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January 14, 2016

To Whom It May Concern:

Mrs. Linda Drattell was placed with a Hearing Dog "Tugboat" by the San Francisco SPCA Hearing Dog Program in 2006. The SF SPCA Hearing Dog Program is certified by Assistance Dogs International to place hearing or signal dogs with Deaf and Hard of Hearing clients.

"Tugboat", a Corgi mix, was trained by our program to alert Mrs. Drattell to important sounds such as doorbell/door knock, fire alarm, timer, alarm clock and phone. Additionally Hearing Dogs generally provide an enhanced sense of awareness of one's surroundings and personal security for their Deaf/Hard-of-Hearing guardians.

Here is general information about people with disabilities and Assistance Dogs as defined by the U.K. Disability Discrimination Act (DDA) & the successor Equality Act for your information: <http://www.equalityhumanrights.com/your-rights/equal-rights/disability-discrimination>

The U.K. Disability Discrimination Act 1995 (DDA) & the Equality Act (2010) say that anyone who provides services, goods or facilities to the public cannot refuse to provide their service to a disabled person for a reason relating to that person's disability. Nor can service providers use a person's disability as a reason to provide them with a lower standard of service than it offers to other people or a service on worse terms. Doing any of these things is likely to give rise to a disability discrimination claim.

The Act also requires a service provider to make reasonable adjustments to any practice, policy or procedure which makes it impossible or unreasonably difficult for a disabled person to make use of the goods, facilities or services in question. This may mean not enforcing a "no dogs" policy in respect of Assistance Dogs or amending a "no pets" policy to ensure that Assistance Dogs are not refused access. Because Assistance Dog owners rely on their dogs to get around safely, refusing to allow an Assistance Dog on to the premises means refusing to provide a service to the owner for a reason relating to their disability.

I hope that this information is helpful. Please feel free to contact me directly should you have any questions or concerns at (415) 554-3099 or [hearingdog@sfsPCA.org](mailto:hearingdog@sfsPCA.org)

Sincerely,

Tiffany Pruitt

Hearing Dog Program Administrator