



PPLD Pet/Service Animal Procedures

The purpose of these procedures is to provide guidance to Pikes Peak Library District employees with situations involving animals and/or service animals while on library owned property.

PPLD allows service animals as defined by ADA guidelines on library property. This includes trained dogs and miniature horses.

PPLD recognizes that Colorado Springs, and surrounding areas, are dog friendly communities. As a reflection of these communities, PPLD welcomes dogs into our facility with the understanding that dogs will behave in alignment with the ADA guidelines on service animal behaviors. PPLD does not allow any other animals in our facilities even if they are inside pet carriers unless they are part of a scheduled and approved event.

If a dog behaves in a way that does not reflect the ADA behavior guidelines or what PPLD would consider safe behavior, PPLD employees may ask the animal to be removed from PPLD property. This includes placarded, identified, and licensed service dogs. ADA law provides the ability to ask a service dog (not the owner) to be removed from a facility if there are behaviors exhibited that are outside the expectations of a service animal or are unsafe.

This procedure provides further information on situations involving animals and pets on PPLD property as well as expanded guidelines put in place by the ADA on service animal expectations and behaviors.

PROCEDURES

I. Service Animals Definition

A service animal is any dog, or miniature horse, that is individually trained to do work or perform tasks for the benefit of an individual with a disability including a physical, sensory, psychiatric, intellectual, or other mental disability. Service animals are working animals, not pets.

- A. Only dogs and miniature horses can be considered service animals under the ADA
- B. Service animals in training are not protected under the ADA

- C. Animals that provide emotional support, crime prevention, comfort, or companionship are not considered service animals because they do not perform specific tasks associated with a person's disability.
- D. The tasks performed by service animals must be directly related to the disability of the person handling the animal. These tasks may include, but are not limited to:
 - Guiding a person who is blind or has low vision.
 - Alerting a person with a hearing loss to certain sounds.
 - Picking up or retrieving objects.
 - Providing non-violent protection or rescue work.
 - Assisting an individual during a seizure.
 - Alerting individuals to the presence of allergens.
 - Providing physical support or assistance with balance.
 - Assisting a person with psychiatric disabilities by interrupting impulsive behaviors.

II. **Identifying a Service Animal** *(These will only be utilized to identify non-placarded miniature horses as dogs are welcome in our facilities.)*

If the person handling the service animal does not have an obvious disability, businesses or other public entities can ask two questions:

- "Is this a service animal?"
- "What task has the animal been trained to perform?"

***These are the only two questions you are allowed to ask. No follow up or variation from these questions in anyway are allowed.**

PPLD employees should refrain from inquiring about the following:

- Asking questions about the nature or extent of the person's disability.
- Requesting the handler to demonstrate the service animal's task.
- Requesting documentation proving the animal has been certified, trained, or licensed.

Under the ADA definition of a service animal, only dogs are considered service animals, except for miniature horses. The same ADA regulations that apply to dogs also apply to miniature horses. The ADA requires businesses to make reasonable modifications to permit a miniature horse

that has been trained to do work or perform tasks, is housebroken, and is under the handler's control. Businesses may determine whether they can make reasonable accommodations to allow a miniature horse by assessing:

- The weight of the miniature horse (ranging from 70 - 100 pounds).
- The height of the miniature horse (ranging from 24 - 34 inches).
- Whether the miniature horse's presence in a facility compromises safety

III. Service Animal Behavior

Service animals must be under the handlers control at all times. Service animals must have a harness, leash, or other tether unless the handler's disability prohibits their use or if the animal's work or tasks would be adversely impacted by their use.

Other behaviors that would warrant removal of the animal include but are not limited to:

- Barking
- Any aggressive actions including but not limited to growling, lunging, jumping
- Biting
- Urinating
- Defecating
- Jumping on furniture
- Whining
- Chewing on property

**Some of these behaviors may be associated with the tasks the animal is trained to do as a service animal, consideration must be made for these. Example-a dog may bark to alert its companion of danger.*

If an animal is disruptive, threatening, or not housebroken, PPLD employees may ask the animal's handler to remove the animal. If the animal is removed, we will allow the individual the option of returning to the facility without the animal. If the individual becomes aggressive or argumentative follow normal PPLD procedures for behavior outside of the code of conduct and the PPLD suspension and removal policies.

- Allergies or fear of dogs is not a valid reason for denying access to a person with a service animal, or dog. (If possible, separate the person with the allergy or other animal aversions from the person with the service animal.)

IV. Outside Library Facilities

Situations in which an animal has been left outside of a Library facility or inside a vehicle parked on PPLD property.

- A. Colorado law states pets may be left in a vehicle if there is air flow and water.
- B. Pets may not be tied up and left unattended on property owned by Pikes Peak Library District.

V. Animal Food and Water

- A. Dogs and Service miniature horses are allowed to have food and water inside of PPLD facilities. The consumption must fall in line with the food and drink policy in place for regular patrons.
- B. The Special Collections located at Penrose does not allow food or drink from human patrons. They are allowed to exit the Special Collections area, and partake following guidelines of the Food and Drink policy. The same expectations exist for dogs and Service Miniature horses.