



# Service Dog Guide

## COMO PARK ZOO & CONSERVATORY

Welcome to Como Park Zoo & Conservatory! In order to make your visit more comfortable, please look over this service dog guide.

### SERVICE DOG POLICY

Under the Americans with Disabilities Act (ADA), service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

As we strive to provide you with a safe and positive experience, we kindly ask all service animals to be harnessed, leashed, or tethered unless these devices interfere with the service dog's work, or a disability prevents the use of these devices.

In accordance with the ADA, staff may ask the following questions in order to determine if the dog is a service dog:

- Is this a service dog?
- Has this dog been trained to assist a guest here today with a disability?
- What task has this dog been trained to perform?

### WAYFINDING WITH YOUR SERVICE DOG IN THE ZOO

In compliance with the ADA, service dogs can be "restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated," or if the safety of any Zoo animal or service dog is in question.

#### **Please be aware of the unique setting in which you are bringing a service dog.**

During your visit, service dogs that are not properly trained, and not under the owner's control, or are displaying adverse reactions to our animal collection may be asked to leave Como Park Zoo & Conservatory. Furthermore, Zoo animals displaying aggressive or agitated behavior because of a service dog's presence will prompt the removal of the service dog from that area. If this is a common recurrence, it may warrant removal of the service dog from Como Park Zoo & Conservatory.

