



## **SERVICE ANIMALS – Definition, Policies and Procedures**

The Seward House Museum (SHM) welcomes and supports the rights and attendance of all persons that rely on the special skills of a trained service animal, along with emotional support animals (ESA) appropriate for a museum setting.

### **Service Animal Definition**

A ‘service animal’ means “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. The work or tasks performed by a service animal must be directly related to the handler’s disability.”

### **Emotional Support Animal (ESA) Definition**

While emotional support or comfort animals are not considered service animals under the ADA, the SHM will make appropriate accommodations upon request. The SHM is open to allowing certain ESAs—such as dogs—on tours on a case-by-case basis. Due to the unique historic collection contained within the Museum, there are some limitations to the type of ESAs we can allow on a House tour. However, we aim to be as accommodating as possible, and if you have any questions or concerns regarding an emotional support or comfort animal please feel reach out to the SHM at 315-252-1283 prior to your visit.

### **Service Animal Policies:**

For patrons who wish to bring their service animal or ESA to the SHM, we ask that you review and follow the policies outlined below:

1. Service animals must be accompanied by the handler with the disability at all times and under control.
2. Service animals are not permitted to be left unattended while on the property.
3. We ask that handlers be prepared for, and clean-up after, their animals at all times.
4. We reserve the right to remove and/or refuse access to any service animal from the SHM if that animal is deemed to be a health or safety threat to museum patrons, staff, or other service animals, or in violation of these policies.

### **Service Animal Procedures:**

Upon signing up for a tour, SHM staff or volunteer may ask about the Service Animals function if not clearly identified.



**Animals on the grounds:**

Similar to the Seward family we appreciate animals as well, and pets are always welcome on the grounds as long as they are kept under supervision. We ask that owners clean up after their pets if needed, and please keep all pets leashed while on site.