

# Help build a more accessible tomorrow

Become a service dog friendly business with SAFEcert training and certification

Scroll to learn more



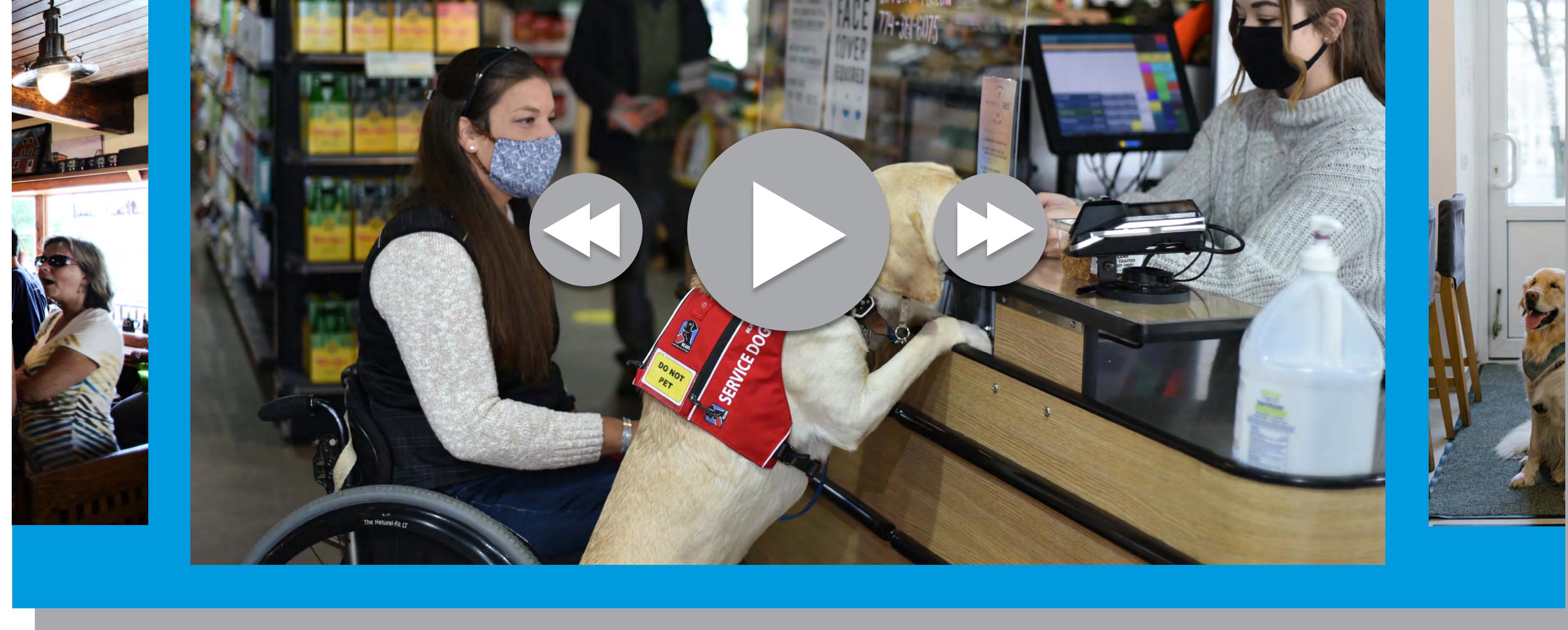
The ADA defines service animals as “dogs that are individually trained to do work or perform tasks for people with disabilities” (ADA). Service dogs are permitted to accompany their owners, also called handlers, to all areas where members of the public are allowed to go. You can learn more about the specifics of the ADA’s service animal laws at [https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm)

**As a business owner, it is your job to learn about service dog laws and ensure that you abide by them, including knowing what questions you can ask a handler and when you may or may not remove a service dog from your space.**

With SAFEcert’s service dog friendliness training program, we do the research to provide you with an online curriculum covering both federal and state laws. Working with business owners and upper management, we can customise our curriculum to fit into existing onboarding programs and allow different types of training depending on the employee, whether they are customer-facing or not, a new higher or a longterm employee.

## Our Curriculum

SAFEcert’s online training program covers not only service animal laws, but also provides employees with practice in responding to difficult situations and patrons. Our curriculum consists of informational readings and videos, along with situational videos and questions. The training ends with a short quiz asking employees to think through how they should respond to handlers and patrons. Once all employees have completed their online trainings, a volunteer tester will assess the business as a real service animal trainer or handler and certify the business for the year. Once a business is certified, we continue working with owners or upper management to make sure their training program fits their current needs, while monitoring service dog friendliness ratings and reevaluating certification every year. You can watch our training videos for free (for individual use) below.



## About Us

### Our Mission

Creating safe spaces for service animal trainers to conduct public access training for their dogs without malicious and/or ignorant harassment.

