

Module Title: Service Animals and Retail: What's the law?

Target Audience: This training is targeted toward all **retail employees**.

- This will include a range of ages and experience.
- Many employees will have no idea what the law is regarding service animals.
- Current employees will need to take it and it should be part of onboarding for new employees.

Learning Objectives:

Terminal LOs:

1. Identify a service animal
2. Determine when it is okay to exclude a service animal
3. Ask someone to remove their service animal

Enabling LOs:

1. Understand ADA
2. Define service animal

Seat Time: 20 mins.

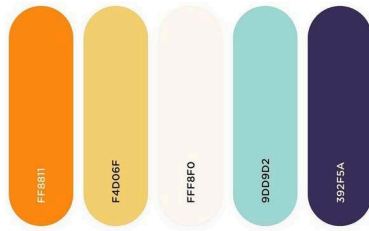
Outline:

- Welcome
- Workplace Scenario 1
 - Learning Objectives
- Understanding the Law
 - What is ADA
 - Who does it apply to
- Pre-assessment Question
- What is a Service Animal?
 - What it is/what it isn't
 - Any breed, any size
 - Not therapy or emotional support
 - No registration or vests, etc.
 - 2 questions to ask
 - tasks
- Knowledge Check
- When can they be excluded
 - Alters business products//goods, etc
 - Not housebroken, disruptive, not under control
- Asking a Service animal to leave
 - 6 Steps: assess the situation, right time/place, craft request, explain reasoning, offer alternatives
- Knowledge Check

- Wrap-Up
- Final Graded Quiz
- Congratulations!

Font: Open Sans bold (Heading)

Georgia



Color Palette:

Module Resources/References: [Include links or titles of attachments that will go in the Resources tab]

Directions: Please provide feedback via comments.

Global Comments:

- Slide dimensions are 16:9 ratio with slide size (1280:720)
- Use Modern Player in Storyline
- All slides and layers will show a custom title bar using custom color palette (except first and last slides)
- Text in [brackets] should not appear on the slide or be recorded in voiceover (VO)
- Seekbar visible and controllable for learners on all slides and layers; Menu is “free” in the Player properties.
- All assets are from the Content 360 library, unless otherwise stated
- Use custom color scheme for shapes throughout (see Color Palette); white font on colored background / dark blue font on white background, size 15
- If text in a caption bubble (speech bubble) is too long to display at once, fade-out/fade-in text in the caption (speech bubble) and arrange sequentially on timeline; do not use scrolling text in captions
- Photographic images used for the background are b/w (mostly) and progress from inside the store at the beginning, to outside the store, to outside the mall

Slide: [1.1] / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>No top title bar</p> <p>Background image: Storefront illustration takes up the left half of the slide.</p> <p>A standing dog illustration is placed on the porch of the store (same dog to be used throughout).</p> <p>A flier illustration is placed in the store window</p> <p>Course title is in a callout shape to the right of the store image, using dark blue from the color palette, to look as if part of the flier is being enlarged.</p> <p>Start Button is under course title, using orange from color palette</p>	<p>[Slide Title] Service Animals and Retail: What's the Law?</p> <p>[Button] Start</p>	<p><i>[Narrator] Welcome! To Service Animals and Retail: What's the Law? Training Course.</i></p> <p><i>Working in retail, it is not uncommon for customers to shop with their furry friends. While many stores have 'no pet policies,' it is crucial we don't discriminate against those with a disability that need a service animal.</i></p> <p><i>So, what exactly is the law?</i></p> <p><i>Time to clock in. Click Start to begin the course.</i></p>	<p>Start button will fade in timed with VO audio reference</p> <p>The Start button will jump to slide 1.2</p> <p>Next/Previous removed from Player</p>

Slide: [1.2] / Menu Title: Workplace Scenario			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Custom title bar, top left corner, consists of two chevron shapes stacked. The bottom chevron is larger and dark blue. The top chevron is orange, slightly smaller and centered with the bottom the blue chevron, but hangs over on the left end. Text box is added for the text using dark blue font:</p> <p>Navigation Tutorial</p> <p>and custom bottom border 3 rectangles shapes stacked make up the bottom border, using orange and dark blue and light orange as the middle.</p> <p>Background image: Photographic image of inside a clothing retail store</p> <p>Customer avatar (female) is on the left side, facing right, hands down, dog sitting to her left</p> <p>Dog illustration from content 360</p> <p>Manny avatar is on the right side, facing left, with hand up pointing</p> <p>Caption bubbles are between the characters ,stacked on top of eachother</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Manny caption] Excuse me, Ma'am. You can't have your dog inside the store. We have a no pet policy.</p> <p>[Customer caption]Well, this is my service dog and I need her with me at all times.</p> <p>[Manny caption] Due to our store policy, either the dog has to wait outside or you both have to leave.</p> <p>[Customer caption] That's ridiculous! I want the number to the corporate office right now! Where's the manager?</p>	<p>[Manny] [1] <i>Excuse me, Ma'am. You can't have your dog inside the store. We have a no pet policy.</i></p> <p>[Customer] [2] <i>Well, this is my service dog and I need her with me at all times.</i></p> <p>[Manny] [3] <i>Due to our store policy, either the dog has to wait outside or you both have to leave.</i></p> <p>[Customer] [4] <i>That's ridiculous! I want the number to the corporate office right now! Where's the manager?</i></p>	<p>Customer avatar is already on the slide to the left side.</p> <p>Customer changes to hands on hips and angry face after Manny audio ends</p> <p>Manny avatar glides in from the left using a motion path when the VO audio begins.</p> <p>Caption bubbles fade in timed with the VO audio</p> <p>Jump to next slide when timeline ends</p> <p>Circle transition to next slide</p> <p>Next button hidden on this slide.</p>
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Slide: [1.3] / Menu Title: Workplace Scenario [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Same custom top title bar and bottom border</p> <p>Background image: Photographic image of inside a clothing retail store, clothing wall</p> <p>2 avatars facing each other (slightly off center): Left side, Ken stands in hands out pose Right side, Manny stands with arms crossed and a stressed expression.</p> <p>Caption bubbles are between the characters, stacked on top of each other</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Ken Caption] Manny, you seem stressed out. What's going on?</p> <p>[Manny Caption] Hey Ken. I denied a customer's dog entry to the store today since no animals are allowed.</p> <p>She yelled at me threatening to call the corporate office and get me fired!</p> <p>[Ken Caption] That definitely sounds stressful!</p> <p>But that customer may have had a point. It's time we learn the law regarding service animals and I know just who can help.</p>	<p>[Ken] [1] Manny, you seem stressed out. What's going on?</p> <p>[Manny] [2] Hey Ken. I denied a customer's dog entry to the store today since no animals are allowed.</p> <p>She yelled at me threatening to call the corporate office and get me fired!</p> <p>[Ken] [3] That definitely sounds stressful!</p> <p>But that customer may have had a point. It's time we learn the law regarding service animals and I know just who can help.</p>	<p>Manny avatar is already on the slide in same spot on right side.</p> <p>Ken avatar glides in from the left using a motion path when the timeline starts.</p> <p>Ken pose changes to one hand up and one on hip, talking, timed with his last caption</p> <p>Caption bubbles fade in timed with the VO audio</p> <p>Jump to next slide when timeline ends.</p> <p>Next button hidden on this slide.</p>
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Slide: [1.4] / Menu Title: Learning Objectives			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same as slide 1.3</p> <p>Same avatars (upper body) still in same positions, facing toward the LOs in between them</p> <p>Ken avatar now has both hands on hips</p>	<p>[Slide Title] Learning Objectives</p> <p>[Ken Caption] This is Bailey, she will be guiding us through this training on service animals and the law.</p> <p>[Bailey Caption]</p>	<p>[Ken] [1] This is Bailey, an experienced service dog, she'll be guiding us through this training on service animals and the law.</p> <p>[Bailey] [bark audio] [2] By the time we're finished</p>	<p>Both avatars are already on the slide.</p> <p>Bailey guide dog flies in from bottom left when the timeline starts.</p> <p>Single dog bark audio plays after Ken introduces her, before her VO</p>

