

CALIFORNIA ACCESS SIGNAGE: SERVICE ANIMALS/DOGS & PETS

California law generally excludes animals from food and other facilities subject to some exceptions, but criminal laws protect access of users of guide, signal and service dogs and civil rights law protects rights of persons with disabilities with specific inclusion of the Americans with Disabilities Act.

Historically, most public signage was simply “no animals/pets/dogs allowed.” A later addition was “except guide dogs.” As the “service” dog concept expanded to include more uses and animals and new laws, signs language began to vary. Then users of “emotional support” animals began to expect and demand access previously banned, but without training and behavioral standards to exclude inappropriate users. Aside from obvious lack of training, reports of fraudulent misrepresentation increased, also raising concerns among entitled users. By 2016, facilities noticeably began to adjust signage to exclude all animals except those expressly protected by existing state or federal law. Some, but not all, signs include further explanation of these criteria.

Signs are usually clearly visible at entry points. There is no standard wording, and cited laws vary. Most signs do not have graphics or other explanation and none used language other than English regardless of customer demographics.

Applicable California access statutes:

California facilities prohibition law, Health & Safety Code: Vermin and Animals [114259 - 114259.5] (Includes pet dogs under the control of a person in an outdoor dining area when all conditions satisfied.

http://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=HSC&division=104.&title=&part=7.&chapter=8.&article=6.

California access laws: Penal Code, Sections 365.5, 365.6 and 365.7 define guide, signal and service dogs for purposes of public access with a trainer or owner.

http://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=PEN&division=&title=9.&part=1.&chapter=12.&article=

California civil rights law protecting access of persons with a disability

http://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=CIV&division=1.&title=&part=2.5.&chapter=&article=

1. Walgreens, national drugstore chain. California location, includes graphic and reference to fraudulent misrepresentation.



2. Lunardi's – small, family owned, upscale grocery chain, SF Bay Area



3. Albertson's subsidiary, Safeway, large grocery chain – national ADA sign, California location



4. Safeway, large grocery chain: ADA sign, California location



Service Animals Only

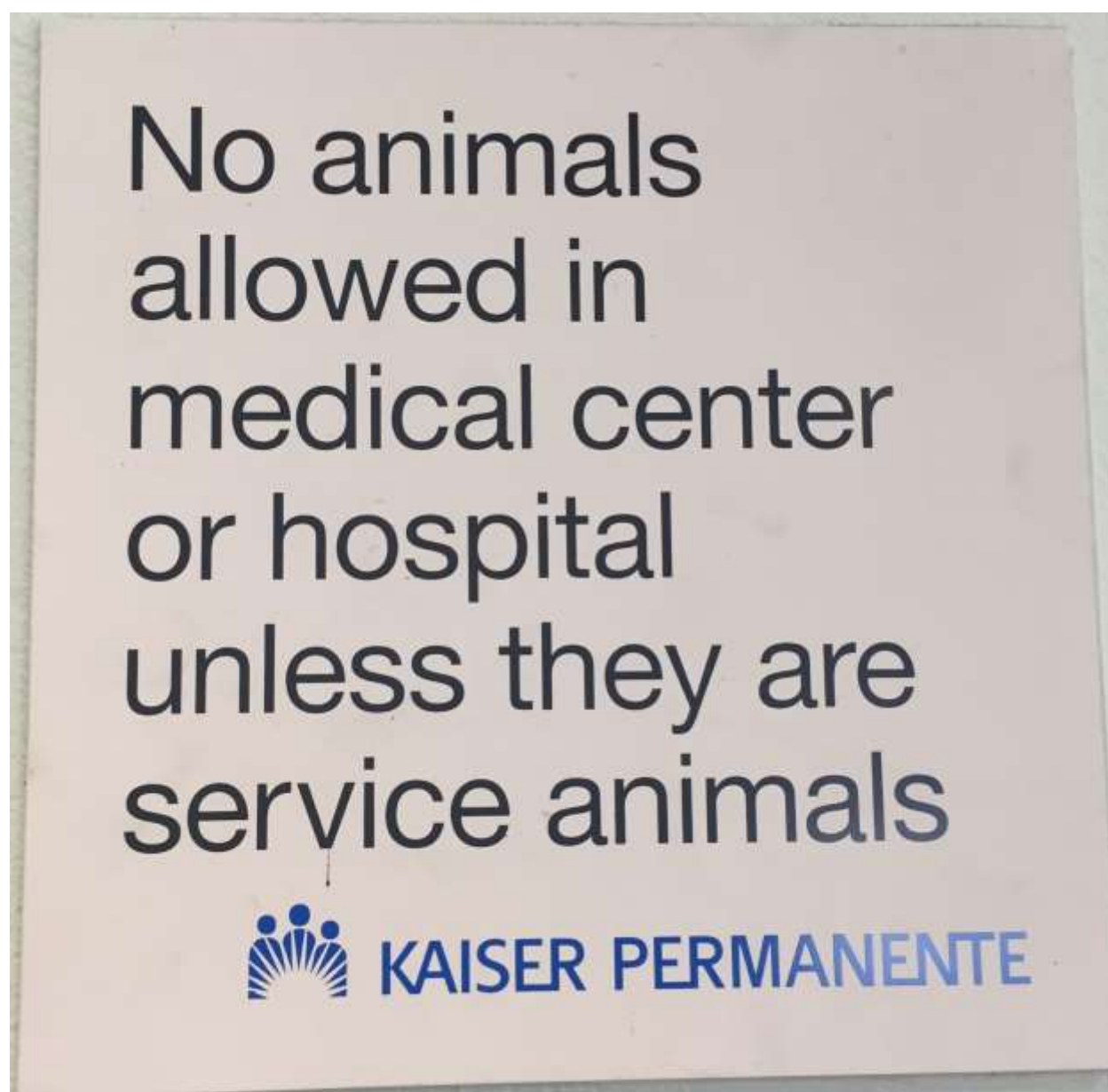
Under federal law, "service animals" are dogs or miniature horses trained to work or perform tasks for the benefit of people with physical or mental disabilities. The work or tasks performed by a service animal must be directly related to the handler's disability.

Dogs, pets and other animals, trained or untrained, whose sole function is to provide comfort, companionship or emotional support do not qualify as service animals under the law and are not permitted in our stores.

Sorry!
NO PETS ALLOWED IN THE STORE

Thank you for your cooperation!
Our Store Director or Assistant Store Director will gladly answer any questions you may have!

5. Kaiser Permanente, California location, sign in garage lobby, generic.



6. Costco, international membership warehouse chain, California location.