### Our Story



Many service animal trainers face distrust and harassment from other people who don't understand the concept of service animals. We spoke to a self-trainer (a person with a disability that trains their own service animal to meet their needs) who was confronted by a restaurant employee who refused to believe that our stakeholder's dog was a service animal because they weren't the typical breed used.

Through hearing more stories like these, of people who don't know about service animals making trainers' jobs and daily lives more difficult, we realized there was a big need for public education. However, we noticed that while service animal trainers want an increase in public awareness and understanding of service animals, many of them, specially self-trainers, put more value on discretion and privacy. Some might be willing to expose themselves to the public to educate their peers, but most prefer not to bring attention to themselves or their dogs, especially while they are working.



SAFEcert was founded by 5 Olin students with a passion. A passion for animals and a passion for people. Myles, Sydney, Jack, Ben, and Gabby found that service animals and other working dogs were a good intersection of these two passions. And so, they went to work figuring out what they could design to serve service animal trainers everywhere, be they volunteer or paid, or organization-affiliated or self-taught.



From the fruits of that labor, SAFEcert was born. SAFEcert, which stands for Service Animal Friendliness Education certification, is a national organization dedicated to creating a safer space for all service animal trainers and handlers, and promoting public education and normalization around service animals. We operate 53 chapters across all 50 states, with our headquarters located in Needham,

**[Visit one of our many offices and join us in creating a more accessible tomorrow.](#)**

## How To Get Involved



Spread the Word

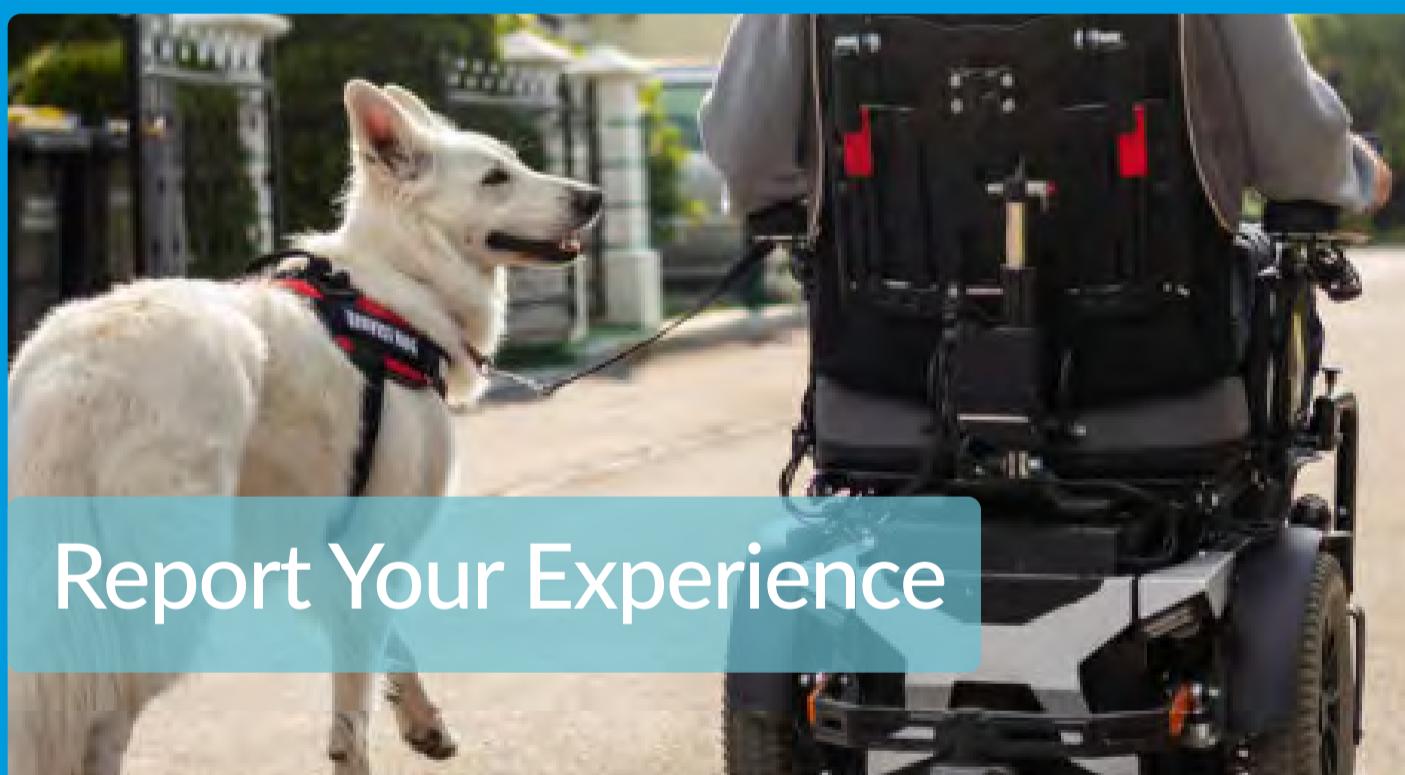
Help us spread the word about SAFEcert! Tell your friends and local businesses about the benefits of partnering with SAFEcert!