<p>Same standing dog illustration as slides 1.2 is to the right of Ken, this will be the 'guide dog' (named Bailey) taking the learner through the training</p> <p>3 rectangles w/ single corner using light orange color side by side hold LOs, centered above Bailey dog</p> <p>Bailey dog caption bubble to the right of her</p>	<p>By the time we're finished you'll be able to:</p> <p>[Learning Objectives] Identify a service animal</p> <p>Determine when okay to exclude a service animal</p> <p>Ask someone to remove their service animal</p>	<p><i>you'll be able to:</i></p> <p><i>[3] Identify a service animal</i></p> <p><i>[4] Determine when it is okay to exclude a service animal.</i></p> <p><i>[5] Ask someone to remove their service animal.</i></p> <p><i>[5] Click next and we'll get started!</i></p>	<p>starts</p> <p>Captions fade in timed with VO audio</p> <p>Orange rectangles fade in staggered starting when Bailey talks</p> <p>LOs appear timed with VO audio</p> <p>LOs glow orange when referenced in VO</p> <p>Next button hidden on this slide until Bailey audio completes.</p>
<p>Notes: use any free audio clip of a single dog bark</p>			

Slide: [1.5] / Menu Title: Understanding the Law			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same custom top title bar and bottom border</p> <p>Background image: Photographic image similar to previous background, but now from the perspective of outside the store looking in through open doors</p> <p>Both avatars are full body, all the way to the right side, facing left toward Bailey. Avatars are smaller and now full body. Ken is in the same pose. Manny now has arms down by side and a neutral</p>	<p>[Slide Title] Understanding the Law</p> <p>[Bailey caption] The ADA explains what businesses must do to make sure that they do not discriminate against an individual with a disability using a service animal.</p>	<p><i>[Bailey]</i> <i>[1]The American Disabilities Act or ADA explains what businesses and state/local governments must do to make sure that they do not discriminate against a member of the public with a disability who uses a service animal.</i></p> <p><i>Click each icon from left to right to learn exactly what the law says.</i></p>	<p>This slide has a zoom out transition.</p> <p>Both avatars are already on the slide.</p> <p>Bailey guide dog flies in from bottom right when the timeline starts.</p> <p>When the learner clicks a custom button it takes them to the accompanying layer.</p> <p>Base layer audio pauses when learner clicks a button so it</p>

<p>expression.</p> <p>Bailey dog is the same size and in the same position.</p> <p>3 custom circle buttons, use light orange from the palette, each with round icons in the middle. Icons represent disabilities: wheelchair, hearing, vision. Icons use dark blue from the palette. Circle buttons are horizontally aligned in the space above Bailey almost in the eye-line of the avatars.</p>			<p>doesn't overlap</p> <p>Next button is hidden until all layers are visited.</p>
Notes:			

Slide: [1.5a] / Menu Title: Understanding the Law			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Avatars and buttons 2-3 are hidden from the layer.</p> <p>Line callout 1 box filled with light orange accent color and accent border in dark orange color</p> <p>Callout line is coming from the custom icon button</p> <p>Bullet points are inside callout using the dark blue font</p> <p>Subtitle is inside center aligned to the top of the callout box and in the dark orange color</p>	<p>[Slide Title] Understanding the Law</p> <p>[subtitle] Americans with Disabilities Act (ADA)</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - prohibits discrimination against individuals with disabilities in many areas of public life - Purpose: to ensure that people with disabilities have the same rights and opportunities as everyone else. 	<p>[Bailey] [1] <i>The Americans with Disabilities Act of 1990 protects people with disabilities from discrimination.</i></p> <p><i>Disability rights are civil rights. From voting to parking, ADA prohibits discrimination against individuals with disabilities in areas of public life.</i></p> <p><i>The purpose is to ensure that people with disabilities have the same rights and opportunities as everyone else.</i></p>	<p>Bullet points fly in from Right timed with VO audio reference.</p> <p>Learner clicks the icon button again to hide layer.</p> <p>Next button is hidden until all layers are visited.</p>

