

Washington Public Library

*20 Carlton Avenue
Washington, NJ 07882*

Service Animal Policy

In accordance with the Americans with Disabilities Act (ADA) and New Jersey's Law Against Discrimination (LAD), lawfully designated service animals, **ONLY**, are welcomed and permitted in the Washington Public Library facility subject to the conditions and restrictions outlined within this policy. Staff members may ask if the animal is required for a disability or ask what tasks the animal has been trained to perform, but are not allowed to request documentation, such as proof that the animal has been certified, trained, or licensed as a service animal or ask about the specific nature of a person's disability (e.g., "How are you disabled?").

Per ADA, service animals are dogs individually trained to do work or perform tasks for an individual with a disability. For details, please see [ADA requirements for service animals](#). No other animals are permitted.

Service Animal: A service animal is individually trained to do specific work or perform tasks for the benefit of a person with a disability, including but not limited to physical, sensory, psychiatric, intellectual, or other mental disabilities. The specific work or tasks performed by the service animal for the benefit of the individual must be directly related to the individual's disability-such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets. As defined in this policy:

1. the mere provision of emotional support, well-being, or comfort does not constitute work or tasks performed by service animals; and
2. service animals in training (i.e., service animals that do not yet perform specific work or tasks for a person with a disability, but are being trained to do so) are not considered service animals.

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Other species of animal, whether wild or domestic, trained or untrained, are not service animals for the purposes of the ADA; however, there is a possible exception for miniature horses.

Neither the ADA nor New Jersey's service animal law includes pets or what are often referred to as "emotional support animals": animals that provide a sense of safety, companionship, and comfort to those with psychiatric or emotional disabilities or conditions. Although these animals often have therapeutic benefits and may be referred to as comfort or therapy dogs, they are not individually trained to perform specific tasks for their handlers. Under the ADA and New Jersey law, owners of public accommodations are not required to allow emotional support animals, only service animals. **Emotional support animals are not permitted in the Washington Public Library.**

In order to help maintain a pleasant, productive, and safe environment for all Library users and staff, the following behavioral guidelines for service animals are to be observed:

- Service animals must be in physical proximity with their handler and under handler control at all times.
- Service animals may not be left unattended by their handler at any time.
- Service animals must be on a leash or harness at all times unless the use of a leash or harness interferes with the animal's effective performance of its designated task(s). If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals, or other effective means at all times.
- Service animals must not display disruptive behavior such as barking and growling in the library
- Service animals must be housebroken and their handler is responsible for any upkeep or clean-up of the animal. The library is not responsible for providing any staff member to walk the service animal or provide any other care or assistance to the animal.

NOTE: If a service animal's behaviors or actions pose an unreasonable or direct threat to the health or safety of others, or do not conform to these guidelines, it may not remain in a Library facility. In accordance with ADA guidelines, non-compliance of guidelines can be grounds for a request to

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remove a service animal from a Library facility. If the service animal is excluded from a Library facility, the individual with the disability is welcomed to stay to obtain materials and services and will be reasonably accommodated by Library staff. For example, if an animal barks or whines in an area where users are studying or doing research or can't ignore the library users, it is within the library's rights to ask the individual to remove the animal from the area or facility.

If you have further questions about service animals or other requirements of the ADA, you may call the U.S. Department of Justice's toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

Liability

All persons shall be exclusively responsible for any damage to library, public property, or personal property and/or any injuries to individuals caused by animal present on library property. Any persons who allows any animal to enter library property will hold the library harmless and indemnify the library from any such damages and pay all reasonable defense costs associated with damages.