

Accommodating
Service Animals in
Public Places
+
Accommodating
Service and
Emotional Support
Animals in the
Workplace

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Today's Agenda

- **Accommodating Library Patrons:** Understanding ADA Title II and Idaho Code Provisions
- **Accommodating Applicants & Employees:** Service and Emotional Support Animals
- **Best Practices & What NOT to Do**
- **Resources and Guidance**



Today's Outcomes

- Understand How to Deal with Service Animals in Public Agencies
- Understand the Different Contexts for Service and Emotional Support Animals in the Workplace
- Articulate How Animal Accommodations Work in Employment
- Access and Utilize Resources





Service Animal v. Emotional Support Animal

- Look to the ADA – All Titles
- What about State Law?
- Which Laws Apply?



Does the *ADA*
apply to libraries?

Yes!



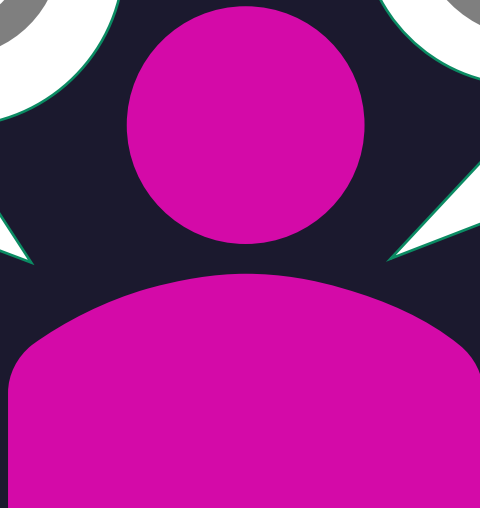
State/Federal Differences

- Service Animals in Training
- The Two Questions
- Identification
- Removal or Exclusion
- Access and Enforcement:
I.C. 56-704 v. 67-59

Interesting. I think that's a patron walking into the library carrying a small dog.



OK, a 7-lb Pomeranian-Chihuahua mix?! No way that's a service animal! Looks like someone's trying to game the system!



Okay Ben, the patron is walking toward the front counter.

Remember, there are only two questions I can ask:

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?



What I really want to know is: why are the little dogs always the most hyper and neurotic? And why would you bring a yappy dog into my nice quiet library?



Hello, and welcome to the library! I see you have a dog with you. Is the dog a service animal required because of a disability?

Yes? Okay, thank you. What work or task has the dog been trained to perform?



- How do you train a dog to know when you need to take medication? Is that even a thing? (if so, that's... really cool.) OK, I guess Pomchi can stay.



OR maybe the patron has a different reply...

You say your dog has been trained to play fetch with your children to keep them occupied? That sounds more like a comfort animal or a pet, which we unfortunately don't allow.

But you are welcome to bring a service animal into the library if the service animal is trained to perform a task to support a person with a disability.



Nope! Dogs drool, cats rule and none of them really belong in my library m'kay?



I understand your frustration. Would you like to speak to my supervisor?



Rules are rules.
Hasta la vista,
fur-baby!



Application & Review

- Can a patron bring an emotional support animal into a library?
- What is the difference between a service animal and an emotional support animal?
- Does it matter that a patron has paperwork and a vest identifying the service animal?
- Can I still ask the two questions if it's obvious what task the service animal provides? (e.g., an assistive dog for someone who is visually impaired)

Reasonable Accommodations

Accommodating employees with service or emotional support animals is no different than any other ADA-compliant accommodation process.



Employer/HR “Dos” and “Don’ts”

- DO listen for accommodation requests
- DO be creative
- DO check in
- DON’T assume; ask
- DON’T avoid the interactive process

You're HR/Supervisor. Your employee asks to bring an animal to work...

How can we let you have a dog at work? If we say yes to you, everyone will want to bring their pets too. What about all the mess, stink, hair and noise? What's our liability if your dog bites? Or if a patron has allergies?



Now that we've approved your accommodation to have your service animal with you here at work, we should discuss how we'll talk about that with your coworkers, just to make sure we maintain confidentiality about your disability and other medical information. If your coworkers ask about your service animal, would it be okay if we simply say something like "Maria will have her service dog with her at work"? What other ideas do you have?

At a team meeting with coworkers and volunteers present...

Maria gets to have a dog at work because of her disability, alright? The rest of you can't have a pet at work, so don't ask! And don't ask me about her disability because it's all confidential!



I want to welcome the newest member of our team, Thor! Maria's service dog Thor will be here at the library with Maria. If you have any questions about that, please come and talk with me any time.

