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Survey:

Policies regarding service animals in retail stores

BENCHMARKING RESULTS

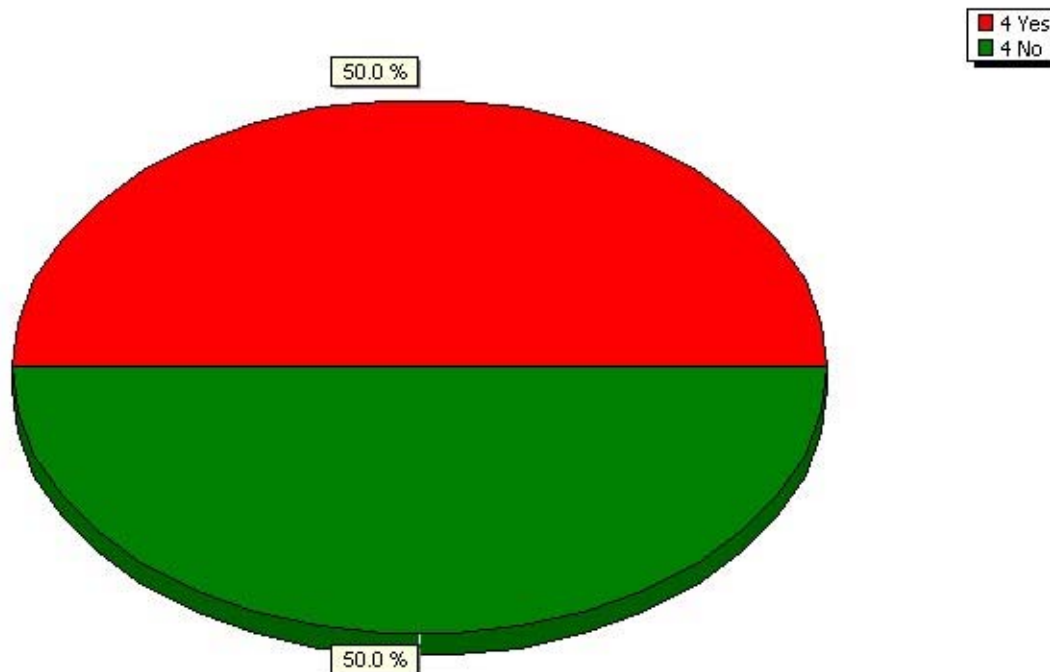
Policies regarding service animals in retail stores

Members expressed an interest in conducting a benchmarking survey based on the in store policies regarding service animals to help them better understand how their policies align with the industry. This report contains a detailed, statistical analysis of the results of the survey. The analysis and results include answers from all respondents. The results are anonymous. Note: If any questions allowed respondents to select from "all that apply" the sum will not equal 100%

