



# CANINES FOR SERVICE

## Who We Are:

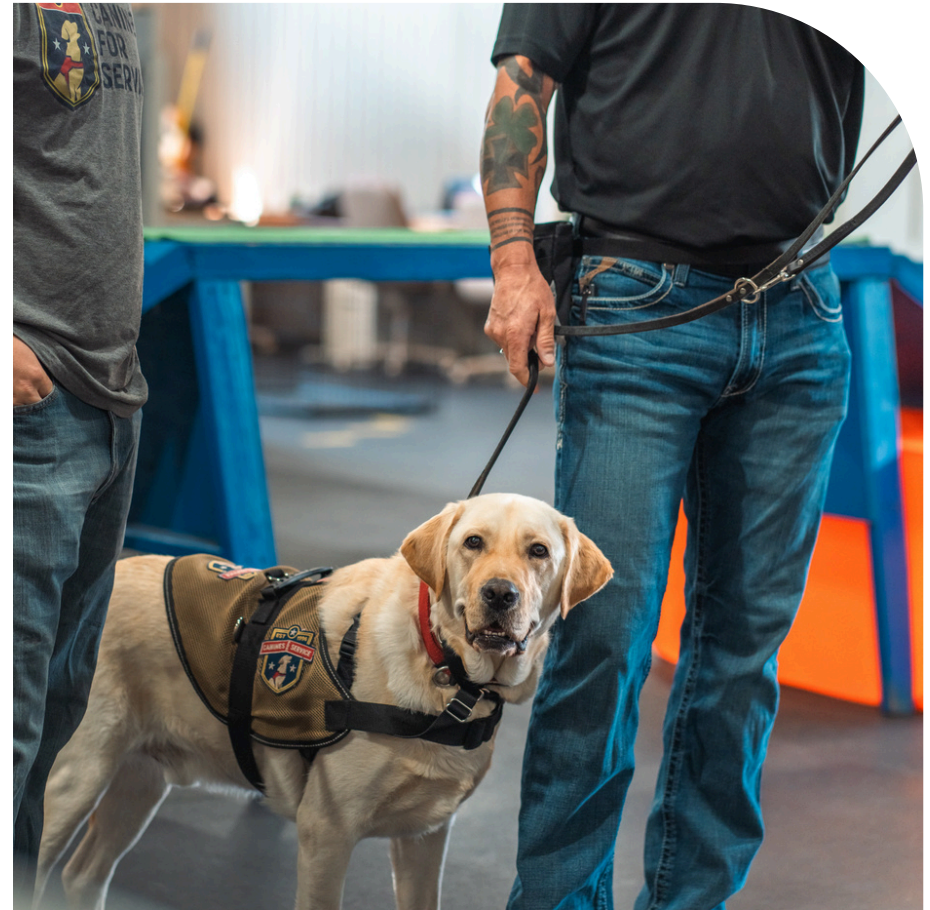
Established in Wilmington, NC in 1996, Canines for Service is a 501(c)(3) nonprofit, and the longest operating, internationally accredited (ADI) service dog provider in North Carolina. CFS provides highly trained service dogs, at no cost or fundraising obligation, to Veterans from all conflicts with service-connected mobility challenges, post-traumatic stress disorder, military sexual trauma, and/or traumatic brain injury. To date, CFS has placed over 80 service dogs with Veteran clients all across the country.

We continue to serve as an advocate for service dogs and a reliable resource for our surrounding communities regarding public access laws for service dogs and their handlers.

For more information or questions, please contact:  
910.362.8181 or [information@caninesforservice.org](mailto:information@caninesforservice.org)

For a digital copy of this handout, please visit [caninesforservice.org](http://caninesforservice.org)

# What To Know About Service Dogs: A Business Guide



**Provided By:**  
**Canines for Service**

# About Service Dogs

## Service dogs are so much more than a companion!

Under the American with Disabilities Act, service dogs are considered to be a medical device. Before being placed with their handler, most service dogs undergo over 2,000 hours of training.

Service dogs are able to help with a multitude of life saving tasks. Some of these include opening doors, retrieving medications, interrupting night terrors, medical alert, and creating space in a crowd.

## FAQ's

Q. What questions can business owners and employees legally ask to determine if a dog is a service animal?

A. (1) Is this dog a service animal required because of a disability? and (2) What work or tasks has the dog been trained to perform?

Q. Do service animals have to wear a special vest, patch, or harness to be identified as a service animal?

A. No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

Q. Are service dogs in training given the same access rights as service dogs?

A. Yes, under NC State law, service dogs in training are given the same rights of access as service dogs.

Q. What does it mean for a service dog to be "under-control"?

A. The ADA requires that service animals be under the control of the handler at all times. Service dogs must not stray far away from their handler, unless retrieving an item needed for them. The service animal should not be allowed to bark repeatedly. However, some animals may be trained to alert their handler by barking.

Q. What can you do if a service dog is being disruptive?

A. If a service animal is being disruptive and the handler does not take effective action to control it, staff may request that the animal be removed from the premises.

Q. What is the difference between a service dog and an emotional support animal?

A. A service dog is specially trained to perform a task or job for a handler that has a physical, intellectual, or emotional limitation. An emotional support animal serves as more of a companion for its owner. Additionally, emotional support animals are not protected under the ADA.

Q. What should you do if you see a service dog in public?

A. Unless otherwise notified, the best thing you can do is ignore the animal. Do not pet or distract the animal in any way. Service dogs are trained to perform life-saving tasks for their handler, distracting them could prevent them from doing that.