Maria asks for additional breaks to take her service dog outside to go to the bathroom 2-3x each day

What?! That's not fair to your colleagues if I give you extra breaks. How can you pull your weight when you disappear all the time with your dog?



Let me see what we can do to help with that accommodation. Are you able to take Thor out during your regular breaks in the morning and afternoon and at lunch? Can we start with that and then adjust the times of your breaks? If that doesn't work, let's talk more about either clocking out and making up that time at the end of the day or adjusting your daily schedule a bit to make that accommodation. Do you have any other ideas that could work so that you're still putting in your 40 hours but getting Thor out to the bathroom on a regular schedule?



Thor has a barking episode, scaring a patron and her 2-year-old child

Maria, Thor is out of control and has got to go! We can't have him scaring patrons and especially the children! This is just not going to work out.



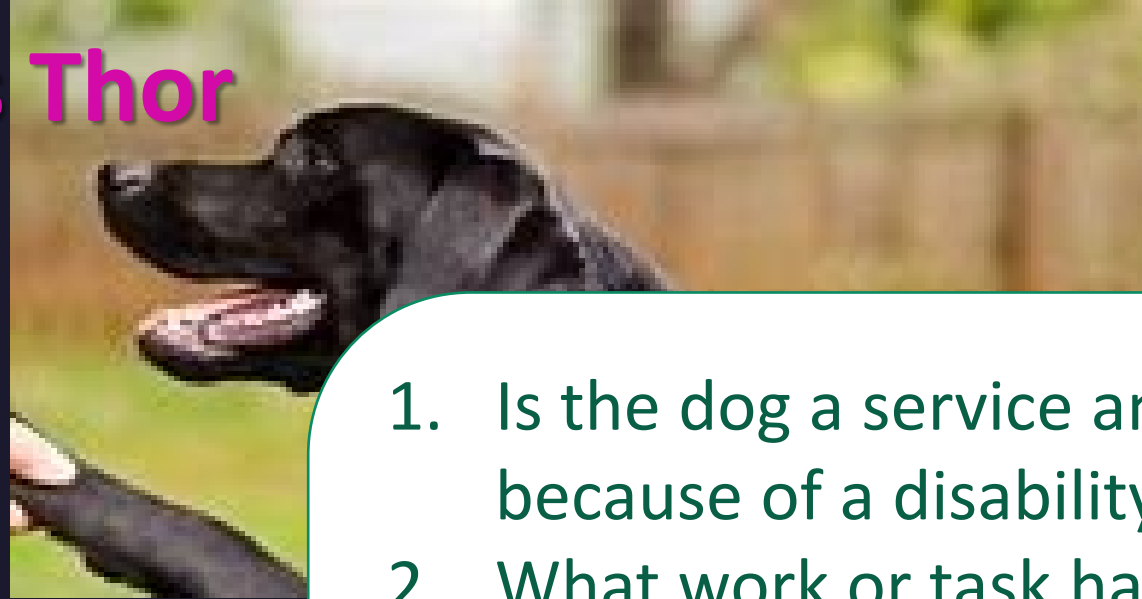
As we discussed when we set up the accommodation, your service animal must be under your control at all times, and well-behaved. Barking at a patron violates that ADA standard, and we need to make sure that doesn't happen again. What can you do with Thor to make sure that doesn't happen again?





Worlds Collide:
Patron dog v.
employee dog

Pomchi vs Thor

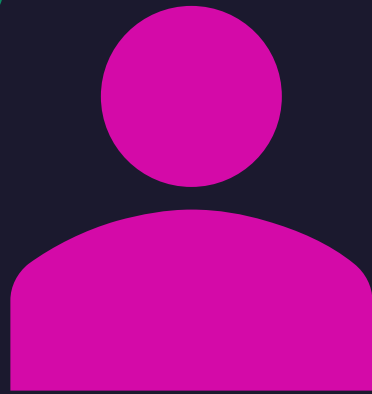


Oh, great! Another
dog in my library!
Get ready for
disaster...

