



Pawsitive Information About Service Animals

(Florida Service Dogs, Inc. c 2025)

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Zoey

**Brought
to you
by our
Top Dogs**



Board of Directors!

**GET READY FOR SOME PAWSITIVE ACTIONS TODAY! PLEASE
HOLD ONTO YOUR SEATS!**



*Please make a note of those
burning questions and we will have
questions and answers
after the break.*

*Many of your questions may be
answered during the presentation.*

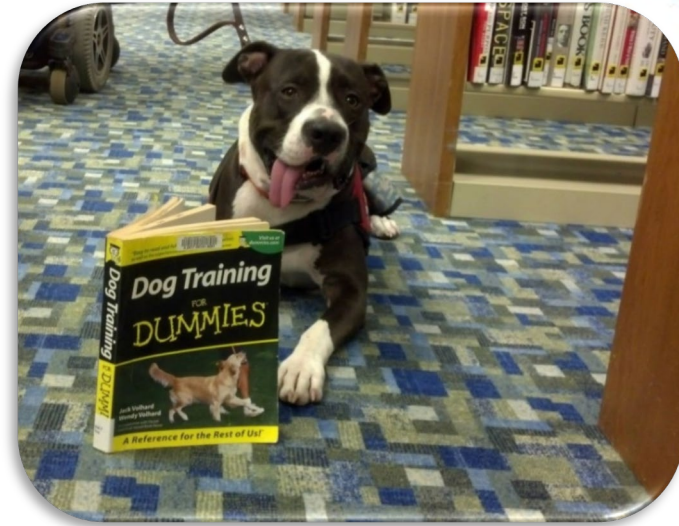
*I AM SURE I WILL GET OFF TRACK
PLEASE NUDGE ME BACK ON TRACK...*

*We hope to teach you everything you wanted
to know about service animals and then some...*

What are you about to learn?



- What is a service animal?
- How can I tell a service animal from a pet?
- What are the basic laws that apply to my agency or business?
- What do service animals, police and SAR k9's do?
- Where can they go, do they require clothing, id or leash?
- What are emotional support and therapy animals, do they have any legal rights?
- Legal reasons to deny or remove service animals.
- Do's and don'ts while in the presence of service animals.





Oh dear, Quiz time already?

Please take a few minutes to answer the questions



Are there any emergency personnel in the room?

Don't forget the live demo after the break

What is a Service Animal?

It's more than just a wet nose and a pair of eyes!

(It's a CHOICE to help people live safer and more independently!)

Under the Americans with Disabilities Act (ADA) a service animal is any dog or miniature horse **individually trained** to do work or perform tasks for a person with a disability.

- The ADA does not include those animals that are “in training”.
- Service animals under the ADA do not need to be licensed or certified by a state or local government. *(Or anyone)*
- Documentation of one's disability, the service animal's training nor vaccinations can NOT be required before allowing access.



Many people call us lots of things...



Although we can be
creatures of leisure at times,
we aren't "handicap dogs"



....Though at times
it appears that
we may ignore you,
we aren't "deaf dogs" .



And, last but not least, we may not always
see things eye-to-eye. We aren't blind dogs.



By law we are called Service Animals

Will the real service animal please stand up?



?



?



?



Surely you can tell now?
The second dog certainly can't be a "real" service dog, can it?
Be careful, looks can be deceiving!



Give up?

Yes, both are trained service dogs.

First dog is obvious but the second dog is not so obvious. She was trained for a Vietnam vet with post traumatic stress disorder. She uses her paw to touch his leg/knee area to redirect him during a panic attack.

**Ok, so the little foo foo doggy
in the pink purse has to be fake right?**

**Would you be able to handle
a leash or clothing
if your hands were this swollen?**



The pink purse
is actually
a carrier because some days the person
can not hold the leash

**Remember,
some people have no hands,
and some have hands they can not use.**



Good Questions!



All 3 Titles of the ADA allow you to legally observe and ask 2 questions to determine a service animal from a pet.

ASSUMING IS THE BIGGEST MISTAKE MADE!

- Some animals wear special items and some do not. Some people can not hold or handle the equipment, but still must be under control of the handler verbally or by other means. Some jobs require being off-leash to perform, such as seeking help, picking up dropped items, etc.
- Some persons carry papers from a program or trainer, and some do not.
- Because you can NOT always tell by looking at a person, you must ask as more people have hidden disabilities than physical ones.



•Keep in mind, the team may be in training, self-training or new.

**JUST REMEMBER,
PROOF IS NOT REQUIRED BY FEDERAL OR FL STATE LAW.**

Ok, so what are the 2 questions that entities and agencies can ask?



Huh? You really want me to work? Okay, but that means my handler has to have a seizure!

