

## APPENDIX A

### SERVICE ANIMAL TRAINING ORGANIZATIONS

(listing from U.S. Dept. of Labor Job Accommodation Network website)  
[<http://www.jan.wvu.edu/cgi-win/TypeQuery.exe?762>]

#### **Assistance Dog Institute**

Bergin University of Canine Studies

1215 Sebastopol Road

Santa Rosa, CA 95407

Direct: (707)545-3647

Fax: (707)545-0800

[info@assistancedog.org](mailto:info@assistancedog.org)

<http://www.assistancedog.org>

►Specialization: mobility, vision, and hearing impairments

#### **Assistance Dog International, Inc.**

P.O. Box 446

Santa Rosa, CA 95402-0446

Direct: (707)577-1700

Fax: (707)577-1711

[info@cci.org](mailto:info@cci.org)

<http://www.adionline.org>

►a coalition of not for profit organizations that train and place assistance dogs

#### **Assistance Dogs of the West**

Desert Academy

313 Camino Alire

Santa Fe, NM 87501

Direct: (505)992-8284

Fax: (505)992-8270

<http://www.desertacademy.org/>

#### **Blue Ridge Assistance Dogs**

8600 Smith Lane

Manassas, VA 20112

Direct: (703)369-5878

Phone: (703)361-7409

<http://www.blueridgeassistancedogs.org>

#### **Canine Assistants**

3160 Francis Rd.

Alpharetta, GA 30201

Toll Free: (800)771-7221

Direct: (770)664-7178

Fax: (770)664-6918

[info@canineassistants.org](mailto:info@canineassistants.org)

<http://canineassistants.org/>

►Specialization: physical impairments

### **Canine Companions for Independence**

2965 Dutton Avenue

P.O. Box 446

Santa Rosa, CA 95402-0446

Toll Free: (800)572-BARK

Direct: (707)577-1700

TTY: (707)577-1756

Phone: (800)572-2275

Phone: (866)224-3647

<http://www.caninecompanions.org>

►Specialization: physical, developmental, or hearing impairments

### **Canine Partners for Life**

PO Box 170

Cochranville, PA 19330-0170

Direct: (610)869-4902

Fax: (610)869-9785

[info@k94life.org](mailto:info@k94life.org)

<http://www.k94life.org/>

►Specialization: mobility impairments; seizure disorders

### **Canine Support Teams, Inc.**

Southern California Office

PO Box 891767

Temecula, CA 92589-1767

Direct: (951)301-3625

Fax: (951)301-3605

[cstmain@caninesupportteams.org](mailto:cstmain@caninesupportteams.org)

<http://www.caninesupportteams.org/>

►Specialization: mobility impairments other than vision

### **Carolina Canines For Service, Inc.**

PO Box 12643

Wilmington, NC 28405

Toll Free: (866)910-3647

Direct: (910)362-8181

Fax: (910)362-8184

[info@carolinacanines.org](mailto:info@carolinacanines.org)

<http://carolinacanines.org>

### **Delta Society**

National Service Animal Resource Center

875 124th Avenue, NE  
Suite 101

Bellevue, WA 98005  
Direct: (425)679-5500  
Fax: (425)679-5539

[info@deltasociety.org](mailto:info@deltasociety.org)  
<http://www.deltasociety.org/>

►provides education, awareness, and resource information about service animals

### **Discovery Dogs**

PO Box 6050  
San Rafael, CA 94903-0050  
Direct: (415)479-9557  
Fax: (415)472-4431

[DiscoveryDogs@DiscoveryDogs.org](mailto:DiscoveryDogs@DiscoveryDogs.org)  
<http://www.discoverydogs.org>

### **Dogs for the Deaf, Inc.**

10175 Wheeler Rd.  
Central Point, OR 97502  
Direct: (541)826-9220  
Fax: (541)826-6696

[info@dogstothedeaf.org](mailto:info@dogstothedeaf.org)  
<http://www.dogstothedeaf.org>

►Specialization: hearing impairments; autism

### **East Coast Assistance Dogs**

P.O. Box 251  
Dobbs Ferry, NY 10522  
Direct: (914)693-0600  
Fax: (914)674-4122  
Phone: (860)489-6550

