



A SERVICE DOG IS MORE THAN A VEST

Help Prevent Service Dog Fraud

What Can a Business Ask?

A business can only ask two questions:

- “Is the dog a service animal required because of a disability?”
- “What work or task has the dog been trained to perform?”

What Can an Assistance Dog Team Expect Under the Law?

The right to have their trained assistance dog in any public place if the team meets the expectations above.

What Can You Expect From an Assistance Dog Team?

Assistance dogs require years of training to perform specific tasks for people with disabilities.

- Assistance dogs must be under control.
- Assistance dogs should be clean and behave in a safe manner.

Why Does This Matter?

When untrained dogs posing as service animals behave badly, people who actually need assistance dogs pay a steep price — added discrimination and denied access to public places — both violations of the Americans with Disabilities Act.



Who Does Service Dog Fraud Impact?



Peter & Echuka

“I have a spinal disorder that makes it difficult to bend. But Service Dog Echuka is trained to pick up dropped items and prevent me from getting hurt. In the last few years, the questions and the looks I get have radically changed. Now wherever I go, I see fraudulent service dogs. I have been kicked out of businesses because employees think I’m an imposter. People who are inappropriately using vests on pets should take a long, deep breath and think about how they are affecting less-able people than themselves.”

People with disabilities may have invisible disabilities requiring a trained assistance dog for help.



Marv & Yara

“Service Dog Yara and I attempted to enter a high-end furniture store in California. We were met at the front door by one of the sales staff who offered to hold Yara outside while we shopped. I explained that Yara was a service dog but the woman denied us access because a prior “service dog” urinated on the store’s high-end Persian carpets. After assuring the saleswoman that Yara would never behave in that manner because he was highly trained, she allowed us to bring him but made Yara stay in the corner.”

A service dog must be housebroken, clean and under control at all times.



Wallis & Caspin

“When I plan a quick trip to the store, I often end up piling groceries high on my lap and rely on Caspin to pick up the many items that get dropped. One shopping trip, I was carrying groceries and a tiny vested dog left unattended in a shopping cart started barking at Caspin and me. I have a strong startle response from my disability, which caused everything on my lap to tumble to the ground. My quick trip turned into having to ask Caspin to retrieve all of my shopping. The ‘service dog’ continued barking.”

A business has the right to ask a person to remove their dog if its behavior is out of control or a threat to others.



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