

Responses to Customers with Animals in Stores



VISUAL ASSESSMENT ISSUES

If animal in store is something other than dog or miniature horse...

The object is to remove the animal.

If the animal is relieving it self in the store regardless of whether it is a service animal or not...

The object is to remove the animal.

If the animal is acting aggressively toward another associate or customer regardless of whether it is a service animal or not...

The object is to remove the animal.

If the animal is riding in the grocery cart regardless of whether it is a service animal or not...

The object is to have customer remove the dog from the cart.

IF YES

"I appreciate you shopping with us! I noticed you have your --- with you today. Because we are a food establishment and a --- does not qualify as a service animal I need to ask you to please take your --- out of the store and we would love to have you back in to shop. If you feel you cannot continue without your --- I would be happy to have an associate ring your items right now or return them for you. Here is an informational card that may help you understand the rules surrounding service animals."

"I observed/received a complaint that your dog relieved it self in our store. As a retail food store we have strict food safety and sanitation guidelines that we must comply with, so will you please show me where your animal did this so we may properly clean the area? Trained service animals must control bodily functions in the store or we must ask that the owner to remove the animal from the premises. If you don't feel you can continue without your animal I would be happy to have an associate ring your items now or return them for you. I apologize for this inconvenience, but it is critical we keep food products free from safety and sanitation concerns."

"I observed/received a complaint that your dog was acting aggressively toward another person, making that person feel very uncomfortable. Even if an animal qualifies as a trained service animal if it threatens other people we ask the owner to remove the animal from the premises. If you don't feel you can continue without your animal I would be happy to have an associate ring your items now or return them for you. I apologize for this inconvenience, but it is critical that we create a safe shopping environment in which all of our customers feel comfortable."

"I appreciate you shopping with us today and I notice you have your dog with you. Because we are a food establishment state law does not allow your animal to ride in our shopping carts. Also for food safety and sanitation reasons, state and federal law permits only trained service animals in food stores".

QUALIFYING QUESTIONS

May I ask you a couple of questions about your dog?" (Proceed with Qualifying Questions Q1 & Q2)

Q1: Is your animal required because of a disability under the Americans with Disabilities Act?

IF YES: Proceed to Q2

IF NO: "I am sorry but the Americans with Disabilities Act and state laws permit only animals in food stores if they are specifically trained to do work for you because of an ADA recognized disability. If we allow animals into our stores for other reasons we place our food and business licenses in jeopardy. I must ask you to take your dog out of the store and we would love to have you come back in and shop with us. If you don't feel like you can continue without your animal I would be happy to have an associate ring your items up or return them for you. Here is an informational card that may help you understand the rules surrounding service animals."

Q2: What work or task has your animal been trained to provide?

If response relates to specific life function dog may stay.

Qualified functions include seeing eye dog; seizure detection; alerting people who are deaf; reminding someone to take medication; calming a person with PTSD; pulling a wheelchair.

If response does not relate to a specific life function the customer must remove the dog from the store.

Unqualified options include providing comfort; providing emotional support; providing companionship; calming a person who does not have PTSD or other severe mental illness diagnosis.

"I am sorry but the Americans with Disabilities Act and state laws only permit animals in food stores if they are specifically trained to do work for you because of an ADA recognized disability. If we allow animals into our stores for other reasons we place our food and business licenses in jeopardy. I must ask you to take your dog out of the store and we would love to have you come back in and shop with us. If you don't feel like you can continue without your animal I would be happy to have an associate ring your order up or return the items for you. Here is an informational card that may help you understand the rules surrounding service animals."



www.ada.gov/service_animals_2010