

SERVICE ANIMAL POLICY

Oceana County Council on Aging, in compliance with the Americans with Disabilities Act, must allow people with disabilities to bring their service animal into all areas where passengers are normally allowed to go.

For the purposes of this policy, a service animal is defined as an animal that is 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.

Oceana County Council on Aging acknowledges that we may:

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

Oceana County Council on Aging also acknowledges that we cannot:

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

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

Oceana County Council on Aging is not required to provide care of, food for a service animal or provide a location for it to relieve itself.

Any questions regarding this policy should be directed to:

Stephanie Moore
Oceana County Council on Aging
231.873.4461
moore@oceanacoa.com