

Federal, state and local laws require that public places must allow **TRAINED** service animals to accompany people with disabilities onto the premises. This includes businesses, restaurants, agencies, government offices, health clinics, and covered dwellings.

Guide to Service Animals in Public Places

WHAT ARE SERVICE ANIMALS?

Service animals are animals that work, provide assistance, provide emotional support, or perform tasks for the benefit of a person with a disability. Under the law, a service animal is not considered a pet and must be individually trained. Service animals often are referred to as assistance animals, assistive animals, support animals, or therapy animals that perform many disability-related functions.

Dogs are the only service animals in public accommodations.

Animals that assist persons with disabilities in public accommodations must be professionally trained and certified.

There are no legal requirements for service animals to be specifically identified.

Some service animals may wear special vests and harnesses. A service animal in a public accommodation must be licensed or “certified” and/or have identification papers.



Businesses cannot require a person with a disability to show proof of a disability or certification of a service animal's status.

They may ask a person with an animal if it is a service animal required because of a disability and what task the animal has been trained to perform, if they cannot ascertain that an animal is a service animal.

Businesses cannot restrict access for service animals because of health regulations.

The Americans with Disabilities Act (ADA) takes priority over local and state laws or regulations. The only exception is a hospital operating room; however, patient rooms are not restricted.

Businesses cannot restrict the areas where a service animal can go.

A service animal must be allowed to accompany a person with a disability everywhere that people may normally go, unless the animal's presence creates a basic change to business operation or threat to safety.

Businesses may exclude a service animal from the premises when its behavior poses a direct threat to the health or safety of others.



Davenport Civil Rights Commission

226 W. 4th Street
Davenport, Iowa 52801
563-326-7888

563-326-7959 (TTY) 563-326-7956 (fax)
www.cityofdavenportiowa.com/civilrights

