A Brief Information Resource on Assistance Animals for the Disabled

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Introduction

Providing for the health of humans through animal interactions dates back many centuries. As an example, horseback riding is mentioned throughout history as a cure for various sicknesses including gout, neurological disorders and depression. Today, animals provide therapeutic benefits to humans with physical and mental illnesses as well as provide assistance to people with disabilities.

The most commonly recognized assistance animals are dogs. Due to their social nature, dogs are wonderful pets, companions, and protectors for many people. Dogs work closely with people in a variety of areas including law enforcement, search and rescue, and farming. As assistance animals, dogs provide help for the visually and hearing impaired, serve as an alert system for impending seizures, and offer additional strength and mobility for the physically disabled. Dogs also provide comfort for some people suffering emotional difficulties.

There are many other animal species that provide therapeutic benefits to people. The Americans with Disabilities Act (ADA) specifically defines a service animal as a “guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.” Some of these “other animals” that assist people with disabilities are monkeys, birds, pigs, and horses. An even greater number of animal species serve as therapy animals, including rabbits, hamsters, and snakes. [Editor’s Note: In March 2011, the ADA definition of service animal changed as a result of a revision made by the Department of Justice. Under the revised regulation, a “service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks
performed by a service animal must be directly related to the individual’s disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal’s presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.” The law and its regulations also make an allowance for miniature horses. The full text of the Department of Justice ADA regulation on service animals is included below.

This information resource was created in response to many of the questions the Animal Welfare Information Center receives about the laws relating to assistance animals. This document serves as a starting point in learning about types of assistance animals, the services they provide and the laws that affect them. Many specific questions are answered in a document created by the Civil Rights Division of the U.S. Department of Justice --http://www.ada.gov/svcabrpt.pdf.

Although many service animals wear special collars or harnesses, by law they are not required to wear special identification equipment. Therefore, some, but not all service animals wear special collars and harnesses. Also, some, but not all, are licensed or certified and have identification papers. For more information about service animals in places of business, see http://www.ada.gov/svcabrpt.pdf or http://www.ada.gov/regs2010/smallbusiness/smallbusprimer2010.htm.

### Categories of Assistance (Service) Animals

#### Guide Animals

Guide dog use began in Germany in the 1920’s for veterans of World War I who lost their sight. In 1929, The Seeing Eye (http://www.seeingeye.org) became the first group in the United States to breed, raise, and train guide dogs. Although the formal training of guide dogs dates back 75 years, training only became more widespread in the last 30 years and there are many groups raising and training these dogs.

Guide dogs help the blind/visually impaired to “see” in their everyday lives. Guide dogs assist by stopping their human companion before crossing streets and making sure the streets are safe to cross, by avoiding obstacles such as signs, cars, and other people, and by helping their companion locate things.

The most common breeds used as guide dogs are German Shepherds, Labrador Retrievers, and Golden Retrievers. These guide dogs often wear a harness with a stiff, short, U-shaped handle that keeps the dog and the human companion in very close contact with each other.

The Guide Horse Foundation (http://www.guidehorse.org) began in 1999 with the goal of training miniature horses as guide horses for the visually impaired. These miniature horses provide an alternative mobility function for blind people and so far perform well at keeping their people safe.

#### Hearing Animals

Roy Kabat, a movie animal trainer, founded Dogs for the Deaf (https://www.dogsforthedeaf.org/) in 1977 to train dogs to assist hearing-impaired people. These first hearing dogs were trained with input from an audiologist and the
Hearing dogs provide the sense of sound to their hearing impaired companions. These dogs can be trained to alert a person to a smoke alarm, door knock or bell, telephone, alarm clock, kitchen timer, baby cry, or the person=s own name. A hearing dog may wear an orange collar and leash or a vest. A variety of breeds are used a hearing dogs, since intelligence and trainability are more important than strength and size.

**Service Animals**

Canine Companions for Independence (http://www.cci.org) (CCI) pioneered the concept of the service dog, a highly trained canine used to assist people who have disabilities with specialized services in 1975. Service dogs are trained to be the strength and movement for people with muscular dystrophy, multiple sclerosis, cerebral palsy, and congenital abnormalities. A service dog can perform many tasks for their companions such as picking up dropped articles, pulling wheelchairs, assisting walkers, turning lights on and off, opening and closing doors, carrying school books, and pulling their companions out of bed. Most service dogs are generally Labrador Retrievers and Golden Retrievers.

