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Service Animals

This topic has three parts. The first part reviews how the Americans with Disabilities Act (ADA) applies to service animals. The second part lists the service providers located in Hawaii who provide service animals. And the third part presents instructions on bringing a service animal to Hawaii.

Definition of a Service Animal

Under the ADA, a service animal is any dog or miniature horse that is individually trained to do work or perform tasks for the benefit of a person with a disability. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The work or tasks performed by a service animal must be directly related to the individual's disability.

Emotional support, therapy, comfort, or companion animals do not qualify as service animals under the ADA. These types of animals provide comfort just by being with a person.

Determining if a Dog or Miniature Horse is a Service Animal

To determine if a dog or miniature horse is a service animal, you may ask two questions:

- 1. Is this animal required because of a disability; and**
- 2. What work or task has this animal been trained to perform?**

A public entity or private business may not ask about the nature or extent of an individual's disability or require documentation, such as proof that the animal has been certified, trained or licensed as a service animal, or require the animal to

wear an identifying vest. Persons with disabilities have the right to train their service animal themselves and are not required to use a professional service animal training program.

When and Where a Service Animal is Allowed Access

Persons with disabilities may bring their service animals in all areas of public facilities and private businesses where members of the public are allowed. A service animal can be excluded from a facility if its presence interferes with legitimate safety requirements of the facility (e.g., from a surgery or burn unit in a hospital where a sterile field is required).

A public entity or a private business may ask an individual with a disability to remove a service animal if the animal poses a direct threat to the health or safety of others and the individual is not able to control their service animal. A service animal must have a harness, leash or other tether, unless the handler is unable to use a tether because of a disability or the use of a tether would interfere with the service animal's ability to safely perform its work or tasks. In these cases, the service animal must be under the handler's control through voice commands, hand signals, or other effective means. If a service animal is excluded from the premises, the person with a disability must still be offered the opportunity to obtain goods, services, and accommodations from that business.

Relationship to Other Laws

These provisions related to service animals apply only to entities covered by the ADA. The Fair Housing Act covers service animal provisions for residential housing situations, and the Air Carrier Access Act covers service animal provisions for airline travel. The definition of a service animal under each of these laws is different than the definition under the ADA.

[Click here for ADA National Network Guide for Service Animals and Emotional Support Animals](#)

Lists of Service Providers for Service Animals

Hawaii Fi-Do

Phone: 808.638.0200

Website: www.hawaiifido.org

Hawaii Fido provides quality trained assistance dogs to the disabled community of Hawaii. They also offer educational programs to the business community on public access and the rights of service dog teams.

Each service dog learns specific tasks along with basic obedience and social skills. A service dog can open and close doors, retrieve, pull a manual wheelchair, find the phone, do bracing working, turn on and off switches and much more. Hearing dogs respond to different sounds which include knocking, doorbell, timer, alarm clock, smoke alarm, telephone, baby cry and the person's name.

(Non-Profit Organization)

Assistance Dogs of Hawaii (Maui)

Phone: 808.298.0167

Website: www.assistancedogshawaii.org

Assistance Dogs of Hawaii provides children and adults with disabilities professionally trained dogs that will increase their independence and enhance the quality of their lives. In addition, they host weekly visits from hospitals, schools, and other organizations that serve people with disabilities.

(Non-Profit Organization)

Service Animals Entering Hawaii

Persons with disabilities may bring their service animal to Hawaii without quarantine, **after** the owner has provided the documentation listed below. For questions and assistance with preparations, please call 808.483.7151 or 808.837.8092 or email rabiesfree@hawaii.gov.

- The service animal must have a current rabies vaccination.

- The service animal must have an electronic microchip implanted for identification.
- Prior to arrival in Hawaii, the service animal must have passed one OIE-FAVN test after 12 months of age, with a level of 0.5 I.U. rabies antibody or greater.
- The service animal must have a standard health certificate issued not more than 30 days prior to arrival in Hawaii, attesting that the dog was treated within 14 days of arrival with a product containing Fipronil or an equivalent long-acting product labeled to kill ticks. A valid health certificate is required for each entry into Hawaii.
- The task(s) the animal has been trained to perform should be disclosed.
- The service animal must be traveling with the disabled user on arrival in Hawaii.
- Send documentation to:
Animal Quarantine Station, 99-951 Halawa Valley Street, Aiea, HI 96701 or fax to 808.483.7161.
- The Rabies Quarantine Branch must receive notification at least 24 hours in advance of arrival on Oahu, the location where the dog will be staying. Information can be faxed to 808-483-7161.
- On arrival in Hawaii, the dog must be brought by the airline to the Airport Animal Quarantine Holding Facility for verification of compliance with the above requirements and examination of the dog for external parasites. If all is in order, the service animal will be released at that point.