



## BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

120 SOUTH RIVER STREET  
HACKENSACK, NJ 07601-6908  
(201) 336-6475  
Fax: (201) 488-9298  
TDD: (201) 343-2185

---

**JULIA M. ORLANDO, CRC, ED.M, MA**  
DIRECTOR

Effective Date: 07/9/12  
Revision Date: 12/3/12  
Revision No: 1  
Date: 12/3/12

### **Policy on Service Animals at the Center**

Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA and miniature horses (see regulations for more info on horses).

**Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.** Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

According to Hackensack Health Department in consultation with the ADA (800-514-0301) service dogs are still subject to having a rabies vaccine and a local license (the animal is licensed where it lives). Center staff are to require proof of these two items when any dogs are brought to the Center

### ***Where Service Animals Are Allowed***

**Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.** Under these guidelines, service animals will be permitted at

the Center for community guests receiving services provided that the following conditions below are applied.

At the Center we are only required to provide the services to an individual with a service animal that we provide to anyone else. For example, while we must allow an individual to shower we are not required to allow the dog in the shower with the individual as we do not bathe animals on the premises. The individual is responsible for how to maintain their dog while they are showering; not Center staff.

### ***Service Animals Must Be Under Control***

**Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.** In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

### ***Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals***

- When it is not obvious what service an animal provides, only limited inquiries are allowed. 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. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- Staff are not required to provide care or food for a service animal.