



Service Animal Policy

Introduction

Winn-Dixie is committed to making reasonable modifications to its policies, practices, and procedures to permit the use of service animals in its stores by individuals with disabilities. Service animals play an important role in ensuring the independence of people with disabilities.

Policy

Winn-Dixie's policy is to welcome into our facilities any animal that is individually trained to assist a person with a disability.

- In the event that a service animal's behavior poses a direct threat to the health or safety of others, Winn-Dixie has the right to exclude the animal from its facility at that time, but may not refuse service to that individual with a disability when he or she is not accompanied by a service animal.
 - Winn-Dixie will not exclude a particular animal on a separate occasion based on past experience of that animal's behavior. Each situation will be considered individually.
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Employee Requirements with Regard to Service Animals

Most of the time, people with disabilities who use service animals may be easily identified without any need for questioning. If you can tell by looking or know from past contacts, you should not make a person feel unwelcome by asking questions. If you are unsure whether an animal meets the definition of a service animal, alert the Manager on Duty (MOD).

The MOD is only allowed to ask the individual accompanied by an animal one question:

“Is the animal required because of a disability?”

Once a customer with a service animal has answered the question posed by the MOD, no employee may ask the customer any further questions about his or her service animal.

CAUTION: Do NOT ask a customer:

- *Questions about his or her disability.*
- *To show certification or a special ID card as proof of their animal's training.*
- *With a service animal to meet any other requirements.*

You must permit service animals to accompany customers with disabilities to all areas of the store normally used by customers.

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Service Animal Policy, Continued

Definitions

Winn-Dixie defines key terms as follows:

Service Animal – Service animals are individually trained to work or perform tasks for individuals with disabilities.

- Service animals are not always a specific breed of dog; other breeds or other animals may assist people with disabilities.
 - Service animals may be trained either by an organization or by an individual with a disability, and need not be certified or licensed.
 - Service Animals do not always have a harness, a sign, or a symbol indicating that they are service animals.
 - A service animal is not a pet. Service animals assist people with disabilities in many different ways, such as:
 - Guiding people who are blind or have low vision and retrieving dropped objects for them
 - Alerting people who are deaf or hard of hearing to sounds and the presence of others
 - Carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands or arms, limited use of their legs, or limited ability to bend or stoop;
 - Pulling wheelchairs;
 - Alerting people with disabilities to the onset of seizures, protecting them and cushioning them if they fall, reviving them, and performing other tasks that reduce the risk of seizure-related injury, and
 - Providing physical support and assisting people with physical disabilities with stability and balance.
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Publication date

This policy was published in the Winn-Dixie SOP Manual on January 20, 2006.

Who is affected

All Winn-Dixie Associates must comply with this policy.

Consequences of violations

Violations of this policy may result in disciplinary action up to and including termination.

Contact

For more information on this policy, contact the Human Resources Department.
