Service Animals Etiquette

- A service animal at CSULB can only be a dog
- Service dogs are not required to wear a vest or tag however we do recommend that students get one to avoid questioning
- Certification or disability verification is not required to be carried and cannot be asked for by law
- According to the law only two questions may be asked:
  - “Is this dog a service animal required because of a disability?”
  - “What has the dog been trained to do?”
- Disability does not have to be revealed if questioned about the service dog
- Be observant and understanding. The method of verifying the legitimacy of a service dog is lacking until new guidelines or requirements are added to the ADA. If you are concerned about an animal on campus, please call Disabled Student Services at 562-985-5401.
- Do not approach a service dog without the owner’s consent.
- In case of an emergency please do not separate the service dog from its owner. Service dogs are working animals who can guide the blind, alert a deaf person, pull a wheelchair, alert and protect a person who is having a seizure, remind a person to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. It is critical that the service dog stay with its owner in a time of crisis or emergency.
- Please be aware that some individuals using service animals do not have an obvious disability. To prevent misunderstandings and inappropriate inquiries please contact Disabled Student Services if questions arise.
- Service animals need to be controlled (on a leash or harness) when working on campus
- For more information please visit the ADA website with more information on Service Animals- [http://www.ada.gov/service_animals_2010.htm](http://www.ada.gov/service_animals_2010.htm)