



GROCERY INDUSTRY

ANIMALS IN GROCERY STORES: CONTROLLING THE RISKS



Why ban pets from grocery stores?

- Dog bites
- Allergies
- Accidents
- Contamination

Warning! Pets are not typically allowed in food establishments under federal, state and local regulations. The FDA says that pet dogs may be allowed in OUTDOOR dining areas if certain requirements are met, including approval from the local regulatory authority.

Complying with ADA Service Animal Laws

Under the ADA, service animals must generally be allowed wherever the public is allowed.

- **Service animals are NOT considered pets.**
- **Emotional support animals are NOT considered service animals.**

Service animals are dogs (or sometimes miniature horses) that have been individually trained to do work or perform tasks for people with disabilities.

- Do allow service dogs into your grocery store, although they should not go into areas where the public is not allowed, such as behind your deli counter.
- Don't demand proof that the dog is a service dog, such as medical documentation or training certificates.
- Do ask "Is the dog a service animal required because of a disability?" and "What work or task has the dog been trained to perform?" if you think it's necessary.
- Don't ask about the person's disability or demand a demonstration of the dog's training.
- Do insist that service dogs be kept under control. If the animal is out of control and the handler doesn't take effective steps to get it under control, or if the dog is not housebroken, you can ask for it to be removed. Give the person an opportunity to make purchases without the dog in the store. Your staff is not required to supervise the animal.

Best Practices for Managing Pet Risks

- Put up clear signage stating that pets are not allowed in the store.
- Enforce the rules consistently.
- Train your workers on ADA rules and store policies.

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