

ATTACHMENT I
Service Animal Signage (English)



SERVICE ANIMALS

When you bring an animal into the facility, Valley View staff will ask:

1. Is the animal a service animal required because of a disability?
2. What work or task has this animal been trained to perform?

These inquiries will not be made if the need for the service animal is obvious, e.g., the dog is guiding an individual who is blind or is pulling a person's wheelchair.

Service animals will not be allowed in surgery, obstetrical delivery areas, intensive care unit, or any area where a sterile field must be maintained.

Valley View may ask an individual with a disability to remove a service animal from the premises if the animal is:

- out of control and the individual does not take effective action to control it;
- not housebroken; or
- animal poses a direct threat to the health or safety of others.

An individual shall use a harness, leash or other tether with their service animal unless either the individual is unable to do so because of a disability or unless the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks.

- In these cases, the service animal must be under the individual's control through voice control, signals, or other effective means.
- If a service animal or any other non-service animal is excluded, the individual with a disability will still be offered the opportunity to obtain goods, services, and accommodations without having the animal on the premises.

The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Valley View is not obligated to supervise or otherwise care for a service animal.

Animals other than dogs or miniature horses, assistance animals, therapy animals, and/or emotional support animals are not allowed on premises. A patient may request an exception through the Healing Partners Program but exception is not guaranteed. It is a criminal violation for a patient to intentionally misrepresent that an animal is a service animal.

Rev. May 10, 2021

ATTACHMENT II
Service Animal Signage (Spanish)



ANIMALES DE SERVICIO

Si usted trae un perro a la instalación, el personal de Valley View le preguntará:

3. ¿El perro es un animal de servicio necesario por alguna discapacidad?
4. ¿Para qué trabajo o tarea ha sido entrenado este perro?

Estas preguntas no se harán si la necesidad del animal de servicio es obvia, como por ejemplo si el perro está guiando a una persona ciega o empujando una silla de ruedas.

No se permiten perros de servicio en cirugía, las áreas de parto, la unidad de cuidado intensivo o cualquier otra área donde hay que mantener un campo estéril.

Valley View puede solicitar a una persona con una discapacidad que retire a un animal de servicio de la propiedad si el animal está

- fuera de control y la persona no toma medidas eficaces para controlarlo;
- si no está entrenado; o
- si el animal representa una amenaza directa a la salud o seguridad de los demás.

La persona debe usar un arnés, correa u otra atadura para su animal de servicio, a menos que la persona no pueda hacerlo por su discapacidad o a menos que el arnés, correa u otra atadura interfiera con el desempeño seguro y eficaz del trabajo o las tareas del animal de servicio.

- En estos casos, la persona debe tener control del perro de servicio a través de la voz, señales u otros medios efectivos.
- Si se excluye al perro de servicio, la persona con discapacidad seguirá teniendo la oportunidad de obtener bienes, servicios y adaptaciones sin la presencia del animal de servicio en la propiedad.

El manejador es responsable de cuidar y supervisar al animal de servicio, incluyendo llevarlo al baño, alimentarlo, acicalarlo y proporcionarle cuidado veterinario. Valley View no tiene la obligación de supervisar o cuidar de otra manera a un animal de servicio.

Rev. Sept. 15, 2016

ATTACHMENT III

Frequently Asked Questions about Service Animals and the ADA U.S. Department of Justice, Civil Rights Division, Disability Rights Section

DEFINITION OF SERVICE ANIMAL

Q: What is a service animal?

A: Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

Q: What does “do work or perform tasks” mean?

A: The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

Q: Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

A: No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA. However, some State or local governments have laws that allow people to take emotional support animals into public places. You may check with your State and local government agencies to find out about these laws.

Q: If someone's dog calms them when having an anxiety attack, does this qualify it as a service animal?

A: It depends. The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA.

Q: Does the ADA require service animals to be professionally trained?

A: No. People with disabilities have the right to train the dog themselves and are not required to use a professional service dog training program.

Q: Are service-animals-in-training considered service animals under the ADA?

A: No. Under the ADA, the dog must already be trained before it can be taken into public places. However, some State or local laws cover animals that are still in training.

GENERAL RULES

Q: What questions can a covered entity's employees ask to determine if a dog is a service animal?

A: In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions: (1) is the dog a service animal required because of a disability? and (2) what work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

Q: Do service animals have to wear a vest or patch or special harness identifying them as service animals?

A: No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

Q: Who is responsible for the care and supervision of a service animal?

A: The handler is responsible for caring for and supervising the service animal, which includes toileting, feeding, and grooming and veterinary care. Covered entities are not obligated to supervise or otherwise care for a service animal.

Q: Does a hospital have to allow an in-patient with a disability to keep a service animal in his or her room?

A: Generally, yes. Service animals must be allowed in patient rooms and anywhere else in the hospital the public and patients are allowed to go. They cannot be excluded on the grounds that staff can provide the same services.

Q: What happens if a patient who uses a service animal is admitted to the hospital and is unable to care for or supervise their animal?

A: If the patient is not able to care for the service animal, the patient can make arrangements for a family member or friend to come to the hospital to provide these services, as it is always preferable that the service animal and its handler not to be separated, or to keep the dog during the hospitalization. If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in a boarding facility until the patient is released, or make other appropriate arrangements. However, the hospital must give the patient opportunity to make arrangements for the dog's care before taking such steps.

Q: Does the ADA require that service animals be certified as service animals?

A: No. Covered entities may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry.

There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under the ADA and the Department of Justice does not recognize them as proof that the dog is a service animal.

Q: Can service animals be any breed of dog?

A: Yes. The ADA does not restrict the type of dog breeds that can be service animals.

Q: Can individuals with disabilities be refused access to a facility based solely on the breed of their service animal?

A: No. A service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.

EXCLUSION OF SERVICE ANIMALS

Q: When can service animals be excluded?

A: The ADA does not require covered entities to modify policies, practices, or procedures if it would “fundamentally alter” the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded.

Q: What does under control mean? Do service animals have to be on a leash? Do they have to be quiet and not bark?

A: The ADA requires that service animals be under the control of the handler at all times. In most instances, the handler will be the individual with a disability or a third party who accompanies the individual with a disability. In the school (K-12) context and in similar settings, the school or similar entity may need to provide some assistance to enable a particular student to handle his or her service animal. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow her service animal to pick up or retrieve items. She may not allow the dog to wander away from her and must maintain control of the dog, even if it is retrieving an item at a distance from her. Or, a returning veteran who has PTSD and has great difficulty entering unfamiliar spaces may have a dog that is trained to enter a space, check to see that no threats are there, and come back and signal that it is safe to enter. The dog must be off leash to do its job, but may be leashed at other times. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

Q: What can my staff do when a service animal is being disruptive?

A: If a service animal is out of control and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.