

## Service Dog Etiquette

- Do not touch the dog without permission from the human partner.
- Do not distract the dog with noises, food or attempts to pet.
- Talk to the person, not the dog
- Do not ask the person what their disability is.
- Compliments about a service dog are usually welcome!
- Do not be offended if the partner doesn't want to chat about their service dog or disability.
- If you have a dog, don't let it approach, play with or bark at a service dog.
- Tell partners that might be visually impaired where your dog is in relation to them.

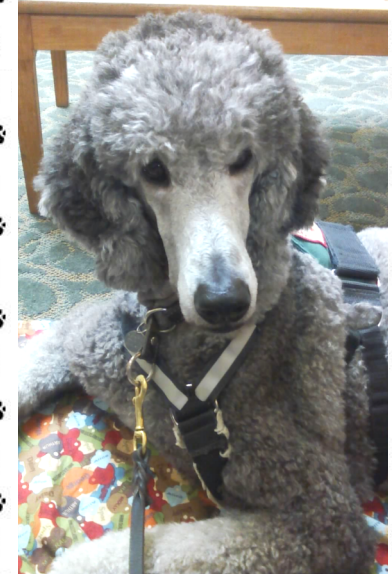


**Americans with Disabilities Act**  
1-800-514-0301 [www.ada.gov](http://www.ada.gov)  
**Psychiatric Service Dog Partners**  
[www.psychdogpartners.org](http://www.psychdogpartners.org)  
**Ollivander's information**  
[www.dogster.com/dogs/782986](http://www.dogster.com/dogs/782986)  
[ollivanderservicedog@gmail.com](mailto:ollivanderservicedog@gmail.com)  
**Videos and printed materials**  
[www.calodging.com/products/service\\_animals.shtml](http://www.calodging.com/products/service_animals.shtml)



Veronica and Ollie enjoying the Grand Canyon

Hello, my  
name is  
Ollivander,  
and I am a  
service dog!



Learn more  
about me and  
other service  
dogs by  
reading this  
brochure.

**Q: What is a service dog?**

A: It is a dog of any breed or size, trained specifically to do work or tasks to assist with a person's disability, and trained to behave appropriately in public.

**Q: What is a disability?**

A: It is a physical or mental condition that limits a major life activity—the disability may not be visible!

**Q: Who trains service dogs?**

A: They can be trained by the disabled partner, non-profit schools, or private trainers. Training takes 1-2 years.

**Q: What can service dogs do?**

A: They can guide people, pick up items, alert to sounds, assist with balance, seizures, diabetic shock, chemical sensitivities, panic attacks, bipolar mood swings, flashbacks, hallucinations etc.

**Q: Are they allowed in stores?**

A: Under the Americans with Disabilities Act (ADA), service dogs are allowed anywhere the public is. This includes restaurants, hospitals, stores, movies,



hotels, public transit, and taxis. Additional service dog laws vary by state (California Civil Code 54, Penal Code 365.5).

**Q: What identification is required?**

A: According to the ADA, one can ask if the service dog is assisting with a person's disability, and what type of assistance it provides. Partners should never be asked to disclose their disability. ID cards, vests, or certification are not required.

**Q: What about allergies or fears of dogs?**

A: These are not valid reasons for denying a service dog. If the allergy or fear is disabling, both people must be accommodated. Usually the two parties stay away from each other.

**Q: What if a service dog barks?**

A: First ask if they need assistance. The dog might be alerting to a medical condition, it might have been stepped on, or it might be a young puppy learning manners. If the dog continues to be disruptive or destructive, the business can legally ask for its removal.

**Q: Where can I get a vest for my pet?**

A: Service dogs are not pets! They must be trained to do work that mitigates the partner's disability, and to behave in public. Calling a dog that does not meet these requirements a service dog is offensive and illegal. Faking a service dog in California results in a \$1000 fine and 6 months in jail (CA 365.7). Therapy dogs that visit hospitals, help kids read, etc, do not have the same rights as service dogs.

**Q: How can I help?**

A: If a service dog team is denied access, speak up for them. Share service dog etiquette with others. Consider donating to Psychiatric Service Dog Partners.



**Q: What services do you perform?**

A: I alert to my partner's severe bipolar mood swings and panic attacks from agoraphobia. I also help with her Post Traumatic Stress Disorder (non-military). By giving advance warning and grounding her during her episodes, I reduce their severity and duration. With me, she has the confidence to go about her day without fear of her illnesses.

**Q: How old are you?**

A: I was born on April 5, 2008.

**Q: Where were you trained?**

A: My partner trained me herself using positive training methods.

**Q: How did you get your name?**

A: Ollivander is the wand maker in Harry Potter. My partner is a big fan!

**Q: What breed of dog are you?**

A: I am a standard poodle.

**Q: Do you get to "just be a dog"?**

A: Yes! When my vest comes off I act like a regular dog. I love to fetch, hang out with dog friends, and visit the beach.