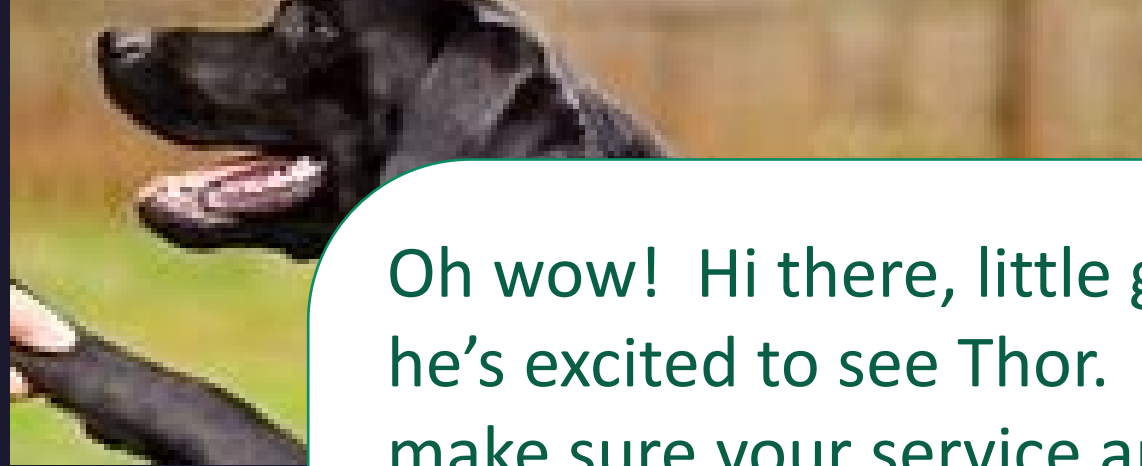
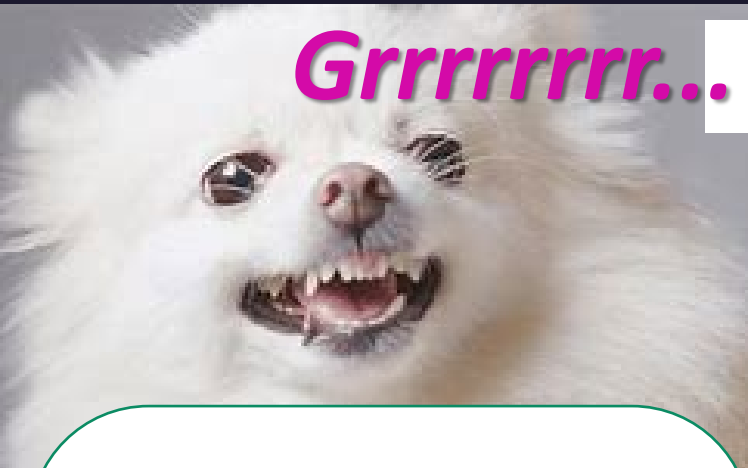


1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Just so you know, we have another service animal here behind the front desk. Thor is a trained, well-behaved service animal. We just want to make sure there isn't any conflict or interaction between the dogs.



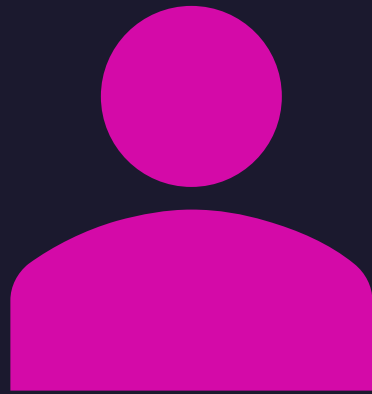
Grrrrrrrr... Bark! Bark! Pomchi lunges at Thor



This is a library,
not a dog park!
I knew letting
dogs into my
library would
be a bad idea!



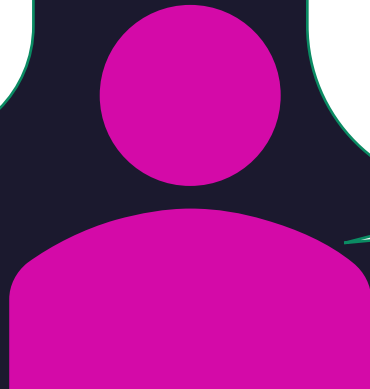
Oh wow! Hi there, little guy! It looks like he's excited to see Thor. We just have to make sure your service animal is under your control at all times. If you can make sure he is under your control, we'll make sure Thor stays here at the front desk while you're visiting the library. Thanks so much, and please let us know if you need any assistance today.





Bad Pomchi! The patron's dog pulls free, knocks down a book display, and barks at a small child who bursts into tears.

Strike 3 and
you're out!
That's it! You and
your dog are
banned from the
library!



I'm sorry for the inconvenience, but I
need to ask you to take your service
animal out of the library because he's not
under your control. It's important for our
other patrons that a service animal is
under its owner's control at all times, and
we can't have a service animal running
loose through the library. Thank you for
understanding.



Scan and Save Online Resources



Questions?

1. Review online resources
2. Talk with your DAGs
3. Reach out to DHR
4. Contact the Human Rights Commission or the EEOC

