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## **Executive Summary**

### **Workforce Services Policy –**

#### **(Interim Auxiliary and Americans with Disabilities Act) – WIOA**

##### **1. What has changed since WIA?**

There have been two main changes in transition from WIA to WIOA:

- The overall definition of major life activities has been amended to include major bodily functions (e.g. functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions).
- Service animals are more clearly defined by criteria under “work tasks” that include assisting with guidance, physical support, and retrieving items. Furthermore, “non-work tasks” are defined as serving as a crime deterrent or providing emotional support; animals not serving “work tasks” are admitted to the facility at the discretion of the American Job Center.

##### **2. When can a service animal be removed from the premises?**

A service animal can be asked to be removed from the premises if the animal is out of control and the handler does not take action to control it, or the animal is not housebroken. If the animal is asked to be removed, the individual with a disability should have the opportunity to obtain goods, services, and accommodations without the service animal present.

##### **3. What questions may be asked of an individual with a service animal?**

To determine if the animal is a service animal, the following questions may be asked:

- Is the animal required because of a disability?
- What tasks is the animal trained to perform?

4. The following information cannot be asked of an individual with a service animal:
- Questions regarding the nature or extent of the person's disability
  - Documentation for proof that the animal is a service animal