Attention All Service Dog Handlers!

There is an informative workshop being held on options for dealing with service dog denials, access issues, on Friday, October 18th, 2019 from 3:30 until 5:00 P.M. at the Holiday Inn, located at 4600 Genesee Street, Cheektowaga, NY 14225. This workshop is sponsored by the NYAGDU, New York Association of Guide Dog Users, an affiliate division of the NAGDU, National Association of Guide Dog Users. This workshop is part of the 63rd Annual NFBNYS convention, but you do not need to be blind, or a convention attendee to take part in this workshop. The workshop is $5 per handler, or, free for convention registrants, (convention registration is $15 and grants access to the exhibit hall and various workshops and general sessions throughout the weekend).

This workshop is open to all service dog handlers of ADA defined service dogs, whether your dog is school or owner trained, and whatever your ADA defined disability is. The techniques, resources, and strategies that will be shared are generally applicable whether you have a medical alert dog, a physical assistance dog, a guide dog, a psychiatric service dog, or a hearing alert dog. You need not be a member of the NYAGDU, NAGDU or the NFB to attend. ACB and GDUI members are welcome as are those who belong to no formal organizations.

We will:

* Give demonstrations of how to file a service dog denial through the Uber and Lyft apps,
* Explain the NFB’s ride share testing which is conducted as the result of successful legal action against Uber and Lyft, and demonstrations on how to file reports for this survey system,
* Demonstrate the free NAGDU app. Which contains all of the federal and individual state laws pertaining to service dog access, which can be helpful, prior to, during or following a situation in which you are likely to encounter an access denial,
* Role play opportunities to practice various skills, from gentle diplomacy, to informed education, to assertive advocacy, to legal and safe options for going beyond when assertiveness isn’t quite enough,
* A question and answer period to seek clarification on various aspects of service dog handling with regards public access,

Service dogs are, of course, welcome at this event. To that end, we ask that only handlers with ADA defined disabilities with ADA defined service dogs attend. As in all public situations, the expectation is that your service dog has been socialized and trained to behave appropriately in public settings, including those where other well-behaved, service dogs may be present in numbers. We are always happy to provide resources or clarification on issues to those who own therapy dogs or emotional support dogs; however, this event is only relevant to and therefore only provided for those who own and work service dogs. Yes, we appreciate and welcome Psychiatric Service Dogs, which are not ESAs, and support handlers with “invisible disabilities” for whom access challenges can be even greater than for those with more obvious disability status.

Please contact the NYAGDU president, Heather Bird, to RSVP or with any questions at

(585) 739-6473

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Please feel free to share this with any service dog handlers that you know