

THE WELLNESS CLINIC AT LIFEQUEST POLICIES

Policies are for the benefit of our clients and staff. Our goal is to operate a fun and safe facility where our clients' health is our main priority. Please read the COVID-19 client safety protocol in addition to the policies.

As an alternative medicine concierge clinic, healthy lifestyles are a part of our culture. Please be advised that we do not allow smoking of any substance, vaping, drug use, chewing tobacco, firearms, or alcohol.

LIABILITY: The Wellness Clinic at LifeQuest shall not be held liable for injury incurred in the use of equipment or facilities of the Clinic.

ALL CLIENTS: For security reasons, clients are required to have a picture of their ID, assessment waiver, and wellness plan agreement on file. Each client will receive a scan tag, which is used for access to the clinic. Replacement tags can be purchased for \$1.00 at the service desk.

HOURS OF OPERATION

- MONDAY - FRIDAY 4:30 am - 11:00 pm
- SATURDAY - SUNDAY 6:00 am - 9:00 pm

WELLNESS PLANS

Clinic access to all named at the time of enrollment or added with a proper written request. One client on the plan is named "MAIN ACCOUNT HOLDER"; this client can make changes and/or cancel the account with a written request.

IN ADDITION TO FULL CLUB ACCESS, ALL WELLNESS PLANS INCLUDE THE FOLLOWING:

- **GROUP EXERCISE CLASSES**
- **ONE COMPLIMENTARY TRAINER CONSULTATION** (with reservation)
- **POOL**
- **SAUNA/STEAM ROOMS**
- **CLIMBING WALL** (during posted times)
- **MASSAGE CHAIRS**
- **BASKETBALL COURTS** (when not reserved)
- **SOCCER FIELDS** (when not reserved)
- **SWIMMING LANES** (with reservation)
- **CARDIO DECK**
- **WEIGHT FLOOR**

FAMILY PLUS WELLNESS PLAN: This plan is for 5-7 clients. Additional clients can be added to this plan for an additional \$30.00 per client. This plan includes all access listed above, as well as Kids Club usage for children on the plan.

FAMILY WELLNESS PLAN: This plan is for 3-4 clients. It includes all access listed above, as well as Kids Club usage for children on the plan.

COUPLE WELLNESS PLAN: This plan is for 2 clients. It includes all access listed above, as well as the Kids Club, if one of the clients named on the plan is under 12 years old.

INDIVIDUAL WELLNESS PLAN: This plan is for 1 adult client. If the client is a minor (16-17 years old) and wishes to enroll, a guardian must be the signer on the wellness plan agreement. The guardian will be responsible for all clinic fees and the terms of the wellness plan agreement.

ACCOUNT CHANGES: The main account holder may make account changes by submitting a written request. All changes are subject to a fee and approval. Changes will be made within 5-7 business days from receipt.

CLINIC FEES: Monthly clinic fees are assessed regardless of the number of times the facilities of the Clinic are utilized. Periodic shutdowns and annual facility maintenance are also necessary. We strive to keep shutdowns to a minimum. When these shutdowns arise, we do not adjust Wellness Plan clinic fees. Should the clinic fees become delinquent, the client is not entitled to use the facility. However, monthly clinic fees continue to accrue even when



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privileges are suspended for non-payment of fees. Wellness Plan clinic fees must be paid through electronic funds transfer (EFT) or credit card. There is a \$25 charge for returned non-sufficient funds & a \$10.00 processing fee if clinic fees are not paid in full each month.

ADDITIONAL PURCHASES: Personal Training, lessons, merchandise, and concession items are paid in full at the time of purchase. Clients are drafted monthly for all account balances.

REFUNDS: Personal training, lessons, and program fees are non-refundable. If The Wellness Clinic at LifeQuest is unable to provide the services purchased during the time frame set out for the service or program, The Clinic will offer a credit for the service. Clients who choose to purchase personal training sessions and programs but do not attend are not entitled to a credit for the services. No-show or late-cancelled appointments will not be honored with a credit or refund.

LOCKERS AND LOCKER ROOM: Lockers are available for day use at no additional charge. The Client is to supply a padlock to secure the locker. Items left in the locker overnight are removed nightly. Monthly rental lockers range in price from \$6.00 to \$10.00 per month. Please see the Service Desk staff for information on locker rental prices and registration. The Wellness Clinic at LifeQuest does not provide towel service. Please bring your own towel. For privacy reasons, please refrain from using cell phones (with cameras) in locker rooms.

