

Quiz 2: Service Team Rights and Responsibilities

Respond to the best of your ability, writing down any questions or comments to discuss with your trainer. Cite specific laws and policies to justify your answers: they can be found on the PHD Website Legal Resources Page and/or in your PHD Service Dog Training Program Manual.

Scenarios

1. John is planning a trip out of state with his Service Dog-in-Training. Decide which state or states you want this to be. Does your training program policy allow for such travel? Does the Team have legal rights to public access as a Service Team out of state? If so, under which law(s)?
2. Melissa and her Service Dog go to the local Fedex store to mail a package. A worker tells Melissa that she needs to keep her dog outside, because only “dogs that help the blind are allowed here.” What should Melissa do to appropriately address this Access challenge? What laws apply here?
3. Alex and Service Dog Coco are checking into a hotel. The front desk worker says that all dog owners must pay fee. Alex explains that Coco is a Service Dog and that the pet fee doesn’t apply. The worker then asks Alex for proof that Coco is a “real” Service Dog. What should Alex do? What laws apply here?
4. Stephanie and her Service Dog will be staying with relatives during an out of town vacation. The relatives have small kids and a dog of their own. What plan should Stephanie have in place before travel so that she can appropriately care for her Service Dog in this environment?
5. Cindy enters a shop downtown with her Service Dog, Luther. There is a puppy in the shop who belongs to the store owner. The puppy won’t leave the Service Team alone and won’t give

Luther space. Cindy asks the shop owner to keep the pup in another part of the store while she shops. The puppy keeps escaping from the back room of the store and keeps running up to Luther and bothering him. Cindy doesn't want to be impolite, so she doesn't say anything. After all, Luther graduated from Service Dog training and is "good with other dogs," so Cindy thinks things will be fine: the pup is just a nuisance. Also, the puppy is really cute (if really annoying.) Luther growls or whines softly a few times and Cindy reprimands him in between focusing on her shopping. Then, seemingly "without warning," Luther snaps at the puppy. The puppy screams and flees. The owner rushes to the scene. She is visibly angry and yells at Cindy to get her vicious pit-bull out of the shop and never come back. She threatens to call the police. The puppy is trembling and has a small spot of blood on her lower lip. What went wrong here? Who is at fault? How could this situation have been prevented appropriately?

6. Tony takes his Service Dog-in-Training on a camping trip. He ties his dog outside of his RV and goes inside to grab a soda. He hears barking and yelling and rushes outside. His dog has lunged to the end of the tether, broken free, and is "attacking" a small Yorkie dog who was being walked past at the end of a long retractable leash. Tony's dog has the Yorkie by the neck. Tony yells and his dog drops the Yorkie, who is scooped up by her sobbing owner. The dog is shaking and has no visible injury. What went wrong here? Who is at fault? How could this situation have been prevented appropriately? What laws apply at a campsite or similar environment?

7. Martin is walking his Service Dog -- a 20-pound miniature poodle -- down the aisle of an airplane towards his seat. All of a sudden, he hears barking and turns around to see a miniature Schnauzer at the end of a long retractable leash racing towards his Service Dog. The mini Schnauzer is an Emotional Support Dog who has leaped from his owner's lap. The owner—a frail elderly woman in a wheelchair—calls for her dog to come back but the dog does not stop, pause, or even turn around: he is fixated on Martin's Service Dog and is barking and growling. What should Martin do? Who is at fault? What laws apply here? What could change if the sizes

or breeds of the dogs involved in the situation were to change? How and why would Martin respond differently if these changes were the reality of the situation?

8. Melinda wants to fly on a plane with her Service Dog-in-Training. Is this allowed? What laws apply here?

9. Jeff enters a hospital with his Service Dog. Jeff is meeting a friend for coffee there in the hospital cafeteria and has paused to look at one of the pieces of art on the wall in a hallway. A hospital administrator approaches Jeff as asks if the dog is a Service Dog. Jeff replies, "yes." Then the administrator asks what work of task the dog has been trained to do. Jeff replies appropriately. Then the administrator asks to see a copy of the dog's vaccinations. Is this legal? What should Jeff do? What laws apply here?

10. A similar scenario as #9 above plays out in the local Best Buy store: The Service Partner is asked for proof of vaccination. Is this legal? What should the Service Partner do? What laws apply here?