Slide: [1.5b] / Menu Title: Understanding the Law			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Avatars and buttons are hidden from the layer.</p> <p>Button 2 is now in the button 1 position so callout box is coming from correct button</p> <p>Everything else is the same as layer 1</p>	<p>[Slide Title] Understanding the Law</p> <p>[subtitle] ADA Title III - Public Accommodations</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - This includes: privately-owned, or operated facilities like hotels, restaurants, retail merchants, doctor's offices, golf courses, private schools, day care centers, gyms, sports stadiums, movie theaters, and so on. - directs businesses to make "reasonable modifications" to their usual ways of doing things when serving people with disabilities. 	<p>[Bailey]</p> <p>[1] To understand the law, we must first understand what is meant by public accommodations.</p> <p>ADA Title III states public accommodations include: privately-owned or operated facilities, like hotels, restaurants, retail merchants, doctor's offices, golf courses, day care centers, gyms, sports stadiums, movie theaters, and so on.</p> <p>Basically anywhere the public can go.</p> <p>ADA Title III also directs businesses to make "reasonable modifications" to their usual way of doing things when serving people with disabilities.</p>	<p>Bullet points fly in from Right timed with VO audio reference.</p> <p>Learner clicks the icon button again to hide layer.</p>

Slide: [1.5c] / Menu Title: Understanding the Law			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Avatars and buttons are hidden from the layer.</p> <p>Button 2 is now in the button 1 position so callout box is coming</p>	<p>[Slide Title] Understanding the Law</p> <p>[subtitle] ADA Title III - "reasonable modifications"</p>	<p>[Bailey]</p> <p>[1] ADA Title III expects businesses to make reasonable modifications, or changes, in policies, practices, and procedures to avoid unnecessary exclusion of individuals with</p>	<p>Bullet points fly in from Right timed with VO audio reference.</p> <p>Learner clicks the button again to hide layer.</p>

<p>from correct button</p> <p>Everything else is the same as layer 1</p>	<p>[bullet points]</p> <ul style="list-style-type: none"> - Make “reasonable modifications in policies, practices, and procedures” to avoid unnecessary exclusion of individuals with disabilities. - As-needed basis in order to avoid denying opportunities to people with disabilities - Example: Modifying “no pets” policies to allow individuals with disabilities who use service dogs inside. 	<p>disabilities</p> <p>This may be on an as-needed basis in order to avoid denying opportunities to people with disabilities.</p> <p>An example of this would be modifying no pet policies to allow individuals with disabilities using a service dog inside the premises.</p>	
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Slide: [1.6] / Menu Title: Understanding the Law [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom bottom border only</p> <p>Bailey dog in same spot as previous slide but only front two legs and head are showing</p> <p>Bailey dog caption box is to the right of her face</p> <p>Background: Rectangle covers white space of slide in light orange accent color</p> <p>Workplace scenario question is at the top of the slide filled with dark orange color from palette</p> <p>In the remaining space will be three snip corner rectangle angle shapes in dark blue side by side.</p>	<p>[pre-assessment question slide]</p> <p>[Bailey caption] Before we move on, let’s think back to when Manny denied a customer with service dog access to the store.</p> <p>[Question]</p> <p>[Answer Option 1] Manny shouldn’t do anything differently. The store has a ‘no animals’ policy and Manny was doing his job.</p> <p>[Answer Option 2] Manny should ask for proof that the animal is a service dog. If it is,</p>	<p>[Bailey] [1] Before we move on, let’s think back to when Manny denied a customer with a service dog access to the store.</p> <p><i>Keeping ADA law in mind, what should Manny have done differently?</i></p> <p>[Answer 1] ADA states business should make ‘reasonable modifications’ to policies to avoid discriminating against those with disabilities. Try Again.</p> <p>[Answer 2] ADA does not require proof in order to modify the store policy to</p>	<p>Bailey dog and caption are already on the slide</p> <p>Question fades in timed with VO reference.</p> <p>Answer options have glow hover states and gray visited states.</p> <p>Answer options fly in from bottom right one at a time after question.</p> <p>Each answer choice triggers a different VO response and triggers “EXACTLY!” or “Try Again” to appear in place of the previous text, depending on the answer chosen.</p>

Answer options will be inside the rectangle shapes.	<p>then he can modify the store policy to allow the customer and her dog into the store.</p> <p>[Answer Option 3- CORRECT] According to ADA law, Manny should have made the “reasonable modification” to the ‘no animals’ policy as determined on an individual basis to allow a service animal in.</p>	<p>allow service animals. Try Again.</p> <p>[Answer 3] Exactly! According to ADA law Manny should have made the reasonable modification to the no pet policy on an as needed basis.</p>	<p>Learners can freely click among the answer choices to get feedback until they select the correct answer. Audio should not overlap.</p> <p>When the audio completes on the CORRECT answer, slide will auto-advance to next Slide 1.7.</p> <p>Next button is hidden until Correct audio completes.</p>
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Slide: [1.7] / Menu Title: Definition of a Service Animal			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom top title bar and custom bottom border</p> <p>Background image: Photographic image of outside of shopping mall this time.</p> <p>Avatars are still on the far right side of the slide but smaller (as if farther away)..</p> <p>Ken is listening, his arms down at his sides. Manny is asking a question and has one hand on hip and one hand out.</p> <p>Manny's caption box is above his head, kind of situated between the two avatars. A clickable dog leash is near Ken's feet.</p> <p>Bailey dog is still on the left side, but is also smaller. Her caption box is to the right of</p>	<p>[slide title] What is a Service animal?</p> <p>[Manny caption] Okay, but how do I know which is a service animal and which is not without asking for proof?</p> <p>[Bailey caption] Excellent question!</p> <p>Click my leash to find out.</p>	<p>[Manny] [1] Okay, but how do I know which is a service animal and which is not without asking for proof?</p> <p>[Bailey] [2] Excellent question!</p> <p>Click my leash to find out.</p>	<p>Avatars and Bailey dog are already on the slide.</p> <p>Captions fade in timed with the VO audio.</p> <p>Leash bounces in when referenced in VO audio.</p> <p>Jump to next slide when learner clicks leash</p> <p>Slide uses Blinds transition</p> <p>Next button is hidden on this slide.</p>

