

Three Things to Know About Real Service Animals

Since service animals are **not required** to wear a vest or have other ID, here are three ways to recognize a **legitimate** service animal.



1. Real Service Animals Perform Specific Tasks.

Service animals are working dogs, not pets. They may range in size and breed but ALL are specially trained to do work or perform tasks that are directly related to a person's disability. When it's not obvious what service the dog provides, staff may ask two 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.

2. Real Service Animals Are Trained to be Calm.

From an early age, service animals are carefully exposed to a variety of environments and situations. They are socialized with people, other animals, and taught basic obedience. By the time they become service animals, they are confident, well-adjusted, and able to reliably perform their essential services, no matter what. Without such training, dogs may become overly stressed, leading to inappropriate behaviors that are not suitable for public places.



3. Real Service Animals Are Well Behaved in Public.

When service animals are working, they are not permitted to repeatedly bark, growl, jump, lunge, or freely wander around. They don't bite or harm people or other animals, and they don't urinate and defecate on the floors. If a particular service animal is out of control and the handler doesn't take effective action to control it, staff may request that the animal be removed from the premises.



For more information about service animals and the ADA, please visit [ADA.gov](https://www.ada.gov) or call the ADA Information Line at 800-514-0301.

