

Service Animal Policy

Purpose

For health and safety reasons, this agency will only allow service animals in its facility.

Scope

This policy applies to all visitors, guests, and clients of this agency.

Volunteers cannot be denied their volunteer opportunity because of a disability and the service animal. Legally, animals are not allowed in the food area/prep area for health and food safety reasons. This agency will find another volunteer opportunity that is not in a food prep area, such as office jobs, filing, stuffing envelopes, making phone calls, etc.

Policy

The service animal must meet the requirements outlined in the Americans with Disabilities Act (ADA) and the Minnesota Human Rights Act (MHRA). Under both Acts, a "service animal" is generally defined as dogs that are individually trained to do work or perform tasks for people with disabilities. In rare cases, a miniature horse may also qualify as a service animal. Where reasonable, SHH will permit miniature horses as service animals in any facility owned and operated by SHH. To determine whether SHH can accommodate a miniature horse as a service animal in its facilities, the Human Resources Department will make a determination after it assesses the following factors: (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Reasonable behavior is expected from the service animal while on company property. The owners of disruptive and aggressive service animals may be asked to remove them from SHH facilities. If the improper behavior happens repeatedly without effective action by the owner to control the service animal, the owner may be told not to bring the service animal into any facility until the owner is able to effectively control the service animal.

Requirements of service animals and their owners include:

- All service animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Service animals must wear an owner identification tag (which includes the name and phone number of the owner) at all times.
- Service animals must be in good health.
- Service animals must be on a leash, harness or other type of restraint at all times, unless the owner is unable to restrain a service animal on a leash due to a disability. If that is the case, the owner must maintain control of the animal through voice, signal, or other effective controls.
- The owner must be in full control of the service animal at all times. The care and supervision of the service animal is the sole responsibility of the owner.
- The service animal must be housebroken.
- When asked, the owner must inform the HR department staff about the tasks the service animal has been trained to perform.

Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner is expected to clean up after and dispose of all animal waste.

NO PETS, PLEASE

**For health & safety reasons, we allow
SERVICE ANIMALS ONLY**

Thank you.



NOTICE

Service Animals Welcome.

It is illegal for a person to misrepresent
an animal in that person's possession as
a service animal under state and federal law.