Monkeys, typically capuchins, also serve quadriplegic humans. Monkey helpers perform simple tasks, such as getting something to eat or drink, retrieving dropped or out of reach items, assisting with audio cassettes, video cassettes, CDs, and books, and operating lights. Dr. M.J. Williard, a behavioral psychologist, and Judi Zazula, an occupational therapist, trained the first monkey helper in 1979 (see Helping Hands) (http://www.monkeyhelpers.org). [Editor’s Note: Although monkeys may be able to perform these valuable tasks for their humans, they are not considered service animals under the revised ADA regulations that came into effect in March 2011.]

**Seizure Alert Animals**

Some animals can be trained to recognize specific changes preceding an epileptic seizure in people. These animals, usually dogs, can provide a signal that acts as a useful warning to their human companion. Dogs may alert people by whining, licking the owner, and alerting others to their special companion’s impending seizure. This alerting behavior allows the owner to get to a safe place or in a safe position before the onset of the seizure.

**Social/Therapy Animals**

Social/therapy animals provide emotional support in places such as elder care facilities and hospitals. These animals do not have the same legal status as assistance/service animals and are not mentioned in the ADA. Many visiting therapy dogs help physically stimulate people in nursing homes or assisted living facilities by playing ball, being brushed or petted, and going for walks. Although many therapy animals are dogs, any type of animal that is good natured can be used to provide these services. Some animals, including horses, help in reaching people that were once thought unreachable.

**The ADA regulation for service animals as revised in March 2011.**


§ 36.302 Modifications in policies, practices, or procedures.

- (c) Service animals.
  - (1) General. Generally, a public accommodation shall modify policies, practices, or procedures to permit the use of a service animal by an individual with a disability.
  - (2) Exceptions. A public accommodation may ask an individual with a disability to remove a service animal from the premises if:
    - (i) The animal is out of control and the animal’s handler does not take effective action to control it; or
    - (ii) The animal is not housebroken.
(3) **If an animal is properly excluded.** If a public accommodation properly excludes a service animal under § 36.302(c)(2), it shall give the individual with a disability the opportunity to obtain goods, services, and accommodations without having the service animal on the premises.

(4) **Animal under handler’s control.** A service animal shall be under the control of its handler. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal’s safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler’s control (e.g., voice control, signals, or other effective means).

(5) **Care or supervision.** A public accommodation is not responsible for the care or supervision of a service animal.

(6) **Inquiries.** A public accommodation shall not ask about the nature or extent of a person’s disability, but may make two inquiries to determine whether an animal qualifies as a service animal. A public accommodation may ask if the animal is required because of a disability and what work or task the animal has been trained to perform. A public accommodation shall not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a public accommodation may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person’s wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

(7) **Access to areas of a public accommodation.** Individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of a place of public accommodation where members of the public, program participants, clients, customers, patrons, or invitees, as relevant, are allowed to go.

(8) **Surcharges.** A public accommodation shall not ask or require an individual with a disability to pay a surcharge, even if people accompanied by pets are required to pay fees, or to comply with other requirements generally not applicable to people without pets. If a public accommodation normally charges individuals for the damage they cause, an individual with a disability may be charged for damage caused by his or her service animal.

(9) **Miniature horses.**
   - (i) A public accommodation shall make reasonable modifications in policies, practices, or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability.
   - (ii) **Assessment factors.** In determining whether reasonable modifications in policies, practices, or procedures can be made to allow a miniature horse into a specific facility, a public accommodation shall consider –
     - (A) The type, size, and weight of the miniature horse and whether the facility can accommodate these features;
     - (B) Whether the handler has sufficient control of the miniature horse;
     - (C) Whether the miniature horse is housebroken; and
     - (D) Whether the miniature horse’s presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.
   - (iii) **Other requirements.** Sections 36.302(c)(3) through (c)(8), which apply to service animals, shall also apply to miniature horses.

**Selected Bibliographic References**
These citations were selected using the Agricola database, a searchable bibliographic database at the National Agricultural Library. NAL call numbers are provided. For more information about requesting materials, go to http://www.nal.usda.gov/borrow-materials.