[ecad1@aol.com](mailto:ecad1@aol.com)  
<http://www.ecad1.org/>

### **Eye Dog Foundation For the Blind, Inc.**

EDF Training Center  
8252 S. 15th Ave.  
Phoenix , AZ 85041-7806  
Toll Free: (800)393-3641  
Direct: (602)276-0051  
Fax: (602)276-1046

[trainingdept@eyedogfoundation.org](mailto:trainingdept@eyedogfoundation.org)  
<http://www.eyedogfoundation.org>

►Specialization: vision impairments

**Eye Dog Foundation for the Blind, Inc.**

P.O Box 519

Claremont, CA 91711

Toll Free: (800)393-3641

Direct: (661)831-1333

Fax: (661)831-0681

[eyedog@eyedogfoundation.org](mailto:eyedog@eyedogfoundation.org)

<http://www.eyedogfoundation.org>

►Specialization: vision impairments

**Eye of the Pacific Guide Dogs and Mobility Services, Inc.**

747 Amana St. Number 407

Honolulu, HI 96814

Direct: (808)941-1088

[info@eyeofthepacific.org](mailto:info@eyeofthepacific.org)

<http://eyeofthepacific.org/>

►Specialization: vision impairments

**Fidelco Guide Dog Foundation, Inc.**

PO Box 142

Bloomfield, CT 06002

Direct: (860)243-5200

Fax: (860)243-7215

[gjskarl@fidelco.org](mailto:gjskarl@fidelco.org)

<http://www.fidelco.org/>

►Specialization: vision impairments

**Fidos for Freedom**

PO Box 5508

Laurel, MD 20726

Direct: (410)880-4178

TTY: (301)573-7570

Fax: (301)490-9061

[dbernier@fidosforfreedom.org](mailto:dbernier@fidosforfreedom.org)

<http://www.fidosforfreedom.org/>

►Specialization: hearing impairments

**Florida Dog Guides for the Deaf, Inc.**

PO Box 20662

Bradenton, FL 34203-0662

Toll Free: (800)520-4589

Direct: (941)748-8245

Fax: (941)747-0969

[adogs@floridadogguidesftd.org](mailto:adogs@floridadogguidesftd.org)

<http://www.floridadogguidesftd.org/>

►Specialization: hearing impairments

**Freedom Guide Dogs for the Blind**

1210 Hardscrabble Rd.  
Cassville, NY 13318  
Direct: (315)822-5132  
[Freedomdog@a-znet.com](mailto:Freedomdog@a-znet.com)  
<http://www.freedomguidedogs.org/>  
▶Specialization: vision impairments

**Freedom Service Dogs, Inc.**

2000 W. Union Avenue  
Englewood,, CO 80110  
Direct: (303)922-6231  
Fax: (303)922-6234  
[info@freedom servicedogs.org](mailto:info@freedom servicedogs.org)  
<http://freedom servicedogs.org>  
▶Specialization: mobility impairments

**Great Plains Assistance Dogs Foundation**

920 Short St.  
PO Box 513  
Jud, ND 58454  
Direct: (701)985-2242  
[gpadf@daktel.com](mailto:gpadf@daktel.com)  
<http://www.greatplainsdogs.com/>  
▶Specialization: physical impairments; seizure disorders

**Guide Dog Foundation for the Blind, Inc.**

371 East Jericho Turnpike  
Smithtown, NY 11787-2976  
Toll Free: (800)548-4337  
Direct: (631)930-9000  
Fax: (631)361-5192  
[info@guidedog.org](mailto:info@guidedog.org)  
<http://www.guidedog.org>  
▶Since 1946, the Guide Dog Foundation for the Blind, Inc. has provided guide dogs free of charge to blind people who seek enhanced mobility and independence.

