

Welcoming Assistance Dogs

Allowing assistance dogs into a business or service is a reasonable adjustment. Reasonable adjustments are part of a service provider's legal responsibilities to disabled customers.

Assistance dogs are:

- Any breed
- Non-disruptive
- For any disability, even invisible

Assistance dogs are **not required** to:

- have ID, certification or registration
- wear a vest or harness

You cannot refuse an assistance dog on the basis that someone might be allergic or on religious or cultural grounds. If someone has an identifiable allergy, you should try to ensure they make no or minimal contact with the dog.

If an assistance dog is misbehaving you can ask them to leave

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