



the **reser**

PATRICIA RESER  
CENTER FOR THE ARTS

## FOR PATRONS AND VISITORS USING A SERVICE ANIMAL

The Reser is committed to complying with the Americans with Disabilities Act (ADA) and Oregon's disability laws and seeks to provide the best possible experience for our guests. We welcome guests with disabilities who wish to bring their service animals into the theatre and public lobbies with them.

### Definition of a service animal

As defined by the ADA, the term "service animal" means a dog or miniature horse that is individually trained to do work or perform tasks for people with disabilities. Examples of common tasks and work provided by service animals may be guiding a person who is blind, attending a person who is deaf, drafting or pulling wheelchairs, alerting, and protecting a person experiencing a seizure, reminding a person with mental illness to take prescribed medications, or calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack. The work or task a service dog or miniature horse has been trained to provide must be directly related to the person's disability. Service animals are working animals, not pets.

Emotional support, therapy, comfort, or animals that provide comfort just by being with a person are not considered service animals because they have not been trained to perform a specific job or task. Therefore, they do not qualify as service animals under the ADA and will not be admitted into The Reser, the theater and public lobbies.

### Admission procedure

While not required, we welcome advance contact by guests who use a service animal (dog or miniature horse) before purchasing tickets or attending a performance. Our goal is to be helpful so that the guest and service animal are comfortable.

If it is not readily apparent to admissions staff that the animal is a trained service dog or miniature horse, staff will ask:

- Is the service animal required because of a disability?
- If "yes," then: What work or task has the animal been trained to perform?

The Reser's staff never inquire about or discuss a guest's disability.

We confirm that the service animal is leashed, harnessed, or tethered and in the control of the person at all times. If the service animal is not under the control of the person—including aggressive or erratic behavior, barking, not housebroken—the service animal will not be admitted, or if the service animal is already inside the building, we may ask that the animal be removed.

Thank you for your cooperation as we strive to provide a safe and positive experience for you, your service animal, and all guests at The Reser. We hope your visit will be an excellent experience.

If you have any further questions, please call us at (971) 501-7722 or email us at [info@thereser.org](mailto:info@thereser.org)

### Useful Links

- [ADA Requirements: Service Animals](#)
- [Frequently Asked Questions about Service Animals and the ADA](#)