# SERVICE ANIMAL POLICY

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## ACCESS WITHIN THE EYE CENTER

The Eye Center allows service animals in all areas of the clinic where the public is normally allowed to go, per ADA guidelines. For example, service animals are allowed in exam rooms, waiting areas, and restrooms; however, it may be appropriate to exclude service animals from procedure rooms or other environments where the animal's presence may compromise a sterile environment or where it may cause a safety concern for either the owner or the service animal.

### **SUBJECT TO INQUIRY**

When it is not obvious what service an animal provides, you can expect the following questions:

"Is the service animal required because of a disability?"

"What work or task has the service animal been trained to perform?"

#### **BEHAVIOR**

Per ADA regulations, service animals must be harnessed, leashed, or tethered while in public places unless this would interfere with the service animal's work or the individual's disability prevents the use of these devices.

The individual and their service animal may be asked to leave the premises, if the animal is out of control and the handler does not take effective action to control it, or if it is not housebroken.

#### **EMOTIONAL SUPPORT ANIMALS**

Per the ADA guidelines, emotional support, therapy, comfort, or companion animals are not considered service animals. For an animal to qualify as a service animal they must be trained to perform a specific job or task. The Eye Center complies with ADA regulations and only allows service animals in our clinic.

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