

# SERVICE ANIMAL

## P O L I C Y

### What is a service animal?

A service animal means any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. That animal is then permitted to accompany the person with disability in transit vehicles and facilities.

### What can staff ask?

Staff may ask:

- Is the animal required because of the disability?
- What work or task is the service animal trained to perform?

### What can't staff ask?

Staff are not permitted to ask:

- Questions about the handler/owner's disability.
- For medical documentation.
- For animal certification paperwork.
- To have the animal perform a task.

### What animals don't qualify?

Comfort or emotional support animals do not qualify as service animals under the Americans with Disabilities Act (ADA).

They are treated as pets and may accompany the owner/handler if kept in an enclosed carrier designed for animal transport.



### When can service be denied?

A person with disability can be denied service if:

- The animal is out of control and the handler does not use effective actions to control it.
- The animal is not housebroken.

If the animal is removed, staff must offer the person with disabilities the opportunity to obtain services or goods without the animal present.

### How do I file a complaint?

If you have any concerns or complaints about ADA service animals use, you may address them to:

- BC Transit ADA Coordinator  
413 Old Mill Rd  
Vestal, NY 13850