



**TESTIMONY OF
THE DEPARTMENT OF THE ATTORNEY GENERAL
TWENTY-NINTH LEGISLATURE, 2018**

ON THE FOLLOWING MEASURE:

S.B. NO. 2461, RELATING TO SERVICE ANIMALS.

BEFORE THE:

SENATE COMMITTEE ON JUDICIARY

DATE: Tuesday, February 20, 2018 **TIME:** 9:30 a.m.

LOCATION: State Capitol, Room 016

TESTIFIER(S): Russell A. Suzuki, Acting Attorney General, or
Adrian Dhakhwa, Deputy Attorney General

Chair Taniguchi and Members of the Committee:

The Department of the Attorney General ("the Department") appreciates the intent of this bill, but has concerns.

The purpose of this bill is to create the misdemeanor offense of misrepresentation of a service animal; change the term "service dog" to "service animal"; have references to "service animal" conform with the Americans with Disabilities Act of 1990; and amend the criminal offenses of causing injury or death to a service dog or law enforcement animal, in violation of section 711-1109.4, Hawaii Revised Statutes (HRS), and intentional interference with the use of a service dog or law enforcement animal, in violation of section 711-1109.5, HRS, to apply to service animals instead of just service dogs.

The Department is concerned about the breadth of the proposed offense of misrepresentation of a service animal. The offense prohibits a person from knowingly misrepresenting as a service animal, any animal that is not a service animal, as defined in section 347-2.5, HRS, as amended. The proposed section 347-2.5 provides:

As used in this chapter, "service animal" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

The misrepresentation could be made by anyone, not just the owner of the animal. And the misrepresentation could be made in any context, even when it makes no difference whether or not the animal is a service animal.

The Department is also concerned that it will be very challenging to enforce this offense because of the difficulty in determining whether or not an animal is a service animal, and in proving in court, beyond a reasonable doubt, that an animal is not a service animal. An investigator would have to prove that the animal was not trained to perform tasks to benefit an individual with a disability. An investigator's ability to investigate such an offense is limited by the Americans with Disabilities Act (ADA), which prohibits the following: (1) asking about the nature or extent of the owner's disability; (2) requiring proof that the animal has been certified, trained, or licensed as a service animal (28 C.F.R. 35.136(f)); (3) requiring the animal to wear an identifying vest or tag; and (4) asking the animal to demonstrate its ability to perform the task or work. Moreover, the ADA does not require service animals to be professionally trained. If the owner says he or she is training the animal personally, there is no way to prove otherwise. Finally, documentation that an animal is in fact, a service animal, has been deemed unnecessary, burdensome, and contrary to the spirit, intent, and mandates of the ADA.

Thank you for the opportunity to provide these comments.



DISABILITY AND COMMUNICATION ACCESS BOARD

1010 Richards Street, Room 118 • Honolulu, Hawaii 96813
Ph. (808) 586-8121 (V) • Fax (808) 586-8129 • TTY (808) 586-8162

February 20, 2018

TESTIMONY TO THE SENATE COMMITTEE ON JUDICIARY

RE: SB 2461 Relating to Service Animals

The Disability and Communication Access Board (DCAB), supports the intent of HB 1823 to provide greater enforcement on the proliferation of 'fake' service and emotional support animals, has some concerns regarding this bill.

With respect to Section 2, our primary concern relates to the enforcement of such a law and the criminalization of the action by the placement of the penalty in the penal code. How would an entity such as a state/local government office or a privately-owned place of public accommodation proceed with a charge of an offense without violating the federal Department of Justice rules by asking impermissible questions? Such a law might encourage an entity to ask questions to make its own determination of potential fraud? To whom would a complaint be filed and would it be realistically pursued, given the fact that such animals are not required to be licensed, certified, registered, or formally trained by a school?

