



DEPARTMENT OF THE ARMY  
INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEAVENWORTH  
290 GRANT AVENUE UNIT 1  
FORT LEAVENWORTH, KANSAS 66027-1417

AMIM-LVG-ZA (100)

19 July 2022

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy #16, Access of Service Animals into Garrison Facilities

REFERENCE: The Americans with Disabilities Act (ADA) Passed by Congress in 1990/  
<https://beta.ada.gov/topics/service-animals>, the Americans with Disabilities Act (ADA)  
for title II (State and local government services), title III (public accommodations and  
commercial facilities) on September 15, 2010 and AR 600-7

1. The Americans with Disabilities Act requires that businesses and non-profits that are open to the public, as well as state/local governments, must allow service animals to go most places where the public can go. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

a. Service animals are:

(1) Dogs only; beginning March 15, 2011, only dogs are recognized as service animals under Titles II and III of the ADA.

(2) Any breed and any size dog.

(3) Trained to perform a task directly related to a person's disability. The task(s) performed by the dog must be directly related to the person's disability.

b. Service animals are not:

(1) Required to be certified or go thru professional training.

(2) Required to wear a vest or other ID that indicates they are a service dog.

(3) Emotional support, therapy, comfort dogs or companion animals.

2. If it is unclear whether someone's dog is a service dog, installation facilities may ask for certain information using two questions.

a. They may ask:

(1) Is the dog a service animal required because of a disability?

(2) What work or task has the dog been trained to perform?

b. They are not allowed to:

(1) Request any documentation that the dog is registered, licensed, or certified as a service animal.

(2) Require that the dog demonstrate its task, or inquire about the nature of the person's disability.

3. Installation facilities are not required to allow a service animal if the dog's presence would fundamentally alter the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. For example, it may be appropriate to keep a service animal out of an operating room or burn unit where the animal's presence could compromise a sterile environment. Or, at a zoo, service animals can be restricted from areas where the animals on display are the natural prey or natural predators of dogs, where the presence of a dog would be disruptive, causing the displayed animals to behave aggressively or become agitated. Generally, service providers will not deny access to service animals where the general public has access.

4. A service animal must be under the control of its handler. Service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

5. Installation facilities can ask someone to remove their service animal if:

a. The dog is not housebroken.

b. The dog is out of control, and the person cannot get the dog under control.

6. Service dogs are prohibited from being in any installation swimming pools but are allowed on the pool deck.

7. Installation chapels may restrict the entrance of service dogs into the facility at their discretion. Religious institutions are specifically exempt from the Americans with Disability Act.

8. All service dogs will be licensed and vaccinated IAW installation requirements. Installation service providers will not ask patrons to provide verification or documentation of license or vaccination.

9. For more information about the Americans with Disabilities Act, please visit [ADA.gov](http://ADA.gov)

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or call toll-free (800) 514-0301.

10. The POC for this policy is Thomas Reitmeier, (913) 684-2993, or [thomas.c.reitmeier.civ@army.mil](mailto:thomas.c.reitmeier.civ@army.mil).

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