

Brookstone Church Service Animal Policy

Brookstone Church warmly welcomes anyone arriving on our property with a Service Animal. We aim to provide a courteous and accommodating experience for all visitors.

Upon their arrival, the first team member to engage with the visitor, whether from parking, security or as a greeter, should promptly guide them to the Information Desk.

At the Information Desk, our staff will extend a friendly welcome and, if necessary, contact the Director of Guest Services. If the Director of Guest Services is unavailable, they will seek out a Team Leader to kindly engage with the visitor and inquire about the nature of their animal companion, discerning whether it is a Service Animal or an Emotional Support Animal.

A certified American Disabilities Act (ADA) Service Animal service animals as “dogs that are individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person’s disability.” Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. When it is not obvious what service an animal provides, Brookstone Staff or Team Leader may ask two questions of the handler: 1) is the dog a service animal required because of a disability? and 2) what work or task has the dog been trained to perform?

1. If the animal is a Service Animal guests will be allowed into the Worship Center.

Emotional Support Animal

1. Emotional Support Animal (ESA) as an animal that provides a therapeutic benefit to its owner through companionship and is not specifically trained or certified to perform tasks for a person who suffers from emotional, psychiatric, or mental health-related disabilities.
2. If the animal is an ESA guests will NOT be allowed into the Worship Center and asked to worship upstairs in the Family Worship Room and escort them to Family Worship.