

**ANCHORAGE SENIOR ACTIVITY CENTER
ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL**

POLICIES and PROCEDURES: ALLOWING DOGS IN THE FACILITY

General Information:

Policy:

ASAC's policy regarding dogs at the Center during standard hours of operation will be consistent with norms established by other senior activity centers or rules and regulations established by the federal, state and/or municipal governments and to adhere to existing Municipality of Anchorage policy. In the event no state and/or municipal rules or regulations have been established, ASAC policies and procedures shall serve as the guide.

Federal Policy: Under the Americans with Disabilities Act, definitions of and guidelines for Service Dogs, Emotional Support Dogs and Therapy Dogs have been established. Under the Americans with Disabilities Act (ADA), privately owned businesses that serve the public, such as restaurants, hotels, retail stores, etc. are prohibited from discriminating against individuals with disabilities. The ADA requires the businesses to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed.

The ADA defines a service animal as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether or not they have been licensed or certified by a state or local government.

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. However, an individual who is going to a restaurant or theater is not likely to be carrying documentation of his or her medical condition or disability. Therefore, such documentation generally may not be required as a condition for providing service to an individual accompanied by a service animal. Although a number of states have programs to certify service animals, **you may not insist on proof of state certification before permitting the service animal to accompany the person with a disability.**

The service animal must be permitted to accompany the individual with a disability to all areas of the facility where customers are normally allowed to go. An individual with a service animal may not be segregated from other customers.

The care and/or supervision of a service animal are solely the responsibility of his or her owner.

A service animal which barks or growls at other people or otherwise acts out of control may be excluded when that animal’s behavior poses a direct threat to the health or safety of others. Each animal must be evaluated individually.

Definitions established by ADA are:

	Service Dogs	Emotional Support Dogs	Therapy Dogs
Basics	The Service dogs help with performing a function for a person that is limited by a disability.	Emotional support dogs help individuals with emotional problems by providing comfort and support.	Therapy dogs provide affection and comfort to individuals in hospitals, nursing homes, and other facilities.
Partial List of Disabilities Covered	Mobility issues, visual impairment (blindness), hearing impairment (deafness), seizures, diabetes, PTSD, autism, epilepsy, multiple sclerosis (MS), and other physical/mental disabilities	Anxiety, depression, bipolar/mood disorders, panic attacks, and other emotional/psychological conditions	–
Laws Protecting this Type of Dog	Americans with Disabilities Act (ADA)	Fair Housing Amendments Act Air Carrier Access Act	–
Breed/Age/Sex of Dogs	Any is acceptable	Any is acceptable	Any is acceptable
Fly in airplane for free	Yes	Yes	–
Allowed in all housing regardless of pet policy	Yes	Yes	–
Protected in All 50 States	Yes	Yes	–

ASAC Policy: Service and Emotional Support Dogs will be allowed at the Center in accordance with Federal guidelines. In addition, various procedures have been established by the Administration for presence of dogs in the facility. For ASAC purposes, the Therapy Dog category includes pets.

Procedures: The following procedures are to be followed prior to dogs being allowed in the Center facilities:

1. With the exception of Service Dogs, the dog owner and name of dog must be registered with the Accounting/Records office at the Center.
2. All dogs, with the exception of Service Dogs, must have a current license issued by the Municipality of Anchorage Animal Control.
3. Proof of current rabies, Bordetella, and other usual vaccinations must be provided for all dogs with the exception of Service Dogs.
4. Owner must demonstrate adequate control of dog (i.e. leash, voice control, etc.)

The following procedures are to be followed while the dog is in Center facilities, including Center vehicles:

1. No dog, with the exception of a Service dog or Emotional Support dog, is allowed in the restaurant or other areas where food is being served.
2. No dog is allowed in the kitchen as this is not an area where customers/members are allowed on a usual basis.
3. No dog, with the exception of a Service dog or Emotional Support dog, is allowed in the fitness training or exercise areas.
4. Dogs at the Center facilities will be either on leash or under active voice command of the owner or owner's designee at all times.
5. Dogs will be with their owners or owners' designee when in the facility. Some exception to this rule may be made by the General Manager in the case of employee owned dogs.
6. Any dog showing belligerent or aggressive behavior will be banned from the facility until such time as owner can demonstrate active control over the dog and prove that the dog has gone through obedience training.
7. Animals are only allowed to ride in a vehicle owned by ASAC if they are in an animal carrier. Said carrier should be placed in an area of the vehicle that is not used for the transport of food. The only exception is for a Service dog accompanying its handler. Transportation of any dog in the 2015 Ram Promaster which is specifically designated for the delivery of Kids Corps and other such catered meals is expressly prohibited.
8. The General Manager or designee has the authority to ban any Therapy Dog/Pet from the Center if any Center member has a complaint regarding the pet.