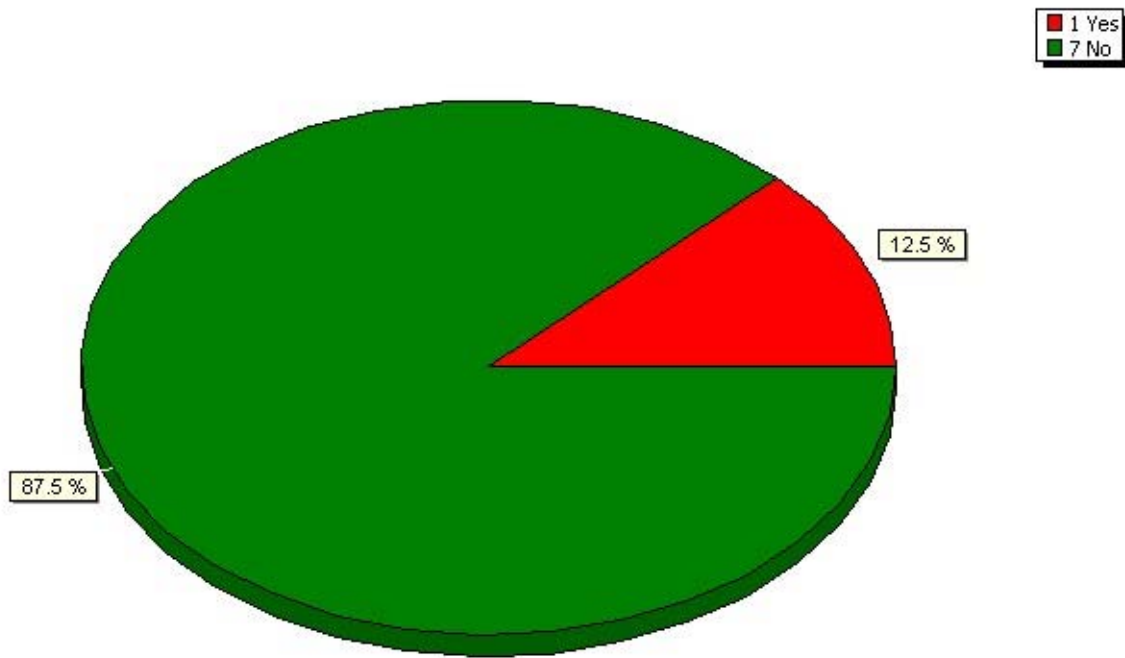
Author: LGerlach

Responses Received: 8

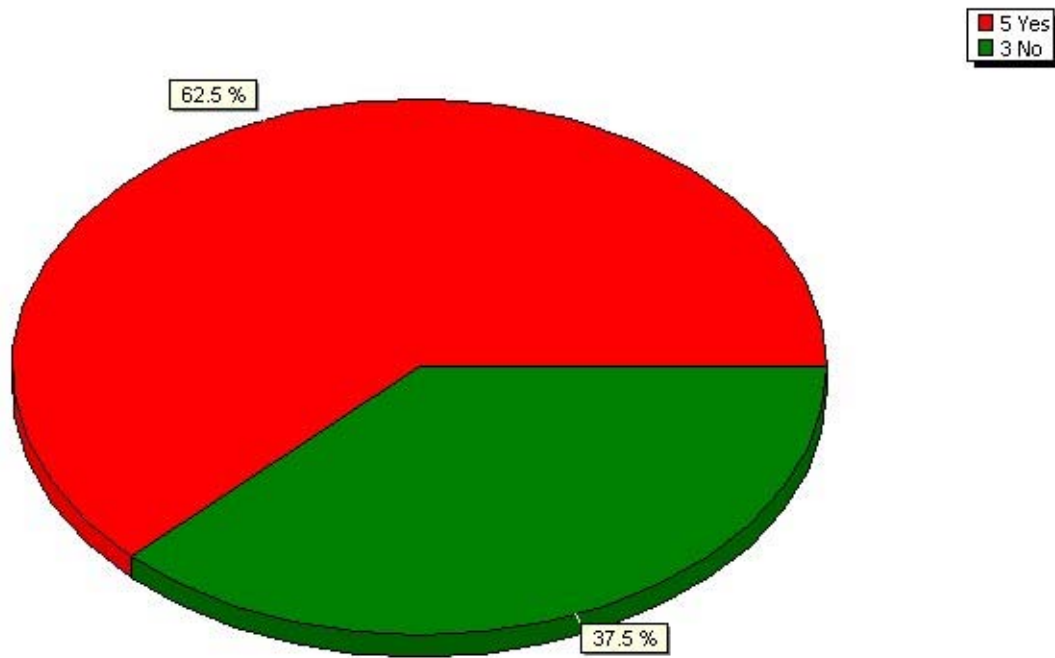
1) Does your new-hire training program include training on policies regarding customers using service animals in your stores?