1). Is the dog a service animal required because of your disability? *(We recommend asking is that a pet?)*

**REMEMBER, YOU CANNOT ASK THEM
TO PROVE IT under Title II or III
*but you can require the proof of need under Title I.***

2). What work or task has the dog been trained to perform?
You can not require them to demonstrate tasks

(Yes you have the right to ask this question but persons who have self trained service animals usually do not know this and those with psychiatric disabilities will become upset.)

What are the basic laws that apply to my agency?



Federal laws are civil acts and have no criminal penalties

*Whatever law gives greater protection
to the person with the disability is usually the law that overrides*

- ADA (Americans with Disabilities Act of 1990 & Amendments Act of 2010) Public access
- Rehab Act (Rehabilitation Act of 1973 Sections 501, 504) Federal
- FHAA (Fair Housing Act 1978 & Amendments 1988) Housing
- ACAA (Air Carriers Access Act 1986) Airplane
- IDEA (Individuals with Disabilities Education Act) k-12 Schools

Every state has their own laws

Some state laws have criminal penalties



- State laws may cover trainers and animals in training while the federal laws do not (paragraph 8 covers trainers)
- State laws may allow other types of animals
- State laws may have penalties for using a fake service dog or faking a disability or faking being a trainer (paragraph 9)

- S. 413.08, F.S., (Rights of Individuals with Disabilities)
- **Florida Administration Code (flrules.org) has 3 areas, food, pools, importation of animals 5C-3.009**
- **Local Ordinances:** ANIMALS RUNNING AT LARGE OR BITING ARE PROHIBITED. *Service animals usually are exempt under any pet/animal rules unless there is a DIRECT THREAT.*

ADA - Americans with Disabilities Act

(private entities, state and local government that serve the public)



Are you confused yet?

- ✓ The ADA has three titles that give a variance of what's allowed.
- ✓ **Service animals are allowed where the public is allowed...**
- ✓ **The ADA is a federal law but it does not cover the federal government such as:**

**U.S. Postal Service
Federal Court House
Veteran's Administration**

The law that defines a service animal and gives us some independence!

Each title covers a different area of life

Under Title II & III, it's the honor system; however, under Title I for employment, reasonable accommodation requests need to be made.

Receive federal funds?

Your agency maybe under ADA and Rehab Act & state laws

TITLE II is for state and local government i.e. agencies (modification of policy)

Both are similar in that persons with disabilities must be reasonably accommodated at work or in classrooms. Service animals present a unique situation because they are considered a personal item like a wheelchair, cane, eye glasses or hearing aids, etc. Persons must be able to have access to and from and not just during work or class.

TITLE III is for public access (modification of policy)

You may have public access areas in work settings, for example, myself and volunteers you have invited here today you must allow access to the bathroom with our personal service dogs. Those dogs that are still **in** training are allowed here under Section(s.) 413.08, [Florida Statute] (F.S.), paragraph 8 which states trainers have the same rights as persons with disabilities.

Florida's Fine Print covers service animals

Section 413.08, Florida Statutes, amended July 1, 2015



- (3) An individual with a disability has the right to be accompanied by a service animal in all areas of a public accommodation that the public or customers are normally permitted to occupy.
- Previously, (before July 2005) section 413.08, F.S., stated that a service animal must be capable of being properly identified as being from a recognized school for seeing-eye dogs; hearing-ear dogs; service dogs; including, but not limited to, seizure-alert and seizure-response dogs; or guide dogs. As of July 1, 2005, the statute was finally corrected after the original law was created back in 1969 in Florida.
- (a) Documentation that the service animal is trained is not a precondition for providing service to an individual accompanied by a service animal. A public accommodation may ask if an animal is a service animal or what tasks the animal has been trained to perform related to a disability in order to determine the difference between a service animal and a pet.

**** PLEASE NOTE, THERE IS NO SUCH THING AS A RECOGNIZED SCHOOL
& Animal Trainers are NOT regulated by anyone.**

Florida's extra stuff in S. 413.08, F.S.



- PARAGRAPH 9 WAS ADDED Just what is the new misrepresentation or FAKE VEST LAW?
- Because the rights go to the person with the disability and not the animal and clothing; vests or special harnesses are not required on any service animal there really is no such thing as a fake vest'.
- Persons are not required to go through a professional organization or trainer to obtain a service animal and may make or buy clothing for their service animal.
- The intent of the new S. 413.083, F.S., paragraph 9 was to stop those persons who do not have a disability and simply want to take their pets into the public.
- Because the ADA clearly states nothing is required to be worn on the animal nor carried by the person to be deemed a legal service animal the state laws would not be adhered to except for protection under any state penalties.
- The person must be disabled and the dog must be trained or in training to perform tasks for the person's disability(ies) and under control of the handler.
That is all that's required.

