



Owner and Guest Service Animal Policy

The Neptune House prohibits keeping a pet (a domestic animal kept for pleasure or companionship) on the premises or having a pet in Neptune House-controlled buildings and premises, with the exception of service animals for the purpose of providing reasonable accommodations for a person with a disability under the Americans with Disabilities Act (ADA).

Service Animals

The ADA defines a service animal as a dog that is individually trained to do work or perform a task for a person with a disability. If the animal meets this definition, the animal is considered a service animal. The animal does not have to be licensed or certified as a service animal. In compliance with the ADA, service animals are welcome in all buildings on Neptune House property and may enter any room, meeting or other event.

Emotional support, therapy, comfort, or companion animals are not considered service animals under the ADA. They are distinguishable from service animals because they are not trained to perform a specific task. The Neptune House is not required to accommodate them, and – like other animals that do not qualify as service animals under the ADA -- they may not be brought onto the Neptune House premises.

Requirements of service animals and their owners include:

- The owner or guest must be in full control of the animal at all times.
- The care and supervision of the animal is solely the responsibility of the owner or guest, including disposal of animal waste, feeding, grooming, and veterinary care.
- The owner or guest is not entitled to leave a service animal in Neptune House rooms when the owner or guest is off the premises, but must keep the service animal under his or her control at all times.
- The owner or guest may be requested to provide Neptune House staff with information as to what work or task the animal performs for the individual with a disability.

- All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Animals must wear a rabies vaccination tag.
- All dogs must be licensed per state law.
- Service animals must wear an owner identification tag (which includes the name and phone number of the owner) at all times.
- Animals must be in good health.
- Animals must be on a leash, harness or other type of restraint at all times, unless the owner or guest is unable to retain an animal on leash due to a disability.

Reasonable behavior is expected from service animals while on Neptune House property. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Service animals must be housebroken. If a service animal becomes aggressive and poses a direct threat to the health or safety of others, the owner or guest will be required immediately to remove the service animal from the property. This behavior includes excessive barking or growling/biting others.

A service animal that makes excessive noise near sleeping areas can be very disruptive to other owners and guests. If the service animal exhibits this behavior, the owner or guest will be required to remove the service animal from the premises until the inappropriate behavior can be brought under control. If the improper behavior happens repeatedly, the owner or guest may be told not to bring the service animal into any facility until the owner or guest takes significant steps to mitigate the behavior.

Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner or guest is expected to clean and dispose of all animal waste.

Adopted November 30, 2017