

## Service Dog Manners

Here are some tips for interacting with people using service dogs:

- Do not touch the dog without permission from the handler.
- Do not distract the dog with noises, food or attempts to pet.
- Talk to the person, not the dog—and remember it's not polite to stare!
- Do not ask the person what their disability is, or any other intrusive question.
- Don't be offended if the handler doesn't want to chat about their service dog.
- If you have a dog, don't let your dog approach, play with or bark at a service dog.
- Tell handlers that might be visually impaired where your dog is in relation to them.



*For more information...*

**The Americans with Disabilities Act (ADA)**

1-800-514-0301

[www.ada.gov](http://www.ada.gov)

**The Psychiatric Service Dog Society**

[www.psychdog.org](http://www.psychdog.org)

**The Delta Society**

[www.deltasociety.org](http://www.deltasociety.org)

**Sabrina's webpage**

[www.dogster.com/?167795](http://www.dogster.com/?167795)



SABRINA AND VERONICA

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



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

# Common Questions

## *About service dogs...*

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

A: It is dog of any breed or size, trained to assist a person with a disability. Service dogs are not pets.

### **Q: What is a disability?**

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

### **Q: What kinds of things can service dogs do?**

A: They can guide people with visual impairments, alert people with hearing impairments to sounds, pick up dropped objects for people with mobility impairments, assist with balance, alert to symptoms such as seizures, diabetic shock or panic attacks, and much much more!

### **Q: Why can't I pet service dogs?**

A: They are working and need to concentrate on their handlers. Some handlers will let you pet if you ask nicely first, though!



### **Q: Are service dogs allowed in stores?**

A: Yes! Under the Americans with Disabilities Act (ADA), service dogs and their handlers are allowed anywhere the public is normally allowed. This includes stores, restaurants, movies, public transportation and hospitals.

### **Q: How can I tell if it is a service dog?**

A: If it's not clear, you can ask the handler "Is this your service dog?"

### **Q: What kind of identification is required?**

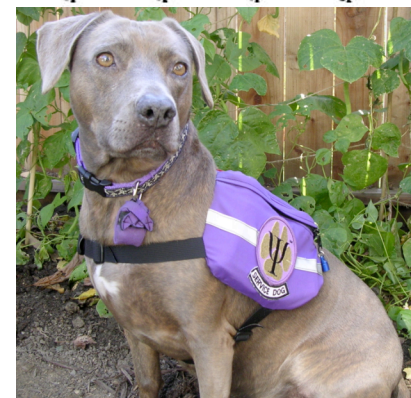
A: A business can ask a person whether they have a disability, whether the dog is a service dog, and what type of service the dog performs. ID cards or certification papers are not required. Vests or special harnesses are also not required, though they are commonly seen on working dogs. Remember that handlers should not be asked what their disabilities are!

### **Q: What about people who are afraid of dogs or those with allergies?**

A: These are not reasons for denying a service dog access. If the allergy or fear is disabling, then both disabilities must be accommodated—usually by the two parties steering clear of each other.

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

A: First ask the handler if everything is OK—the dog might be alerting to a medical condition or perhaps it was accidentally stepped on. If the service dog continues to be disruptive or destructive, ask the handler to remove the service dog. The handler is responsible for damages caused by the dog.



## *A little about me...*

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

A: I warn my handler before she gets sick so she can get to a safe place and take medicine. I help her through her attacks, bring her medicine, and give her confidence that she can go about her day without getting sick in public.

### **Q: How old are you?**

A: I was born on April 1, 2000.

### **Q: Where were you trained?**

A: I am an owner trained service dog. This means my handler did most of my training herself!

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

A: Weimaraner and Pit Bull Terrier.

### **Q: Where did you come from?**

A: I was rescued from a shelter!

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

A: Yes! When my vest comes off I act like a regular dog. I even have dog friends I like to play with, and my favorite sport is agility!