

Clinton Area Transit

Service Animal Policy

Effective: September 1, 2021



CLINTON AREA TRANSIT SYSTEM

SERVICE ANIMAL POLICY

- ▶ Clinton Area Transit System, in compliance with the Americans with Disabilities Act, must allow people with disabilities to bring their service animal into all areas where customers are normally allowed to go.
- ▶ For the purposes of this policy, a service animal will be defined as - Animals that are individually trained to perform tasks for people with disabilities - such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets. This may include, but not exclusive to, cats, dogs, monkeys, birds, snake, etc.

Clinton Area Transit System acknowledges that we may:

- ▶ Ask if an animal is a service animal
- ▶ Ask what tasks the animal has been trained to perform
- ▶ Charge a customer with a disability for damage caused by his or her service animal

Clinton Area Transit System also acknowledges that we cannot:

- ▶ Require special ID cards for the animal
- ▶ Ask about the person's disability
- ▶ Charge extra fees for service animals
- ▶ Treat a person with a disability that uses a service animal less favorably than other patrons
- ▶ Ask a person with a disability to remove their service animal from the premises unless:
- ▶ The animal is out of control and the animal's owner does not take effective action to control it
- ▶ The animal poses a direct threat to the health or safety of others **

** Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.

Clinton Area Transit System is not required to provide care or food for a service animal or provide a special location for it to relieve itself.