



## Service Animal Policy

Service Animals that have been trained to assist a person with a disability recognized under the Americans With Disabilities Act (ADA) are welcomed at New Horizon Family Health Services.

Our staff may ask you:

- If the animal is required to assist you
- What specific task the animal has been trained to perform

All other animals, including Emotional Support Animals (ESA), therapy, comfort, or companion animals, are not allowed in our facilities for any reason

Handler responsibilities:

- The service animal must remain under control at all times
- The handler must ensure the animal is housebroken and does not cause disturbances
- The handler is responsible for cleaning up after the animal

We want to make sure that you are seen as needed by our medical team. If your animal is not a "Service Animal," please make arrangements to leave the animal outside of the facility while you are seeing a Provider or, if that is not possible, we are happy to reschedule your appointment to a time when you can make needed arrangements for your animal.

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## Política de Animales de Servicio

Los Animales de Servicio que han sido entrenados para asistir a una persona con una discapacidad reconocida bajo la Ley de Americanos con Discapacidades (ADA) son bienvenidos en New Horizon Family Health Services.

Nuestro personal puede preguntarle:

- Si se requiere que el animal le ayude
- Para qué tarea específica ha sido adiestrado el animal

Todos los demás animales, incluidos los animales de apoyo emocional (ESA), terapia, consuelo o compañía, no están permitidos en nuestras instalaciones por ningún motivo.

Responsabilidades del manipulador:

- El animal de servicio debe estar bajo control en todo momento
- El adiestrador debe asegurarse de que el animal domesticado no cause molestias
- El adiestrador es responsable de limpiar detrás de animal

Animales de servicio que han sido adiestrados para ayudar a una persona con discapacidad reconocida en virtud de la Ley Discapacidades (ADA) son bienvenidos en New Horizon Family Health Services.