

Script

Training Title: Service Dogs and Retail: What's the Law?

Slide 1.1

[Narrator]

Welcome!

To Service Animals and Retail: What's the Law? Training Course.

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.

So, what exactly is the law?

Time to clock in. Click Start to begin the course.

Slide 1.2

[Manny]

Excuse me, Ma'am. You can't have your dog inside the store. We have a no pet policy.

[Customer]

Well, this is my service dog and I need her with me at all times.

[Manny]

Due to our store policy, either the dog has to wait outside or you both have to leave.

[Customer]

That's ridiculous! I want the number to the corporate office right now! Where's the manager?

Slide 1.3

[Ken]

Manny, you seem stressed out. What's going on?

[Manny]

Hey Ken.

I denied a customer's dog entry to the store today since no animals are allowed.

She yelled at me threatening to call the corporate office and get me fired!

[Ken]

That definitely sounds stressful!

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.

Slide 1.4

[Ken]

This is Bailey, an experienced service dog, she will be guiding us through this training on service animals and retail.

[Bailey]

By the time we're finished you'll be able to:

Script

Identify a service animal

Determine when it is okay to exclude a service animal.

Ask someone to remove their service animal.

Click next and we'll get started!.

Slide 1.5 Base layer

[Bailey]
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.

Click each icon from left to right to learn exactly what the law says.

Slide 1.5a

[Bailey]
The Americans with Disabilities Act of 1990 protects people with disabilities from discrimination.

Disability rights are civil rights. From voting to parking, ADA prohibits discrimination against individuals with disabilities in areas of public life.

The purpose is to ensure that people with disabilities have the same rights and opportunities as everyone else.

Slide 1.5b

[Bailey]
To understand the law, we must first understand what is meant by public accommodations.

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.

Basically anywhere the public can go.

ADA Title III also directs businesses to make "reasonable modifications" to their usual way of doing things when serving people with disabilities.

Slide 1.5c

[Bailey]
ADA Title III expects businesses to make reasonable modifications, or changes, in policies, practices, and procedures to avoid unnecessary exclusion of individuals with disabilities

This may be on an as-needed basis in order to avoid denying opportunities to people with disabilities.

An example of this would be modifying no pet policies to allow individuals with disabilities using a service dog inside the premises.

Script

Slide 1.6

[Bailey]

[1] Before we move on, let's think back to when Manny denied a customer with a service dog access to the store.

Keeping ADA law in mind, what should Manny have done differently?

[Bailey- Answer 1]

ADA states business should make 'reasonable modifications' to policies to avoid discriminating against those with disabilities. Try Again.

[Bailey- Answer 2]

ADA does not require proof in order to modify the store policy to allow service animals. Try Again.

[Bailey- Answer 3- Correct]

Exactly! According to ADA law Manny should have made the reasonable modification to the no pet policy on an as needed basis.

Slide 1.7

[Manny]

But how do I know which is a service animal and which is not without asking for proof?

[Bailey]

Excellent question!

Click my leash to find out.

Slide 1.8 Base layer

[Bailey]

As you learned earlier, ADA law dictates businesses 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.

Drag the slider from left to right to learn exactly what the law says about service animals.

Then, click next when you are ready to move on.

Slide 1.8a

[Bailey]

As defined by ADA, a service animal is a dog, any breed and any size dog.

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.

Slide 1.8b

[Bailey]

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.

Lastly, emotional support, comfort, or therapy dogs are not considered service animals.

Script

Slide 1.8c

[Bailey]

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:

A task to remind a person to take their medication

Being trained to alert a person to an oncoming panic attack

Being trained to detect the onset of a seizure or anxiety attack and then help the person remain safe.

Remember, if just the dog's mere presence provides comfort, it is not a service animal under the ADA.

Slide 1.8d

[Bailey]

Generally, service animals are allowed to be with their person, even in places that don't allow pets. For example, service animals can go:

-into restaurants, hotels, shops, hospitals, and schools

The ADA also applies to certain types of housing, including:

Into Housing at public and private universities, into public housing programs, and into emergency shelters.

Slide 1.9

[Manny]

Wow! I had no idea service animals are not required to be registered or wear vests.

[Bailey]

That's right! That also means a dog wearing a vest is not necessarily a service animal.

