

SERVICE ANIMALS & GROCERY STORES

Local Health Department regulations prohibit animals from being brought into grocery stores. Service animals are an obvious and reasonable exception to this prohibition. Oliver's Market does not allow pets or other animals into our stores, unless they are working service animals that accompany a person with a disability. Service animals may accompany persons with disabilities in all areas of our stores where customers are normally allowed, including our salad and hot food bars. Service animals are not required to wear a vest or identifying harness while assisting their owner, however the animal must be under their owner's care and control at all times while in our stores.

COMMUNICATING CONCERNS REGARDING SERVICE ANIMALS

Immediate concerns regarding service animals in the store should be referred to the Store Director or manager on duty. Just ask any employee to connect you with the right person.

For general concerns regarding this policy, please contact our Business Office:

Oliver's Markets
1721 Ditty Avenue
Santa Rosa, CA 95403
707-285-2550

Oliver's Market - Business Office
1721 Ditty Avenue
Santa Rosa, CA 95403

Oliver's Market - Cotati
546 East Cotati Avenue
Cotati, CA 94931

Oliver's Market - Montecito
560 Montecito Center
Santa Rosa, CA 95409

Oliver's Market - Stony Point
461 Stony Point Road
Santa Rosa, CA 95401

Oliver's Market - Windsor
9230 Old Redwood Highway
Windsor, CA 95492

Oliver's
Real Food. Real People.®

Visit us Online at:
www.oliversmarket.com

Oliver's Market SERVICE ANIMAL POLICY

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SUPPORTING OUR CUSTOMERS WITH DISABILITIES

At Oliver's Markets we are committed to supporting people with disabilities. Service animals play an essential role in the lives of many disabled people, and we welcome service animals that are trained to do work or perform specific tasks for their disabled owners. This brochure is intended to explain our policies and procedures regarding the use of service animals while shopping at our stores.

SERVICE ANIMALS VS. EMOTIONAL SUPPORT ANIMALS

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities (*Title II and Title III of the ADA*). There are no restrictions on breeds that may be used as service animals. Other animals, including other dogs, whose sole function is to provide comfort or emotional support, are not allowed in our stores. As such rats, snakes, birds, cats, and any other species of animals are also prohibited from our stores.

CARE AND CONTROL OF SERVICE ANIMALS

Because our stores are open to the public and therefore subject to Health Department regulations, we expect owners of service animals to exercise responsible care and control of their animal while shopping in our stores. Service animals may not be placed in shopping carts or baskets under any circumstances. Service animals may be carried or placed on the floor with a harness, leash or tether provided that these devices do not interfere with the animal's work or if the nature of the individual's disability prevents the use of such devices. In cases where such a device is unable to be used, the animal must be controlled through voice, signals or other effective measures. Service animals are not allowed to eat, damage, or contaminate products being sold in our stores while assisting their owner. Service animals may not engage in aggressive behavior or bark excessively while in our stores. Only housebroken service animals will be permitted in our stores.

CALIFORNIA REGULATIONS ON SERVICE ANIMALS

- CA Food & Agriculture Code § 30850
- CA Health & Safety Code § 114259.5
- CA Penal Code § 365.7



CONCERNS OF OUR NON-DISABLED CUSTOMERS

Many of our non-disabled customers have expressed concerns regarding food safety, allergies, and fear of dogs when talking to us about the presence of service animals in our stores. These are valid concerns; However, our policy is not to refuse or remove a service animal for these reasons out of respect for the legally protected benefits that service animals provide to our customers with disabilities.

REFUSING OR REMOVING ACCESS OF SERVICE ANIMALS

Oliver's Market reserves the right to ask any individual to remove their service animal if any of our policies regarding service animals are not followed. When, in our estimation, there is a legitimate reason to ask that a service animal be removed from the store, we will gladly assist any customer with a disability to obtain the goods or services they came to the store to get without the animal's presence.