**Guide Dog Users, Inc.**

14311 Astrodome Drive  
Silver Spring, MD 20906  
Toll Free: (866)799-8136  
Direct: (301)598-7771  
[webmaster@gdui.org](mailto:webmaster@gdui.org)  
<http://www.gdui.org>  
▶Specialization: vision impairments

**Guide Dogs for the Blind (Oregon Campus)**

32901 S.E. Kelso Rd.

Boring, OR 97009

Toll Free: (800)295-4050

Direct: (503)668-2100

Fax: (503)668-2141

<http://www.guidedogs.com>

▶Specialization: vision impairments

**Guide Dogs for the Blind, Inc.**

PO Box 151200

San Rafael, CA 94915-1200

Toll Free: (800)295-4050

Direct: (415)499-4000

Fax: (415)499-4035

<http://www.guidedogs.com>

▶Specialization: vision impairments

**Guide Dogs of America**

13445 Glenoaks Blvd.

Sylmar, CA 91342

Toll Free: (800)459-4843

Direct: (818)362-5834

Fax: (818)362-6870

[mail@guidedogsofamerica.org](mailto:mail@guidedogsofamerica.org)

<http://www.guidedogsofamerica.org>

▶Specialization: vision impairments

**Guide Dogs of the Desert International**

PO Box 1692

Palm Springs, CA 92263

Toll Free: (888)883-0022

Direct: (760)329-6257

Fax: (760)329-2127

[info@guidedogsofthedesert.org](mailto:info@guidedogsofthedesert.org)

<http://www.guidedogsofthedesert.com>

▶Specialization: vision impairments

**Guide Horse Foundation, Inc.**

PO Box 511

Kittrell, NC 27544

Toll Free: (252)433-4755

[info@guidehorse.com](mailto:info@guidehorse.com)

<http://www.guidehorse.org/>

▶Specialization: training miniature horses for people with vision impairments

**Guiding Eyes for the Blind, Inc.**

611 Granite Springs Rd.  
Yorktown Heights, NY 10598  
Toll Free: (800)942-0149  
Direct: (914)245-4024  
Fax: (914)962-1609

[jdunn@guidingeyes.org](mailto:jdunn@guidingeyes.org)

<http://www.guiding-eyes.org>

▶Specialization: vision impairments

**Happy Tails Service Dogs, Inc.**

1 W. Sequoia Dr.  
Phoenix, AZ 85027  
Direct: (623)850-0946  
Fax: (623)581-3385

[www.adionline.org](http://www.adionline.org)

<http://www.happytailsservicedogs.com>

▶Specialization: physical impairments other than vision

**Helping Hands: Monkeys Helpers for the Disabled**

541 Cambridge Street  
Boston, MA 02134  
Direct: (617)787-4419

[donate@donationline.com](mailto:donate@donationline.com)

<http://www.helpinghandsmonkeys.org>

▶Specialization: training capuchin monkeys to assist people with quadriplegia, severe spinal cord injury, or severe mobility impairment

**Helping Paws of Minnesota**

PO Box 634  
Hopkins , MN 55343  
Direct: (952)988-9359  
Fax: (952)988-9296

[info\\_general@helpingpaws.org](mailto:info_general@helpingpaws.org)

<http://www.helpingpaws.org/>

▶physical impairments other than vision or hearing

**International Association of Assistance Dog Partners**

Information and Advocacy Center  
38691 Filly Drive  
Sterling Heights, MI 48310  
Toll Free: (586)826-3938

<http://www.iaadp.org>

### **International Guide Dog Federation (IGDF)**

Hillfields  
Burghfield Common  
Reading, UK, RG7 3-YG  
[info@igdf.org.uk](mailto:info@igdf.org.uk)  
<http://www.igdf.org.uk>

►Specialization: IGDF is comprised of 70+ organizations around the world that provide guide dog training to assist people with vision impairments

### **K-9 Service Dogs of New Jersey**

144 N. Beverwyck Rd., Suite #145  
Lake Hiawatha, NJ 07034  
Direct: (201)335-7144  
[webmaster@k9man.com](mailto:webmaster@k9man.com)  
<http://www.k9man.com/>

►Specialization: hearing impairments; mobility impairments; hand impairments

### **Kansas Specialty Dog Service**

124 West 7th  
PO Box 216  
Washington, KS 66968  
Direct: (785)325-2256  
Fax: (785)325-2258  
[ksds@ksds.org](mailto:ksds@ksds.org)  
<http://www.ksds.org>

