

Q. What does the **LAW** require?

The Americans with Disabilities Act (ADA) requires businesses, including restaurants and grocery stores, to allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go.

The ADA mandates that businesses that sell or prepare food must allow service animals in public areas **even if state or local health codes prohibit animals on the premises.**

Oregon food safety laws generally prohibit all live animals, except for service animals, in food establishments (grocery stores, markets, delis, etc.).



Q. What is a **SERVICE ANIMAL?**

The ADA defines a service animal as any guide dog, signal dog, or other animal trained to provide assistance to an individual with a disability.

Service animals are working animals, **NOT** pets.

Tasks performed by service animals include: guiding individuals with impaired vision, alerting individuals with impaired hearing, providing rescue work, pulling a wheelchair, or fetching dropped items.

The ADA does **NOT** require that service animals be specifically identified with certification papers, a harness, special collar, or any other form of identification.

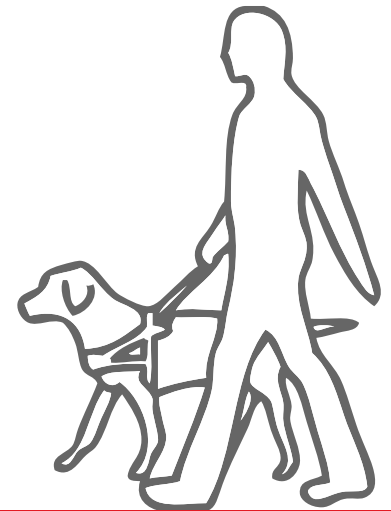
Animals that perform tasks such as providing companionship or emotional support are **NOT** recognized as service animals. Companion and support animals are prohibited from entering food establishments with their owners.

Q. Who is **ENTITLED TO USE A SERVICE ANIMAL** under the ADA?

The ADA authorizes the use of service animals for the benefit of individuals with disabilities.

There must be a direct link between the task an animal performs and the person with a disability.

(The service animal must be trained to perform a task for the individual that the individual cannot perform—a commonly recognized example of this is a **seeing eye dog.**)



Q. How can I avoid a misunderstanding?

Communication is the key.

As a courtesy, when entering an establishment accompanied by a service animal, an individual with a disability may want to notify the establishment that a service animal is entering the premises.

A representative of the establishment may inquire: whether an animal is a service animal and what special tasks the animal is specifically trained to perform.

The establishment may **NOT** inquire into the details of an individual's disability.

Resources

Oregon Department of Agriculture
Food Safety Division
635 Capitol St. NE
Salem, OR 97301-2532
<http://oregon.gov/ODA/FSD>

If you have further questions about service animals or other requirements of the ADA, you may call the US Department of Justice's toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TDD).

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Oregon
Department
of Agriculture

PETS ARE NOT ALLOWED IN FOOD ESTABLISHMENTS

Oregon
law prohibits
all animals, except
for service animals,
in grocery stores,
restaurants, and other food
establishments.

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The Americans with Disabilities
Act authorizes the use of service
animals in a food establishment
ONLY for the benefit of individuals
with disabilities.

SERVICE ANIMALS WELCOME

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animals into all areas where customers are
normally allowed to go.

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assistance to a person with a disability.

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task an animal performs and the person
with a disability.

Shopping with Service Animals