

Quiz 1: Service Team Rights and Responsibilities

Respond to the best of your ability. Your trainer will review answers with you during session. Be prepared to explain your answers and write down any questions. You may use the PHD Website Legal Resources Page while taking the quiz.

1. True or false? A Service Dog-In-Training has the same public access rights as a fully trained Service Dog.
2. True or false? In order to be legally considered a Service Animal, a dog must be able to pick up objects.
3. True or false? In order to be legally considered a Service Animal, a dog must not urinate or defecate in inappropriate public places.
4. True or false? It is legal to ask a Service Partner for his or her Service Dog's vaccination record.
5. True or false? A Service Partner should present an ID when asked.
6. True or false? Some breeds of dog cannot be Service Dogs.
7. True or false? This can get a Service Dog removed from a public place: Someone there is allergic to or afraid of dogs.
8. True or false? This can get a Service Dog removed from a public place: The Service Partner does not have proof of disability in writing.
9. True or false? An authority figure can require that a Service Dog perform a work/task on demand.
10. True or false? This can get a Service Dog removed from a public place: The manager feels that the dog's presence will reduce revenue.

11. True or false? This can get a Service Dog removed from a public place: The dog is up on the Service Partner's lap in a restaurant.

12. Select the two questions below that the ADA (Americans with Disabilities Act) allows the staff at a public facility to ask the handler of a Service Dog. _____
 - A. What is your disability?
 - B. Can I see your dog's certification?
 - C. Is the dog a Service Animal who helps you with a disability?
 - D. Can I see a doctor's note verifying your disability?
 - E. What work or task has the dog been trained to perform?
 - F. Can I see your dog perform a work or task now?

13. True or false? According to the ADA, a Service Dog is allowed to enter: public businesses.

14. True or false? According to the ADA, a Service Dog is allowed to enter: sterile medical treatment rooms.

15. True or false? According to the ADA, a Service Dog is allowed to enter: state and local government facilities serving the public.

16. True or false? According to the ADA, a Service Dog is allowed to enter: private property.

17. True or false? A Service Dog has an inappropriate behavior that is brought quickly and appropriately under control by the Service Partner. T Service Team must now leave the public environment.

18. Select below the only other type of animal besides a dog that can be a legally recognized as a Service Animal, with appropriate training.
 - A. monkeys
 - B. cats
 - C. ferrets
 - D. miniature horses
 - E. children on leash

19. In case of a conflict or disagreement with airline or airport staff, a passenger with a Service Dog or Emotional Support Dog should request to speak to the (select one):
- A. captain of the aircraft
 - B. CRO: Complaints Resolution Officer
 - C. TSA
 - D. RRA: Registration Regulations Authority
20. True or false? Therapy Dogs, Emotional Support Dogs and Service Dogs all do this: provide a person with a comforting presence.
21. True or false? Therapy Dogs, Emotional Support Dogs and Service Dogs all do this: improve a person's physical, social, emotional, and/or cognitive functioning.
22. True or false? Therapy Dogs, Emotional Support Dogs and Service Dogs all do this: perform work or a task directly related to the handler's disability.
23. True or false? A facility that provides food and drink for its patrons must also offer water to a Service Dog.
24. True or false? A local law that restricts the type of breed of dog that is allowed affects Service Dogs in that area.
25. What are recommended steps to take when someone challenges your rights for public access as a Service Dog Team? Choose the recommended steps below and put them in order.
- A. Suggest that the manager call the police.
 - B. Provide a doctor note showing proof of the need to have a Service Dog.
 - C. Provide a copy of the ADA.
 - D. Force your way into the facility.
 - E. Ask to speak to the manager.
 - F. Make a scene.
 - G. Call the police yourself.
26. True or False? Jason approaches his employer and explains that he has a Service Dog and needs her at work. The employer can legally request documentation from Jason before the dog is allowed at work. This documentation would establish the existence of a disability to identify how a Service Dog would do work or tasks to help Jason perform the essential functions of his job.

27. True or false? A landlord or homeowner's association can ask a housing applicant the following question about a dog represented as Service Dog: Do you or a member of your family have a disability?

28. True or false? The ADA gives public access rights to Emotional Support Dogs and Therapy Dogs.

29. True or false? New Mexico state law gives public access rights to Emotional Support Dogs and Therapy Dogs.

30. True or false? Service Dogs-in-Training are covered by the ADA.