



Service Animal/Pet Policy

No pets are allowed unless they are a service animal.

Emotional Support Animals are not permitted. ESAs are not granted public access rights like service animals. **Source: Pennsylvania Emotional Support Animal Laws (2023)**

Service Animal Definition: Source: ADA.gov (American with Disabilities Act)

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.**

Public accommodations in Pennsylvania must comply with both state and federal law.

1. A Member or guest cannot be charged extra to bring in a service dog but the member or guest can be required to pay for any damage the animal causes.
2. If the animal poses a direct threat to the health or safety of others entrance can be denied. For example, if the service dog is snarling and snapping at other patrons, and the handler can't get it to stop the behavior you can request that the service animal be removed from the premises.
3. If the service the animal is providing, is not apparent **two questions can be asked**
 - a. is the dog a service animal required because of a disability, and
 - b. what work or task has the dog been trained to perform.
4. Staff **cannot ask any of the following:**
 - Ask about the person's disability,
 - Require medical documentation,
 - Require a special identification card or training documentation for the dog,
 - Ask that the dog demonstrate its ability to perform the work or task.
5. 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.

6. 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.
7. Establishments that sell or prepare food must generally allow service animals in public areas even if state or local health codes prohibit animals on the premises.
8. 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.
9. If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by himself or his service animal.
10. Staff are not required to provide care for or supervision of a service animal.
11. Service animals are allowed on pool grounds and pool decks. Service animals are NOT allowed to enter the pools (water).