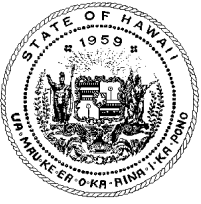
With respect to Sections 3 to 11, we concur with all the proposed language changes to conform (and clarify) the definition in Hawaii Revised Statutes of service animal to the definition in the Federal Americans with Disabilities Act.

We also bring to your attention SCR 32 which asks for a Working Group to be established to examine this issue and we support that resolution. We also support efforts for a national registry, although this must be initiated at the federal level with consistent standards and policies.

Thank you for the opportunity to provide testimony.

Respectfully submitted,

FRANCINE WAI
Executive Director



HAWAI‘I CIVIL RIGHTS COMMISSION

830 PUNCHBOWL STREET, ROOM 411 HONOLULU, HI 96813 · PHONE: 586-8636 FAX: 586-8655 TDD: 568-8692

February 20, 2018
Rm. 016, 9:30 a.m.

To: The Honorable Brian T. Taniguchi, Chair
Members of the Senate Committee on Judiciary

From: Linda Hamilton Krieger, Chair
and Commissioners of the Hawai‘i Civil Rights Commission

S.B. No. 2461

The Hawai‘i Civil Rights Commission (HCRC) has enforcement jurisdiction over Hawai‘i’s laws prohibiting discrimination in employment, housing, public accommodations, and access to state and state-funded services. The HCRC carries out the Hawai‘i constitutional mandate that no person shall be discriminated against in the exercise of their civil rights. Art. I, Sec. 5.

The stated purpose of S.B. No. 2461 is to “... Establish a penalty for fraudulently representing a dog as a service animal;” and to establish a definition of “service animal.”

S.B. No. 2461, if enacted, would amend the Penal Code to establish a new criminal offense of “Misrepresentation of a service animal.” This offense would be a misdemeanor, punishable by imprisonment for up to six months and a fine of not less than \$250 and not more than \$1000 for a first offense, and not more than \$2000 for any subsequent offense.

S.B. No. 2461 would also amend HRS Chapter 347 to add a definition of “service animal.”

The HCRC opposes S.B. No. 2461, because it would have a chilling effect on the exercise of rights by persons with disabilities under the federal Fair Housing Act and state fair housing law (HRS Chapter 515), as well as under the Americans with Disabilities Act (ADA).

Background Information: Assistance Animals as Reasonable Accommodations in Housing

Under both the federal Fair Housing Act (FHA) and state fair housing law (HRS Chapter 515), a person with a disability can request the use of an assistance animal (“assistance animal” includes service animals) as a reasonable accommodation, which may involve making an exception to a “no pets” or “no animals” rule. The requested accommodation may be necessary to afford a person with a disability equal opportunity to use and enjoy a housing accommodation, including public and common use areas.

A person with a disability who can request the use of an assistance animal as reasonable accommodation is a person who has a physical or mental impairment which substantially limits one or more major life activities.

An assistance animal is an animal that works, assists, provides emotional support, or performs tasks for a person with a disability. Assistance animals can include: *service animals*, support animals, therapy animals, and comfort animals. They are **not** pets.

Federal and state fair housing law on the use of assistance animals as a reasonable accommodation in housing is substantially different from the law on the use of service animals under Titles II and III of the Americans with Disabilities Act (ADA), because the fair housing law definition of “assistance animal” is broader than the definition of “service animals” under the ADA, as defined by the U.S. Department of Justice (USDOJ).

Under both federal and state fair housing law, when a resident with a disability makes a request for the use of an assistance animal as a reasonable accommodation, a housing provider may ask the resident to provide information from a treating health care professional, mental health professional, or social worker that verifies that the resident is a person with a disability, and that the assistance animal is needed to alleviate one or more symptoms of the person’s disability, if the disability and disability-related need are not obvious.

Background Information: Definition of “Service Animal”

Under federal law protecting the rights of persons with disabilities to access government services and public accommodations, the Americans with Disabilities Act (ADA), Title II (state and local government

services) and Title III (public accommodations), the USDOJ has defined “service animals” as dogs (and miniature horses) that are individually trained to do work or perform tasks for persons with disabilities. The ADA Title II and Title III definition of service animals expressly excludes comfort or support animals (that are not trained to perform tasks).

