

# SERVICE ANIMAL

## Definition of a Service Animal

Service Animal is defined as a dog that has been partnered with a person who has a disability and has been trained or is being trained, by a qualified person, to aid or guide a person with a disability.

## Allowed Questions

Questions allowed:

Staff may ask **TWO** questions.

- Is the dog a service animal required because of a disability?
- What work or task has the Service Animal been trained to perform?

## Questions Not Allowed

Questions **NOT** Allowed:

- Staff cannot ask about the person's disability.
- Require medical documentation.
- Require a special identification card or training documentation for the dog.
- Require that the animal demonstrate its ability to perform the work or task.

## Enforcement of the Law

**Denied Access:** You have the right to file a complaint with the New York City Commission on Human Rights please call 311.



## Where Service Animals Are Allowed

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.

## Reasons for Denied Service

A person with a disability can be asked to remove their Service Animal from the premises if:

- The Service Animal is out of control and the handler does not take effective action to control it.
- The Service Animal is not housebroken.

When there is a legitimate reason to ask that a Service Animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.



Visit Us On  
Facebook & Twitter



Mayor's Office for  
People with Disabilities