



What can a business ask?

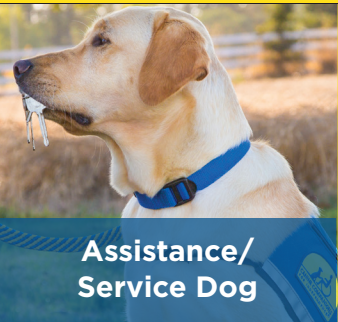



“Is the dog a service animal required because of a disability?”

“What work or task has the dog been trained to perform?”

Learn more at: cci.org/stopfraud



A SERVICE DOG IS MORE THAN A VEST™

Type of Dog	Definition	Access Rights	Training Required	What to Do If the Animal Is Misbehaving
 Assistance/Service Dog	A dog trained in specific tasks that mitigate the handler's disability.	Permitted with handler in any place the public is allowed.	Extensively trained to perform specific tasks to mitigate effects of handler's disability.	Must be in control at all times and behave in a safe manner. Aggression or continued misconduct can result in the dog's removal under the ADA.
 Puppy in Training	A dog that is learning tasks for a handler with a disability or for a program that provides service dogs.	With permission. Rely on goodwill of businesses for access to prepare the puppy for service. Some state laws permit equal access.	In the process of training and socialization to mitigate the effects of disability.	Must be in control at all times and behave in a safe manner. Puppies in training rely on the goodwill of businesses for access, but can be removed.
 Emotional Support Animal	A dog or other animal whose sole function is to provide comfort or provide emotional support to its owner with a disability.	Only allowed in owner's home, college dormitories and airplanes as outlined in Fair Housing Act and Air Carrier Access Act.	Basic manners expected but none required by law.	Can be removed.
 Therapy Animal	A temperament-tested pet providing comfort in an approved facility.	Only with permission at designated facility.	Basic obedience and sound temperament expected but not required.	Can be removed.