

# California Lutheran University

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## Disability Support Services

Service animals are protected by law, and are typically dogs who serve in particular ways to meet the needs for persons with disabilities. Service dogs are working dogs, not emotional support animals nor pets. Please observe these guidelines when encountering a service dog team. Service dog handlers have been taught the appropriate handling and correction methods to use with their dogs.

### **Etiquette for Service Dog Team interaction:**

- Service dogs typically wear a leather harness, scarf, or sign to indicate they are working animals. A service dog will be leashed at all times when in public unless the leash interferes with the service they are trained to do for the owner.
- The service dog's handler should be in control of their working dog at all times. The service dog is expected to be well-behaved when in public spaces/while working. This typically means they will not be insistently barking, climbing on furniture, or running around.
- Do not pet, speak to, or try to catch the attention of a service dog. Doing these things when the animal is working distracts the animal from the task at hand.
- Even if the service dog does not appear to be working, perhaps the dog is lying still or simply sitting, the presence of the harness or sign means the animal is still on duty and should not be distracted. You may ask the animal's owner for permission to interact with the service dog, but the best practice is to ignore the dog when it is working.
- Allow a service dog to accompany the partner at all times and everywhere on campus except where service dogs are specifically prohibited.
- Do not feed a service dog. They may have specific dietary requirements. Unusual food or food at an unexpected time may cause the animal to become ill.
- Do not deliberately startle a service dog.
- Please don't attempt to separate a partner/handler from his or her service dog.
- It's not all work and no play for a service dog. When they are not working, they are treated in much the same way as pets. However, for their safety they are often only allowed to play with specific toys. Please don't offer them toys without first asking their handler's permission.
- If you are by chance on campus with a dog of your own, please control your dog so it will not distract a working dog from their job. The best way to do this is to keep your dog at a distance as the working dog goes by and to not allow your dog to approach and greet the service dog.

Thank you on behalf of Disability Support Services (DSS), and if you have any questions or concerns please contact DSS at [DSS@callutheran.edu](mailto:DSS@callutheran.edu) or 805-493-3464.