her face, same as before.			
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Slide: [1.8] / Menu Title: Definition of a Service Animal [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom top title bar and bottom border</p> <p>Background image: Same light orange accent rectangle covers back just like slide 1.6</p> <p>Slider goes across most of slide centered horizontally directly below title, thumb fill use #E46C0A, track fill use F79646, with orange border</p> <p>Place lines on top of the slider. Use orange color from the palette. This will tell learners visually where to move/stop slider.</p> <p>Ken avatar is same pose, now on the left side facing right</p> <p>Bailey dog, only face and front two paws showing on left side next to Ken (kind of in front of him) (similar to slide 1.6)</p> <p>Manny is still on the right side facing left posed with one arm on hip and one arm down.</p>	<p>[slide title] What is a service animal?</p> <p>[Bailey caption] <i>As you learned earlier, ADA law says businesses</i> that are open to the public must allow service animals to go most places where the public can go in order to avoid discrimination.</p>	<p>[Bailey] [1] <i>As you learned earlier, ADA law dictates businesses</i> that are open to the public must allow service animals to go most places where the public can go in order to avoid discrimination. This is true even if they have a “no pets” policy.</p> <p>Drag the slider from left to right to learn exactly what the law says about service animals.</p> <p>Then, click next when you are ready to move on.</p>	<p>[Slider interaction w/ layers]</p> <p>Slider is disabled until base layer audio completes.</p> <p>Audio on layers should not overlap</p> <p>Next button is hidden on this slide..</p>

Slide: [1.8a] / Menu Title: Definition of a Service Animal	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>[same as first layer]</p> <p>Same style, but different Square, Photographic image of a dog appears under slider to the left</p> <p>Text will be to the right of the image</p> <p>Blue icon checkmark in shield appears next to text bulleted items</p>	<p>[slide title] What is a service animal?</p> <p>[subtitle] A Service Animal is:</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - A DOG. - Any breed and any size dog. - trained to perform a task directly related to a person's disability. 	<p>[Bailey] [1] As defined by ADA, a service animal is, a dog, any breed and any size dog.</p> <p>The main difference between a service dog and any other dog, is that it is specifically trained to perform a task directly related to a person's disability.</p>	<p>Subtitle and dog image are already on the slide</p> <p>Bullet points fly in from bottom right with icon shields, timed with VO audio</p>

Slide: [1.8b] / Menu Title: Definition of a Service Animal			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Square, Photographic image of a dog appears under slider to the left</p> <p>Text will be to the right of the image</p> <p>Blue icon checkmark in shield appears next to text bulleted items</p>	<p>[slide title] What is a service animal?</p> <p>[subtitle] A Service Animal is <u>not</u>:</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - required to be certified or go through a training program. - required to wear a vest or other ID. - emotional support or comfort dog. 	<p>[Bailey] [1] A service animal is NOT Required to be certified or go through a training program, nor are they required to wear a vest or other identification.</p> <p>Lastly, emotional support, comfort, or therapy dogs are not considered service animals.</p>	<p>Subtitle and dog image are already on the slide</p> <p>Bullet points fly in from bottom right with icon shields, timed with VO audio</p>

Slide: [1.8c] / Menu Title: Definition of a Service Animal	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Square, Photographic image of a dog appears under slider to the left</p> <p>Text will be to the right of the image</p> <p>Blue icon checkmark in shield appears next to text bulleted items</p>	<p>[slide title] What is a service animal?</p> <p>[subtitle] Service Animal Tasks:</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - a task to remind a person to take their medication. - trained to alert a person to an oncoming panic attack. - trained to detect the onset of a seizure and then help the person remain safe. 	<p>[Bailey]</p> <p>[1] <i>Since not all disabilities are visible, never ask about an individual's disability. Instead, focus on the service animal and the tasks they perform related to the disability. Examples of tasks service animals are trained to perform include:</i></p> <ul style="list-style-type: none"> - <i>A task to remind a person to take their medication</i> - <i>Being trained to alert a person to an oncoming panic attack</i> - <i>Being trained to detect the onset of a seizure or anxiety attack and then help the person remain safe.</i> <p><i>Remember, if just the dog's mere presence provides comfort, it is not a service animal under the ADA.</i></p>	<p>Subtitle and dog image are already on the slide</p> <p>Bullet points fly in from bottom right with icon shields, timed with VO audio</p>

Slide: [1.8d] / Menu Title: Definition of a Service Animal			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Square, Photographic image of a dog appears under slider to the left</p> <p>Text will be to the right of the image</p>	<p>[slide title] What is a service animal?</p> <p>[subtitle] A Service Animal <u>can</u> go:</p> <p>[bullet points]</p> <ul style="list-style-type: none"> - into restaurants, hotels, shops, hospitals, & schools. 	<p>[Bailey]</p> <p>[1] <i>Generally, service animals are allowed to be with their person, even in places that don't allow pets. For example, service animals can go:</i></p> <p><i>-into restaurants, hotels, shops, hospitals, and schools</i></p>	<p>Subtitle and dog image are already on the slide</p> <p>Bullet points fly in from bottom right with icon shields, timed with VO audio</p> <p>Custom Next Button jumps to next slide 1.9</p>

<p>Blue icon checkmark in shield appears next to text bulleted items</p> <p>Custom Next button, similar to Start button on slide 1.1, sits in upper right hand corner centered to titlebar</p>	<ul style="list-style-type: none"> - into housing at public & private universities. - into public housing programs. - into emergency shelters. 	<p><i>The ADA also applies to certain types of housing, including:</i></p> <ul style="list-style-type: none"> - <i>Into Housing at public and private universities, into public housing programs, and into emergency shelters.</i> 	
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Slide: [1.9] / Menu Title: What is a Service Animal?			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[same as 1.8 base layer]</p> <p>Both Ken and Manny avatars are back on the far right side of the slide facing left.</p> <p>Manny looks shocked.</p> <p>Manny caption box goes above his head.</p> <p>Bailey dog is on left side facing right.</p> <p>Caption box is to the right of her face, same as before.</p> <p>Use rounded corner rectangles in light blue from palette for questions.</p> <p>Place a paw icon before each question (1- 1 paw 2- 2 paws) in dark blue from palette</p> <p>Custom next button, orange, in top right hand corner</p>	<p>[slide title] What is a service animal?</p> <p>[Manny caption] Wow! I had no idea service animals are not required to be registered or wear vests.</p> <p>[Bailey] That's right! That also means a dog wearing a vest is not necessarily a service animal.</p> <p>Because many disabilities are invisible, it may not always be obvious that a dog is a service animal.</p> <p>If it is unclear whether someone's dog is a service dog, you may ask for certain information using two questions.</p> <p>[Question 1] Is the dog a service animal required because of a disability?</p> <p>[Question 2]</p>	<p>[Manny] [1] <i>Wow! I had no idea service animals are not required to be registered or wear vests.</i></p> <p>[Bailey] [2] <i>That's right! That also means a dog wearing a vest is not necessarily a service animal.</i></p> <p>[3] <i>Because many disabilities are invisible (such as PTSD or seizures), it may not always be obvious that a dog is a service animal.</i></p> <p>[4] <i>If it is unclear whether someone's dog is a service dog, you may ask for certain information using two questions.</i></p> <p>[5] <i>You may ask: Is the dog a service animal required because of a disability?</i></p> <p>[6] <i>Or you may ask: What work or task has the dog been trained to perform?</i></p>	<p>Avatars are already on the slide.</p> <p>Caption boxes fade in timed with VO audio.</p> <p>Questions fly in from left timed with reference in VO audio.</p> <p>Custom next button jumps to next slide when clicked</p> <p>Next button is hidden in this slide.</p>

