

# Handler's Responsibilities

- The ADA does not require covered entities to provide for the care or supervision of a service animal, including cleaning up after the animal.
- The ADA requires the animal to be under the control of the handler.
- The handler is responsible for the care and supervision of the service animal.
- This can occur using a harness, leash, or other tether.
- In cases where either the handler is unable to hold a tether because of a disability or its use would interfere with the service animal's safe, effective performance of work or tasks, the service animal must be under the handler's control by some other means, such as voice control.
- If a service animal behaves in an unacceptable way and the handler does not control the animal, the business or other entity does not have to allow the animal onto its premises.
- Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal.
- A business has the right to deny access to a dog that disrupts their business. For example, a service dog that barks repeatedly and disrupts another patron's enjoyment of a movie could be asked to leave the theater.
- Businesses, public programs, and transportation providers may exclude a service animal when the animal's behavior poses a direct threat to the health or safety of others.
- If a service animal is growling at other patients or staff, the handler may be asked to remove the animal.
- The animal must be housebroken.
- The animal should be vaccinated in accordance with state and local laws.