S. 413.08 & .081, F.S.- In Florida it's a CRIME to interfere, deny, injure or kill a Service Animal!



Police and security forces are here to protect us all and that's who we look to for protection of our service animal rights.

But they can ONLY enforce state and local laws. They can NOT enforce the ADA. However, under Florida statute if they fail to assist a person with an access issue, then they may be in violation of the ADA Title II for state and local government.



Mom said there would be days like this!

S, 413.08, F.S. paragraph 8 covers service animals in training; and they should still be well-mannered and groomed....

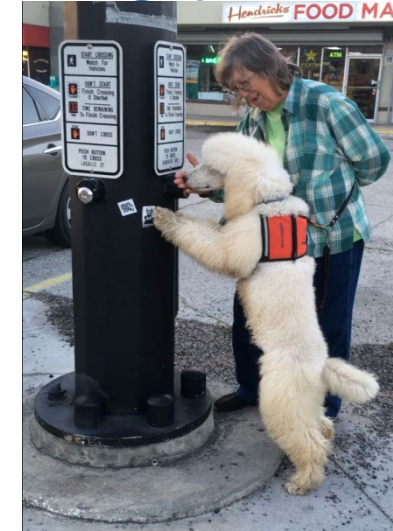
(In the beginning they learn to do the important things)



To not beg.



To not steal.



Pushing buttons.



Potty training.



Chilling out.



Being polite.

What do Service Animals do?



Pulling someone.



Holding items.



Opening doors.



Redirecting behaviors.



Balancing on stairs.

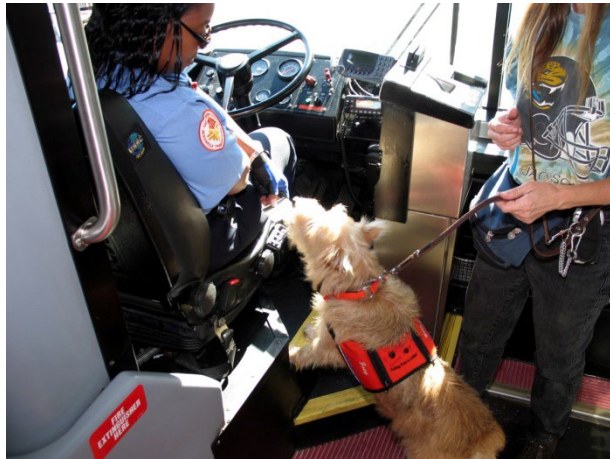


Driving for the blind.





Laundry



Paying the driver

Remember, must be trained tasks!



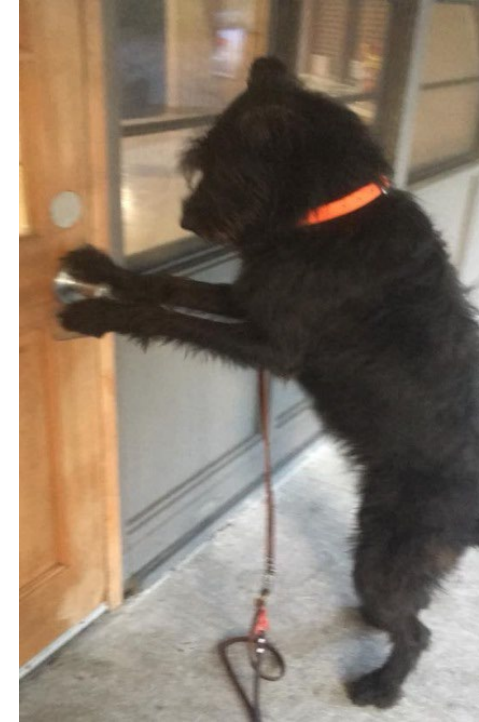
*Playing Pac man,
Hey wait, no-
that's not a task, is it?*



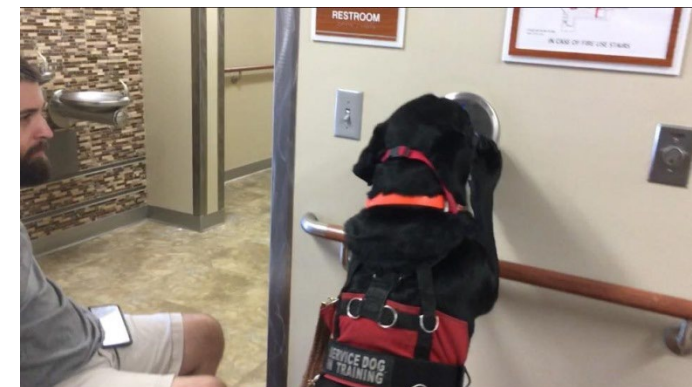
You name it we can probably do it!



We use our nose, mouth and paws.



We are smarter than your honor student.



Guide Animals

- Animals such as dogs and miniature horses are trained to guide visually impaired persons around objects, maneuver terrain features, and cross traffic.