	What work or task has the dog been trained to perform?	<i>[7] You never inquire about a person's disability.</i>	
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Slide: [1.10] / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[similar to slide 1.6 pre-assessment]</p> <p>Custom title bar and custom bottom border</p> <p>No avatars or dog</p> <p>Background: Rectangle covers white space of slide in light orange accent color</p> <p>Text box with question is takes up left half of slide, with orange border and offset left outer shadow effect</p> <p>Question answers take up right side of slide within blue dogbone shape license icon, positioned two by two</p>	<p>[slide title] Knowledge Check</p> <p>[Question] A customer enters your store accompanied by a dog with no visible service animal identification. Since there is a 'no pet policy,' you must decide if the dog is allowed to stay. What traits are used to identify a service animal? <i>Select all that apply.</i></p> <p>[answers] A dog Registered Emotional support Any size or breed Performs a task Wears a vest</p>	<p><i>[Bailey]</i> <i>[1] That was a lot of information. Let's make sure you know what a service animal is and how to identify one before we continue.</i></p>	

Slide: [1.10a] / Menu Title: [Correct]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Question on base layer is hidden</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption]</p>	<p><i>[Bailey]</i> <i>[1] That's right!</i> <i>A service animal is any breed or size dog that is trained to</i></p>	Continue Button jumps to next slide.

<p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Green check mark in upper right hand corner of Bailey caption box</p> <p>Orange Continue button appears in upper right hand corner of slide</p>	<p>That's right! A service animal is any breed or size dog that is trained to perform a task specific to one's disability.</p>	<p><i>perform a task specific to one's disability.</i></p> <p>Now, click Continue to move on.</p>	
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Slide: [1.10b] / Menu Title: [Incorrect]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Question on base layer is hidden</p> <p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Red X in upper right hand corner of Bailey caption box</p> <p>Orange Continue button appears in upper right hand corner of slide</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption] Not quite. A service animal is any breed or size dog that is trained to perform a task specific to one's disability.</p>	<p><i>[Bailey]</i> <i>[1] Not quite.</i> <i>A service animal is any breed or size dog that is trained to perform a task specific to one's disability.</i></p> <p>Now, click Continue to move on.</p>	<p>Continue Button jumps to next slide</p>

Slide: [1.10c] / Menu Title: [Try Again]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>[base layer]</p> <p>Question on base layer is hidden</p> <p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Red X in upper right hand corner of Bailey caption box</p> <p>Orange Try Again button appears in upper right hand corner of slide</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption] Not quite. A service animal is any breed or size dog that is trained to perform a task specific to one's disability.</p>	<p>[Bailey] [1] <i>Not quite.</i> <i>A service animal is any breed or size dog that is trained to perform a task specific to one's disability.</i></p> <p>Click Try Again.</p>	<p>Layer is hidden when Try Again Button is clicked by learner</p>
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Slide: [1.11] / Menu Title: When to Exclude Service Animals			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom top title bar and custom bottom border</p> <p>Background image: Photographic image of mall food court.</p> <p>Ken and Manny are on the far right side facing left.</p> <p>Ken has hands up and is asking a question.</p> <p>Manny is on the right of the slide, is facing left, has hands on hips and is smiling.</p> <p>Bailey dog is on the left with only head and partial body showing</p>	<p>[slide title] When to exclude service animals</p> <p>[Ken caption] When would it be appropriate to exclude a service animal from a business?</p> <p>[Bailey caption] A business does not need to allow a service animal if the dog's presence would fundamentally alter the nature of the goods or services provided.</p> <p>For example, the dog's presence could compromise a sterile environment.</p>	<p>[Ken] [1] <i>I'm still wondering, When would it be appropriate to exclude a service animal from the business?</i></p> <p>[Bailey] [2] <i>A business does not need to allow a service animal if the dog's presence would fundamentally alter the nature of the goods or services provided to the public.</i></p> <p><i>For example, the animal's presence could compromise a sterile environment.</i></p>	<p>Both avatars are already on the slide.</p> <p>Ken's avatar expression changes from confused to happy once his audio completes.</p> <p>Caption boxes fade in timed with VO audio</p> <p>Show layer when audio completes on base layer.</p> <p>Next button is disabled until layer is visited.</p>

Slide: [1.11a] / Menu Title: When to exclude a service animal			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Dark blue rectangle situated centered between the avatars</p> <p>White Text is inside the rectangle</p> <p>2 icons with a dog in a circle crossed out (as in not allowed), orange, are used in place of bullet points</p>	<p>[slide title] When to exclude a service animal</p> <p>[subtitle] A person with a disability can't be asked to remove their service animal from the premises <u>unless</u>:</p> <p>[icon 1] the dog is out of control and the owner does not take effective action to control it.</p> <p>[icon 2] the dog is not housebroken.</p>	<p>[Bailey] <i>[1] A person with a disability can't be asked to remove their service animal from the premises unless:</i></p> <p><i>The dog is out of control and the owner does not take effective action to control it</i></p> <p><i>Or</i> <i>The dog is not housebroken.</i></p> <p><i>Personal preference or allergies are not acceptable reasons to exclude service animals.</i></p> <p><i>Click Next to learn more.</i></p>	<p>Text fades in timed with VO audio</p>