►Specialization: physical impairments

### **Leader Dogs for the Blind, Inc.**

1039 South Rochester Rd.  
Rochester, MI 48307-3115  
Toll Free: (888)777-5332  
Direct: (248)651-9011  
Fax: (248)651-5812  
[leaderdog@leaderdog.org](mailto:leaderdog@leaderdog.org)  
<http://www.leaderdog.org>

►Specialization: vision impairments

### **Liberty Assistance Dogs, Inc.**

4981 County Rd. 220  
Kingdom City, MO 65262  
Direct: (573)642-4237  
[helpdesk@coin.org](mailto:helpdesk@coin.org)  
<http://www.coin.org/sites/libdog/>

►Specialization: hearing impairments

**Lonestar Assistance Dog Service**

PO Box 1528

Azle, TX

Direct: (817)270-5237

<http://www.ladsdogs.org>

**Loving Paws Assistance Dogs**

P.O. Box 2323

Cody, WY 82414

Direct: (307)587-9610

<http://www.lovingpaws.com>

►Specialization: training dogs to assist children with physical impairments

**Midwest Assistance Dogs, Inc.**

P.O. Box 1891

South Bend, IN 46634

Direct: (574)272-7677

<http://www.midwestassistancedogs.org>

**National Education for Assistance Dogs Services**

PO Box 213

West Boylston, MA 01583

Direct: (978)422-9064

[info@neads.org](mailto:info@neads.org)

<http://www.neads.org>

►Specialization: hearing impairments; physical impairments

**New Horizons Service Dogs**

1590 Laurel Park Ct.

Orange City, FL 32763

Direct: (904)456-0408

e-mail: [NewHorizons@cfl.rr.com](mailto:NewHorizons@cfl.rr.com)

<http://www.geocities.com/newhorizonsservicedogs/>

►Specialization: mobility impairments

**Paws With A Cause**

4646 South Division

Wayland, MI 49348

Toll Free: (800)253-7297

Direct: (616)877-7297

Fax: (616)877-0248

[paws@pawswithacause.org](mailto:paws@pawswithacause.org)

<http://www.pawswithacause.org/>

**Pilot Dogs, Inc.**

625 W. Town St.

Columbus, OH 43215-4496

Direct: (614)221-6367

Fax: (614)221-1577

<http://www.pilotdogs.org>

▶Specialization: vision impairments

### **Seeing Eye, The**

P.O. Box 375

Morristown, NJ 09763

Direct: (973)539-4425

Fax: (973)539-0922

[info@seeingeeye.org](mailto:info@seeingeeye.org)

<http://www.seeingeeye.org>

▶The Seeing Eye, Inc., is the oldest existing dog guide school in the world. Twelve times a year, as many as 24 students at a time visit the Morristown, N.J., campus to discover the exhilarating experience of traveling with a Seeing Eye dog.

### **Southeastern Guide Dogs, Inc.**

4210 77th St. East

Palmetto, FL 34221

Direct: (941)729-5665

Fax: (941)729-6646

[info@guidedogs.org](mailto:info@guidedogs.org)

<http://www.guidedogs.org>

▶Specialization: vision impairments

### **Southeastern Guide Dogs, Inc. - Georgia Outreach**

1535 Lake Paradise Rd.

Villa Rica, GA 30180

Direct: (770)459-2051

Fax: (770)459-5124

[info@guidedogs.org](mailto:info@guidedogs.org)

<http://www.guidedogs.org>

▶Specialization: vision impairments

### **Southeastern Guide Dogs, Inc. - North Carolina Outreach Program**

11 Union Street South, Suite 210

Concord, NC 28026

Direct: (704)721-5000

[www.guidedogs.org](http://www.guidedogs.org)

<http://www.guidedogs.org>

▶Specialization: vision impairments

### **Susquehanna Service Dogs**

3700 Vartan Way

717-541-9620

Harrisburg, PA 17110  
Direct: (717)541-9620  
Fax: (717)564-8706  
<http://www.keystonehumanservices.org/ssd/ssd.php>

