

## INFORMATIONAL BULLETIN No. 2009-13-04

### Service Animals

Service animals are animals such as a guide dog, signal dog or other animal individually trained to provide assistance for people with disabilities. Service animals are working animals, not pets.

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#### [Are all animals prohibited in a food facility?](#)

Under the California Health and Safety Code, live animals are not permitted in a food facility except as specified below:

1. **Aquatic animals:** Edible fish or decorative fish in aquariums, shellfish or crustaceans on ice or under refrigeration, and shellfish and crustaceans in display tanks.
2. **Working dogs:** Dogs under the control of a uniformed law enforcement officer or uniformed employees of private patrol operators and operators of a private patrol service who are licensed and acting within the course and scope of their employment.
3. **Service animals:** Service animals that are controlled by disabled employee or person in areas that are not used for food preparation and are usually open for consumers, such as dining and sales areas, and their presence does not create a health or safety hazard.
4. **Animals intended for consumption. Live animals must be:**
  - Kept separate from all food and utensil handling areas
  - Held in sanitary conditions
  - Slaughtered in a separate room designed only for that purpose
  - Separated from other food and utensil handling areas and maintained in an area that has ventilation separate from food and utensil handling areas.

Written approval must be obtained from the Long Beach Health Department prior to stocking live animals.

#### [What does the American with Disabilities Act have to do with service animals?](#)

Under the Americans with Disabilities Act, businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, and grocery stores.

A business may ask if an animal is a service animal or ask what tasks the animal has been trained to perform but cannot require special ID cards for the animal or ask about the person's disability. A person with a disability cannot be asked to remove his/her service animal from the premises unless the animal is out of control and the owner does not take effective action to control it (for example, a dog that is jumping on furniture) or the animal poses a direct threat to the health or safety of others. In these cases, the business should give the person with a disability the option to obtain goods and services without having the animal on the premises.



Food facilities are not required to provide care or food for a service animal or provide a special location for it to relieve itself. Violators of the Americans with Disabilities Act can be required to pay money damages and penalties.

For more information on Americans with Disabilities Act please call the ADA information line at (800) 514-0301 or visit the ADA Business Connection at [www.ada.gov](http://www.ada.gov).