Own a retailer? Apply to get your  
SAFEcert Certification!

- Fill out our form
- Train your employees
- Get your certification



Apply for Certification



Report Your Experience

Are you a handler or trainer that had a particularly good or bad experience at a SAFEcert certified business?

Report your experience here!

Are you a trainer or handler who wants to be more involved?

Apply to test local businesses to receive their certification!



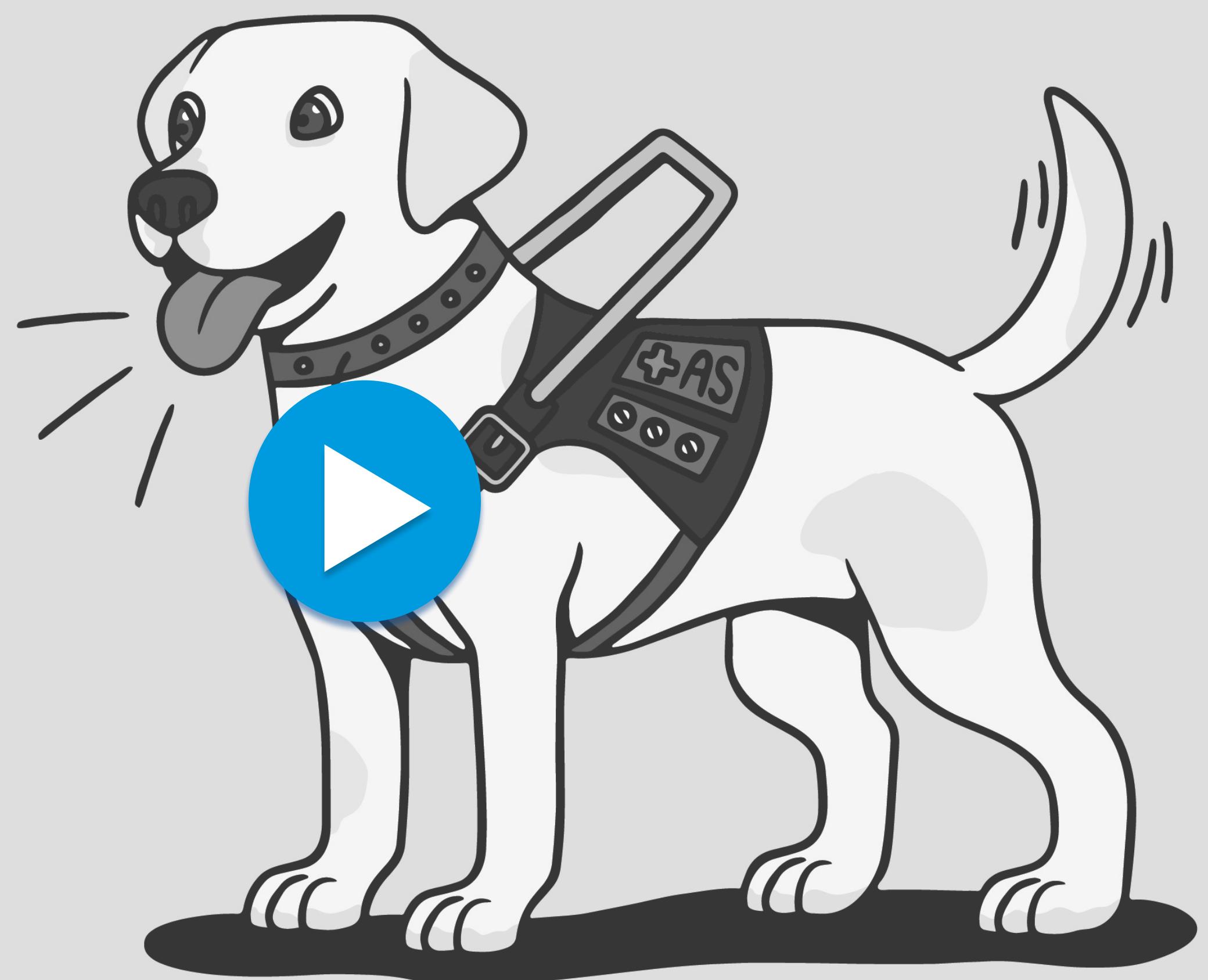
Test Local Businesses

[Back](#)

## Module 1.1: What are Service Dogs?

[Next](#)

What are working dogs? Why are they important and what types are there?



[Back](#)

## Module 2.1: How to respond to a problematic patron

[Next](#)

What to do  
in a conflict  
between a  
**trainer** and  
another  
patron...



[Back](#)

## Module 1 Quiz: Question 1 of 10

[Next](#)

**What animals are officially considered service animals in Massachusetts?**  
(Select all that apply)



Dogs



Birds



Miniature Horses



Any trained animal