

## Open Cupboard Service Animal Policy

*Updated August 30<sup>th</sup>, 2022*

Service Animals are allowed in facilities owned and operated by Open Cupboard (including Today's Harvest locations). The animal must meet the requirements outlined in the Americans with Disabilities Act (ADA) and the Minnesota Human Rights Act (MHRA). A service animal, as defined by the Minnesota Department of Human Rights (MDHR), is a dog—or in rare cases a miniature horse—that is specifically trained to perform tasks for a person with a disability.

Reasonable behavior is expected of the service animal to remain on Open Cupboard property. A service animal can be excluded if it is not under its handler's control, if it acts in an aggressive manner, or if it otherwise poses a threat to health or safety. If the improper behavior happens repeatedly without effective action from the handler to control the service animal, the handler may be told not to bring the animal onto the property until the handler is able to effectively control the service animal.

Requirements of service animals and their handlers include:

- All service animals need to be immunized against rabies and other diseases common to the animal. Vaccines must be current.
- Service animals must wear an identification tag that includes the name and phone number of the handler
- Service animals must be in good health
- Service animals must be on a leash, harness, or other kinds of restraint unless the handler is unable to restrain the animal due to a disability. If that is the case, the handler must remain in control of the animal through voice, signal, or other effective controls.
- The handler must be in full control of the service animal at all times.
- The service animal must be housebroken.
- Cleanliness of the service animal is required. The handler is expected to clean up after and dispose of all animal waste and other messes associated with the service animal.
- The service animal must stay on the floor or be carried. Service animals are not allowed in shopping carts.
- The handler is responsible for any damages caused by the service animal.
- When asked the handler must inform Open Cupboard staff if the animal is required because of disability and what task has the animal been trained to perform.
- It is illegal for a person to misrepresent an animal as a service animal under state and federal law.