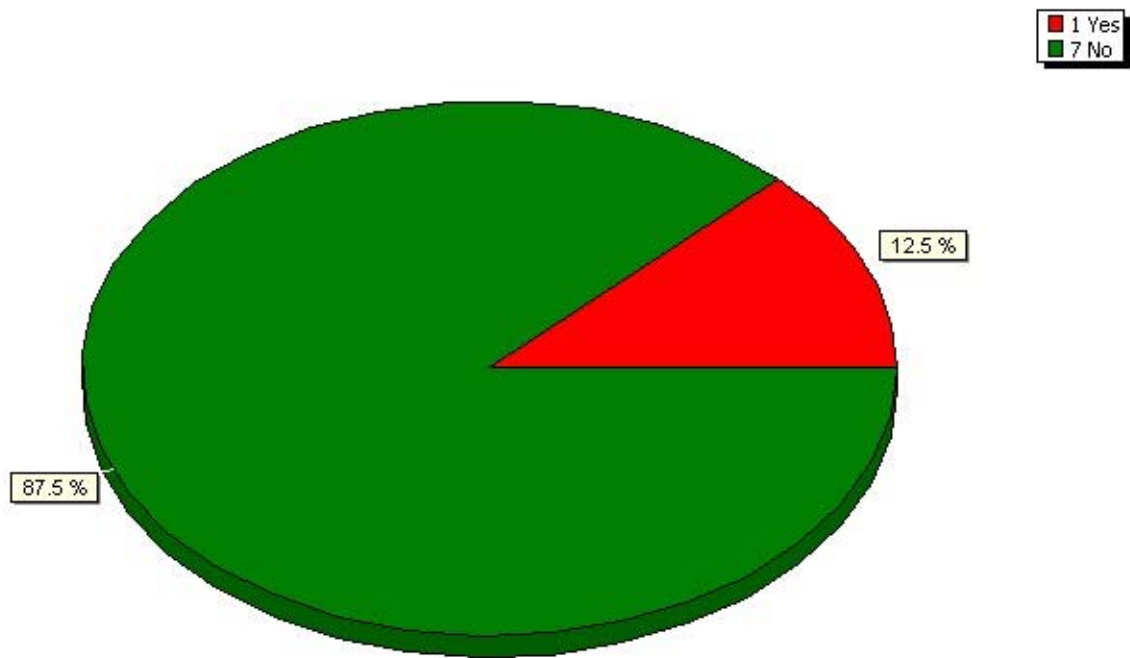
2) Does your training department utilize posters to educate store staff on interaction with customers who use service animals?



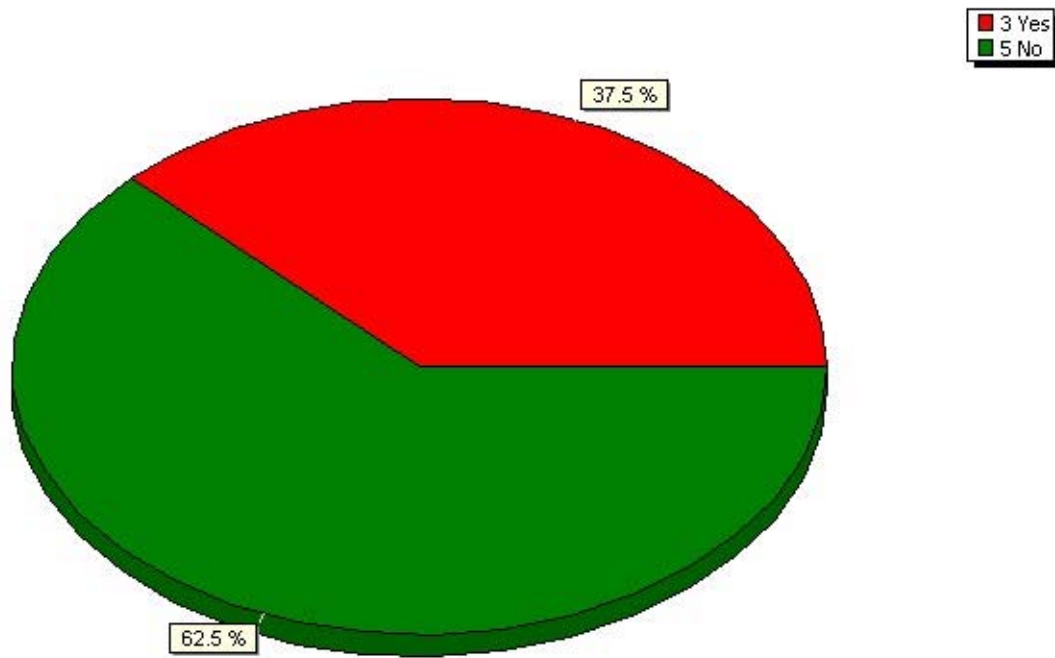
3) Is food part of your merchandise mix?