There is no federal or Hawai‘i state law that provides for or requires certification of service animals. Under the ADA Title II and Title III, any animal that is trained to perform a task for a person with a disability is a service animal as legally defined, regardless of whether they have been licensed or certified as a service animal by a state or local government.

Discussion

1) Criminalizing the “misrepresentation of a service animal” will have a chilling effect on the exercise of rights under both federal and state fair housing law.

Both federal and state fair housing law allow for verification that a person requesting the use of an assistance animal as a reasonable accommodation is a person with a disability (*i.e.*, substantially limited in one or more major life activities), and that the requested assistance animal is needed to alleviate one or more symptoms of the person’s disability. The USDOJ and the U.S. Department of Housing and Urban Development (HUD) have issued a joint statement that the ADA Title II and Title III service animal definition of “service animal” does not apply to or affect the rights of persons with disabilities to have the use of an assistance animal as a reasonable accommodation under the federal Fair Housing Act. See also state law at H.A.R. § 12-46-306. Housing providers are obligated to engage in an interactive process in order to address these requests for a reasonable accommodation. A failure of a resident to provide the necessary verification might be the basis for denial of the request, but it should not impose criminal liability. Under both federal and state fair housing law, retaliation for exercise of rights is prohibited, because retaliation chills the exercise of those rights. Criminalization of the “misrepresentation of a service animal” will invite housing providers to threaten retaliatory prosecution of charges against residents who dare to request the use of a service animal as a reasonable accommodation, providing a weapon for coercion and intimidation of those our fair housing laws are meant to protect.

2) The creation of a criminal offense for a false representation will encourage inquiries that are unlawful under federal law.

Under Title II and Title III of the ADA, when an individual with a service animal comes to a government office or a business with a service animal, if the individual's disability and the service the animal provides is not obvious, *only* two limited inquiries are allowed by law: 1) whether the dog is a service animal required because of a disability; and, 2) what work or task the dog has been trained to perform. Pursuant to U.S. Department of Justice guidance, no other inquiry or request for documentation or proof is allowed.

State law should not be amended to encourage unlawful inquiries of persons who attempt to access government offices or businesses accompanied by a service animal, as is their right under the ADA, whether those inquiries are made by staff, agents, or third party proxies.

Conclusion

This bill proposes to criminalize "misrepresentation of a service animal." This will have the effect of chilling the rights of persons with disabilities to exercise their right to request reasonable accommodation in the use of an assistance animal, under federal and state fair housing laws, as well as encourage inquiries that are unlawful under the federal ADA.

The limited scope of the right to use a service animal under Title II and Title III of the ADA does not apply to or limit the right to request the use of an assistance animal as a reasonable accommodation under federal and state fair housing law, federal ADA Title I (employment) and state fair employment law, or state public accommodations law.

The bill proposes to criminalize the knowing false representations of a dog as a service dog. This will have the effect of chilling the rights of persons with disabilities to exercise their right to request reasonable accommodation in the use of an assistance animal, under federal and state laws other than Title II and Title III. It will also potentially criminalize persons with disabilities who mistakenly characterize their assistance animals as service animals.

The HCRC opposes S.B. No. 2461.



1050 Bishop St. PMB 235 | Honolulu, HI 96813
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John Shilf, Rainbow Sales & Marketing, *Advisor*
Barry Taniguchi, KTA Superstores, *Advisor*
Derek Kurisu, KTA Superstores, *Advisor*

TO:
Committee on Judiciary
Senator Brian T. Taniguchi, Chair
Senator Karl Rhoads, Vice Chair

FROM: HAWAII FOOD INDUSTRY ASSOCIATION
Lauren Zirbel, Executive Director

DATE: Tuesday, February 20, 2018
TIME: 9:30am
PLACE: Conference Room 16

RE: SB 2461 Relating to Service Animals

Position: Support

The Hawaii Food Industry Association is comprised of two hundred member companies representing retailers, suppliers, producers, and distributors of food and beverage related products in the State of Hawaii.

