



Service Animals in the Workplace

Service Animals are trained to perform tasks, such as:

Providing navigation for a blind employee

Providing stability for an employee with decreased balance

Alerting a deaf employee of sounds in the workplace

Calming a person with anxiety

Service Animal Etiquette

- Don't pet or praise the animal, call its name, or offer food or treats.
- The employee is responsible for the care and control of the animal at all times.
- When a dog is wearing its harness and equipment, don't try to direct the dog or give the dog commands.
- Don't ask a person using a service animal if they are sick or have a disability.
- Don't ask the breed of the animal, its name, or if it performs tricks.

Helpful Tips

- Provide relief areas for the animal
- Follow all confidentiality rules
- Establish procedures for emergency situations
- Provide disability etiquette and awareness training for employees

Reasonable Accommodation Considerations

- Modify a "no animal" policy
- Permit a flexible schedule
- Offer a private office

Employees with Allergies

- Designate separate work areas and paths of travel or provide an enclosed workspace
- Plan to use common areas at different times
- Consider email, telephone or video conferencing
- Increase cleaning and use portable air purifiers at the workstation