

Service Animal Fact Sheet

Under Arizona's service animal law and the federal American with Disabilities Act (ADA), people with disabilities may bring their service animal to all "public accommodations" including restaurants, schools, grocery stores, theaters, businesses, hotels, motels, and other lodging places, public transportation, entertainment and sporting venues, and social service centers such as senior centers, homeless shelters, and food banks. ¹

What is a service animal?

Under the ADA a service animal is defined as a dog that has been trained to do work or perform a task for an individual with a disability that is directly related to the person's disability.

Does the service animal have to wear a vest or identifying harness?

No. Under the ADA service animals are not required to wear a vest, ID tag or harness.

What questions can you ask to determine?

1. Is the dog a service animal required because of a disability? and
2. What work or task has the dog been trained to perform?

Staff are not allowed to request any documentation for the dog, required that the dog demonstrate its task, or inquire about the nature of the person's disability.

Service animals are:

- Allowed to go anywhere their owner/handler goes – a store owner's or customer's claim that he or she is allergic to dogs is not an acceptable reason to exclude that person and their animal from the store.

Service animals are not:

- Pets. Do not no play with or pet a service animal unless its owner has previously given you permission.
- Required to wear jackets or vest identifying them as such.
- Required to have an identification card or other documentation.
- Required to be registered or certified.

Handlers may be asked to remove the service animal only when:

- The service animal is out of control and the handler does not or cannot take effective action to control it.
- The service animal is not housebroken.
- In all circumstances, staff must offer the person with disability the opportunity to obtain goods or services without the animal present.

Service Animals in Arizona Housing

The federal Fair Housing Act prohibits discrimination in rental housing accommodations against those who use service dogs or animals. The landlord may not charge extra for having a service animal, although the owner may be required to pay for damage caused by the animal. The person with a service animal must be allowed full and equal access to all housing facilities. If the lease or rental agreement includes a "no pets" provision, it does not apply to the service animal. ²

¹Guerin, Lisa JD., *Arizona Laws on Service Dogs and Emotional Support Animals*, 2021 NOLO.

²Guerin, Lisa JD., *Arizona Laws on Service Dogs and Emotional Support Animals*, 2021 NOLO.