- **Some persons who are deaf and hard of hearing use their own animals such as cats or pet dogs, in home, while others use service animals in home and the public. Sometimes they are called guide dogs for the deaf and not just guides for blind.**
- Picking items up for blind or deaf persons is a customized task. Not all animals are trained to do this.

Hearing Dogs/Cats

- HUD case law for Fair Housing Act allows cats for persons who are deaf and hard of hearing as well as for emotional support—it's a very liberal law.
- Custom trained to alert deaf and hard of hearing persons to many sounds they can not hear such as:



Chip maybe tiny but he gets the job done.

- Fire/smoke alarms, timers, buzzers, alarm clocks, bells, phone ringing, door knock/bell, and calling the person's name.
- Some are also trained to pick up dropped items.
- Alerting a person to noises in their surroundings; sirens, getting persons attention, people coming from behind.
- Elevators and other sounds in public.

Medical Alert/Autism Dogs

- Dogs can be trained to alert another “target” person to their medical conditions during and after the conditions exist.
- **Conditions can include, but are not limited to; heart conditions, diabetes, blood pressure problems, asthma problems or any condition where the dog is able to sense (scent/vision i.e. body language) a change in the chemical actions of the body.**

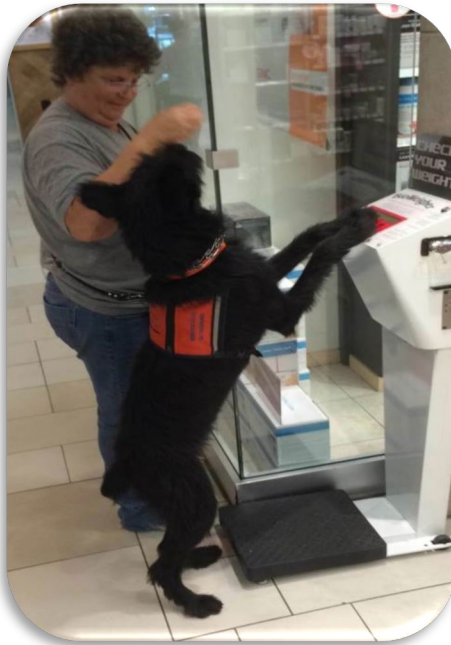


- Dogs can be trained to bring medical items to the fallen person, such as back packs worn by the dog or items from the table, which contain medicines, needles, or other items.
- Dogs can be trained to apply pressure, give kisses to redirect outbursts, turn meltdowns into laughter, search for missing kids, and bring help.
- Dogs can keep kids from eloping, and help kids learn to read.

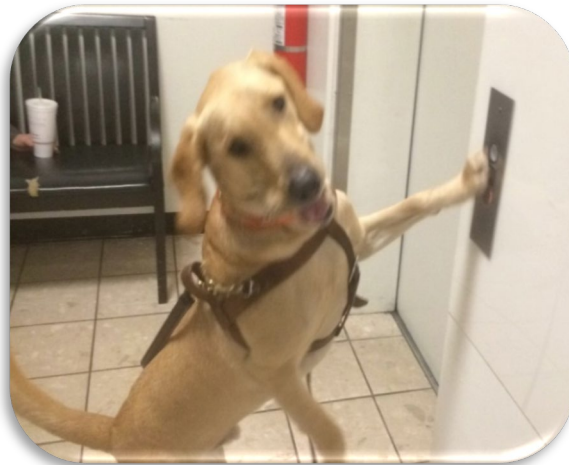


Mobility Dogs

- Pick up dropped items.
- Get items and take them to others.
- Tugging clothes off.
- Helping with laundry.
- Paying cashier.
- Open/close doors and drawers.
- Turning lights on and off.



Getting money from ATM.



Pushing elevator buttons.



Helping someone walk!



Pushing street buttons.

Seizure Dogs-Did you know Gov. Bush added seizure dogs to the S. FL 413.08 F.S.?

There are two types of seizure dogs.

Alert and Response Dogs

- **Alert dogs** are those who “know” ahead of time that a person is going to have a seizure. This type is NOT trained for this behavior, but rather human/trainer puts two and two together to realize the animals behavior is the same every time just before a seizure. Then the training begins. SOME PROGRAMS ARE TRAINING SCENT WORK.