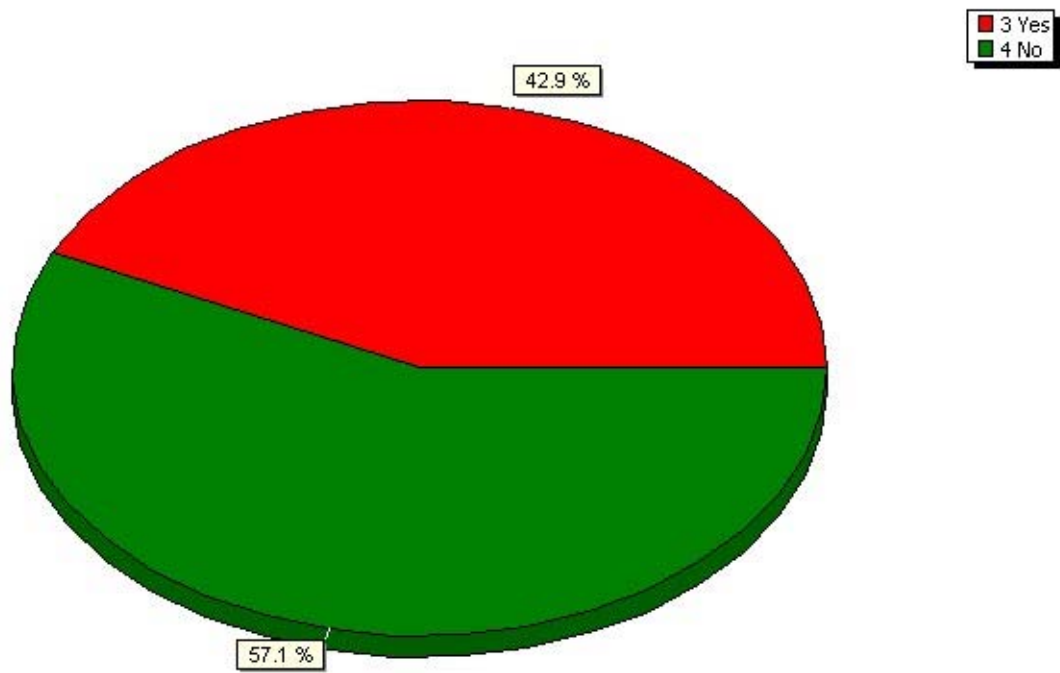
4) Is there any additional training at the store level, after the initial new-hire period, to reinforce store policies regarding customers with service animals?



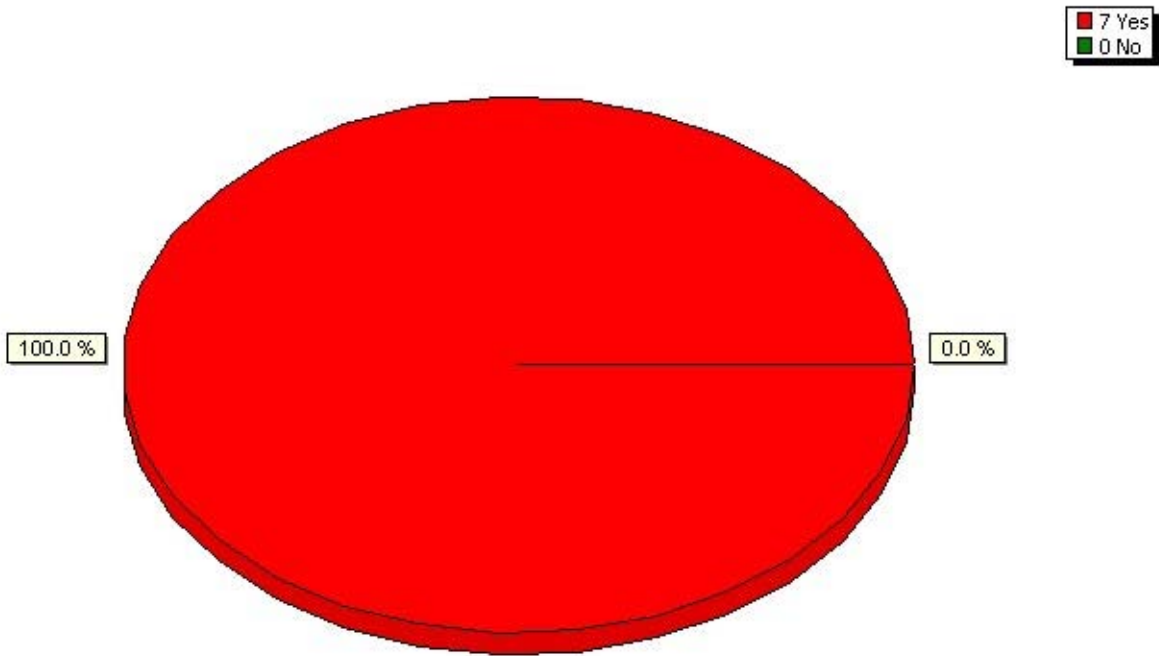
5) Do you train your store staff on ADA compliance?