Ensuring that all patrons have access to our businesses is a high priority for our members. People who misrepresent pets as service or support animals can jeopardize the health and safety of all patrons in food establishments, and create confusion about why it's important for real service and support animals to be allowed in businesses. We believe that this measure will help curb the practice of falsely claiming a pet as a service or support animal, and by extension will help strengthen accessibility for those with real service and support animals. We urge you to pass this measure and we thank you for the opportunity to testify.

SB-2461

Submitted on: 2/16/2018 5:15:14 PM

Testimony for JDC on 2/20/2018 9:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Louis Erteschik	Testifying for Hawaii Disability Rights Center	Comments	Yes

Comments:

We are very sympathetic to the problems identified in this bill. We have had individuals contact our office with alleged claims of discrimination based upon a failure to accommodate their service animal or emotional support animal only to discover that these animals were really pets. We have also seen advertisements on the internet by which individuals can obtain "identification papers" to present for the purpose of falsely verifying that their pet is a service animal or where for a fee a "mental health professional" will write a letter verifying their need for an emotional support animal. We absolutely do not support such efforts and we believe it creates a negative backlash and further stigmatization against individuals who truly do have disabilities and who are the people we were created to assist. For that reason the intent of the bill seems reasonable. Whether the criminal provision in this bill is the best way to achieve that or is feasible to enforce is a matter of debate within the disability community. However, we would be happy to work with this Committee if it desires to advance the measure and engage in further discussion.

PETER L. FRITZ

TELEPHONE (SPRINT RELAY): (808) 568-0077

THE SENATE THE TWENTY-NINTH LEGISLATURE REGULAR SESSION OF 2018

COMMITTEE ON JUDICIARY

Testimony on S.B. 2461

Hearing: February 20, 2018

Relating To Service Animals

Chair Taniguchi, Vice Chair Rhoads and members of the Committee. My name is Peter Fritz. I am an attorney and an individual with a disability. I am testifying today **in support** of S.B. 2461.

This bill Establishes the offense of misrepresentation of a service animal, changes the term service dog to service animal and amends the definition of that term to conform with the Americans with Disabilities Act.

I strongly support this bill which makes changes to the public accommodation provisions of Chapter 489, Hawaii Revised Statutes (“HRS”) that will make public accommodations safer for service animals and will provide uniform application of the service animal rules for public accommodations. Nineteen other states have adopted laws concerning fraudulent representation that an animal is a service animal. Hawaii should do the same.

I support this bill for the following reasons:

- Increased Safety For Service Animals And Their Owners
 - A service animal is trained to do a specific task to assist an individual with a disability. A service animal can lose focus when charged or distracted by someone’s pet or untrained dog. If the service animal loses focus, it could lead is owner into a table or bump into a waiter causing injury to the owner or others.
 - A service animal trained to signal a change in blood sugar for a diabetic might fail to timely notify the owner and cause a hypoglycemic incident.
 - Just as speed limits keep some people from speeding, this law could cause some people to obey the law and not fraudulently represent that their animal is a service animal.
- Enforcement
 - Enforcement Guidelines can be found in the case of Lerma v. Cal. Exposition & State Fair Police (E.D. Cal., 2014). In this case, the Plaintiff Lerma was charged with violation of California’s code against fraudulent misrepresentation of a Service Animal, Cal. Penal Code § 365.7. The Plaintiff filed a suit claiming that it was a violation of the Americans with Disabilities Act (ADA). The Court found that the officer did not violate the ADA.
 - The Court discussed the officer’s conduct in enforcing the law and found that it did not violate the ADA. The discussion provides guidance about how to enforce this law.


