

## Useful Websites

The following sites contain the ADA Standards and other information:

ADA Standards (1991 & 2010)  
<http://www.ada.gov/stdspdf.htm> or  
<http://www.access-board.gov/ada/>

Readily Achievable Barrier Removal & Van Accessible Parking Spaces (1996)  
<http://www.ada.gov/adata1.pdf>

ADA Update: Primer for Small Business  
<http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm>

Checklist based on the 2010 ADA Standards for Accessible Design  
<http://www.adachecklist.org/>

Checklist based on the 1991 ADA Standards for Accessible Design  
<http://www.ada.gov/racheck.pdf>

Maryland Accessibility Code  
[http://www.dsd.state.md.us/comar/SubtitleSearch.aspx?search=05.02.02.\\*](http://www.dsd.state.md.us/comar/SubtitleSearch.aspx?search=05.02.02.*)

Service Animals  
[http://www.ada.gov/service\\_animals\\_2010.pdf](http://www.ada.gov/service_animals_2010.pdf)  
[http://www.ada.gov/regs2010/service\\_animal\\_qa.pdf](http://www.ada.gov/regs2010/service_animal_qa.pdf)

The National Association of Guide Dog Users can be found at: [www.nagdu.org](http://www.nagdu.org)

## Resources

United States Access Board  
202-272-0080: Voice  
202-272-0082: TTY  
[www.access-board.gov](http://www.access-board.gov)

U.S. Department of Labor  
Website for disability-related information  
866-633-7365: Voice  
877-889-5627: TTY  
[www.Disability.Gov](http://www.Disability.Gov)

U.S. Department of Justice  
Disability Rights Section  
800-514-0301 (voice)  
800-514-0383 (TTY)  
[www.ada.gov](http://www.ada.gov)

Questions about the ADA  
Mid-Atlantic ADA Center  
800-949-4232 (voice/TTY)  
[www.adainfo.org](http://www.adainfo.org)



Anne Arundel County  
Department of Aging and Disabilities  
2666 Riva Road, Suite 400  
Annapolis, MD 21401  
410-222-4383: Voice  
Maryland Relay 7-1-1  
410-222-4360: Fax  
410-222-4626: DIAL  
<http://www.aacounty.org/Aging/index.cfm>

## Service Animals



### ADA UPDATE

This pamphlet was prepared by the Anne Arundel County Commission on Disability Issues to educate business owners on the 2010 Americans with Disabilities Act (ADA) requirements. It addresses service animals and defines them.

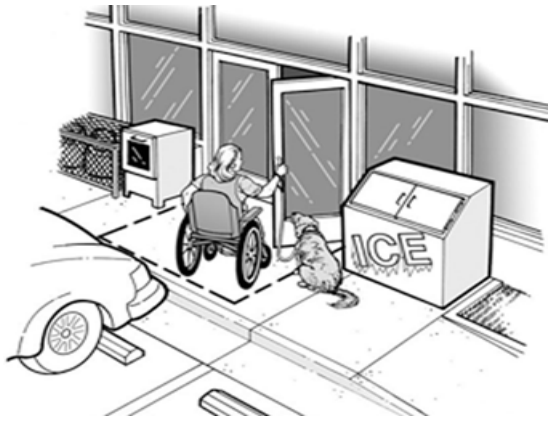
### Service Animal Defined

A service animal is a dog, and in some cases a miniature horse, that is individually trained to do work or perform tasks for a person with a disability. They are not required to wear a vest, ID tag, patch or special harness identifying them as a service animal.

Their duties may include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, assisting with mobility and balance, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack or performing other duties. Service animals are working animals, not pets.

### Where Service Animals Are Allowed

Businesses that provide goods and services to the public are called "public accommodations" in the ADA and generally must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.



### Service Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

A person with a disability cannot be asked to remove his/her service animal from the premises unless: (1) the animal is out of control and the handler does not take effective action to control it or (2) the animal is not housebroken.

### Inquiries

When it is not obvious what service an animal provides, only limited inquiries are allowed: (1) is the service animal required because of a disability, and (2) what work or task has the service animal been trained to perform. Staff are not allowed to request any documentation for the service animal,

require that it demonstrate its task, or inquire about the nature of the person's disability.

### Allergies

Allergies and fear of animals are not valid reasons for denying access or refusing service to people using service animals.

### Food Service

Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

### Charges

People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees which are not charged to other patrons without animals. In addition, if a business requires a fee or deposit to be paid by patrons with pets, it must waive the charge for service animals.

If a business such as a hotel charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself/herself or his/her service animal.

### Staff Service

Staff are not required to provide care or food for a service animal.

### Miniature Horses

The revised regulations have a new, separate provision about miniature horses

that have been individually trained to do work or perform tasks for people with disabilities.

Miniature horses generally range in shoulder height from 24 to 34 inches and weigh between 70 and 100 pounds.

Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.

The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility: (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for the safe operation of the facility.



The ADA Standards have many other requirements.