

1/7/2024

Moose believes in creating an inclusive and welcoming space for all of its members. In this edition of our newsletter, we'll explore the world of service dogs and share tips on how your lodge can ensure we remain a friendly environment for all patrons, including those with service dogs.

Loss Prevention Newsletter



UNDERSTANDING SERVICE DOGS: First things first is understanding the role of service dogs. These specially trained companions to assist individuals with disabilities, providing support and enhancing their independence. From guide dogs for the visually impaired to alert dogs for those with hearing impairments, service dogs are vital partners in their owners' lives.

KNOW THE LAWS: Educate your staff on the legal rights and regulations surrounding service dogs. The Americans with Disabilities Act (ADA) prohibits discrimination against individuals with disabilities, Service dogs are working animals and not considered pets under the ADA. Note the ADA does not recognize therapy, comfort animals as Service animals.

GUIDING PRINCIPLES: Train your staff to recognize a service dog and understand the importance of not distracting them while they're working. Encourage a policy that respects the privacy and independence of individuals with service dogs while ensuring their safety and comfort during their visit to your lodge.

COMMUNICATION IS KEY: Create open channels of communication with members who have service dogs. It's essential to ask if they need any specific accommodations or if there's anything that can be done to enhance

their experience. Establishing a friendly and understanding dialogue helps build trust and ensures a positive visit.

DOG-FRIENDLY DESIGN: Consider making small adjustments to your Social Quarter's layout to accommodate service dogs comfortably. This might include providing a water bowl and ensuring there's ample space around tables.

SPREAD THE WORD: Use your newsletter and social media to inform your patrons about your welcoming policy for service dogs. Highlight the importance of creating an environment that embraces diversity and inclusivity. Encourage positive conversations within the community.

STAY INFORMED: Keep yourself updated on best practices and any changes in laws regarding service dogs. Staying informed ensures that your Social Quarters continues to be a model of inclusivity and accessibility.

REMOVAL: A service animal must always be under the control of its handler. ADA requires service animals to be harnessed, leashed, or tethered at all times unless the owner's disability prevents the use of these devices.

A person with a disability can be asked to remove his service animal from the premises if: (1) The dog is out of control and the handler does not take effective action to control it. (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

SERVICE DOG ACKNOWLEDGEMENT OF RESPONSIBILITY AND LIABILITY WAIVER FORM: When a member visits your lodge with their service dog, we strongly recommend you have them fill out the form located on the next page.

This form complies with ADA requirements by addressing the 2 questions the lodge is allowed to ask the owner. The form also notifies the owner when the lodge has the right to have the service animal removed. Finally, by signing, the owner agrees to assume full responsibility for any injuries or property damage the service animal causes while on lodge premises.

IF: the service animal's owner refuses to sign the form the owner is not in compliance with ADA guidelines and you can refuse admittance.

By taking these steps, we can ensure that your Moose Lodge remains a place where everyone feels comfortable and valued.

Any questions please call Kevin Duck, Risk Manager @ 630-859-6615 or kduck@mooseintl.org



Service Dog Acknowledgement of Responsibility and Liability Waiver Agreement

My Service Dog is required because of a disability. My Service Dog has been trained to perform the following tasks: _____.

I assume full responsibility for always providing adequate care and supervision for my Service Dog while on Lodge property or attending Lodge sponsored events. Additionally, I acknowledge and/or agree to the following:

- My Service Dog has satisfied all local vaccination and registration requirements for all animals;
- I am responsible for my Service Dog at all times while on Lodge property or attending Lodge sponsored events;
- I will maintain control of my Service Dog at all times;
- My Service Dog must be harnessed, leashed, or tethered, unless these devices interfere with my Service Animal's work, or my disability prevents the use of these devices. If I cannot use such devices, I must maintain control of my Service Dog through voice commands, signals, or other effective methods;
- The Lodge shall have no responsibility for the care or protection of my Service Dog;
- The Lodge may exclude my Service Dog if the animal is not housebroken or if the animal is out of control and I do not take effective action to control it. Uncontrolled barking, growling at Lodge guests, jumping on other people, or running away from me are examples of unacceptable behavior. If my Service Dog behaves aggressively, it must be removed immediately;
- I assume personal responsibility for any damage to any property and/or harm to others caused by my Service Dog while on Lodge property or attending Lodge sponsored events;
- The Lodge shall not be financially responsible for any actions of, or related to, my Service Dog; and
- I shall indemnify and hold the Lodge, its employees, agents and officers harmless against any and all claims, liabilities and costs for any personal injury or property damages or other damages that the Lodge may sustain arising out of or in connection with my use of my Service Dog while on Lodge property or attending a Lodge sponsored event.

I accept the terms of this Agreement voluntarily and intend to be fully bound by the same.

Printed Name of Service Dog Handler

Date

Signature of Service Dog Handler