

# PRINCE GEORGE'S COUNTY LOCAL WORKFORCE DEVELOPMENT BOARD

## Service Animal Policy

---

<b>POLICY NUMBER:</b>	1.4000.100.006
<b>EFFECTIVE:</b>	April 21, 2021
<b>APPROVING AUTHORITY:</b>	Board Chair Prince George's County Workforce Development Board
<b>RESPONSIBLE STAFF:</b>	Executive Director, Board Administrator, Policy & Compliance Director
<b>RESPONSIBLE OFFICE:</b>	Office of the President, Employ Prince George's, Inc.

---

### SUMMARY:

The Prince George's County Public Workforce System, branded as the Prince George's County American Job Center Community Network (AJCCN), is the workforce system for the Prince George's County Local Workforce Development Area, which is one of 12 Local Workforce Development Areas in Maryland. Each Local Workforce Development Area is led by a Chief Local Elected Official and governed by a Local Workforce Development Board. The County Executive is Prince George's County's Chief Local Elected Official, and the Local Workforce Development Board is the Prince George's County Workforce Development Board. Based on the Prince George's County Local Workforce Area agreement between the County Executive, the Prince George's County Local Workforce Development Board and Employ Prince George's (EPG), EPG serves as the administrative staff and fiscal agent of the Prince George's County Local Workforce Board (PGCWDB).

### POLICY:

This policy applies to all American Job Centers (AJC), and AJCCN facilities managed, or operated, by PGCWDB WIOA Title I Career Services Providers.

In order for the AJC and AJCCN to effectively carry out its mission, the PGCWDB must ensure an environment that is fair and equitable for all persons, regardless of their mental or physical disability.

A Service Animal is a dog or miniature horse that has been individually trained to do work or perform tasks for people with disabilities. Under the Americans with Disabilities Act, state and local governments, businesses, and non-profit organizations who serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Service Animals are used in a plethora of ways to assist those with disabilities. Those disabilities may be seen or unseen. Here are a few examples of the ways in which Service Animals are used:

- To guide individuals who are blind.
- To alert individuals who are deaf.
- To pull wheelchairs for those with limited mobility.
- To alert and protect individuals who are having a seizure.
- To remind individuals with mental illness to take their prescription medication.

**PROCESS:**

If a customer arrives at an AJC, or AJCCN facility, and wishes to enter with their Service Animal, staff may ask only two questions:

1. Is the dog a Service Animal required because of a disability?
2. What work or task has the dog been trained to perform?

Furthermore, staff may not ask these two questions if the service provided by the animal is reasonably obvious. Additionally, staff should not ask questions pertaining to the customers' disability, request medical documentation, or request special identification or documentation on the Service Animal. Service Animals are not required to wear specialized vests.

Staff should not make an attempt to touch or pet Service Animals.

Staff can request that a customer remove their Service Animal if the following occurs:

1. The Service Animal is out of control and the handler does not take effective action to control it.
2. The Service Animal is not housebroken.

If there is a legitimate cause for the Service Animal to be removed, staff must allow 'the individual with a Disability the opportunity to access the requested services without the animal's presence.

**POLICY VIOLATIONS:**

N/A

**EXCLUSIONS TO THE POLICY:**

None

**FORMS:**

None

**APPROVING SIGNATURES:**

  
 Charnetia Young (Apr 29, 2021 09:36 EDT)

Apr 29, 2021

Board Chair  
 Prince George's County Workforce Development Board

Date