TANNING: Only one person is allowed in the tanning room per visit. Children under the age of 18 are not allowed to tan.

PROPER ATTIRE: Shirts and closed-toe shoes are required, except in the swimming pool area. Some group fitness classes are also held barefoot. Black soled running shoes are not allowed on the hardwood studio floors—no jeans or boots on the main workout floor or in the Women's Zone. Proper swim attire (**swimsuit**) is required in the pool area.

CO-ED: The entire Clinic is co-ed except for the locker rooms and the Women's Zone. Children 5 years and older are required to use gender specific locker rooms. The family changing room is available for young children and their parents.

VIOLATION OF POLICIES: Failure to observe reasonable standards of decorum or violation of posted rules and regulations may result in suspension of Clinic privileges, or cancellation of Wellness Plan at the discretion of management.

LOST ARTICLES: The Clinic is not responsible for lost or stolen items. **Please do not bring large sums of cash into the Clinic. Please lock your valuables while showering.** If you see suspicious behavior in or around the Clinic, please report it promptly. Lost items are not the responsibility of the facility.

WEATHER CLOSURE: If inclement weather occurs, The Wellness Clinic at LifeQuest may close the outdoor hot tub and/or outdoor sun deck for a minimum of 30 minutes from the last sighting or weather advisory. This would include lightning, heavy showers, high winds, snow, and ice. The Clinic will advise clients of closures and delays on social media and email, if possible.



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POOL POLICIES

Pool policies are in place to ensure the health and wellness of everyone. Our staff will uphold each policy for the benefit of everyone who enjoys the pool area. Please become familiar with the policies.

WARNING: FAILURE TO FOLLOW THE RULES MAY RESULT IN YOU BEING ASKED TO LEAVE THE POOL AREA OR, WORSE, IN A SERIOUS INJURY

Pool area hours of operation

- MONDAY - FRIDAY 5:00 am - 9:00 pm
- SATURDAY - SUNDAY 8:00 am - 8:00 pm
- Swim lessons are typically held Monday through Saturday, 9:00 am - 12:00 pm & Monday through Thursday, 4:00 pm - 8:00 pm.
 - During these times, half of the main pool is reserved for lessons
 - The Splash pool (0-3 ft depth) is always available during operation hours

CHILDREN IN THE POOL AREA

- Children under 3 feet tall must have a responsible guardian (age 16+) within arm's reach in the water with them at all times, NO EXCEPTIONS:
 - Splash pool
 - Pool
 - Indoor hot tub
- Children over 3 feet tall are required to perform a swim test for the lifeguard before they are allowed to swim without a guardian in the following areas:
 - Splash pool
 - Pool
 - Indoor hot tub
- Children under age 12 are NOT allowed in the following areas:
 - Outdoor hot tub
 - Sauna room
 - Steam room
- Children ages 12 - 13 must be accompanied by a guardian in the following areas:
 - Sauna room
 - Steam room
- Children aged eight and above who know how to swim may be signed into the pool area with the lifeguard on duty. A lifeguard may require a swim test prior to guardian drop-off. The guardian must remain in the facility at all times. This visit is limited to 2 hours.
- Children under 18 years old are not allowed in the outdoor hot tub
- Children who are not potty-trained must wear a swim diaper and a bathing suit to cover it. Diapers must be changed at designated diaper changing stations. Stations are located in the family restrooms, as well as the women's and men's locker rooms.
- Children are allowed in the lap lanes if they have been reserved for them. Lap lanes are for swimming only.
- Lifejackets, water wings, and other wearable floatation equipment are permitted. Children under 3 feet tall must still have a responsible adult (aged 16 or older) with them at all times. Floatation devices that block the lifeguard's vision of any part of the pool area are not permitted. You may verify with the lifeguard before bringing the floatation device to ensure it is acceptable. Lifeguards will have final say on the use of floatation devices and toys.
- One guardian (age 16+) for every three children under 8 years of age
- **Children 5 years and older are required to use gender-specific locker rooms. The family changing rooms, located in the pool hallway, are available for young children and their parents.**