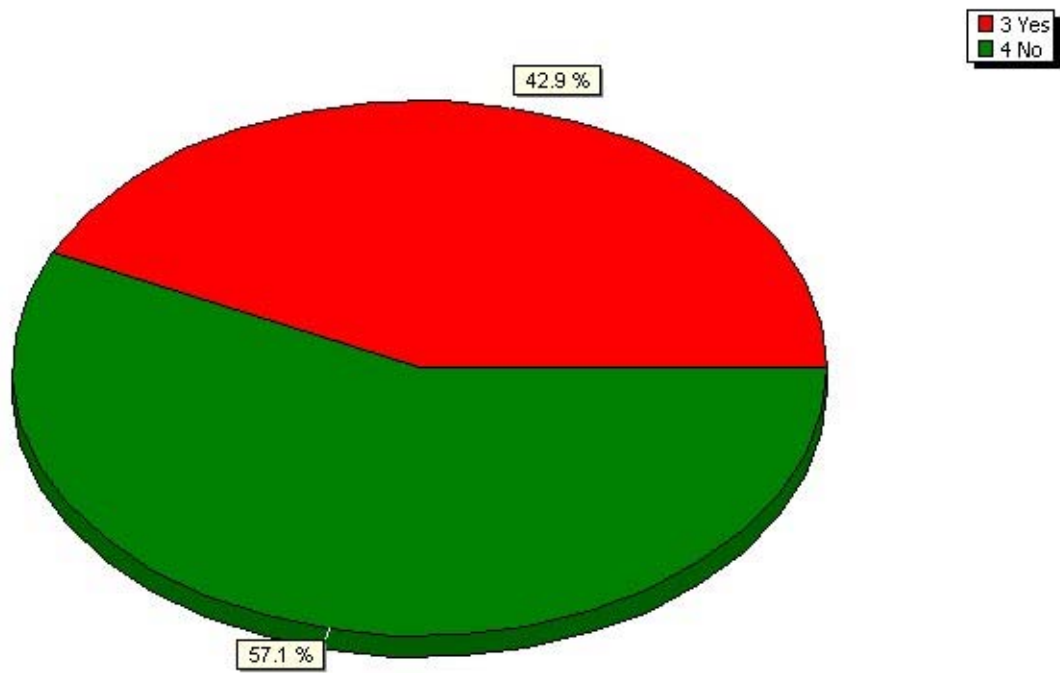
6) If you do train store staff on ADA compliance, does the training include the topic of customers with service animals?