Slide: [1.12] / Menu Title: Ask to Remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[same as slide 1.11]</p> <p>Custom top title bar and custom bottom border</p> <p>Background image: Photographic image of mall food court.</p> <p>Ken and Bailey are on the left still</p>	<p>[slide title] Ask a service dog to leave</p> <p>[Bailey caption] When addressing someone about their service animal, maintain professionalism and respect.</p> <p>Follow these 6 steps to</p>	<p>[Bailey] <i>[1] When addressing someone about their service animal, maintain professionalism and respect at all times.</i></p> <p><i>Follow these 6 steps to professionally ask someone to remove their service dog.</i></p>	<p>Avatars are already on the slide</p> <p>Captions fade in timed with VO audio</p> <p>Paw print icons fly in from bottom when referenced in VO audio, have hover and visited states</p>

and Manny on the right. 6 Circle paw print icons, numbered, in two vertical rows of three, one row to the left and the other to the right, so the text boxes fit in between	professionally ask someone to remove their service dog.	<i>Once you have viewed each step, click Next.</i>	Next button is hidden until all steps/layers have been visited.
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Slide: [1.12a] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[base layer] Dark blue, Rounded corner rectangle in between numbered steps flies in from left Text is inside the rectangle	[slide title] Ask a service dog to leave [subtitle] 1. Assess the Situation Be sure there is a valid reason for your concern: <ul style="list-style-type: none"> - The dog is causing a disruption - The dog is behaving aggressively 	<i>[Bailey]</i> <i>[1] First, you will need to assess the situation.</i> <i>Be sure there is a valid reason for your concern:</i> <i>The dog is causing a disruption</i> <i>Or</i> <i>The dog is behaving aggressively.</i> <i>You must evaluate the situation objectively.</i>	Text fades in timed with VO audio

Slide: [1.12b] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[base layer] Dark blue, Rounded corner rectangle in between numbered steps flies in from left Text is inside the rectangle	[slide title] Ask a service dog to leave [subtitle] 2. Right Time & Place <ul style="list-style-type: none"> - Avoid a crowded or stressful environment 	<i>[Bailey]</i> <i>[1] Next, find the right time and place to speak to the customer.</i> <i>Avoid confronting in a crowded or stressful environment.</i>	Text fades in timed with VO audio

	<ul style="list-style-type: none"> - A calm, private setting is ideal 	<p><i>A calm, private setting is ideal.</i></p> <p><i>This will avoid embarrassing the customer and will keep the conversation professional and respectful.</i></p>	
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Slide: [1.12c] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Dark blue, Rounded corner rectangle in between numbered steps flies in from left</p> <p>Text is inside the rectangle</p>	<p>[slide title] Ask a service dog to leave</p> <p>[subtitle] 3. Craft Your Request</p> <ul style="list-style-type: none"> - Use a friendly tone and avoid accusatory language <p>Ex. "Excuse me, I hope you don't mind me asking, but I noticed your service dog. Could we talk briefly?"</p>	<p><i>[Bailey]</i> <i>[1] To prepare to speak to the owner of the service animal, craft a request that uses a friendly tone and avoids accusatory language.</i></p> <p><i>For example, you might say: "Excuse me, I hope you don't mind me asking, but I noticed your service dog. Could we speak briefly?"</i></p>	Text fades in timed with VO audio

Slide: [1.12d] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Dark blue, Rounded corner rectangle in between numbered steps flies in from right</p>	<p>[slide title] Ask a service dog to leave</p> <p>[subtitle] 4. Explain Your Reasoning</p> <ul style="list-style-type: none"> - Be honest and concise 	<p><i>[Bailey]</i> <i>[1] It is important to make clear the reasoning behind your request for the service animal to be removed. Just be honest and concise.</i></p>	Text fades in timed with VO audio

Text is inside the rectangle	Ex. “The dog’s behavior seems disruptive, and I’m concerned about safety.”	<i>For example, you might say: “The dog’s behavior seems disruptive, and I’m concerned about safety. “</i>	
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Slide: [1.12e] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Dark blue, Rounded corner rectangle in between numbered steps flies in from right</p> <p>Text is inside the rectangle</p>	<p>[slide title]</p> <p>Ask a service dog to leave</p> <p>5. Offer Alternatives:</p> <ul style="list-style-type: none"> - That accommodate both parties <p>Ex.: “Could we find a compromise that ensures both of our needs are met? Perhaps we can box up your meal to go with extra bread sticks for the trouble.”</p>	<p><i>[Bailey]</i> <i>[1] Be prepared to offer alternatives that accommodate both parties. And we don’t want to just kick anyone out.</i></p> <p><i>For example, you might say “Could we find a compromise that ensures both of our needs are met? Perhaps we can box up your meal to go with extra bread sticks for the trouble.”</i></p>	Text fades in timed with VO audio

Slide: [1.12f] / Menu Title: Ask to remove a service animal			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[base layer]</p> <p>Dark blue, Rounded corner rectangle in between numbered steps flies in from right</p> <p>Text is inside the rectangle</p>	<p>[slide title]</p> <p>Ask a service dog to leave</p> <p>6. Address Concerns and Objections</p> <ul style="list-style-type: none"> - actively listen and try to find a solution together <p>Ex.:</p>	<p><i>[Bailey]</i> <i>[1] Expect to address any concerns and objections.</i></p> <p><i>If they express any reluctance to leave, actively listen and try to find a solution together.</i></p> <p><i>For example, you might say:</i></p>	Text fades in timed with VO audio

	<p>"I understand that your service dog is essential. Is there a way we can find a middle ground? There will be no charge for your meal, if you agree to remove the dog."</p>	<p><i>"I understand your service dog is essential. Is there a way we can find middle ground? There will be no charge for your meal, if you agree to remove the dog. "</i></p>	
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Slide: [1.13] / Menu Title: Knowledge Check			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[similar to slide 1.10 KC]</p> <p>Custom title bar and custom bottom border</p> <p>No avatars or dog</p> <p>Background: Rectangle covers white space of slide in light orange accent color</p> <p>Text box with question is takes up left half of slide, with orange border and offset left outer shadow effect</p> <p>Question answers take up right side of slide within blue dogbone shape license icon, positioned two by two</p>	<p>[slide title] Knowledge Check</p> <p>[Question] A customer at a store you manage has complained about a service dog growling. It is your responsibility to speak to the dog owner about possibly removing the service dog. How do you go about addressing this concern while maintaining the utmost professionalism? Place the steps in the correct order you would follow to speak professionally to the customer.</p> <p>[answers] CORRECT ORDER</p> <ol style="list-style-type: none"> 1. Assess the Situation 2. Right Time & Place 3. Craft Your Request 4. Explain Reasoning 5. Offer Alternatives 6. Address Concerns & Objections 	<p>[Bailey] [1] We're almost done, but let's check your knowledge on those steps before wrapping up.</p>	

