mo.gov/serviceanimals.htm>