

ICA Policy for Service Animals

Revised 9/3/2019

The Institute of Contemporary Art/Boston abides by the Americans with Disabilities Act (ADA) and is committed to ensuring that all museum visitors, including those assisted by trained service animals, are able to fully enjoy all public spaces of the museum. Service animals are defined by the ADA as dogs or miniature horses that are trained to do work or perform tasks for people with disabilities. Animals that are considered “comfort animals,” “therapy animals,” “companion animals” or “emotional support animals” are not service animals as defined by the ADA because they are not trained to perform a specific task for an individual with a disability and therefore are not permitted at the ICA.

Please Note:

Service animals are working animals, not pets. The animal does not need to have specific licensing or paperwork presented in order to be admitted into the museum.

Two questions may be asked of individuals with dogs:

- Is the dog a service animal required because of a disability?
- What work or task has the dog been trained to perform?

While on the ICA's premises, staff can expect that:

- The service animal must be ***under control*** at all times. The service animal must be under the handler's ***personal control*** at all times (i.e. not passed off to another visitor, whether or not they are the handler's partner).
- The service animal must be ***housebroken***.
- It is preferable that the animal be in a ***guiding harness*** or ***on a leash*** or be in some other way tethered to the handler while in the building, unless the tethering interferes with the service animal's work or the handler's disability prevents them from using a tethering device. A service animal could be carried in a handbag; technically this constitutes tethering.

A person with a disability cannot be asked to remove their service animal from the premises unless:

1. The dog is out of control and the handler does not take effective action to control it or
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 visit the museum without the animal's presence.

Rules and Specifications Related to Service Animals

ICA Staff cannot:

- Ask about the person's disability, require medical documentation substantiating a person's disability and/or need for a service animal, or require a special identification card and/or training documentation for a dog identified as a service animal
- Ask that a dog identified as a service animal demonstrate its ability to perform the work or task

- Charge an additional fee to persons for the presence of their service animal
- Restrict the type of dog breeds that can be used as service animals
- Ask the person and their service animal to leave due to another visitor's expressed fear of dogs or concern about allergies. These are not valid reasons for denying access to people with service animals