



Disaster Shelters must permit a person with a disability to be accompanied by their service animal, even if the shelter has a "No Pets" policy.

In the United States, approximately 500,000 service dogs are helping people every day.

https://share.america.gov/ service-dogs-save-lives

Accordingly, entities that have a "no pets" policy generally must modify the policy to allow service animals into their facilities.

Department of Justice Frequently Asked Questions about Service Animals and the ADA

Key Facts About Service Animals for Disaster Shelter Workers

Under the Americans with Disabilities Act (ADA), a federal law, disaster shelters cannot discriminate against people with disabilities. To adequately serve people with disabilities in emergency situations, policies may need to be modified. Shelters must permit a person with a disability to be accompanied by their service animal, even if the shelter has a "No Pets" policy.

Service animals:

- Are dogs (with the single possible exception of a miniature horse)
- Are individually trained to perform a specific task for a person with a disability
- Are allowed in all the areas that the public is generally permitted to go
- Are not required to have special licenses or certifications
- Do not have to have a vest or tags, but may have them
- Must not be separated from its owner/handler
- Must behave appropriately in the public
- Must always be under the control of their handler
- Are the responsibility of the handler to groom, feed, and toilet
- Are not emotional support, comfort, or therapy animals, but can be psychiatric service animals

If you are in doubt about a service animal, you can only ask two questions.

- 1. Do you need this animal because of a disability?
- 2. What work or task has it been trained to perform?

You cannot ask for a demonstration of a task or about the person's disability; remember many disabilities cannot be seen.

If an animal is not a service animal or if a service animal is not under the control of its handler, you can ask to have the animal removed and provide the handler with a list of pet sheltering resources, such as local boarding facilities at veterinary clinics or private kennels, county or state pet shelters, or Non-Governmental Organization operated facilities. The handler must not be denied access and can remain.

Learn More About the ADA: www.NortheastADA.org | 1.800.949.4232 | NortheastADA@Cornell.edu

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