

# Service Animals

## Public Places and Facilities



A service animal is an animal that performs a specific task or set of tasks to assist a person with a disability. Federal, state, and local laws require that facilities open to the public allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

### Facts

#### You may only ask two questions:

- Is the service animal required because of a disability?
- What work or task does the service animal perform?

#### You may not ask:

- About the person's disability
- For medical documentation
- For training documentation or a special card for the dog
- For a demonstration of the tasks the dog performs

#### Tips to Remember:

- Service animals are not pets. Do not play with or pet a service animal.
- Service animals are not required to wear jackets or vests identifying them as such.
- Service animals are not required to have an identification card or other documentation.

#### You may ask the handler 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 the disability the opportunity to obtain goods or services without the animal present.

#### Denied Access?

You have the right to file a complaint by calling 311 and asking to be connected to the NYC Commission on Human Rights.