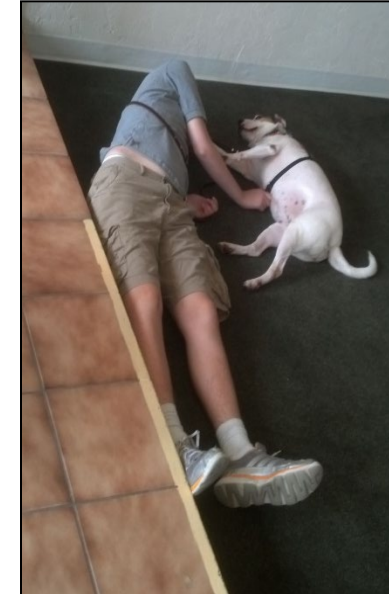
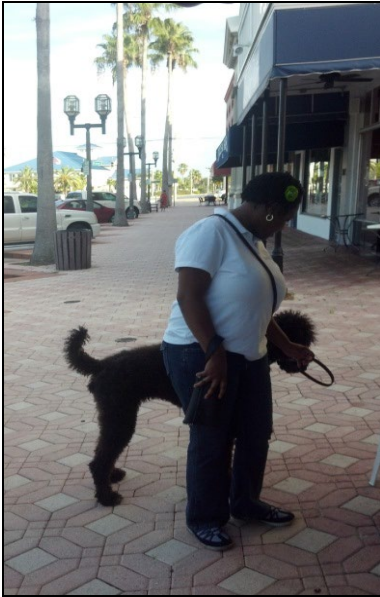


- **Response dogs** are those that are trained to perform certain tasks during and/or after the seizure takes place. Some behaviors the dog performs are to alert another person, get help from another person, operate special phones for help, provide minimum protection/comfort to the person, lay on the persons chest/body to comfort or help control the seizures.

Her size may be tiny, but her heart is huge!
Nikki alerts her owner to oncoming seizure-like disorders.



Seizure Response Dogs



Response dogs are trained to perform tasks during and after a seizure. Maybe trained to help you walk, brace to get you off the floor, or go get help or set off an alarm, or keep you calm in unfamiliar settings.

Psychiatric Service Dogs ARE NOT “EMOTIONAL” Support dogs



YES THEY ARE covered under ADA & other Federal laws

YES THEY ARE Now covered under the Amended Florida Statute 413.08



When a person is too afraid to leave their home, dogs can get them out. Now imagine not being able to re-enter the home. These trained dogs can help with turning on lights, checking the house, picking up dropped or forgotten items, alerting and reminding the person of tasks, such as medicines and timers. This provides the person room and time to refocus on the better things in life!

*Remember,
if the dog has been trained to perform tasks for the disability, then it's a
service animal regardless if the disability is mental or physical.*

Loss of consciousness creates bigger challenges.



Heightened emotions can also effect the dog's behaviors. So it's important to let the dog do its job. Usually they are trained, like you i.e. like first responders.

While most dogs have the natural ability to detect the slightest differences in one's body. Not all can communicate this.

It's our job to determine if the dog is safe while the person is on the floor or unconscious, or during the actual seizure.



We must determine if the dog is sniffing, or attacking.



Disclaimer, We are not experts in the following areas but wanted to make you aware of some cool differences.

What do police/U.S. Customs dogs do?



Working dogs must have a good temperament and high work drive, no aggression.

- ❖ U.S. Customs dogs are trained to sniff the air, people, luggage and other items for contraband.
- ❖ Police dogs are trained in many areas and go where the officers can not safely go.
- ❖ They are professionally trained in the following areas: apprehension, drug detection, search, tracking and protection.
- ❖ **Apprehension** – will apprehend a suspect until the handler can take control of the suspect.
- ❖ **Drug/bomb etc. detection** – will search a specific area and notify the handler if present by sitting/down in front of or sniffing/scratching the area.
- ❖ **Search & tracking** – will smell an item the suspect touched and find that person.
- ❖ **Protection** – will protect the handler and the vehicle.

What do SAR dogs do?

Search and Rescue



Dogs can save time and manpower in various settings when dealing with humans who are lost either alive or deceased. One k9 team can search 40 to 60 acres in approximately 1 and a half hours compared to 30 searchers to do the same work. Handlers **must be certified** and are volunteers. *Takes approximately 2 years which is the same time for a service animal.*

Types of SAR dogs

- ❖ **Trailing:** they follow the scent trail on the ground by a missing person.
- ❖ **Cadaver:** many types are trained for various uses. Large area-above ground ,Small area-buried subjects, Forensic-crime scenes.
- ❖ **Water Search:** under water scent from on board a boat
- ❖ **Air Scent:** detect live persons in the area.

Do they have any legal rights under the ADA?



No, other than going with the handler on duty. Some states do have new laws giving protections to housing and public access.

