

Town of Duxbury, Massachusetts

OFFICE OF THE BOARD OF SELECTMEN AND TOWN MANAGER



TO: All Town of Duxbury Employees
FROM: Rene' J. Read, Town Manager
DATE: March 29, 2021
RE: New Service Dog

There will be a new service dog in our Town Hall assisting one of our employees, Valerie Massard, of the Planning office. Her name is Maya, and she is a service dog, able to assist in Ms. Massard's many daily activities while at work, at home, and in public. It is important to understand that a service dog is not a pet, but a working service animal that becomes an extension of the person who has the disability. The service dog and its handler become a team and they rely on both verbal and non-verbal communication in order to function and allow the handler to live a full life.

A handler's right to use a service dog to manage living a full life is protected under Title VI of the Civil Rights Act (better known as Americans with Disabilities Act (ADA)).

It is important for coworkers of an individual who requires a service dog to understand the appropriate way to act around a service dog when it is present at the workplace. Enclosed is a document outlining service dog etiquette to ensure the health and safety of the service dog and all who interact with the service dog. Please take a few minutes to read this information. The information is very important for the safety of both the handler and the dog and represents the appropriate treatment of any service dog team in the workplace and the world at large.

Thank you in advance for your understanding and support. We anticipate the service dog will be a benefit to Ms. Massard's work and we look forward to welcoming Maya in our workplace and community.

Should you have any questions or concerns, such as discomfort around dogs or allergies, please contact Jeannie Horne, Human Resources Director at 781/934-1100, ext. 5410 or horne@town.duxbury.ma.us.

Attachment: Service Dog Etiquette