SAFETY

- Lifeguard on duty
- Respect the lifeguard on duty. They are there to ensure everyone's safety. Failure to do so may result in being asked to leave the pool area and/or, in extreme cases, termination of your wellness plan.
- NO HORSEPLAY. Horseplay is defined as rough and boisterous play. This includes, but is not limited to, sitting on each other's shoulders and pushing others into the pool. Lifeguards will not tolerate this type of behavior. If a client does not comply with the lifeguard's request, they may be asked to leave the pool area, and if actions are serious, could result in the termination of their wellness plan.
- Approved toys are allowed in the pool area
- NO DIVING in any body of water



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- Use of alcohol, drugs, cigarettes, and vapes is not permitted on the facility property. If staff suspect you are under the influence or are using alcohol, drugs, cigarettes, and/or vapes, you will be asked to leave the pool area immediately.
- No running in the pool area
- Showering is required before entering any body of water. This includes after using the sauna and steam room.
(See Washington state law - WAC 248-98-060)
- If you are ill, DO NOT enter the pool area. This includes but is not limited to:
 - Flu symptoms
 - Diarrhea
 - Vomiting
 - Fever
 - Infectious disease of any sort
 - Open sores or wounds
 - Bloody nose
- No hanging or resting on the lap lane buoys
- No food allowed on the pool deck. Drinks must be in plastic, spill-proof containers. Glass containers are not allowed.
- Sauna and steam room safety
 - Shoes are strongly recommended.
 - Disinfect your seating area before and after use with the provided disinfectant spray and towelettes.
 - Do not put water in the sauna heating unit
 - Do not hang clothing or towels on the heating unit
 - No spitting in this space or any other spaces in this facility
 - Persons suffering from heart conditions, diabetes, or who are pregnant should consult a physician before use
 - If entering the water after the sauna or steam room, shower BEFORE you get in

PROPER SWIM ATTIRE

- Pools and hot tubs
 - One- or two-piece lined swimsuits and lined swim trunks are considered proper swim attire. Approved swim attire is made out of Lycra or polyester material. **Cotton clothing is not approved in any body of water.**
 - Children not potty-trained must wear a swim diaper under their swimsuit
- Sauna and steam rooms
 - Above swim attire or clean workout clothing is appropriate—no street shoes. Sandals are recommended—no scented lotions, oils, or eucalyptus inside the rooms.

CARDIO DECK, WEIGHT FLOOR & WOMEN'S ZONE

The Wellness Center at LifeQuest is designed to provide our clients with a high-quality workout. We have established policies and procedures to help you accomplish this goal. We hope that by adhering to these policies, you have a safe and productive workout.

For health and safety reasons, please DO NOT use equipment without proper instruction. Please consult with a physician before starting an exercise program. To learn how to use the weight equipment and cardio equipment, please sign up at the service desk for an orientation session. New clients receive one complimentary personal training consultation, including an orientation to weight and cardio equipment. We strongly recommend that clients attend a weight & cardio orientation before using the equipment.

GENERAL INFORMATION

- Overtraining can result in injuries. Please use caution! To prevent injuries, always warm up and stretch before working out.
- Stop exercising if you become faint, lightheaded, experience shortness of breath, pain, discomfort, or any other signs of illness. Please consult a physician before resuming your exercise program.
- Please limit your workout on cardio equipment to 45 minutes during prime time, 4:00 p.m. - 8:00 p.m. weekdays and peak times on weekends.
- Please do not leave valuables unattended. The Clinic is not responsible for lost or stolen items.



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SAFETY RULES When you adhere to proper lifting techniques and utilize common sense, weightlifting is an enjoyable and safe activity. Most injuries result from either carelessness or ignorance.

- Courteous behavior is required for all clients. This includes general Clinic etiquette of allowing other clients to get a set in while you are resting. All the equipment must be shared. No cursing, threats, or discourteous behavior will be tolerated toward clients, guests, or staff.
- Sanitize the equipment before and after use. Clinic wipes, paper towels, and sanitizing spray stations are available throughout the Clinic.
- Do not take equipment off the main Clinic floor, out of the Women's Zone, or out of the group exercise studios. If you use it, put it back where it belongs.
- Do not stack weights, balls, barbells, or any other equipment against walls. If you damage equipment or the facility, you may be asked to leave the premises, and your Wellness Plan privileges may be suspended or canceled. Damage to the equipment or facility may be deemed a personal liability, requiring the client to reimburse the Clinic.
- Shirts and athletic shoes must be worn at all times. No sandals or high heels allowed.
- Plate collars are required when using free weight equipment. When loading or unloading one side of a barbell, load or unload the other side evenly to maintain balance. Use spotters as needed. Please do not slam or drop weights on the floor.
- For the safety and courtesy of others, please return weights to their proper place. To help keep the equipment clean and dry, carry a towel with you when you work out and wipe off the equipment after each use.
- No food allowed in the weight room. Drinks are permitted in spill-proof bottles only.
- Please report maintenance problems to the staff immediately.