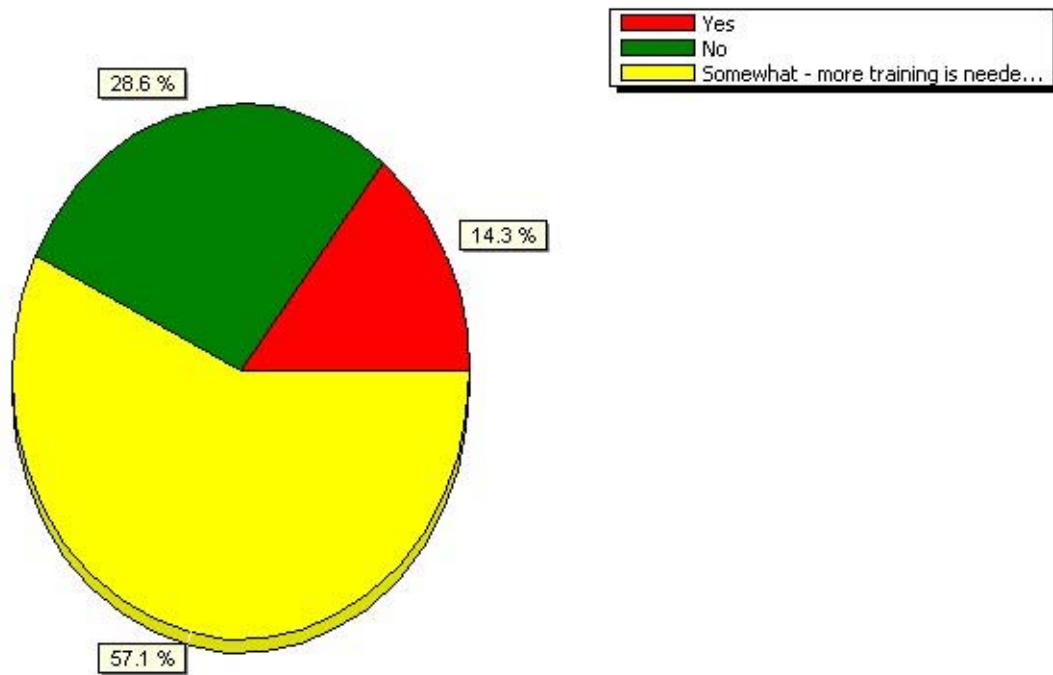
7) Does your store staff training include training on diversity and discrimination?



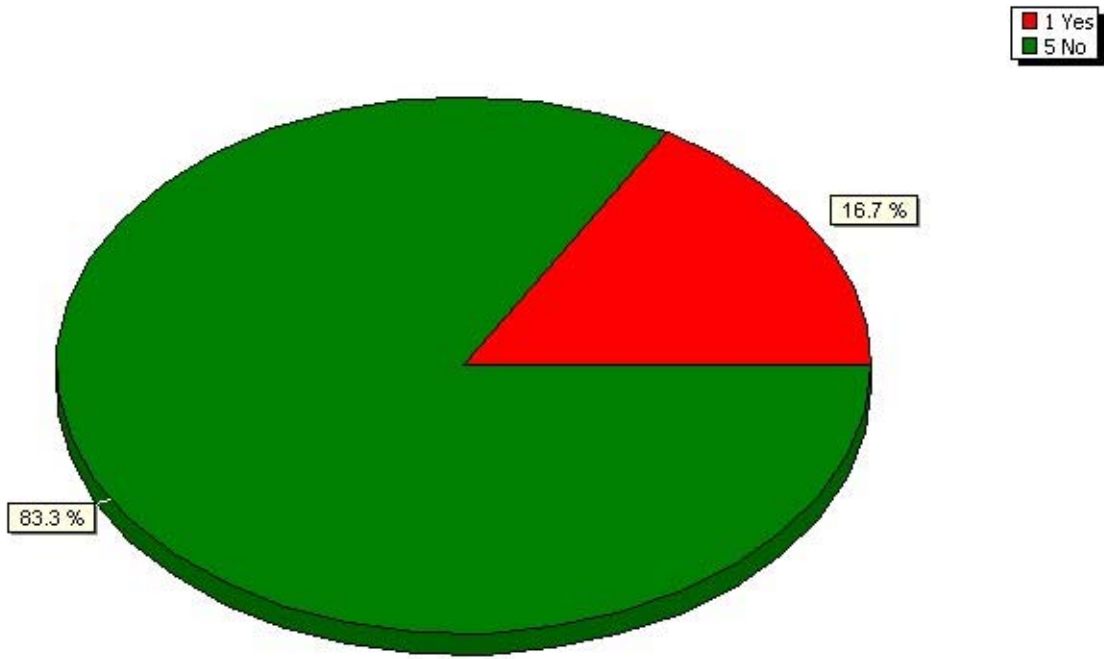
8) If you do train store staff on diversity and discrimination, does this training include the topic of customers with service animals?



