Education Service Center Region 11

Service Animal Guidelines

For Visitors

Purpose

ESC Region 11 welcomes individuals who use service animals and is committed to providing an accessible, safe and welcoming environment for employees, visitors and service animals.

What Is a Service Animal?

Under the Americans with Disabilities Act (ADA), a service animal is generally **a dog that is individually trained to do work or perform tasks for a person with a disability**. The work or tasks performed by the animal must be directly related to the person's disability.

Examples may include a dog trained to:

- Guide a person who is blind or has low vision.
- Alert a person who is deaf or hard of hearing to sounds.
- Assist a person during a seizure.
- Retrieve items for a person with a disability.
- Provide physical assistance or stability.
- Alert a person to the presence of allergens or other medical conditions.

Service animals are working animals, not pets. Staff and visitors should not pet, feed, call to or otherwise distract a service animal while it is working.

Service Animal Expectations

Individuals bringing a service animal into ESC Region 11 facilities are expected to:

1. Keep the service animal properly identified.
Service animals should wear a service-animal vest while inside ESC Region 11 facilities, consistent with Region 11 procedures.

2. Maintain control of the service animal.
Service animals must remain under the handler's control at all times. When appropriate, the animal should be on a leash, harness or other control device. The handler is responsible for the animal's behavior.

3. Keep service animals off furniture.
Service animals may not sit, stand or lie on ESC Region 11 furniture, including chairs, couches, tables or other furnishings.

4. Use designated outdoor areas for potty breaks.
Handlers may take service animals to the **back of the parking lot** for bathroom breaks. The handler is responsible for monitoring the animal and cleaning up after it.

5. Clean up accidents.
If a service animal has an accident inside the building, the handler should clean up the area as thoroughly as reasonably possible and **notify the Front Office immediately** so staff can properly clean and sanitize the area.

6. Water is available.
Water may be obtained for service animals from the three designated kitchens throughout the building. Handlers are responsible for providing and managing the animal's water.

7. Respect the work environment.
Service animals should remain with their handlers and should not roam freely, approach other people or animals, or disrupt meetings, classes, events or other activities.