



## SERVICE ANIMAL POLICY AND PROCEDURE

### Policy

The Oregon Zoo is committed to complying with the Americans with Disabilities Act (ADA) and seeks to provide the best possible experience for our guests. We welcome guests with disabilities who wish to bring their Service Animals into the zoo with them. However, certain portions of the zoo are “quick-pass areas” or, in limited cases, “restricted areas”. The zoo will address behavior of the service animal that poses a direct safety threat to zoo patrons and animal health and safety. The zoo may refuse entry to any service animal that poses a direct threat to health and safety. **Pets are not allowed inside the zoo.**

### 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 just 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 zoo.

### Admission procedure

**Guests with service animals must check in *and* out at the Reception desk upon their arrival *and* departure from the Zoo.**

- If it is not readily apparent to zoo staff that the animal is a trained service dog or miniature horse, staff will ask:
  - Is the service animal required because of a disability?
  - If the answer is “yes,” then: What work or task has the animal been trained to perform?
- Zoo staff shall not inquire about or discuss the guest’s disability.
- Zoo staff will confirm that the service animal is leashed, harnessed or tethered. In the event these devices interfere with the service animal’s work or the individual’s disability prevents the use of these devices, the service animal must be under voice, signal or other effective control.
- Visitors whose service animals have been denied admittance shall be provided with an opportunity to enter the zoo and an escort will be provided to assist them if they so desire. If the guest chooses not to enter the zoo, any unused tickets will be refunded. The zoo shall not kennel or care for the service animal during the time the guest is inside the zoo.

### **Before entering: Service animal health and behavior assessment**

- Zoo staff shall verify that the service animal is housebroken, and will visually assess the service animal for obvious signs or aggressive or erratic behavior, lack of control or signs of ill-health. Signs of ill-health include nasal discharge, vomiting, continuous scratching, scabs or open lesions and evidence of lice or ticks. If any of these signs are evident, reception staff shall contact a zoo veterinarian. The veterinarian shall visually assess the service animal and review the service animal's health, control or behavioral issues with the guest.
- If the zoo veterinarian determines that the service animal poses a threat to the health and safety of zoo guests and animals, the service animal will not be admitted.

### **During your visit: Zoo animal behavior and area restrictions**

- If zoo animals are visibly upset or agitated by the service animal's presence, the guest and service animal must move on to another exhibit immediately. Signs of zoo animal agitation include barking, howling, growling, screaming, panting and aggression towards the service animal. Primates may smile and/or expose their teeth.
- Service animals are not allowed in certain areas of the zoo. This may include areas that house animals that are vulnerable or sensitive to predator species, females with offspring or animals acclimating to a new environment.
- Service animals may not have direct contact with any zoo animal and are not allowed in areas where free-roaming animals may be within reach.

### **Restricted and quick-pass areas**

The Oregon Zoo contains three "restricted areas" where no service animals are allowed at any time. The zoo also has several "quick-pass areas" where it is necessary to pass through as quickly as mobility allows. Please note that zoo animals in these areas may react strongly to your service animal's presence.

- **Restricted areas (no entry permitted):** Vollum Aviary, Family Farm barn and all live animal presentations/encounters, including Wildlife Live
- **Quick-pass areas (move as quickly as possible):** Cascade Aviary, cougars, Family Farm, leopards, and flamingos.

**These areas have been highlighted on the service animal map.**

### **Thank you!**

Thank you for your cooperation as we strive to provide a safe and positive experience for you, your service animal and animals at the zoo. We hope your visit will be an excellent experience.

If you need assistance during your visit, please contact any staff member or the reception office at 503-226-1567.