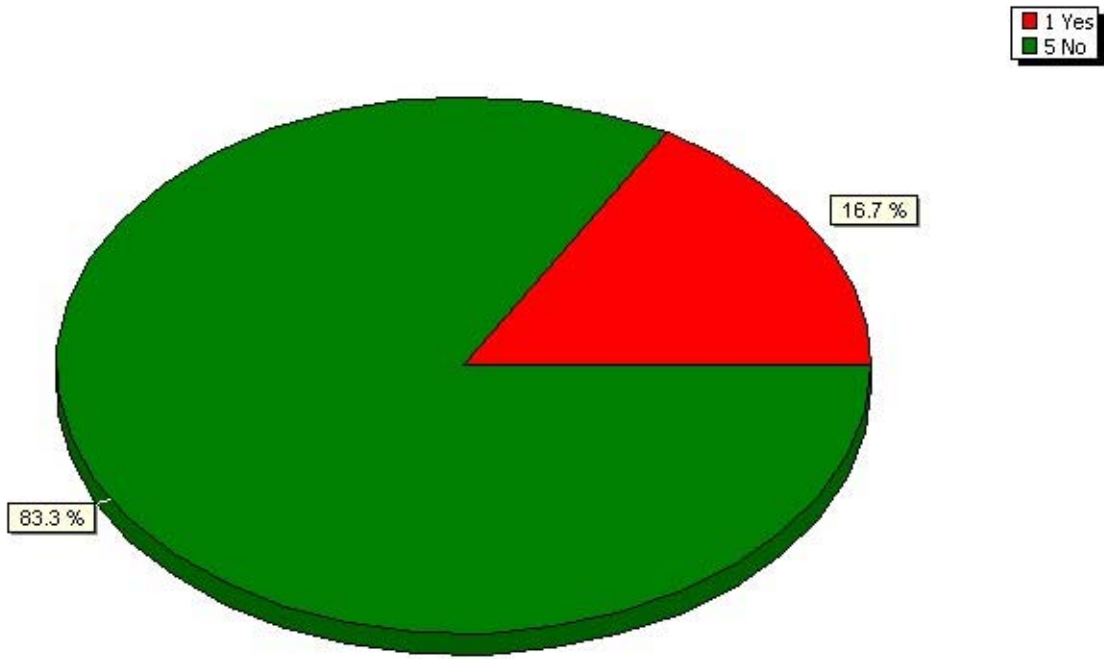
9) Do you think your store staff is adequately trained on how to interact with customers with service animals?



