

MENOMINEE CASINO RESORT SERVICE ANIMAL AND EMOTIONAL SUPPORT ANIMAL POLICY

It is the intent of the Menominee Casino Resort to meet the needs of all of our Guests. There will be times when this task will not be attainable but we will continue to strive to meet those needs.

The purpose of this Policy is to define and understand the definitions of a “Service Animal” and what is an “Emotional Support Animal”. The Menominee Casino Resort makes every reasonable effort to accommodate guests with disabilities.

Disability: Disability is defined by the **American Disability Act (ADA)**, as a physical or mental impairment that substantially limits one or more of the major life activities, a record of such impairment or being regarded as having such an impairment.

Service Animal: A service animal is a dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. These tasks include but not limited to: guiding individuals with impaired vision; alerting individuals who are hearing impaired to intruders or sound; pulling a wheelchair; or fetching dropped items.

Emotional Support Animal: An emotional support animal is an animal selected to play an integral part of a person’s treatment process. Such an animal must demonstrate a good temperament and reliable, predictable behavior. An emotional support animal is prescribed to an individual with a disability by a healthcare or mental health professional. **An emotional support animal is not a service animal. Unlike a service animal, an emotional support animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all the times.** However, an emotional support animal may be incorporated into a treatment process to assist in alleviating the symptoms of that individual’s disability.

Service Animals:

Many people with disabilities use a service animal in order to fully participate in everyday life. Dogs can be trained to perform many important tasks to assist people with disabilities, such as providing stability for a person who has difficulty walking, picking up items for a person who uses a wheelchair, or alerting a person who has hearing loss when someone is approaching from behind. The **American Disability Act (ADA)** requires State and local government agencies, businesses, and non-profit organizations (covered entities) that provide goods or services to the public to make “reasonable modifications” in their policies, practices, or procedures when

necessary to accommodate people with disabilities. The service animal rules fall under this general principle. Accordingly, entities that have a “no pets” policy generally must modify the policy to allow service animals into their facilities.

Service animals will be allowed to be in the Menominee Casino Resort Complex.

General Rules:

In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions:

(1) Is the dog a service animal required because of a disability? And

(2) What work or task has the dog been trained to perform?

If it is determined that the animal is NOT a Service Animal, the guest will be politely asked to remove the animal from the Gaming Complex. If necessary inform the guest that the Menominee Casino Resort makes every reasonable effort to accommodate all Guests with disabilities and ONLY certified Service Animals are allowed in the Gaming Complex