

## SERVICE ANIMAL POLICY AND PROCEDURE #1

### Policy

The Portland Japanese Garden welcomes all visitors, including those assisted by a service animal. We are committed to comply with all American with Disabilities Act (ADA) requirements and seek to provide the best possible experience for all our visitors. However, if the service animal is out of control (barking, growling, snipping, walking off path or not housebroken) and the handler does not take effective action to control it, the Garden will ask the handler to remove the service animal from the Garden. The Portland Japanese Garden may refuse entry to any service animal if the behaviors stated above are noticed at any time. **Pets are not allowed inside the Garden.**

### Definition of Service Animal

As defined by the ADA, the term “service animal” means any dog or miniature horse that is individually trained to do work or perform tasks for people with disabilities. Examples of common tasks and work provided by service animals may be guiding the blind, attending the deaf, drafting or pulling wheelchairs, alerting and protecting a person experiencing a seizure, reminding a person with mental illness to take prescribed medications, or calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack. The work or task a service dog or miniature horse has been trained to provide must be directly related to the person’s disability. Service animals are working animals, not pets.

Emotional support, therapy, comfort, or animals that provide comfort by being with a person are not considered service animals because they have not been trained to perform a specific job or task. Therefore, they do not qualify as service animals under the ADA and shall not be admitted to the Garden.

## **Admission Procedure**

Guests with service animals must check in at the Welcome Center. You will be greeted by a Manager on Duty.

- If it is not readily apparent to Portland Japanese Garden staff that the animal is a trained service dog or miniature horse, staff will ask two questions allowed by ADA.
- Garden staff shall not inquire about or discuss the guest's disability.
- Garden staff will confirm that the service animal is leashed, harnessed or tethered.
- Visitors whose service animals have been denied admittance shall be provided with an opportunity to enter the Garden.
- If the guest chooses not to enter the Garden, any unused tickets will be refunded.
- Garden staff shall not care for the service animal during the time the guest is inside the Garden. The service animal cannot be tied up at the Welcome Center or elsewhere on the Garden's premises.

Thank you for your cooperation as we strive to provide a positive experience for you, your service animal and visitors at Portland Japanese Garden. We hope your visit will be an excellent experience.