Slide: [1.13a] / Menu Title: Knowledge Check [Correct]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[Base layer]</p> <p>Question is hidden on base layer</p> <p>[same as previous KC slide]</p> <p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Green check mark in upper right hand corner of Bailey caption box</p> <p>Orange Continue button appears in upper right hand corner of slide</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption] That's right! Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</p>	<p>[Bailey] [1] <i>That's right! You'll remain professional if you: Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</i></p> <p><i>Click Continue to wrap-up.</i></p>	<p>Continue Button jumps to next slide.</p>

Slide: [1.13b] / Menu Title: Knowledge Check [Incorrect]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[Base layer]</p> <p>Question is hidden on base layer</p> <p>[same as previous KC slide]</p> <p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Green check mark in upper right hand corner of Bailey caption box</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption] Not quite. Be sure to: Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</p>	<p>[Bailey] [1] <i>That's not quite right. Be sure to: Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</i></p> <p><i>Click Continue to wrap-up.</i></p>	<p>Layer is hidden when learner clicks Continue.</p> <p>Continue Button jumps to next slide.</p>

Orange Continue button appears in upper right hand corner of slide			
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Slide: [1.13c] / Menu Title: Knowledge Check [Try Again]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[Base layer]</p> <p>Question is hidden on base layer</p> <p>[same as previous KC slide]</p> <p>Bailey dog on the left, head and front legs only, same as slide 1.6</p> <p>Caption box to the right of Bailey's head</p> <p>Green check mark in upper right hand corner of Bailey caption box</p> <p>Orange Continue button appears in upper right hand corner of slide</p>	<p>[slide title] Knowledge Check</p> <p>[Bailey caption] Not quite. Be sure to: Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</p>	<p>[Bailey] [1] <i>That's not quite right. Be sure to: Assess the situation, find the right time and place, craft your request, explain your reasoning, offer alternatives, and address objections.</i></p> <p><i>Try Again. .</i></p>	<p>Layer is hidden when learner clicks try Again.</p>

Slide: [1.14] / Menu Title: Wrap-Up [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[same as slide 1.12]</p> <p>ONLY custom bottom border</p> <p>Background image: Photographic image of mall food</p>	<p>[slide title] None</p> <p>[Manny caption] <i>If I had known these steps sooner, I could have avoided the</i></p>	<p>[Manny] [1] <i>If I had known these steps sooner, I could have avoided the confrontation and upsetting the customer earlier.</i></p>	<p>Both avatars and dog are already on the slide.</p> <p>Captions fade in timed with VO audio float in when referenced in VO</p>

<p>court.</p> <p>Ken and Bailey are on the left still and Manny on the right, but closer to the center, with room in between for captions. .</p>	<p><i>confrontation and upsetting the customer earlier.</i></p> <p><i>Thank you, Bailey and Ken. I now see how important it is to understand ADA in order to not discriminate against those with disabilities.</i></p>	<p><i>Thank you, Bailey and Ken. I now see how important it is to understand ADA in order to not discriminate against those with disabilities.</i></p> <p><i>[Bailey audio]</i> <i>[single bark audio]</i></p>	<p>Bailey single bark audio plays after Manny audio completes.</p> <p>Jump to next slide when timeline completes.</p> <p>Next button is hidden on this slide.</p>
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Slide: [1.15] / Menu Title: Graded Quiz			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom top title bar and custom bottom border</p> <p>No avatars or dog</p> <p>Background: Rectangle covers white space of slide in light orange accent color</p> <p>Photographic image of a dog in a restaurant/sitting at the table is on the left side of the slide, but not all the way to the left edge. It goes behind the top title bar all the way to the top edge and down to the bottom border (so basically there is space to the left and right of the pic)</p> <p>Same blue single paw print icon is used in place of bullet points</p>	<p>[slide title] Final Graded Quiz</p> <p>[subtitle] You have reached the end of this course.</p> <ul style="list-style-type: none"> • There will be 5 quiz questions. • You must receive 80% to pass (4/5 correct). • Retake as many times as needed. • Use the Menu to review any course content. 	<p><i>[Narrator]</i> <i>[1] You have reached the end of this course.</i></p> <p><i>There will be a 5 question quiz. You must receive 80% to pass.</i></p> <p><i>You may retake as many times as needed.</i></p> <p><i>Use the menu to the left to review any course content first.</i></p> <p><i>Then, Click next when you are ready to begin.</i></p> <p><i>Good luck!</i></p>	<p>Avatars are already on the slide.</p> <p>Bullet points float in from bottom timed with reference in VO audio</p>

Slide: [1.16] / Menu Title: [hidden from menu]	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[same as KC slides]</p> <p>Custom title bar and custom bottom border</p> <p>No avatars or dog</p> <p>Background: Rectangle covers white space of slide in light orange accent color</p> <p>Use same photographic image of dog from slide 1.15, but change the shape to an oval and resize it to center above question answers, use soft edges effect</p> <p>Text box with question is takes up left half of slide, with orange border and offset left outer shadow effect</p>	<p>[slide title] Final Graded Quiz</p> <p>[question] A customer with a dog has asked to dine inside the restaurant. The restaurant has a strict 'no pet policy,' but you want to avoid a confrontation. In order to accommodate the customer, you must first identify this as a service animal. According to ADA, which two questions are you permitted to ask? <i>Select only 2.</i></p> <p>[answers]</p> <ol style="list-style-type: none"> 1. Is the dog a registered service animal? 2. (CORRECT) Is the dog a service animal required because of a disability? 3. (CORRECT) What work or task has the dog been trained to perform? 4. Can the dog perform the task it is trained to do right now? 5. What is your disability? 		<p>Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to Retake the entire quiz at the end if they do not pass.</p> <p>When the learner clicks Submit, submit multiple choice and advance to next slide.</p> <p>The learner should not get <i>immediate</i> feedback with Correct or Incorrect feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the Results page.</p> <p>If they do not pass, they can come back and review the quiz.</p>

