



# Atlanta Botanical Garden

## Service Animal Policy

### 1 Purpose

The purpose of this policy is to establish guidelines for Atlanta Botanical Garden in order to comply with our legal obligations related to service animals.

### 2 Scope

This policy covers the Atlanta Botanical Garden locations in Atlanta, Georgia and Gainesville, Georgia.

### 3 Definitions

**Disability** – a physical or mental impairment that substantially limits one or more of the major life activities such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

**Service Animal** – any dog that is individually trained to do work or perform tasks directly related to the disability for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

### 4 Policy

It is the policy of Atlanta Botanical Garden to permit the use of service animals by persons with disabilities for the purpose of performing work or tasks directly related to the person's disability. Examples of such work or tasks include, but are not limited to, assisting persons who are blind or have low vision with navigation and other tasks; alerting persons who are deaf or hard of hearing to the presence of people or sounds; providing non-violent protection or rescue work; pulling a wheelchair; assisting a person during a seizure; alerting person to the presence of allergens; retrieving items such as medicine or the telephone; providing physical support and assistance with balance and stability to person with mobility disabilities; and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. (Note that the crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for these purposes).

Persons with disabilities who use service animals shall not be treated less favorably than other patrons, isolated from other patrons, or charged fees that are not charged to other patrons without animals.

### 5 Procedures

All Public Areas. Persons with disabilities shall be permitted to be accompanied by their service animals in all areas of the Atlanta Botanical Garden premises where members of the public or other relevant persons are allowed to go.



Inquiries. If it is unclear whether a dog is on the premises in the capacity of a service animal, the person accompanying the dog should not be asked about the nature or extent of his or her disability. An inquiry can be made, however, into (1) whether the dog is required because of a disability and (2) what work or task the dog has been trained to perform. (Note that these inquiries should not be made when it is readily apparent that the dog is acting as a service animal). The person shall not be required to produce documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. The person shall not be asked that the service animal demonstrate its ability to perform the work or task.

Control of Service Animal Required. A service animal must be under the control of its handler and must have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

Removal of Service Animal; Waste Cleanup. The only circumstances pursuant to which a person with a disability may be asked to remove a service animal from the premises are (1) if the animal is out of control and the animal's handler does not take effective action to control it or (2) if the animal is not housebroken. In the event that a service animal is properly excluded from the premises, the person with a disability will be given the opportunity to obtain services and accommodations without having the service animal on the premises.

If a service animal must urinate while on the Atlanta Botanical Garden premises, the service animal's handler must ensure that the urination occurs outdoors and does not contact the Atlanta Botanical Garden's plants or any fixtures used by patrons. If a service animal defecates on the Atlanta Botanical Garden premises, the service animal's handler is expected to ensure that it occurs outdoors and to clean up the waste and remove it by depositing it in a trash can. If the handler is not able, with reasonable accommodation, to clean up and remove the waste, then personnel from Atlanta Botanical Garden may provide assistance upon request. Patrons with service animals should bring their own bags for waste cleanup, and the Atlanta Botanical Garden will also provide waste cleanup bags.

Miniature Horses. Finally, if it can be reasonably accommodated, Atlanta Botanical Garden will also permit the use of a miniature horse by a person with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the person with a disability. In determining whether it is reasonable to allow a miniature horse into the facility, consideration should be given to the type, size, and weight of the miniature horse and whether the facility can accommodate those features; whether the handler has sufficient control of the miniature horse; whether the miniature horse is housebroken; and whether the miniature horse's presence in the facility compromises legitimate safety requirements that are necessary for safe operation.

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