

Carolina Raptor Center welcomes visitors with disabilities who use service animals as determined by the American's with

Disabilities Act. Guests using service animals can check in with our visitor services staff in the gift shop and be provided with all the information needed to have an enjoyable visit to our center. Along with information about our center, guests with service animals will receive a map outlining what areas (if any) are restricted at this time to your service animal. **At this time, personal pets are not permitted on Raptor Center grounds.**

The natural instinct of birds in the wild, even predatory species such as raptors, is to be fearful of larger animals, including canines.

Carolina Raptor Center's keepers and trainers are working actively with the animals in our collection to avoid adverse reactions to outside animals, but there are some birds who will still react strongly and negatively to the presence of a dog or service animal around their enclosure. **It is for this reason that a few areas on our grounds may be restricted to you and your service animal. This currently includes our free-flight shows and some areas that take guests into our hospital and behind the scenes.**

If you notice a bird reacting negatively to the presence of your animal, i.e. flying about in a panicked way, clinging to the sides of an enclosure, panting due to stress, etc., please move along to the next enclosure and alert a staff member or volunteer.

We appreciate your cooperation and your assistance as we work toward making these experiences positive for all people and animals involved!



Service Animal Guidelines



www.carolinaraptorcenter.org

(704) 875-6521

All information herein is subject to change.

What is a service animal?

As defined by the ADA, a service animal is “**any dog that is individually trained to work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.**” Tasks might include, but are not limited to,: alerting a person with diabetes of low blood sugar, reminding a person to take medication for depression or other medical needs, detection of seizures before onset, etc.

Are companion or therapy animals considered “service animals?”

For the most part, no. **Unless the dog is trained to respond and assist, it is not a service animal. Comfort or therapy animals provide emotional support with their presence, but are not actually trained to a specific task.** For example, if the handler has anxiety attacks and the dog is trained to sense the attack and take action to avoid it or lessen the impact, then it is a service animal. If the dog's presence is the only comfort provided, then it is not a service animal.



Can a person with a service dog be excluded from certain areas or events?

A person with a disability who uses a service animal has a right to the same service and treatment as someone who does not use a service animal. This means that many “No Pet” or “No Animal” policies do not apply to service animals.

However, a government entity or public accommodation can exclude a service animal if:

- (1) making such modifications would fundamentally alter the nature of the entity's goods, services, facilities, privileges, advantages, or accommodations;
- (2) the safe operation of the entity would be jeopardized; or
- (3) such modifications would result in an undue financial or administrative burden.”

Can a person with a service animal be asked to leave?

A person with a disability cannot be asked to be leave or remove the dog from the premises unless the dog is out of control and the handler does not make moves to control it or if the dog is not housebroken. The following behaviors would fall under the definition of “out of control:”

Barking or growling to excess.

Aggressive behavior (growling, barking, snarling) toward other animals, staff, volunteers, interns, or other visitors.

Out of control behavior (jumping, running, lunging).

Does a service animal have to be tethered?

Some service animals cannot be on a harness, line, or leash since it interferes with the animal's ability to perform tasks for their handler. The service animal should be controlled by voice commands, body language, or signals from the handler.

What questions can be asked of service dog handlers by staff of a facility?

Legally, our staff can ask you:

- (1) if your service animal is required because of a disability and,
- (2) what work or task the service animal has been trained to perform.

Please see a Carolina Raptor Center staff member if you have additional questions that were not addressed.

This information is in compliance with

