

Service Animals in Food Service Establishments

What is a service animal?

A service animal is defined as a dog or a miniature horse that has been individually trained to do work or perform tasks for people with disabilities. The task(s) performed must be related to the person's disability, which can include physical, sensory, psychiatric, intellectual and/or other mental disabilities. **Service animals are not required to wear any kind of harness or carry any kind of certification.**

Where are service animals allowed in food service establishments?

Service animals are allowed in areas which are not used for food preparation that are usually open for customers, such as dining and sales areas, as well as buffet and self-service lines.

Why keep animals away from food?

Animals can carry microbes related to foodborne diseases including those caused by Salmonella and Campylobacter.

Responsibility of Business:

A business **may** ask these two questions about a service animal:

- A) Is the animal a service animal that is required because of a disability?
- B) What work or task has it been trained to perform for you?

A business may **not** ask:

- about a person's disability
- for documentation of a service animal's certification
- that the animal demonstrate its task

If a service animal is out of control, and/or not housebroken, the business may ask that the animal be removed.

Responsibility of Owner/Handler:

- Service animals must be housebroken.
- Owners must be able to control their service animal.
- If asked by the business, the owner of a service animal must describe the task the service animal is trained to perform.



For more information:

A Q&A document and other information from the ADA that may be useful to operators can be found at:

https://www.ada.gov/regs2010/service_animal_qa.html