NAL Call Number: 275.28 N212
Descriptors: companion animal therapy, 4-H projects, treatment of disabled patients, dogs, rabbits, animal training

NAL Call Number: 275.28 N212
Descriptors: raising guide dog puppies, 4-H projects, The Seeing Eye, dogs

NAL Call Number: 41.8 C12
Descriptors: dogs, animal training, Guide Dogs for the Blind, Inc., non-profits

NAL Call Number: QL750.A6
Descriptors: horses, therapeutic recreation, temperament, blood plasma, hydrocortisone, epinephrine, norepinephrine, stimuli, responses, grading

NAL Call Number: SF411.A57
Descriptors: adolescents, horse riding, self perception, self esteem, therapeutic recreation

NAL Call Number: SF411.5.P4
Descriptors: pets, social aspects, United States, pet owners, hearing ear dogs, animal welfare

NAL Call Number: SF411.5.P47
Descriptors: horse riding, therapy, physically handicapped persons, europe, North America

NAL Call Number: SF411.5.P47
Descriptors: handicapped persons, dogs, training animal, breed differences

NAL Call Number: SF605.N672
Descriptors: dogs, working animals, veterinarians, handicapped persons


NAL Call Number: RM931.H6T44 1992

Descriptors: horsemanship, therapeutic use, horses, psychological aspects, human animal relationships, training horses


NAL Call Number: SF756.7.I5 1984

Descriptors: dogs, noise, aircraft, animal behavior, reproductive behavior


NAL Call Number: SF411.A57

Descriptors: horse riding, therapeutic recreation


NAL Call Number: QL750.A6

Descriptors: dogs, guides, adults, animal behavior, prediction, genetic correlation, heritability, selection, fearfulness


NAL Call Number: QL750.A6

Descriptors: factor analysis, analytical methods, animal behavior, dogs, breeds, training animal


NAL Call Number: SF411.A57

Descriptors: dogs, attachment behavior, social interaction, handicapped persons


NAL Call Number: QL750.A6

Descriptors: dogs, working animals, deafness, social adjustment, social integration, social interaction


NAL Call Number: 41.2 H198 1983 [no.23]


NAL Call Number: AHV4701.A952

Descriptors: animals, training, handicapped persons, government policy, legislation, animal welfare, Americans with Disabilities Act

NAL Call Number: SF411.A57
Descriptors: dogs, children, mental retardation

NAL Call Number: RJ1.C3
Abstract: While service dogs are known to perform important tasks for people using wheelchairs, such as retrieving dropped items or pulling a wheelchair, they may also serve as an antidote for social ostracism. Adults in wheelchairs have been found to receive many more social acknowledgments when a service dog is present than when not. This study examined whether disabled children in wheelchairs with service dogs receive more frequent social acknowledgment than when no dog is present. Behaviors of passersby in response to children in wheelchairs were recorded in shopping malls and on school playgrounds. In both settings, social acknowledgments (e.g., friendly glances, smiles, and conversations) were substantially more frequent when a service dog was present. Behaviors of passersby may assist in normalizing the social interactions for children with disabilities producing social isolation.
Descriptors: handicapped children, social interaction, dogs, peer relationships, California, youth development, assistance animals, strangers' social acknowledgement

NAL Call Number: SF411.A57
Descriptors: guide dogs, assessment, training of animals, grading

NAL Call Number: QL750.A6
Descriptors: guide dogs, temperament, training of animals, culling, animal behavior

NAL Call Number: SF411.A57
Descriptors: guide dogs, man, mental stress, grief

NAL Call Number: SF411.5.N53
Descriptors: health, companion animals, human-animal interaction

NAL Call Number: SF411.5.N532
Descriptors: health, human-animal interaction, companion animals

NAL Call Number: 41.8 N483
Descriptive Information

Title: Brief Information Resource on Assistance Animals for the Disabled

Descriptors: history of guide dogs, training, selection process, breeding program, matching dogs and people

NAL Call Number: 41.8 Am3
Descriptors: handicapped persons, horse riding, therapy, programs

NAL Call Number: 275.29 C71E no.518A
Descriptors: horses, therapeutic riding, horsemanship, disabilities

NAL Call Number: SF411.A57
Descriptors: guide dogs, self perception, blindness

NAL Call Number: 41.8 Am3
Descriptors: dogs, working animals, veterinary services, handicapped persons, customer relations

NAL Call Number: 41.8 M742

NAL Call Number: QL750.A6
Descriptors: guide dogs, animal behavior, temperament, evaluation, questionnaires, validity

NAL Call Number: SF411.A57
Descriptors: handicapped children, reptiles, snakes, human-animal interactions

NAL Call Number: RM931.H6S5
Abstract: A therapeutic riding program teaches horsemanship in a safe and controlled environment to people who have physical, mental, or psychological handicaps, or who are deaf or blind. The author explains the creation of a therapeutic riding program using his own experiences in establishing the Carroll County, Maryland 4-H Riding for the Handicapped Program and materials published by other programs. Areas of explanation include: administration; insurance, recruiting/training volunteers; physical facilities; special equipment needed for horse and rider; recruiting handicapped riders; funding; public relations and publicity. A sample of an actual riding lesson is included.
Descriptors: 4-H clubs, Maryland, horsemanship, therapeutic use, educational design

