



Shasta County

DEPARTMENT OF RESOURCE MANAGEMENT
1855 Placer Street, Redding, CA 96001

Paul A. Hellman
Director

Adam Fieseler
Assistant Director

SERVICE ANIMALS AND PET DOGS IN FOOD FACILITIES

Shasta County Environmental Health Division (SCEHD) has received complaints regarding animals in food facilities. To avoid enforcement actions pertaining to animals in food facilities, this memorandum is being provided to all food facilities in Shasta County as educational outreach to explain the distinctions between service animals and pet dogs in food facilities.

- A service animal is defined as “any dog that is individually trained to do work or perform tasks for the benefit of someone with a disability...or that is in training to do that work or perform those tasks.” (Health & Saf. Code § 113903(a).)
- A service animal does not include any other species of animal, whether wild or domestic, trained, or untrained. (Health & Saf. Code § 113903(a).)¹
- The work or tasks performed by a service animal shall include assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, or helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal’s presence and the provision of emotional support, well-being, comfort, or companionship do not constitute service animal work or tasks. (Health & Saf. Code § 113903(b).)
- Service animals must be under the control of their handlers at all times and may stay with their owners in dining and restroom areas. Service animals are not allowed in areas where food is being prepared, unless the food is in a self-service line or communal food preparation area, such as a shelter or dormitory.
- Pet dogs, which are not service animals, are allowed in an outdoor dining area if the owner of the food facility elects to allow pet dogs under the control of a person in outdoor dining areas, and other applicable conditions are met. (Health & Saf. Code § 114259.5(d).)

¹ The ADA allows miniature horses to be considered service animals when enumerated assessment factors are met. For purposes of this educational outreach, only dogs are discussed as service animals given their prevalence.

□ Suite 101
AIR QUALITY MANAGEMENT DISTRICT
(530) 225-5674
Fax (530) 225-5237

□ Suite 102
BUILDING DIVISION
(530) 225-5761
Fax (530) 245-6468

□ Suite 103
PLANNING DIVISION
(530) 225-5532
Fax (530) 245-6468

■ Suite 201
ENVIRONMENTAL HEALTH DIVISION
(530) 225-5787
Fax (530) 225-5413

□ Suite 200
ADMINISTRATION
(530) 225-5789
Fax (530) 225-5807

- According to the Americans with Disabilities Act (ADA), animals whose sole function is to provide comfort or emotional support do not qualify as service animals.
- According to the ADA, service animals are not required to have special certification or wear special identification like tags, collars, leashes, harnesses, or vests. When it is not obvious what service an animal provides, only limited inquiries are allowed.

Food facilities can ask the following two questions to determine if a dog is a service animal:

- 1) Is the dog a service animal required because of a disability?**
- 2) What work or task has the dog been trained to perform?**

The following actions are **prohibited**:

- 1) Asking about the person's disability.
- 2) Requiring medical documentation.
- 3) Requiring a special identification card or training documentation for the dog.
- 4) Asking that the dog demonstrate its ability to perform the work or task.
- 5) Asking a person with a disability to remove their service animal from the premises unless the service animal is out of control and the handler does not take effective action to control it or, the service animal is not housebroken.
- 6) When there is a legitimate reason to ask that a service animal be removed, staff must not do so without offering the person with the disability the opportunity to obtain goods or services without the animal's presence.
- 7) Excluding service animals from a food facility because of allergies, fear of animals, and "no-pets" policies.

Food facilities have an obligation to comply with California Retail Food Code by ensuring that any animal they allow in their facility is a service animal by making the allowed inquiries.

For additional information:

- Contact SCEHD with additional questions at (530) 225-5787.
- Review the ADA requirements associated with service animals at https://www.ada.gov/service_animals_2010.htm
- Review the California Retail Food Code at the following website: <https://www.co.shasta.ca.us/index/drm/ehd/ehd-programs/food-safety>.

December 2021

□ Suite 101
AIR QUALITY MANAGEMENT DISTRICT
(530) 225-5674
Fax (530) 225-5237

□ Suite 102
BUILDING DIVISION
(530) 225-5761
Fax (530) 245-6468

□ Suite 103
PLANNING DIVISION
(530) 225-5532
Fax (530) 245-6468

■ Suite 201
ENVIRONMENTAL HEALTH DIVISION
(530) 225-5787
Fax (530) 225-5413

□ Suite 200
ADMINISTRATION
(530) 225-5789
Fax (530) 225-5807