Because many disabilities are invisible (such as PTSD or seizures), it may not always be obvious that a dog is a service animal.

If it is unclear whether someone's dog is a service dog, you may ask for certain information using two questions.

You may ask: Is the dog a service animal required because of a disability?

Or you may ask: What work or task has the dog been trained to perform?

You never inquire about a person's disability.

Slide 1.10 (base layer)

[Bailey]

That was a lot of information. Let's make sure you know what a service animal is and how to identify one before we move on.

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Slide 1.10a

[Bailey]

That's right!

A service animal is any breed or size dog that is trained to perform a task specific to one's disability.

Now, click Continue to move on.

Slide 1.10b

[Bailey]

Not quite.

A service animal is any breed or size dog that is trained to perform a task specific to one's disability.

Now, click Continue to move on.

Slide 1.10c

[Bailey]

Not quite.

A service animal is any breed or size dog that is trained to perform a task specific to one's disability.

Click Try Again.

Slide 1.11 (base layer)

[Ken]

I'm still wondering, When would it be appropriate to exclude a service animal from the business?

[Bailey]

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.

For example, the animal's presence could compromise a sterile environment.

Slide 1.11a

[Bailey]

A person with a disability can't be asked to remove their service animal from the premises unless:

The dog is out of control and the owner does not take effective action to control it

Or

The dog is not housebroken.

Personal preference or allergies are not acceptable reasons to exclude service animals.

Click Next to learn more.

Script

Slide 1.12 (base layer)

[Bailey]

When addressing someone about their service animal, maintain professionalism and respect at all times.

Follow these 6 steps to professionally ask someone to remove their service dog.

Once you have viewed each step, click Next.

Slide 1.12a

[Bailey]

First, you will need to assess the situation.
Be sure there is a valid reason for your concern:
The dog is causing a disruption

Or

The dog is behaving aggressively.

You must evaluate the situation objectively.

Slide 1.12b

[Bailey]

Next, find the right time and place to speak to the customer.

Avoid confronting in a crowded or stressful environment.

A calm, private setting is ideal.

This will avoid embarrassing the customer and will keep the conversation professional and respectful.

Slide 1.12c

[Bailey]

To prepare to speak to the owner of the service animal, craft a request that uses a friendly tone and avoids accusatory language.

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?”

Slide 1.12d

[Bailey]

It is important to make clear the reasoning behind your request for the service animal to be removed. Just be honest and concise.

For example, you might say:

“The dog’s behavior seems disruptive, and I’m concerned about safety. “

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Slide 1.12e

[Bailey]

Be prepared to offer alternatives that accommodate both parties. And we don't want to just kick anyone out.

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."

Slide 1.12f

[Bailey]

Expect to address any concerns and objections.

If they express any reluctance to leave, actively listen and try to find a solution together.

For example, you might say:

"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. "

Slide 1.13 (base layer)

[Bailey]

We're almost done, but let's check your knowledge on those steps.

Slide 1.13a

[Bailey]

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.

Click Continue to wrap-up.

Slide 1.13b

[Bailey]

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.

Click Continue to wrap-up.

Slide 1.13c

[Bailey]

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.

Click Continue to wrap-up.

Script

Slide 1.14

[Manny]

If I had known these steps sooner, I could have avoided the confrontation and upsetting the customer earlier.

Thank you, Bailey and Ken. I now see how important it is to understand ADA in order to not discriminate against those with disabilities.

Slide 1.15

[Narrator]

You have reached the end of this course.

There will be a 5 question quiz. You must receive 80% to pass.

You may retake as many times as needed.

Use the menu to the left to review any course content first.

Then, Click next when you are ready to begin.

Good luck!

Slide 1.20 (base layer)

[Narration only on slide layers]

Slide 1.20a

[Narrator]

Nice job, you passed the quiz.

You can click Review to see your results or click continue to move on.

Slide 1.20b

[Narrator]

Sorry, you didn't pass yet.

You can choose to Review Quiz results first, then click Retry Quiz when you are ready.

Slide 1.21

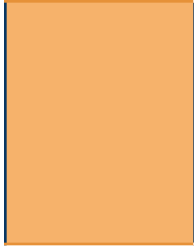
[Narrator]

Congratulations!

You have successfully completed the course: Service Dogs and Retail.

You are now able to:
Identify a service animal according to ADA

Script



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.