

Anthracite Region Center for Independent Living ARCIL

Wheels on Wheels W.O.W.

Use of Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are visually impaired, alerting people who are hearing impaired, pulling wheelchair users, alerting and protecting a person who is having a seizure, or performing special tasks. Service animals are working animals, not pets.

As required under the Americans with Disabilities Act (ADA), as needed, consumers with disabilities may bring their service animals into buildings or vehicles owned, leased or operated by Anthracite Region Center for Independent Living ARCIL & Wheels on Wheels W.O.W..

- For the purpose of assuring adequate space (such as on a van or other vehicle), consumers are expected to notify the organization of the need for a service animal when making a reservation for services.
- The consumer is expected to have the service animal under control at all times.
- The consumer may be asked to remove the service animal if the animal is out of control or poses a direct threat to the health and safety of others.
- The consumer is expected to provide care, food and water for the service animal, as needed.
- Allergies and fear of animals are generally not valid reasons for denying the presence of a service animal.

A consumer's self-declaration of need for a service animal will be honored. Once the consumer and service animal have boarded a vehicle or entered a facility, an employee will assess and monitor the situation for safety concerns or concerns related to suspected fraud/abuse of this policy. Employees will report any concerns to their supervisor immediately.

Adopted: 3/28/2022