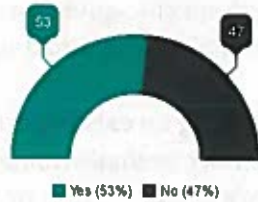


# Service Animal Survey In Food Retail

Food Marketing Institute | Member Survey Results

## 1. Do You Have A Policy For Service Animals?



*Just over one-half of food retailers have a policy for service animals.*

## 2. Who Carries Out Animal Service Policy In Store?



*Managers are most likely to bear responsibility for carrying out the policy.*

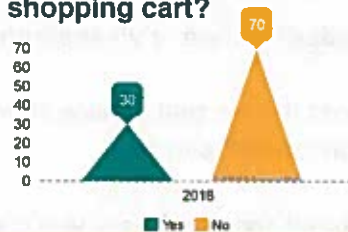
## 3. If you have a policy, do you post a sign in the store?



*Only 20% of food retailers with an animal service policy post a sign.*

## 4. If you have a policy, does it specifically say you may or may not have animals in your shopping cart?

*3 in 10 food retailers with a policy specify whether or not service animals are allowed in shopping carts.*



## 5. Do You Enforce Your Policy?



*Almost all that have a policy for service animals say they enforce it, though they admit to varying degrees:*

*"It is case by case depending on the nature and behavior of the animal."*

*"Yes, very gently"*

*"We have not confronted anyone."*

*"We have not had to enforce it yet."*

*"As good as possible."*

## FMI Service Animals Survey

As abuse of federal disability laws with respect to service animals increases, some states have enacted laws to protect the rights of the disabled and the safety of the general public. In December 2017, legislation was enacted in New York that makes it illegal to knowingly apply a false or improper identification tag designating a service, emotional support, or therapy dog. The municipal dog control officer for each New York locality is tasked with enforcing the law, with violators facing a \$100 fine and up to 15 days of jail time, or both. Within their service animal laws and regulations, many states such as Colorado, Maine, Michigan, Nevada, New Hampshire, New Jersey, New Mexico, North Carolina, Texas, Utah and Virginia have gone so far as to prohibit the misrepresentation of service animals.

Currently, Federal law allows businesses to ask customers only two specific questions: (1) Is the animal required because of a disability? (2) What work or task has the animal been trained to perform?

In July 2018, Publix Super Markets announced that they were clarifying an existing policy they have on service animals. Publix is posting new signs in their stores that say only service animals trained to aid those with disabilities are allowed in the store, and that no service animals are allowed to sit, or to ride in shopping carts.

Regarding placing a service animal in a shopping cart, the U.S. Department of Justice's Civil Rights Section has said that generally, the dog must stay on the floor, or the person must carry the dog. For example, if a person with diabetes has a glucose alert dog, he may carry the dog in a chest pack so it can be close to his face to allow the dog to smell his breath to alert him of a change in glucose levels. Read more here [www.ada.gov/regs2010/service\\_animal\\_qa.html](http://www.ada.gov/regs2010/service_animal_qa.html) from the Department of Justice, regarding service animals.

In May 2018, FMI surveyed its members regarding service animal protocol in their stores. FMI received 68 responses to the following questions:

1. Do you have a store policy on service animals?
2. Who in the store carries out the policy on service animals?
3. If you have a policy, do you post a sign in the store?
4. If you use a sign, what does it state or what graphics do you use?
5. If you have a policy, does it state that service animals must be "in control" either on a leash on the floor or within a carrier on the customers' person?
6. If you have a policy, does it specifically say you may or may not have animals in your shopping cart?
7. Do you enforce your service policy? If so, how?

Please turn the page to see the results of this survey.