Slide: [1.17] / Menu Title: [hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[same as slide 1.16]</p>	<p>[slide title] Final Graded Quiz</p> <p>[question]</p>		<p>(avatars already on slide, no motion)</p>

	<p>The customer explains the dog is required to alert him to an oncoming panic attack. What other tasks might a service animal be trained to perform? <i>Select all that apply.</i></p> <p><i>[answers]</i></p> <ol style="list-style-type: none"> 1. Provide comfort during an anxiety attack. 2. (CORRECT) Remind a person to take their medication. 3. (CORRECT) Detect the onset of a seizure and keep the person safe during one. 4. Be a source of companionship when someone is lonely. 5. (CORRECT) Retrieve objects for a person with limited mobility 		<p>Same settings for Slides 1.16, 1.17, 1.18, 1.19, 1.20</p>
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Slide: [1.18] / Menu Title: [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[same as slide 1.16]	<p>[slide title] Final Graded Quiz</p> <p>[question] The customer's service dog is loud and disrupts the other patrons eating nearby. Even though service animals are permitted in restaurants, what circumstances would allow the business to keep out or remove one? <i>Select all that apply.</i></p> <p>[answers]</p>		<p>(avatars already on slide, no motion)</p> <p>Same settings for Slides 1.16, 1.17, 1.18, 1.19, 1.20</p>

	<ol style="list-style-type: none"> 1. Some people don't like dogs. 2. (CORRECT) The dog is not housebroken. 3. It is a known aggressive breed. 4. (CORRECT) The dog is out of control and the owner cannot get the dog under control. 5. It is not wearing a service animal vest. 		
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Slide: [1.19] / Menu Title: [hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[same as slide 1.16]	<p>[slide title] Final Graded Quiz</p> <p>[question] Upon the customer complaints, you objectively assess the situation. The service dog is still barking and the owner seems unable to get the dog under control. You have come to the decision that it is time to ask the owner to remove the dog from the property. What next steps should you take? <i>Select all that apply.</i></p> <p>[answers] <ol style="list-style-type: none"> 1. (CORRECT) Choose the right time and place, preferably somewhere private. 2. (CORRECT) Explain the reasoning concisely and honestly. 3. (CORRECT) Suggest </p>		<p>(avatars already on slide, no motion)</p> <p>Same settings for Slides 1.16, 1.17, 1.18, 1.19, 1.20</p>

	<p>alternatives that accommodate both parties.</p> <p>4. (CORRECT) Craft your response using a friendly tone.</p> <p>5. (CORRECT) Address objections by listening and finding a solution together.</p>		
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Slide: [1.20] / Menu Title: [hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[same as slide 1.16]	<p>[slide title] Final Graded Quiz</p> <p>[question] You must carefully choose the words of your request and reasoning to maintain professionalism and respect. How would you ask the customer to remove their disruptive service dog? Choose only 1.</p> <p>[answers]</p> <p>1. <u>Request:</u> Excuse me, can we talk about your dog? <u>Reasoning:</u> Your dog is so loud and disruptive that the other customer can't enjoy their meal. You'll have to leave.</p> <p>2. <u>Request:</u> Excuse me, is that your service dog? <u>Reasoning:</u> Your dog is really loud and disruptive. What are you going to do about it?</p> <p>3. Request: Hey! Is that your</p>		<p>(avatars already on slide, no motion)</p> <p>Same settings for Slides 1.16, 1.17, 1.18, 1.19, 1.20</p>

	<p>dog? Reasoning: Well, your dog is way too loud to be inside. It will have to wait outside while you finish.</p> <p>4. (CORRECT) Excuse me, but may we speak in private about your service dog? Reasoning: Thank you so much for your time and understanding. I noticed your dog barking quite a bit causing a disruption. Is there anything we can do to help so this doesn't become a safety issue?</p>		
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Slide: [1.21] / Menu Title: Results [hidden from menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
(same as slide 1.15)	<p>[slide title]</p> <p>Quiz Results</p> <p>Your Score: XX%</p> <p>Passing Score: YY%</p>	<i>[narration only on layers]</i>	<p>Use a Result side to show Success layer 1.21a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show Failure layer 1.21b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p> <p>Results variable reference shows the percent score only. Do not show the points variable reference.</p>

			Built in graded quiz variable reference displays learner score where XX appears on slide
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Slide: [1.21a] / Menu Title: Results			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[base layer]	[slide title] Quiz Results Nice job, you passed! [Buttons] Review Quiz Continue [Directions] You can click Review Quiz or Continue to move on.	<i>[Narrator]</i> <i>[1] Nice job, you passed the quiz. You can click Review to see your results or click continue to the summary.</i>	Review button: shows correct/incorrect response when reviewing Continue button: jumps to Slide 1.22

Slide: [1.21b] / Menu Title: Results			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[base layer]	[slide title] Quiz Results Sorry, you didn't pass yet. [Buttons] Review Quiz Retry Quiz [Directions] You can choose to Review Quiz results first, then click to Retry	<i>[Narrator]</i> <i>[1] Sorry, you didn't pass yet. You can choose to Review Quiz results first, then click Retry Quiz when you are ready.</i>	Retake button: resets results slide and jumps to Slide 1.16 Review button: shows correct/incorrect response when reviewing

	Quiz.		
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Slide: [1.22] / Menu Title: Summary			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[same as slide 1.1]	<p>[slide title] Congratulations!</p> <p>[subtitle] You have successfully completed the course Service Dogs and Retail.</p> <p>You are now able to:</p> <ul style="list-style-type: none"> • Identify a service animal • Determine when it is okay to exclude a service animal • Professionally ask someone to remove their service animal 	<p><i>[Narrator] [1] Congratulations!</i></p> <p><i>You have successfully completed the course: Service Dogs and Retail.</i></p> <p><i>You are now able to: Identify a service animal according to ADA Determine when it is okay to exclude a service animal And Professionally ask someone to remove their service animal. Click exit to leave the course.</i></p>	<p>Exit button exits the course.</p> <p>No next button on player.</p>