Additional Information regarding Service Dogs, Emotional Support Dogs, Therapy Dogs and Pets

Service Dog Information:

Service dogs are dogs that have been individually trained to perform a specific task for individuals who have disabilities. The disabilities can vary greatly, and so do the tasks that the service dogs perform. Service dogs can aid in navigation for people who are hearing and/or visually impaired, assist an individual who is having a seizure, calm an individual who suffers from Post-Traumatic Stress Disorder (PTSD), and even dial 911 in the event of an emergency. Many disabled individuals depend on them every day to help them live their everyday lives.

As previously indicated, Service dogs are protected under the Americans with Disabilities Act (ADA). The ADA protects disabled individuals by allowing them to bring their service dogs most places that the public is permitted. Any dog can be a service dog, and service dogs do not have to be professionally trained. **The important thing is that the dog is trained to be a working animal and is not a pet.**

Partial List of Qualified Disabilities: Physical Problems: Asthma (or other breathing problems), Allergy Alert, Blindness (and partial blindness), Cancer, Deafness (and partial deafness), Cardio Vascular, Stroke, Diabetes, Dizziness/Balance problems, Epilepsy, General Hearing Difficulty, Mobility Problems, Neurological Problems, Paralysis, Physical Weakness, Speech Problems, Seizures, General Medical Alert and some of the areas covered under Emotional Dog Qualifications.

Emotional Support Dog Information:

Emotional Support dogs are dogs that provide comfort and support in forms of affection and companionship for an individual suffering from various mental and emotional conditions. An Emotional Support dog is not required to perform any specific tasks for a disability like Service dogs are. They are meant solely for emotional stability and unconditional love. They can assist with conditions such as anxiety, depression, bipolar disorder/mood disorder, panic attacks, fear/phobias, and other psychological and emotional conditions.

Emotional Support dogs are protected under the Fair Housing Amendments Act (FHAA) and the Air Carrier Access Act (ACAA). Under these Acts, an individual who meets the proper criteria is entitled to an Emotional Support dog to assist them with their life. Any dog can be an Emotional Support Dog, and Emotional Support dogs do not have to be professionally trained.

Emotional Support dogs are often identified by wearing an Emotional Support dog vest or tag, letting the public know that it is an Emotional Support dog. Some businesses prefer to see an identification card or vest that indicates that the dog is an Emotional Support dog.

Partial list of Qualified Disabilities: Anxiety, Depression, Bipolar disorder, Mood disorder, Fear/phobias, Post-Traumatic Stress Disorder (PTSD), Suicidal Thoughts/Tendencies, Adjustment Disorders, Generalized anxiety disorder, Social anxiety disorder, Panic disorder, Separation anxiety, Dissociative Disorders, Eating Disorders, Impulse-Control Disorders, Mental Disorders due to a General Medical Condition, Neurocognitive Disorders, Mood Disorders, Neurodevelopmental Disorders, Personality Disorders, Psychotic Disorders, Sleep Disorders, Stress, Substance Related Disorders.

Therapy Dog Information:

Therapy dogs are dogs that are used to bring comfort and joy to those who are ill or under poor conditions, such as individuals who have been affected by a natural disaster.

Therapy dogs are sometimes confused with Service dogs or Emotional Support dogs. Although therapy dogs provide a very important therapeutic service to all kinds of people in need, they are **not** considered Service or Emotional Support dogs, and they and their handlers have **no protections** under federal law.

A Therapy dog has been obedience trained and screened for its ability to interact favorably with humans and other animals. The primary purpose of a therapy animal is to provide affection and comfort to people in hospitals, retirement homes, nursing homes, schools, hospices, disaster areas and to people with learning difficulties. Therapy animals are privately owned and tend to visit facilities on a regular basis.

Pet Information:

All animals not described in the above categories.