

## SERVICE ANIMAL POLICY

### Policy and Purposes

As a community theater open to the public, the Little Theatre desires to comply with Title III of the Americans with Disabilities Act (ADA) and Florida Statute § 413.08. It is therefore the Theatre's policy to allow service animals into all areas where the general public is permitted to go, including the lobby, restrooms, and auditorium. This policy is intended to ensure that patrons requiring service animals may use and enjoy the theater while giving theater staff and volunteers a lawful way to deal with pets, emotional-support animals, and disruptive animals.

### Procedures

Theater staff and volunteers shall welcome patrons with disabilities and comply with applicable federal and Florida laws concerning service animals. A service animal is a dog or miniature horse that is trained to perform work or tasks directly related to a person's disability. Emotional support, comfort, companionship, or simply making someone feel safer does not qualify as a service animal task. Animals that do not qualify as service animals under applicable law are not allowed under the theater Code of Conduct Policy. Theater staff and volunteers involved with admitting patrons to the theater for performances shall be trained in this policy and the following procedures.

1. **Scope of Access.** Service animals are permitted in areas of the theater where members of the public are normally permitted.
2. **Assessment of Animal, Permissible Questions.** When it is obvious that an animal is a service animal, theater staff/volunteers may not ask the patron any questions about the animal. An animal is obviously a service animal if, for example, it is seen guiding a person with a visual impairment, pulling a wheelchair, or providing assistance with stability or balance to a person with an observable mobility impairment.

When it is not obvious that an animal is a service animal, theater staff/volunteers may ask the following question(s):

- a. "Is the animal required because of a disability?"

If the answer to this question is NO, then the animal may be excluded from the premises. If the answer to this question is YES, then the staff/volunteer may ask the following question:

- b. "What work or task has the animal been trained to perform?"

If the answer to this question is NONE or describes something that is not service-animal work or tasks (such as emotional support), then the staff member/volunteer should explain that the animal does not qualify as a service animal and that it must be

excluded from the premises. If the answer describes service-animal work or tasks, then the animal shall be permitted as long as it complies with other requirements of this policy.

Staff/volunteers are not allowed to ask about the nature, extent, or severity of a person's disability, require medical documentation, or require certification or identification for a service animal.

3. **Animal Control.** The animal must remain under the handler's control and must be housebroken. "Under control" means that the animal is controlled by a harness, leash, or tether unless these interfere with the animal's work or the disability prevents their use; otherwise, the animal must be under voice control, signals, or other effective means.
4. **Miniature Horses.** For miniature horses, admission will be determined by an individualized assessment that considers: (1) the type, size, and weight of the horse and whether the facility can accommodate those features; (2) whether the handler has sufficient control; (3) whether the horse is housebroken; and (4) whether the horse's presence compromises legitimate safety requirements.
5. **Exclusion/Removal.** A service animal may be excluded or removed when the animal is not under control and the handler does not take effective action, the animal is not housebroken, or the animal's behavior presents a direct threat to the health or safety of others. Any decision to exclude or remove an animal shall be based on the animal's actual behavior or circumstances, not on assumptions about disability, breed, size, or the presence of an animal itself. If a service animal is excluded or removed, the patron may continue to access the theater and its services without the animal.
6. **Care and Supervision.** The service-animal handler is responsible for the animal's care and supervision; the theater does not have to feed, care for, or clean up after the animal.
7. **Seating.** Theater staff/volunteers shall never require that service animals sit in the back or remain outside the auditorium. The theater may, when possible, offer voluntary seating relocations or other reasonable accommodations to patrons who have concerns about proximity to animals, including allergies or fear, while also respecting the rights of patrons who use service animals. Seating changes shall be made only upon request, shall be voluntary, and should not segregate the handler from the rest of the audience.
8. **House Manager's Authority.** The House Manager is the primary point of contact for compliance decisions under this policy. If an animal is excluded, staff shall offer continued access to services without the animal and promptly complete a written incident report documenting the reasons based on actual behavior or objective evidence.

### Scope

This policy applies to all theater staff, volunteers, and all others involved in Little Theatre productions. Violations may subject the theater to federal or state enforcement. Staff and volunteers must follow this policy and training provided by the theater. The theater will address internal noncompliance through coaching or disciplinary processes consistent with applicable policies.

Lead Board Reviewer:

Name: MICHELLE GREEN GUENTZ

Signature: Michelle Green Guentz

Date: 10/10/26

President Approval (on behalf of the Board):

Name: Richard C. Johnson

Signature: Richard C. Johnson

Date: 10/10/26