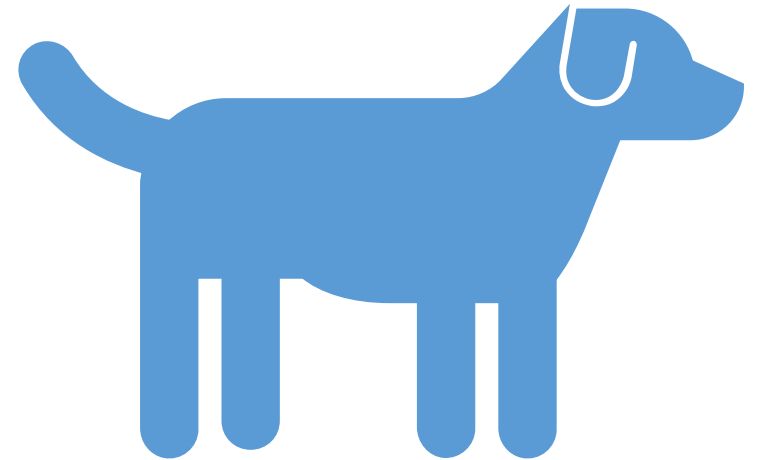


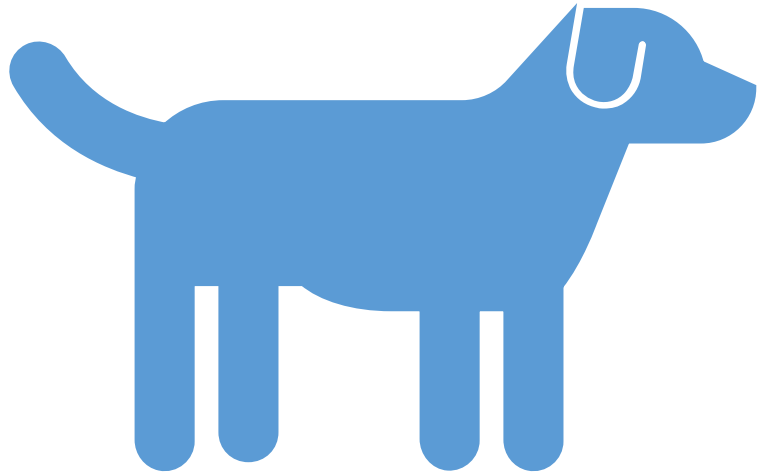
Welcoming Guests with Service Animals

Helping every visitor feel comfortable, respected, and supported

What is a Service Animal?

- A service animal is a dog **trained to perform specific tasks** for a person with a disability
- These are **working animals, not pets**
- Their role is essential to their handler's independence and experience





Service Animal Facts

- **No vest or ID is required**
- **No certification or paperwork is required**
- Service animals may not always be obvious
- **Any breed** can be a service animal
- A person may have **more than one** service animal
- Service animals **may be trained to bark** as alerts
- Service animals **may not be on a leash**, depending on their training

What to Do & What Not to Do

Do:

- Speak directly to the guest
- Give the animal space
- Assume legitimacy unless behavior says otherwise

Do not:

- Pet, talk to, or feed the animal
- Ask questions about the animal
- Try to determine if it is a “real” service animal

Being welcoming matters more than you know! Your warm welcome may be the reason why someone shops, learns, goes out to eat, or attends an event.

Let Staff Lead

- Volunteers **should not question** handlers about their animals
- If you have a concern, **contact Visitor Services or Security** (*rather than addressing the guest directly*)
- Only staff may ask:
 - Is the animal required because of a disability?
 - What work or task has the animal been trained to perform?
 - **No documentation or proof can be required**

If There is a Concern

- If a dog is:
 - Barking repeatedly
 - Jumping on people
 - Not under control
- **Notify Visitor Services or Security**
- **Do not intervene directly**

Reminder

Pets are only permitted during Sunday member hours.

During regular hours, it's best to assume any dog on campus is a service animal.

Thank you for helping create a welcoming and accessible experience for all visitors!