**Texas Hearing & Service Dogs**

4803 Rutherglen  
Austin, TX 78749  
Toll Free: (877)839-3647  
Direct: (512)891-9090  
[sheri@servicedogs.org](mailto:sheri@servicedogs.org)  
<http://www.servicedogs.org>  
▶Specialization: physical impairments; hearing impairments

**Upstate Guide Dogs**

41 West Main Street, Suite 3  
Honeoye Falls, NY 14472  
(585) 624-1074  
[webmaster@ugda.org](mailto:webmaster@ugda.org)  
<http://www.ugda.org>  
▶Specialization: vision impairments

**Wisconsin Academy of Graduate Service Dogs, Inc.**

6630 Lake Rd., Suite 108  
Windsor, WI 53598  
Direct: (608)846-2144  
[info@wags.net](mailto:info@wags.net)  
<http://www.wags.net>  
▶Specialization: physical impairments

**AUTISM DOG RESOURCES**

**Autism Service Dogs of America**

4248 Galewood St.  
Lake Oswego, OR 97035  
[info@autismservicedogsofamerica.com](mailto:info@autismservicedogsofamerica.com)  
<http://www.autismservicedogsofamerica.com>  
▶Specialization: children with autism

**Blessings Unleashed**

P.O. Box 1743  
Glasgow, KY 42142-1743  
(270) 678-5908  
[dana@blessingsunleashed.org](mailto:dana@blessingsunleashed.org)  
<http://www.blessingsunleashed.org>  
▶Specialization: children with autism

**Compassionate Paws, Inc.**

W7064 Bighorn Lake

Wautoma, WI 54982

(920) 787-1467

[Hattie\\_cpi@centurytel.net](mailto:Hattie_cpi@centurytel.net)

<http://www.compassionatepaws.com>

## APPENDIX B

U.S. Department of Justice  
Civil Rights Division  
*Disability Rights Section*



# COMMONLY ASKED QUESTIONS ABOUT SERVICE ANIMALS IN PLACES OF BUSINESS

### 1. Q: What are the laws that apply to my business?

A: Under the Americans with Disabilities Act (ADA), privately owned businesses that serve the public, such as restaurants, hotels, retail stores, taxicabs, theaters, concert halls, and sports facilities, are prohibited from discriminating against individuals with disabilities. The ADA requires these businesses to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed.

### 2. Q: What is a service animal?

A: The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

Service animals perform some of the functions and tasks that the individual with a disability cannot perform for him or herself. Guide dogs are one type of service animal, used by some individuals who are blind. This is the type of service animal with which most people are familiar. But there are service animals that assist persons with other kinds of disabilities in their day-to-day activities. Some examples include:

- \_ Alerting persons with hearing impairments to sounds.
- \_ Pulling wheelchairs or carrying and picking up things for persons with mobility impairments.
- \_ Assisting persons with mobility impairments with balance.

A service animal is not a pet.

### 3. Q: How can I tell if an animal is really a service animal and not just a pet?

A: Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. If you are not certain that an animal is a service animal, you may ask the person who has the animal if it is a service animal required because of a disability. However, an individual who is going to a restaurant or theater is not likely to be carrying documentation of his or her medical condition or disability. Therefore, such documentation generally may not be required as a condition for providing service to an individual accompanied by a service animal. Although a number of states have programs to certify service animals, you may not insist on proof of

state certification before permitting the service animal to accompany the person with a disability.

**4. Q: What must I do when an individual with a service animal comes to my business?**

A: The service animal must be permitted to accompany the individual with a disability to all areas of the facility where customers are normally allowed to go. An individual with a service animal may not be segregated from other customers.

**5. Q: I have always had a clearly posted "no pets" policy at my establishment. Do I still have to allow service animals in?**

A: Yes. A service animal is not a pet. The ADA requires you to modify your "no pets" policy to allow the use of a service animal by a person with a disability. This does not mean you must abandon your "no pets" policy altogether but simply that you must make an exception to your general rule for service animals.