- Police dogs are usually owned by the Police Department but many live with the handler.
- Working dogs **do not** fall under the under the ADA.
- Federal courts have decided that police dogs have the right to be in public and housing settings **while on duty**.
- **Off duty** working animals have **no legal protections** in public.
- Except in Nevada.
- Working animals do have legal protection under the Florida Statutes for injury or being killed. Police dogs can now be transported by ambulance. 401.254, F.S. July 1, 2021

Differences between Service Animals and Police Animals



- All Working dogs must have a good temperament and high work drive, not aggressive very similar to Service Animals except the drive shouldn't be too high.
- Service Animals pick up items ... Police animals do not because it maybe evidence.
- Police dogs work off leash and go in areas without the handler independently ... Service animals work both together and independently but usually are not separated from the handler for long.
- Police dogs are highly trained to use their nose and react to a suspect's body language; i.e. stop equals stop ... Service animals are also highly trained to use 3 body parts nose, mouth and paws, and to react when the handler stops or falls.

Where can Service Animals go?



Grocery Shopping

Restaurants

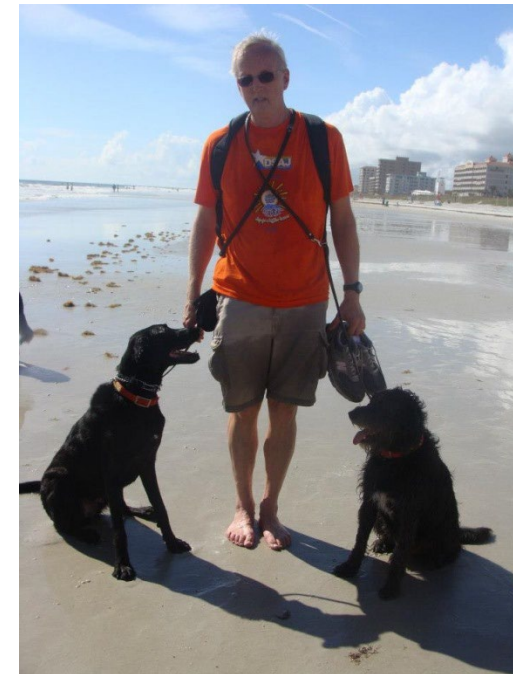


On the floor not
in the seat.



Pushing carts
not in the carts.

Beaches



In the ocean
not in the pools.

Stores



Chemo rooms

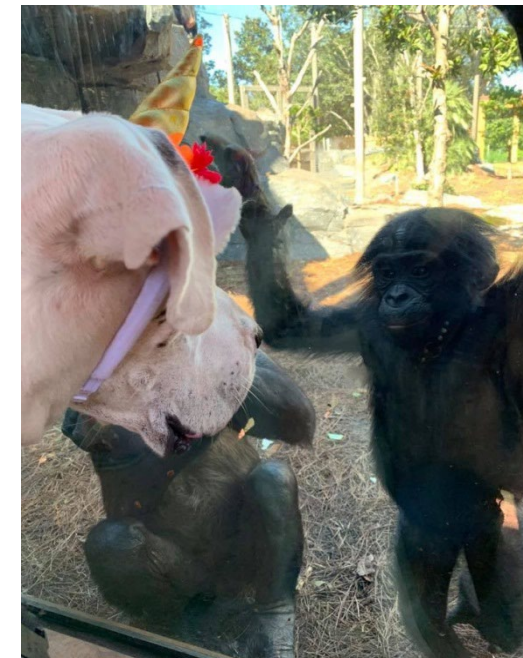


Butterfly Gardens



Schools





Some examples: Can and Can't go



Direct threats exist when there is a real danger not based upon a myth

Not allowed in Sterile environments such as Burn Units, Operating rooms, or infectious rooms *but are allowed in dentists office, tattoo parlors and emergency rooms...*

Not allowed on Roller Coasters such as 'Space Mountain' or Ferris wheels *but are allowed on Orlando Eye and It's a Small world...*

Not allowed in some wild animal enclosures *but are allowed on Animal Kingdom's Safari ride and the Zoo...*



When disasters strike and your house has been rearranged you end up in a shelter and YES service animals are allowed in non pet friendly Human Shelters.

We can go almost anywhere you can.

Look we even have our own bathroom! Sorry you're not allowed!

You humans are just too cool!



Can that animal really ride in my vehicle?



**YES! Even
Cars, busses, ambulances,
planes, trains, boats, golf carts
Submarines, mine shaft
elevators?**



Yes, if under control they can ride or fly!

Emotional Support animals are no longer allowed to fly



Guide Dogs have been around for years and have been riding in most all types of transportation known to man without incident.

In case you haven't figured it out yet, Service Animals have the same legal rights as guide animals for people who are blind.



Driver's questions: (ask yourself these questions)

If the answer is no to any of the first three questions, you may not have to allow access.



Is the animal a dog or miniature horse?

Is the animal under control of the handler?

Is that a Service Animal required because of your disability?

Is the dog's job apparent? If not, ask What tasks has it been trained to do for your disability?



If the animal is out of control, ask to get the animal under control. Please stay way from using threats this can set a person backwards in life. Remember if they are on your bus they are trying to get out and about.

