



BEHAVIORAL STANDARDS FOR SERVICE AND SUPPORT ANIMALS ALLOWED IN PUBLIC

Any service or emotional support animal is allowed in all public areas as long as their presence does not create a fundamental alteration to the nature of the activity, program, or facility and the animal's presence does not pose a risk to the health and safety of others. Therefore, the following rules shall be in effect when service or support animals are present:

1. Dogs must always be on a leash, harness or muzzle, if appropriate, in controlling the animal's behavior as long as the muzzle does not interfere with the animal's ability to perform a specific task.
2. Dogs must be kept on a loose lease, but in close proximity to the handler's body or assistive mobility device of no more than 3 feet or 1.5 feet when navigating narrow paths.
3. Small dogs, cats and other small animals such as ferrets, rats, etc. shall be enclosed in a portable carrier and in possession of the owner at all times.
4. All animals, pet carriers and accessories shall be kept off furniture at all times so as to avoid spreading allergens.
5. Service and support animals of any kind are not allowed to come in contact with prepared food, beverages, utensils or produce in food establishments.
6. All service and support animals must be housebroken and in case of an accident, the animal owner is responsible for the clean-up and sanitation of the premises.
7. All service and support animals must be vaccinated and licensed by the San Francisco Animal Care & Control.

Mayor's Office on Disability



8. All service and support animals must be bathed regularly and treated for fleas so as to be hygienic in public.
9. Service and support animals of any kind must behave appropriately at all times and must be able to disengage from potentially volatile situations such as excessive noise, crowds or the presence of other animals.
10. Service and support animals must be controlled so as to not make excessive noise such as barking, screeching, etc. unless barking in certain situation is used as an alert signal that assists the person with the disability.

**For further information and feedback on the proposed behavior standards,
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