



10 Tips for People with Disabilities with Service Animals

1. The Americans with Disabilities Act (ADA) and Arizonans with Disabilities Act (AzDA) still prohibits public places from denying you access to any place where the general public travels with your service animal.
2. Public places may still only ask two questions to determine whether to allow you access: 1) is your service animal required because of a disability? and (2) what work or task has your service animal been trained to perform?
3. Service animals must be trained to perform task(s) directly related to your disability, but can be trained by you or a professional trainer.
4. Service animals can be trained to perform tasks related to psychiatric disabilities. These are different from emotional support animals, who are not trained and whose mere presence provides support.
5. The Arizona “fake service animal” provision does not mean that you must buy your service animal a vest or badge.
6. Even service animals can be removed from a public place if they become too disruptive or act aggressively and the handler does not take effective action to control the service animal.
7. Know your responsibilities as a handler of a service animal. Go to the Department of Justice (DOJ) FAQ on service animals for more information about your responsibilities, www.ada.gov/regs2010/service_animal_qa.html
8. Service animals in training are not “fake service animals” because Arizona law defines service animals to include service dogs and miniature horses in training.
9. Know the limits on a service dog access in public places. For example, DOJ states that a service dog may generally travel in an ambulance with the handler unless it would interfere with emergency personnel performing their duties. DOJ also states that places that serve food or drink are not required



to allow service animals to be seated on chairs or allow the animal to be fed at the table.

10. Arizona law makes it a class 3 misdemeanor, which carries a maximum fine of \$350/violation, for a public place to unlawfully deny access of a service animal or service animal in training.

RESOURCES

For more information about service animals, please refer to the following:

ACDL ACCESS TO SERVICES

The Arizona Center for Disability Law accepts all request for services and information from **9:00 am to 1:00pm Monday, Tuesday, Thursday, and Friday** or anytime on our website: www.azdisabilitylaw.org.

If you live in the Phoenix area, you may call (602) 274-6287 or anywhere else in the state, call toll-free 1-800-927-2260.

ADA INFORMATION LINE

ADA WEBSITE: www.ADA.gov

800-514-0301 (Voice) and 800-514-0383 (TTY)

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time) to speak with an ADA Specialist. Calls are confidential.

The Arizona Center for Disability Law (ACDL) is the protection and advocacy agency for persons with disabilities in Arizona. We provide a variety of legal services to people with mental, physical, psychiatric, and sensory disabilities regarding disability related legal issues.

This material is intended to be a guide and does not constitute actual legal advice. All requests for legal and advocacy services are subject to the availability of staff and resources. Those who contact ACDL will receive rights information and self-advocacy resources.

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