If the person needs help, offer to help but do not take control of their dog unless it's an emergency.

If the animal has a foul odor ask the handler to tend to the animal before the next trip. Remember some people can not see well, and some people may not have a sense of smell nor feelings in their fingers.

Is clothing required?

What about harnesses, leashes or some type of tether?



No Shirt? No I.D.? No Problem!

*Remember, the ADA
does not require clothing,
(items worn on the dog)*

*But the ADA does require
a leash or other types of tethers at all times
unless one of two circumstances happen:
(items attached from the dog to the handler)*

- 1). If the person can not physically handle
the equipment; or*
- 2). If the service animal is doing it's job.*



Clothing is for identification and job performance sometimes peace of mind for all parties but not required for access!



Yes, they can legally go naked! (umm the dogs, not you)



The clothes make us look good but they don't make us legal.
Not everyone has hands to handle the equipment, and sometimes the situation isn't
a good place for metal or leather like the salt water.

Emotional Support Animals

Have NO legal rights in public! (They must have permission.)



Emotional support animals are not required to be trained, maybe socialized. But they must provide a service to their handler that can be natural work and/or simply providing emotional comfort. There must be a connection!

Service animals

- Allowed everywhere the public is allowed.
- Training is required.
- Documentation is not.



Emotional support

- Allowed only in the home (FHA).
- Training is not required.
- Documentation is required.

We bring joy and comfort and sometimes we do actually work on our own for the person with the disability.

Therapy Animals Have NO legal rights!

Exception under 92.55 F.S. court room dogs

(They must have permission but can be regulated by the allowing facility.)



Therapy animals may be well trained, play ball, and socialized or not.

The Therapist can see you now.

The difference between
Service and *Therapy*
animals is the fact that
Service animals have
been “individually
trained” to assist one
person with a disability.



Social, Facility,
Companion are different
names for animals that
bring joy to **others**.
Call them what you want,
but they are NOT service
animals!

We bring joy and comfort to others!

Which are trained tasks? Who has the legal right?

Service Animal, Emotional Support or Therapy Animal?



*Licking on verbal
or visual
command/cue
Task*



*Making someone
else feel good
Natural*



Calming or redirecting before, during or after a panic attack is a task!

Ok, how about now?

Can you tell the real service animal from a pet?



**Are you
spinning
in circles
yet?**



Ask 2 ?'s



Can a service animal legally be denied access under the ADA?



(As with any law there are exceptions to the rules)



Okay, now this might be a real threat...



YES, you CAN deny!



Under the ADA for these reasons;

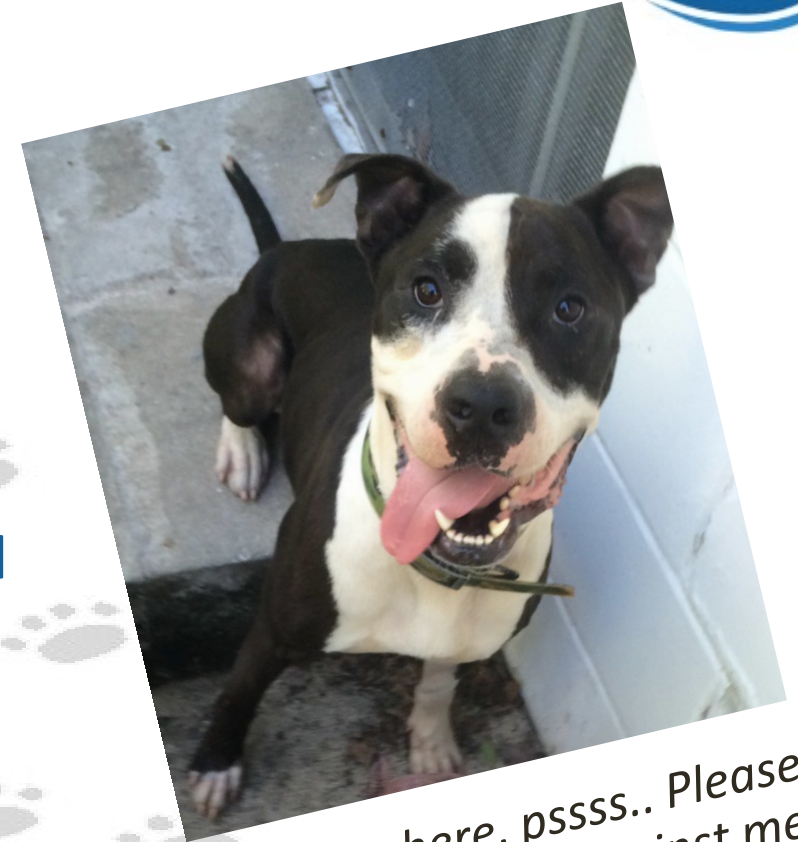
- Direct threat - Must be a real safety problem such as a roller coaster ride, or intensive care, working with chemicals. Cannot use being bitten by other dogs!
- Undue burden/hardship - Must prove that providing a reasonable accommodation is a financial burden-which isn't likely when the disabled provides the service animal
- Fundamentally altering the operation of a public entity - Not much will affect places of public accommodations, not even zoos or hospitals. May be applicable in some classroom environments.