**6. Q: My county health department has told me that only a guide dog has to be admitted. If I follow those regulations, am I violating the ADA?**

A: Yes, if you refuse to admit any other type of service animal on the basis of local health department regulations or other state or local laws. The ADA provides greater protection for individuals with disabilities and so it takes priority over the local or state laws or regulations.

**7. Q: Can I charge a maintenance or cleaning fee for customers who bring service animals into my business?**

A: No. Neither a deposit nor a surcharge may be imposed on an individual with a disability as a condition to allowing a service animal to accompany the individual with a disability, even if deposits are routinely required for pets. However, a public accommodation may charge its customers with disabilities if a service animal causes damage so long as it is the regular practice of the entity to charge non-disabled customers for the same types of damages. For example, a hotel can charge a guest with a disability for the cost of repairing or cleaning furniture damaged by a service animal if it is the hotel's policy to charge when non-disabled guests cause such damage.

**8. Q: I operate a private taxicab and I don't want animals in my taxi; they smell, shed hair and sometimes have "accidents." Am I violating the ADA if I refuse to pick up someone with a service animal?**

A: Yes. Taxicab companies may not refuse to provide services to individuals with disabilities. Private taxicab companies are also prohibited from charging higher fares or fees for transporting individuals with disabilities and their service animals than they charge to other persons for the same or equivalent service.

**9. Q: Am I responsible for the animal while the person with a disability is in my business?**

A: No. The care or supervision of a service animal is solely the responsibility of his or her owner. You are not required to provide care or food or a special location for the animal.

**10. Q: What if a service animal barks or growls at other people, or otherwise acts out of control?**

A: You may exclude any animal, including a service animal, from your facility when that animal's behavior poses a

direct threat to the health or safety of others. For example, any service animal that displays vicious behavior towards other guests or customers may be excluded. You may not make assumptions, however, about how a particular animal is likely to behave based on your past experience with other animals. Each situation must be considered individually.

Although a public accommodation may exclude any service animal that is out of control, it should give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises.

**11. Q: Can I exclude an animal that doesn't really seem dangerous but is disruptive to my business?**

A: There may be a few circumstances when a public accommodation is not required to accommodate a service animal--that is, when doing so would result in a fundamental alteration to the nature of the business. Generally, this is not likely to occur in restaurants, hotels, retail stores, theaters, concert halls, and sports facilities. But when it does, for example, when a dog barks during a movie, the animal can be excluded.

If you have further questions about service animals or other requirements of the ADA, you may call the U.S. Department of Justice's toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TDD).

July 1996

Reproduction of this document is encouraged.

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**SOURCE:** <http://www.ada.gov/qasrvc.htm>

## APPENDIX C

U.S. Department of Justice  
Civil Rights Division  
*Disability Rights Section*



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### Americans with Disabilities Act

## ADA Business BRIEF: Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

Under the Americans with Disabilities Act (ADA), businesses and organizations that serve the public must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to all businesses open to the public, including restaurants, hotels, taxis and shuttles, grocery and department stores, hospitals and medical offices, theaters, health clubs, parks, and zoos.



**Caption: Businesses that serve the public must allow people with disabilities to enter with their service animal.**

- Businesses may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.
- People with disabilities who use service animals cannot be charged extra fees, isolated from other patrons, or treated less favorably than other patrons. However, if a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may be charged for damage caused by his or her service animal.
- A person with a disability cannot be asked to remove his service animal from the premises unless: (1) the animal is out of control and the animal's owner does not take effective action to control it (for example, a dog that barks repeatedly during a movie) or (2) the animal poses a direct threat to the health or safety of others.
- In these cases, the business should give the person with the disability the option to obtain goods and services without having the animal on the premises.
- Businesses that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.
- A business is not required to provide care or food for a service animal or provide a special location for it to relieve itself.
- Allergies and fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.
- Violators of the ADA can be required to pay money damages and penalties.



**Caption: Service animals are individually trained to perform tasks for people with disabilities.**

If you have additional questions concerning the ADA and service animals, please call the Department's ADA Information Line at (800) 514-0301 (voice) or (800) 514-0383 (TTY) or visit the ADA Business Connection at [ada.gov](http://ada.gov).

Duplication is encouraged. April 2002