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| **MONTCALM CARE NETWORK PROCEDURE****611 North State Street, Stanton, MI 48888**   |
| SUBJECT: Accessibility of Services - Mobility & Emotional Support Accommodations, Service Animals | Section: 8110B |
| Effective Date: March 26, 2002 | Revised Date: April 28, 2021 |

Montcalm Care Network shall provide for the following accommodations:

1. Physical facilities in compliance with the Americans with Disabilities Act.
2. If necessary, assistance with the use of adaptive devices (wheelchairs, for example) as desired by the consumer.
3. Access for service animals defined as guide dog, signal dog, or other animal individually trained to provide assistance to a person with a disability (e.g., Alerting persons with hearing disabilities to sounds; pulling wheelchairs or carrying and picking up items for persons with mobility disabilities; assisting person with mobility disabilities with balance). If the animal meets this definition, it is considered a service animal under the ADA regardless of whether or not it has been licensed or certified by state or local government.

Animals not covered under this policy:

Pets, emotional support animals, comfort animals and therapy animals are not service animals under Title II and Title III of the ADA. The tasks performed by a service animal must be directly related to the individual’s disability. A note from a doctor stating a person has a disability and needs the animal for emotional support is not sufficient. Comfort animals are not covered by federal laws protecting the use of service animals.

How to determine if it is a service animal:

Only the following questions may be asked: 1) Is the animal required because of a disability; and 2) What work or task has the animal been trained to perform?

Requirements for service animals:

Service dogs must be harnessed, leashed or tethered, unless the devices interfere with the service dog’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.

What to do if a service animal is being disruptive:

Someone with a service animal may be asked to remove the animal from the building if the animal is out of control and the handler is unable to control it; or the animal is not housebroken.