Florida Statute 413.08

Legal reasons to deny access



- (e) A public accommodation may exclude or remove any animal from the premises, including a service animal, if the animal's behavior poses a direct threat to the health and safety of others. Allergies and fear of animals are not valid reasons for denying access or refusing service to an individual with a service animal. If a service animal is excluded or removed for being a direct threat to others, the public accommodation must provide the individual with a disability the option of continuing access to the public accommodation without having the service animal on the premises.



Hey, down here, pssss.. Please don't discriminate against me because of my looks...

What about fears, allergies or other reasons to deny access?



To qualify for access,
the disability must be a severe impairment.

The business simply allows access

The person must accommodate themselves in
public.

We just want access not excuses

Fears and Allergies usually don't rise to the level required.

*We understand that some allergies are life threatening.
It must be a real threat, and all parties must be treated equally.*

New ways to deny are still illegal!



There have been new trends to denying access.

- Stating the handler has displayed bad behavior when none has happened. Also stating they can deny since its private property. (Universal Studios). Police called to issue no tress pass warrant.
- Hotel stating you must show vaccinations using DOJ questions Q18. My city requires all dogs to be vaccinated. Does this apply to my service animal? A. Yes, Individuals who have service animals are not exempt from local animal control or public health requirements. The public does not have the authority to demand vaccination proof for public access. This is for police or animal control agencies in the right situation.
- Restaurants stating they have the right to refuse service to anyone using the shop keepers law 562.51 F.S. Retail alcoholic beverage establishments rights as a private enterprise. (1) May refuse service to any person who is objectionable or undesirable to the licensee, but such refusal of service may not be on the basis pf race, creed, color, religion, sex, national origin, marital status or physical handicap.

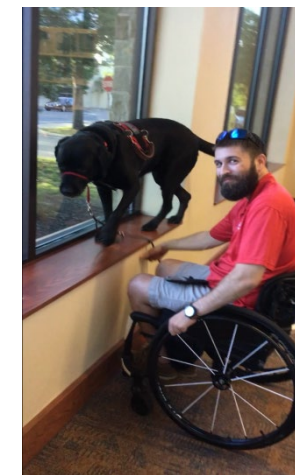
Legal reasons to remove the animal

*(Do NOT touch the person nor their animal
the person must still be allowed services)*



- Service animals out of control

- ☐ Lunging on leash, sniffing tables, relieving itself inside, not obeying commands of handler, dragging handler etc...



Whoops!

- Barking excessively out of control

- ☐ Must determine first if this is an alert to dangers or doing it's job...



- Aggressive behavior

- ☐ Barking growling, lunging, attacking

Though your first reaction is to refuse access, please assess the problem before you deny because the dog may be trying to do his job!

RECAP

It's the individual task training for the persons disability that counts!



Individual training is required but it does not matter if the dog is trained in a group, class or alone.



Natural behaviors without reinforcement is not task training



Some examples: What's wrong with these pictures? (Actual State of Florida Rest Area signs)



WHAT SHOULD THEY SAY?

PETS MUST BE ON LEASH / NO PETS ALLOWED

Because service animals are NOT pets and have many job titles.



Signs are not required for public access

Actual signs at the USPS, and an unknown restaurant



Did you know the term ‘The Seeing Eye’ is the oldest (1929) guide dog program in the U.S.? By Morris Frank and Buddy

Please, NOT while I'm working!



- Don't pet ----- Do ask to pet if you must
- Don't feed ----- Treats are praise. Let the handler praise the dog.
- Don't distract ----- This can get the handler injured.
- Don't interfere ----- The dog must pay attention to the handler to work.
- Don't make funny sounds ----- This can confuse, startle or cause a false alert.
- Don't talk to the person next to the team – This is just rude to ignore the handler.
- Don't attempt to control or take the leash ---- The handler is the leader, not you.

*Trained or not
service animals are
still animals*



*It's hard to be good
at times like this!*

**If you must pet, always ask before petting.
And please don't take it personally if you are told "no".**

Florida has finally gone to the dogs!



Reasonable Accommodations really do work!

Thank you for giving us
the opportunity to show
off our service animals!

Carol Christopherson
Ann McDonald
Diane Crossway
Niki Crossway

Izzy, Jaxson,
Mya,
Kobe, Ellie



We hope you enjoyed our Pawfessional Presentation!

Break Time



Please return for questions & answers & live demonstration!