NAL Call Number: SF428.2.S54
Descriptors: dogs, human-animal interaction, kids, seniors, therapy dogs, police dogs, hearing dogs, guide dogs
NAL Call Number: QL750.A6
Descriptors: dogs, training of animals, puppies, performance testing, temperament, aggressive behavior, working animals, gun shyness, age differences, prediction

NAL Call Number: NBU SF309.26 H35 S7 1993
Descriptors: horsemanship, therapeutic use, horses, rehabilitation

NAL Call Number: SF428.2.S73
Descriptors: working dogs, service dogs, breeds

NAL Call Number: HV1569.6.S75 1996
Descriptors: service dogs, training directories, United States

NAL Call Number: SF601.V484
Abstract: The Polar Sport Tester (Polar Electro OY) is a telemetric heart rate monitor designed for use in humans. Its usefulness as a monitor during training of guide dogs is assessed in this paper. Heart rates from six representative dogs at a similar stage of early training were recorded at 5-s intervals during a 15-20 min work session. The dogs were F1 Labrador Retriever X Golden Retrievers. They were chosen if their behaviour could be clearly categorized by their experienced trainers as either 'calm/non-stress prone' (Type A) or 'excitable/stress prone' (Type B) during work. Verbal recordings were made of environmental cues and behavioural responses in each dog. Variability in heart rate was significantly related to a subject's described temperament.
Descriptors: guide dogs, heart rate, variation, measurement, monitors, animal welfare, temperament

NAL Call Number: SF411.A57
Descriptors: women, dogs, training of animals, correctional institutions, psychological factors, Australia

NAL Call Number: HV4701.J68
Descriptors: dogs, working animals, training of animals, selection criteria, choice of species, testing, aggressive behavior, fearfulness, temperament, decision making

NAL Call Number: QL750.A6
Descriptors: dogs, working animals, guide dogs, handicapped persons, selection, behavior patterns, stray animals

Brief Information Resource on Assistance Animals for the Disabled

NAL Call Number: QL750.A6
Descriptors: dogs, working animals, heritability, characteristics, animal behavior, behavior patterns, testing, animal breeding, selection criteria

NAL Call Number: QL750.A6
Descriptors: dogs, working animals, dog breeds, sex differences, selection, behavior patterns, testing

NAL Call Number: 41.8 Am3
Descriptors: therapeutic recreation, horse riding

NAL Call Number: 41.8 J8292
Descriptors: hip laxity, radiographs, method comparison, palpation, young dogs, predictors

**Selected World Wide Web Resources**

**Legal Resources**

**State Laws**

**Assistance Animal Access Consulting Services**
http://animalaccesslaw.tripod.com/links.htm
State laws for animal access.

**Assistance Dogs International, Inc.**
http://www.assistancedogsinternational.org/modellaw.php
Assistance Dog Model State Law.
Assistance Dog Access Laws by State.

**Guide Dog Protection Laws for Several States**
http://www.acb.org/arizona/gduaslaw.html
Guide dog protection laws by state.

**Disability Resources Inc.**
http://www.disabilityresources.org/DRMreg.html
Laws for each state regarding the use of animals by people with disabilities.

**Federal Laws**

**Assistance Dogs International, Inc.**
Guide to Assistance Dog Laws.

**Delta Society**
http://www.deltasociety.org/
Service animals in housing, history of housing act, protection of the fair housing act, required conduct.

**U.S. Department of Housing and Urban Development**
http://www.hud.gov/offices/fheo/FHLaws/index.cfm

**International Association of Assistance Dog Partners**
http://www.iaadp.org
Assistance dogs selection and training information, assistance dog laws and legal resources, assistant dog information from around the world.

**Animal Welfare Information Center**
http://www.nal.usda.gov/awic/newsletters/v7n2/7n2hende.htm

**U.S. Department of Justice**
http://www.usdoj.gov/crt/ada/adahom1.htm
Enforcement, New or Proposed Regulations, ADA Publications, Code Certification, ADA Information Line, Technical Assistance Program.

**U.S. Department of Justice, Civil Rights Division**
http://www.usdoj.gov/crt/ada/cguide.htm
Disability Rights Laws.

**U.S. Department of Justice, Civil Rights Division**
http://www.usdoj.gov/crt/ada/svcanimb.htm
ADA Business Brief, Americans with Disabilities Act, violations.

**Traveling with a Service Animal - US Department of Transportation (DOT) Guidance**
http://airconsumer.ost.dot.gov/rules/20030509.pdf (PDF)
http://airconsumer.ost.dot.gov/rules/20030509.doc (Microsoft Word)
Guidelines for transportation personnel regarding service animals.