WARNING: The Wellness Center at LifeQuest is not liable for injuries that occur during the use of the weight room floor, cardio areas, studio, courts, or gymnasium.

FIELD & COURT RULES

- Courts may only be used for appropriate play.
- Rentals, birthday parties, family fun nights, and other special Clinic activities may be scheduled and will take priority in the basketball or soccer areas.
- When the Clinic is busy, full-court play must be curtailed to half-court play to accommodate more clients in the space.
- Kids Club staff and client participants may use the half-court for recreation activities during any Clinic hours.
- Absolutely no kicking, throwing, or bouncing any sporting ball or items at the ceiling. Damage to the lighting will be considered vandalism and may result in a damage assessment against a client, guest, or guardian/parent of the client or guest.
- All equipment, such as basketballs, footballs, soccer balls, volleyball nets, and other Clinic equipment, must be used reasonably for its intended purpose. Damage may result in personal liability for reimbursement for equipment or facility repairs.

GENERAL RULES: The following rules are in place to ensure all clients have an enjoyable experience.

- Absolutely no gum or seeds.
- No black-soled running shoes allowed.
- No abuse of the equipment or profane language.
- The basketball court is available for all clients and can be used on a first-come, first-served basis. When the Clinic is busy, full-court play is not allowed. The space must be shared for both adults and children.
- No dunking or holding the rim.

Cancellation requires a 24-hour notice and will result in an account rental credit, valid for rebooking within up to 30 days. Late cancellations forfeit a rental credit. All court and soccer field rental sales are final and will not receive a refund unless The Wellness Center at LifeQuest is unable to provide the service, regardless of the client's schedule. (Such as a facility closure).

Rentals have a specific number of participants per field/court. See rental policies for complete details. All non-clients must complete a liability waiver before admission. Photo ID is required.

All damages to the facility are the responsibility of the rental client. Safety rules are in place and must be observed.

Clinic clients have access to the recreation area, including soccer fields and basketball courts, on a first-come, first-served basis. Clients who wish to bring in guests to use the recreation area may reserve (rent) the space.



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CLIMBING WALL

These rules and guidelines are designed to mitigate risk while maintaining a positive and enjoyable environment for the participants.

NOTE: Indoor climbing is INHERENTLY DANGEROUS and cannot be made entirely safe.

GENERAL RULES

- All climbing must occur during authorized and staffed climbing sessions.
- Only LifeQuest-trained belay-qualified employees may belay a climber.
- You must be at least 5 years of age and of proper size for the equipment to participate in the climbing wall activities. LifeQuest reserves the right to refuse climbing services based on participant size and the availability of safety equipment.
- Shirts must always be worn.
- Inappropriate and distracting behavior will not be tolerated.
- The climbing wall limit of participants per hour is 10. Clients who wish to reserve a rock-climbing party must book no more than 10 participants or must add an hour to the party based on the party size.
- **Every time before you climb – Use the buddy system**
- **Check both harnesses for proper adjustment and ensure the double-back of the waist belt is secure.**
- **Check both carabiners to make sure they are securely locked.**
- **Check the knot and the back-up knot.**
- **Check the belay device for proper threading.**

KIDS CLUB

The Wellness Clinic at LifeQuest requires all clients, including minors, to have an active wellness plan in place. Couple, Family, and Family Plus wellness plans include Kids Club childcare. Guests of current clients can utilize the Kids Club, provided they have properly signed waivers.

