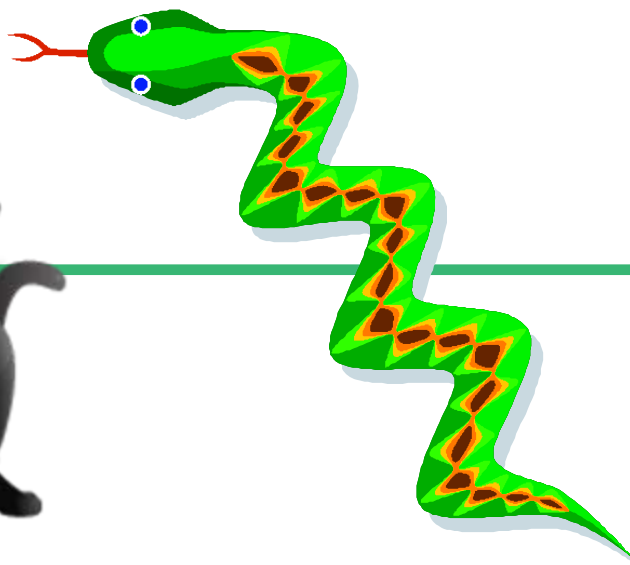


Service and Support Animals in San Francisco

Know Your Rights and
Responsibilities!



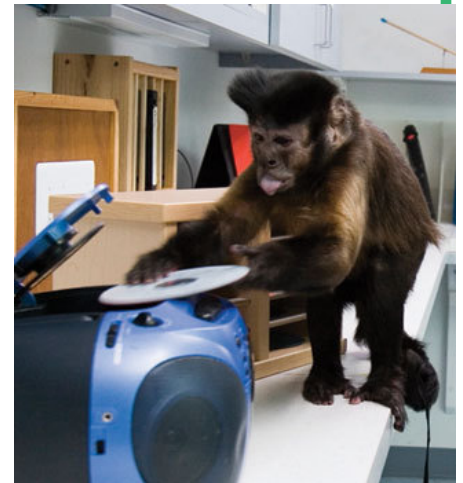
Who Qualifies to Own a Service or Support Animal?

- A person with a disability may qualify to own a service or support animal if he or she benefits from its service.
- A person is considered to have a disability if he or she has a mental or physical condition that limits one or more major life activities (such as walking, seeing, working, etc.)



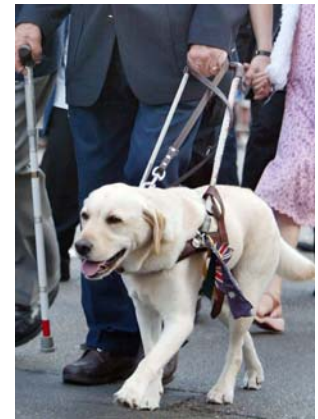
What is a Service Animal?

- A service animal is any animal that is individually trained to do work or perform tasks for the benefit of a person with a disability.
- A person might also require the service of more than one animal for his or her disability.
- Some examples of service animals include:
 - Dogs
 - Monkeys
 - Birds
 - Miniature horses



Examples of services that animals can provide:

- retrieving items for the person with a physical disability
- notifying people with hearing impairments of sounds
- alerting people with seizure disorders of an oncoming attack
- assisting people with mobility impairments with balance and movement
- guiding people with vision disabilities



What is a Support Animal?

Support animals are animals that primarily provide assistance for people with psychological disabilities.

Examples:

- A person with depression may take a cat to the doctor's office in order to make the appointment on time.
- A person with agoraphobia may use a snake to access public places with greater ease.

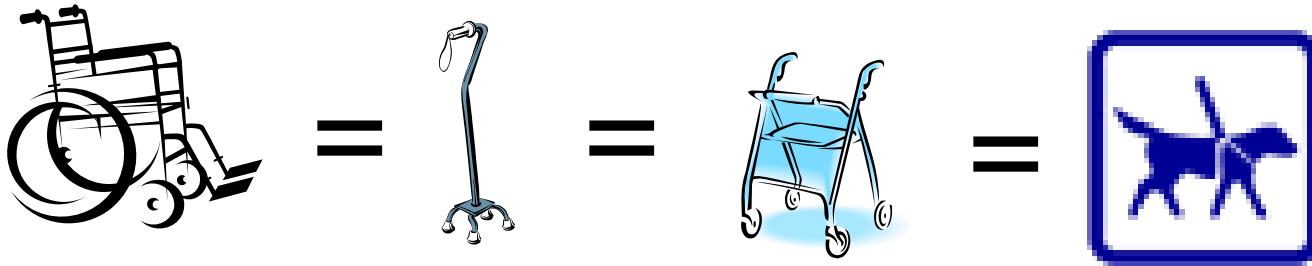


Are my rights with a support animal the same as a service animal?

- Allowing support animals at a location is considered a **reasonable accommodation** under disability rights laws.
- Although support animals are not always trained to perform tasks, they can enable people to live independently and fully use and enjoy their environment.
- People with support animals have the **same rights** as people with service animals.

What's the difference between a service or support animal and a pet?

- Service or support animals are not pets.
- A person with a disability uses a service or support animal as an auxiliary aid, similar to the use of a cane, crutches, or wheelchair.



Is Proof Required for Service or Support Animals?

- Under the ADA people cannot ask for proof that your animal is a service or support animal, but Under the Fair Employment and Housing Act, a landlord can require documentation.

The “Do Not”s to remember...

- 1. Do not pet or touch without asking the handler first.**
- 2. Do not feed.**
- 3. Do not deliberately startle.**
- 4. Do not separate or attempt to separate a handler from the service or support animal.**

The “Do Not”s cont’d:

- 4. Remember, not all disabilities are visible. The nature of the person’s disability is a private matter and you are not entitled to inquire for details.**
- 5. Because service and support animals are not pets, pet fees cannot be charged for service or support animals.**
- 6. Do not allow any pets in the area to distract the service or support animal.**

The “Do’s” to remember

- Do expect the owner to take responsibility for the care and behavior of his or her service or support animal. In common areas, the owner must have direct control of the animal.
- Do expect the animal to behave appropriately. A disruptive service or support animal may be removed from the location. However, the person must be allowed to return without the animal.

We are here to help!

- **Mayor's Office on Disability**

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