**International Laws**

**Assistance Dogs International, Inc.**
http://www.assistedogsinternational.org/guidetodoglaws.php
A international legal access guide for the USA, Australia, Canada (all provinces), Japan, New Zealand, and the United Kingdom.
**General Information**

**CyberCIL Assistance Dog Information**
http://cybercilnew.tripod.com/services/adi.html
Definition of assistance dogs.

**Service Animal Registry of America**
http://affluent.net/sara/index.htm
Registry service for service and therapy animals.

**History of Service Animals**

**Natural History Museum**
http://www.nhm.org/exhibitions/dogs/atd/assistance.html
Beginning of guide, hearing, and service dogs.

**Assistance Dog Resources**

**Assistance Dogs International, Inc.**
http://www.assistancedogsinternational.org
A coalition of not for profit organizations that train and place Assistance Dogs.

**Amazing Tails, LLC**
http://www.amazing-service-dogs.com/
Definition of a service dog, training a service dog, cost of a service dog.

**Canine Circle by Dana Marshall**
http://sdog.danawheels.net/
Laws pertaining to service animals, access issues, guide dogs, hearing dogs, service dogs, information for businesses, traveling information, equipment links.

**Delta Society**
http://www.deltasociety.org/
Benefits of a having a service dog, health benefits, who can benefit.

**Fidos For Freedom, Inc.**
http://www.fidosforfreedom.org
Provides trained service, hearing, and therapy dogs to the Baltimore, Washington, community.

**Guide Dogs**
Pros and cons of assistance dogs, the history of guide dogs and their training.

**International Association of Assistance Dog Partners (IAADP)**
http://www.iaadp.org/
A non-profit, cross-disability organization representing people partnered with guide, hearing and service dogs.

**National Service Dogs Training Centre Inc.**
http://www.nsd.on.ca/
Problems usually aided by dogs, breeding information.

**National Education for Assistance Dog Services**  
http://www.neads.org  
A non-profit organization that trains dogs to assist people who are deaf or physically disabled.

**Dogs for the Deaf, Inc.**  
http://www.dogsforthedeaf.org/  
An organization that rescues dogs from shelters and trains them to assist deaf people.

**The Seeing Eye**  
http://www.seeingeye.org  
The oldest organization in the United States that trains guide dogs for the blind.

**Seizure-Alert Dogs Save Humans With Early Warnings**  
National Geographic article about seizure-alert dogs.

**Other Service and Therapy Animals**

**Helping Hands**  
http://www.monkeyhelpers.org/  
Benefits of having service monkeys, who would benefit from a monkeys service.

**The Guide Horse Foundation**  
http://www.guidehorse.org/  
Information about miniature horses and training details.

**Hometown America Online**  
http://hometown.aol.com/Kat53KG/Page2CatsAsTherapists.html  
What cat therapists can do.

**Paws Prints and Purrs**  
http://www.sniksnak.com/therapy.html  
Examples of pet therapy and how animals can help people.

**Federation of Riding for the Disabled International**  
http://www.frdi.net/  
Worldwide organization dedicated to developing therapeutic riding programs.

**North American Riding for the Handicapped Association, Inc. NARHA**  
http://www.narha.org/  
Promotes the benefit of the horse in helping people with physical, emotional and learning disabilities.

**American Hippotherapy Association**  
http://www.americanhippotherapyassociation.org/  
The use of equine movement as a treatment strategy.
Brief Information Resource on Assistance Animals for the Disabled


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Assistance animals: HUD compliance guidelines define assistive animals as "animals that serve as a reasonable accommodation for persons with disabilities by assisting those individuals in some identifiable way by making it possible for them to make more effective use of their housing. Under fair housing laws, the term "assistance animal" includes animals who may also be known as service animals, "support animals, assistance animals, therapy animals, and companion animals. You are responsible for the care of your service animal. You must supervise your animal and retain full control of it at all times. Additional resources: Americans with Disabilities Act (ADA) Information Line U.S. Department of Justice 800-514-0301, TTY 800-514-0383 www.ada.gov. Service animals are also called assistance animals, assist animals, or helper animals. U.S. Fair Housing Act requires housing providers to permit service animals, without species restrictions in housing. Main Document. An assistance animal, or service animal, is defined as an animal trained to perform tasks for people with disabilities 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. Many are trained by a specific organization, while others are trained by their handler (sometimes with the help of a professional trainer). Typically, a potential service animal undergoes extensive behavioral testing before being accepted into a training program.