KIDS CLUB HOURS OF OPERATION

- MONDAY - SATURDAY 8:00 am - 12:00 pm
- MONDAY - THURSDAY 4:00 pm - 8:00 pm
- FRIDAY 4:00 pm - 7:00 pm

KIDS CLUB POLICIES

- Children must be at least 8 weeks of age and no older than 12 years old
- Reservations are not required, but please note that if the Kids Club reaches capacity, you may have to wait to check your child in. You can reserve your child's time by calling 509-545-5191 or logging in to your online account.
- No food or drink is allowed in the Kids Club. Water bottles are the exception.
- Sick children are not permitted in the Kids Club. Please keep your child home if they are experiencing any of the following issues:
 - Fever, irritability, lethargy, persistent crying, or difficulty breathing
 - Upper respiratory illness, such as bronchiolitis or influenza
 - Diarrhea
 - Vomiting within the last 24 hours
 - A rash
 - Chicken pox
 - Impetigo
 - Scabies
 - Bacterial conjunctivitis (pink eye) and/or yellow discharge from the eye
 - Streptococcus (strep throat)
 - Mouth sores that cause excessive drooling and are contagious
 - Head lice
 - Runny nose with colored mucus
 - Confirmed Covid-19 or Covid-19 symptoms
- Parents and guardians must remain inside the building while their child is attending Kids Club.
- No outside toys and/or electronics are allowed
- Parents are required to provide their own bottles and diapers.



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- The Kids Club staff does not change diapers. Parents will be notified by call, page, or in person when their child requires a diaper change.
- Diapers are not allowed in the facility's trash can. Please take all soiled diapers with you.
- Staff will alert parents when their child needs to use the restroom if the child requires assistance. Staff do not assist children in the bathroom.
- Socks are required for every child. When children check into Kids Club, they are asked to remove their shoes. Removing shoes helps reduce the spread of germs.
- Staff cannot administer medications.
- For your child's security, we ask that each child be checked into the Kids Club.
 - The Kids Club staff will take a photo of your child for their profile. This profile is for internal use only.
 - Only parents and approved guardians (with a written request) are permitted to pick up a child. Photo ID is required on each parent's and approved guardian's account. If special arrangements are needed, the Wellness Clinic at LifeQuest requires a written request. This request can be emailed to client@lifequestfitness.net or presented to the Service Desk manager.

KIDS CLUB CHECK IN PROCEDURE

- Scan your key tag.
- A kids' club pager will be issued to you.
- Remove shoes and place them in the basket. Put on socks if they are not wearing them. Socks are required and available for use.
- Hang up any coats and bags. There are lockers located outside the Kids Club for your use.
- Please inform the staff of any special instructions regarding your child and your location within the facility in the event of an emergency.

KIDS CLUB CHECK OUT PROCEDURE

- Children are limited to a 2-hour visit.
- The person picking up your child must return the kids' club pager.
- Only a parent or guardian listed on the wellness plan can pick up your child unless special written permission has been given.
- Return any borrowed socks.
- Collect your child and his/her belongings.

Lost or stolen items are not the responsibility of The Wellness Clinic at LifeQuest

KIDS CLUB DISCIPLINE POLICY: We hope that all issues can be resolved with minimal impact on all parties involved. In some cases, additional steps may be necessary. Here is an example of possible steps:

1. Verbal reprimand, and when the child is picked up for the day, the staff will notify the parent
2. Depending on the severity, the parent is notified right away. Staff and parents will then discuss the issue. If the problem persists, the parent will be asked to remove the child from the Kids Club for the remainder of the day.
3. Conference with parents, staff, and management to discuss an action plan regarding the issue
4. Possible long-term suspension if the issue persists for two or more days, depending on the severity of the issue
5. Full suspension is possible if there is no improvement.

CHILDREN AROUND THE CLINIC

- Age 0-8 years: Kids Club
- Age 8-11 years: Kids Club, game room, courts, and fields when available. The climbing wall is open to children over the age of 8, provided they can safely fit into a climbing harness. This activity is first-come, first-served. Children under 12 are not allowed on the weight floor, in group classes, on cardio equipment, or in any exercise area, even when supervised.
- Age 12-13 years: Supervised workouts on the main floor, women's zone, and group fitness classes. When attending group classes, the child must properly fit the equipment, such as a stationary bike. Additionally, the climbing wall, courts, and fields are available when needed. Please note that not all children ages 12-13 may be ready for this responsibility. If staff see unsafe practices, you, as the parent or guardian, will be notified.
- Age 14+ years: Unsupervised workouts on the main floor, women's zone, and group fitness classes when you, as the parent, deem the child knowledgeable and mature for this action. Also, the climbing wall, courts, and fields when available. The child is expected to follow all the clinic's policies just as adult clients are required. It is strongly recommended that your child aged 14 and above attend a complimentary personal training consultation for further instruction and guidance on the safe use of all equipment. Please note that not all children aged 14 and above may be ready for the responsibility of self-monitoring. If staff observe unsafe practices, you, as the parent or guardian, will be notified.



