

**Office of the ADA Coordinator
Policy**

Americans with Disabilities (ADA) and Service Animals

Under Title II of the ADA, service animals are defined as dogs or miniature horses that have been trained to do work or perform tasks for an individual with a disability. Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA.

The City of Memphis must allow service animals to accompany people with disabilities in all areas where people without service animals are allowed to go.

In situations where it is not obvious that a dog or miniature horse is a service animal, staff may only ask two specific questions:

- (1) Is the service animal required because of a disability?
- (2) What work or task has the service animal been trained to perform?

The City of Memphis may not ask about a person's disability, require medical documentation, require a special identification card or training documentation for the service animal; or ask that the service animal demonstrate its ability to perform the work or task.

A person with a disability cannot be asked to remove his/her service animal from the premises unless:

- (1) The service animal is out of control and the handler does not take effective action to control it; or
- (2) The service animal is not housebroken.

In these circumstances employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

The City of Memphis must permit a miniature horse to accompany a person with a disability where reasonable. Assessment factors include, the size and weight, whether the horse is housebroken, and whether its presence compromises safety requirements.

If questions, please contact the City of Memphis ADA Coordinator at (901)636-4828.