



HONORS IN ACTION

The Phi Theta Kappa Experience:
Honoring Scholars, Building Servant Leaders

SERVICE ANIMAL AWARENESS

St. Philip's College Phi Theta Kappa: Honors In Action Project



What's the difference between a service animal, emotional support animal, and therapy animal?

Animals are only considered service animals if they meet the federal definition of being "trained to do work or perform tasks for people with disabilities" (ADA.gov).

How can I tell if an animal is really a service animal and not just a pet?

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability.



Am I responsible for the animal while the person with a disability is in my business?

No, the care or supervision of a service animal is solely the responsibility of his/her owner. You are not required to provide care, food, or a special location for the animal.

What if a service animal barks or growls at other people, or otherwise acts out of control?

You may exclude any animal, including a service animal from your facility when that animal's behavior poses a direct threat to health or safety.



My county health department has told me that only a guide dog has to be admitted, am I violating the ADA?

Yes, The ADA provides greater protection for individuals with disabilities and so it takes priority over the local or state laws and regulations.

Can I charge a maintenance or cleaning fee for customers who bring service animals into my business?

No, neither a deposit, nor a surcharge may be imposed on an individual with a disability as a condition to allow a service animal to accompany the individual with a disability. Regardless if deposits are routinely required for pets.



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