COVID-19 POLICY

The health and safety of our members, guests, and employees is a top priority for the Clinic.

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is highly contagious and is believed to spread primarily through person-to-person contact. As a result, federal, state, and local governments, as well as health agencies, recommend social distancing and, in some cases, prohibit the congregation of large groups of people.

The Wellness Clinic at LifeQuest (“the Clinic”) has implemented preventive measures to reduce the spread of COVID-19; however, the Clinic cannot guarantee that you or your child(ren) will not contract COVID-19. Further, attending the Clinic could increase your risk and your child(ren)’s risk of contracting COVID-19. The Wellness Clinic at LifeQuest adheres to the CDC (Centers for Disease Control) guidelines for social distancing and sanitation to safeguard all individuals who enter our facility.

If I have any of the following, I understand I am not allowed to enter the facility, and I agree to abide by these expectations:

- If I have been diagnosed with COVID-19 and have not recovered or am still within the required 14-day quarantine.
- If I had symptoms of COVID-19 within the last 24 hours. Or if I experience any of the following symptoms: fever, cough, shortness of breath, sore throat, loss of taste or smell, vomiting, diarrhea, or any other symptoms, I will stay home.
- If I had contact with a person who has or is suspected to have COVID-19 within the last 14 days.
- I agree not to enter the facility if I am sick. I will cover my cough or sneeze with a tissue and wash my hands. I will not touch my eyes, nose, or mouth and will practice good hygiene.
- I will abide by social distancing – stay at least 6 feet away from other people. • I will wear a face covering as required by the State mandates. This is subject to change as we progress through the various phases.
- I agree to wash my hands upon entrance to the Clinic (if mandated) and frequently with soap and water for at least 20 seconds. Or use hand sanitizer.
- I agree to wipe off equipment before and after each use.

I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that my child(ren) and I may be exposed to or infected by COVID-19 by attending the Clinic and that such exposure or infection may result in personal injury, illness, permanent disability, and/or death. I understand that the risk of becoming exposed to or infected with COVID-19 at the Clinic may result from the actions, omissions, or negligence of myself and others, including, but not limited to, Clinic employees, volunteers, program participants, and their families.

I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury (or illness) to my child(ren) or myself (including, but not limited to, personal injury, disability, and death), disease, damage, loss, claim, liability, or expense, of any kind, that I or my child(ren) may experience or incur in connection with my child(ren)’s attendance at the Clinic or my participation in Clinic programming (“Claims”). On behalf of my children and me, I hereby release, covenant not to sue, discharge, and hold harmless the Clinic, its owners, employees, agents, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs, or expenses of any kind arising out of or relating thereto.

I understand and agree that this release includes any Claims based on the actions, omissions, or negligence of the Clinic, its owners or employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after I participate in any Clinic usage, lesson, class, or program.

SERVICE ANIMAL POLICY

Under the ADA, a service animal must be a dog (or a miniature horse) that is individually trained to perform tasks for the benefit of an individual with a disability. Service animals can be professionally trained or trained by the handler themselves. A service animal must undergo training that distinguishes it from a family pet; the service animal must be trained to perform specific actions or tasks to assist its handler with a disability. This training requirement often excludes “emotional support animals,” “therapy dogs,” and “comfort animals” from the definition of a service animal. To gain access for your service animal, the following steps will be taken:

- Create a profile on your account for your service animal, including the task they are trained to perform for your benefit.

An animal may be excluded if:

- The handler refuses to answer the question of what task the animal is trained to perform for their benefit.
- Come, sit, and heel, etc., are good manners, but not service animal training for a specific task.
- The handler states the animal is “in training”. The service animal must be fully trained in a specific task to be admitted to the clinic.

Here are some basic guidelines to follow for the proper behavior of a service animal

- Follow the “4 on the floor” rule. For example: no jumping, standing up on hind legs, or being placed on/in equipment
- Keep a quiet profile. In some cases, a service animal may be trained to bark for an alert, which is perfectly acceptable. However, it is unacceptable for a dog to bark, growl, or whine uncontrollably while in an establishment.
- Maintain control of the service animal at all times
- Allowing the service animal to run around or away from its handler is unacceptable



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