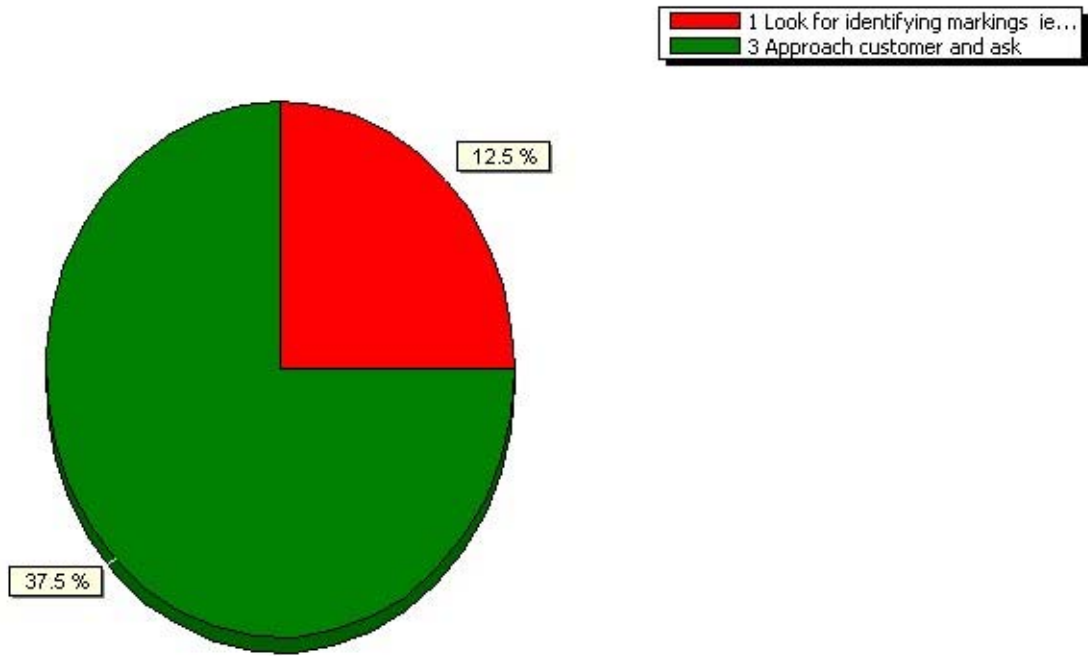
10) If your store staff training does include training on the topic of customers with service animals, do you instruct your staff to approach customers with animals that are not marked as service animals to inquire if, in fact, they are service animals?



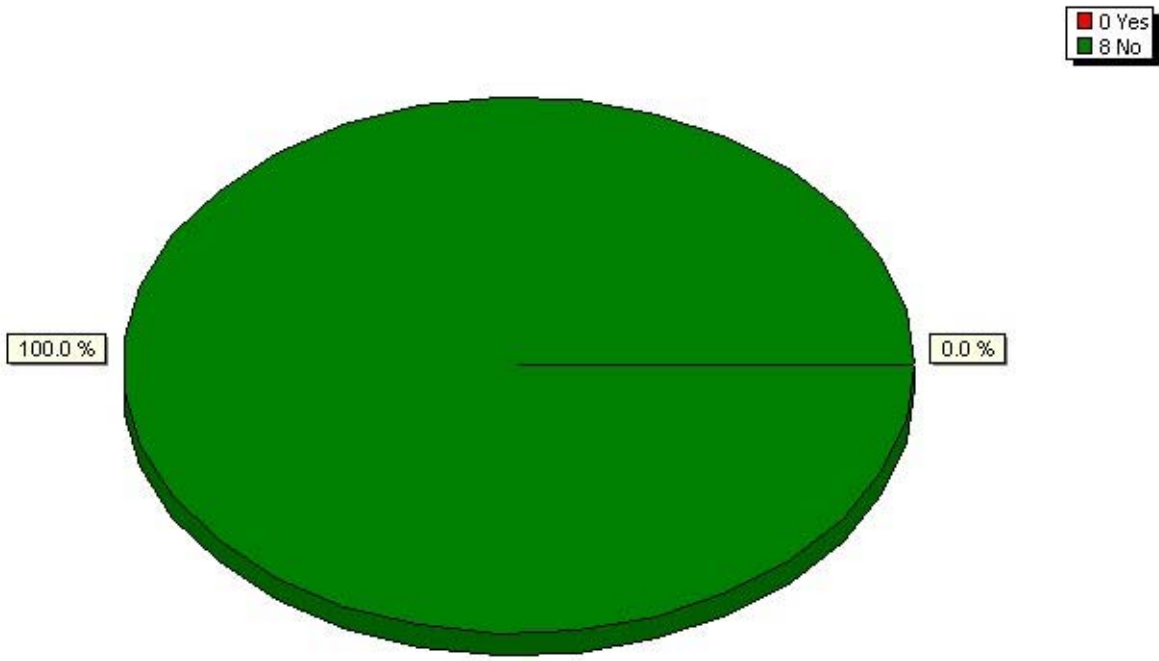
11) Do you train your store staff to determine whether an animal is a bona fide service animal versus a pet or comfort animal?



12) If you have your store staff determine if an animal is a service animal and not a pet or comfort animal, how do you train them to determine this?



13) If the customer states this animal provides a service, do you train your store staff to inquire further?



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