

ENFORCING YOUR RIGHTS

If you believe that you have been discriminated against as the handler of a Service Animal, you do have advocacy options. You may wish to file a complaint with the following agencies:

To file a federal **ADA complaint**, call the **Department of Justice Civil Rights Division** at 800-514-0301 1-833-610-1264 (TTY) or visit their website:



To file a complaint in New Mexico, call the **NM Human Rights Bureau** at (800) 566-9471 or visit their website to file a charge of discrimination.



YOU MAY ALSO WISH TO FILE A COMPLAINT WITH YOUR LOCAL GOVERNMENT OR BETTER BUSINESS BUREAU.

**Need help?
Contact us:**

Disability Rights New Mexico

**3916 Juan Tabo Blvd. NE
Albuquerque, NM 87111**

**Phone: (505) 256-3100
email: info@drnm.org
website: www.drnm.org**



DRNM provides free legal and advocacy services to New Mexicans with disabilities. Our dedicated team consists of attorneys, advocates, and administrative staff.

SERVICE ANIMALS: A POCKET GUIDE



DISABILITY RIGHTS NEW MEXICO

www.drnm.org

WHAT'S A SERVICE ANIMAL?

- An animal that has been trained to perform a task for a person with a disability.
- State and federal law maintain that the animal must be a dog or a miniature horse.
- The animal must be under the control of their handler.
- When the handler enters a public place, they may only be asked two questions:

- 1) Is this animal required for a disability?
- 2) What work or task has this animal been trained to perform?



Federal Regulations
28 C.F.R. § 36.302(c)

New Mexico Service Animal Act
Chapter 28, article 11, NMSA 1978

EXAMPLES

- A person with epilepsy may require assistance to stay safe during seizures. A service animal may be trained to alert them of seizure activity, break a fall, retrieve medication, get help, and provide comfort.
- A person diagnosed with PTSD may have a dog trained to alert them of triggers, interrupt anxious or self-harming behaviors, bring them medication, and provide deep pressure therapy during a panic attack.
- A blind or visually-impaired person may have a service animal trained to help them avoid obstacles, locate doorways, find an empty seat, retrieve objects, or follow a designated person, such as a waiter, to a restaurant table.

F.A.Q.S.

Q: Is my service animal required to wear a special vest or harness?

A: No. The ADA does not require that service animals wear a special item indicating their purpose.

Q: Does my service animal have to be trained by a professional who certifies it?

A: No. The ADA allows that non-professional handlers may train their own service animals. You do not need to have your service animal "certified" or listed with any registry. Local government or schools may offer a volunteer registry, but state and federal law do not require you to join.

Q: Do I have to carry papers showing that my service animal has been trained?

A: No. The ADA does not require this.

Q: How is an Emotional Support Animal(ESA) different from a service animal?

A: An ESA provides comfort to a person with a disability, while not necessarily being trained to perform a specific task. ESAs may be a dog, cat, or many other kinds of animal. ESAs may be permitted as reasonable accommodations for persons with disabilities under the Fair Housing Act and/or Section 504 of the Federal Rehabilitation Act of 1973. Recent changes to the Air Carrier Access Act (ACAA) have made it so ESAs are no longer granted the same privileges as service animals, and airlines may now treat ESAs as pets.

FIND MORE INFO
www.ada.gov