Testimony of Peter L. Fritz
S.B. 2461
February 20, 2018

- Businesses Need Clear Consistent Laws And The Changes In This Bill Will Provide Consistency.
 - Conforming the definition of service animal in Hawaii's public accommodation law, Chapter 489, HRS to the ADA's provides the 's conformity that businesses need to comply with Title III of the ADA.
 - At the present time, the Hawaii Civil Rights Commission ("HCRC") had taken the position that emotional support animals should be treated as service animals and are entitled to accompany their owners to a public accommodation.
 - The conflict between the ADA and the HCRC's position forced a local food business to file a declaratory judgment to resolve the conflict between the state food safety laws which only permit service animals in food preparation areas and the HCRC's position that emotional support/assistance animals will be allowed in these areas.
 - Conforming the definition will resolve conflicts.

I respectfully ask that this Committee passed this bill.

Thank you for the opportunity to testify.

Respectfully Submitted,



Peter L. Fritz

SB-2461

Submitted on: 2/17/2018 10:22:06 AM

Testimony for JDC on 2/20/2018 9:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Richard Emery	Individual	Support	No

Comments:

Abuse is a wide spread problem. The bill should be equally expanded to reference Fair Housing laws and assistance animals

SB-2461

Submitted on: 2/17/2018 10:28:28 AM

Testimony for JDC on 2/20/2018 9:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Philip Nerney	Individual	Support	No

Comments:

Fraud with respect to service animals is obvious and pervasive. It has become an every day occurrence.

Effective measures to address such fraud are essential to rebalance the rights of persons to be free from risks of personal injury and unhygienic conditions. As a single but telling (if not seemly) example, I have seen dog feces in the mall walkway at Ala Moana Shopping Center.

Pet owners use the cover of state and federal "discrimination" laws to ward off questions and challenges. Fraudulent "service animal" accessories are readily available on the Internet.

Respect for legitimate use of a service animal is dramatically lessened by the cynical exploitation of law by pet owners.

Please pass SB 2461.

SB-2461

Submitted on: 2/16/2018 11:29:52 PM

Testimony for JDC on 2/20/2018 9:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
sunnie lasconia	Individual	Support	No

Comments:

I agree that it is misrepresentation of a service animal. People have the right to choose what kind of animal will service them rather than just dogs.

SB-2461

Submitted on: 2/20/2018 6:25:58 AM

Testimony for JDC on 2/20/2018 9:30:00 AM

LATE

Submitted By	Organization	Testifier Position	Present at Hearing
Phil Guidry	Testifying for American Kennel Club	Support	No

Comments:

Tuesday, February 20, 2018

Senator Brian T. Taniguchi, Chair
Hawaii Senate Judiciary Committee
Room 219, State Capitol
415 South Beretania Street
Honolulu, Hawaii 96813

RE: American Kennel Club Supports Senate Bill 2461 (as introduced)

Chairman Taniguchi and Members of the Senate Judiciary Committee:

The American Kennel Club (AKC) writes today in support of Senate Bill 2461, which seeks to create a misdemeanor for those found to have knowingly misrepresented as a service animal any animal that does not meet the requirements of a service animal.

The American Kennel Club was established in 1884 and promotes the study, breeding, exhibiting, and advancement of purebred dogs. We represent over 5,100 dog clubs nationally, including 42 clubs in Hawaii. We advocate for the purebred dog as a family companion, advance canine health and well-being, protect the rights of dog owners, and promote the ideals of responsible dog ownership.

Under Senate Bill 2461, service animals would be defined as any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The AKC strongly supports public accommodations that allow individuals with disabilities to use service dogs.

The AKC strongly condemns characterizing dogs as service animals when they are not, or attempting to benefit from a dog's service dog status when the individual using the dog is not a person with a disability.

The American Kennel Club has always been a strong supporter of service dogs. Members of AKC-affiliated clubs initiated the use of dogs in wartime that led to

the development of dogs to assist the disabled. AKC supports the Americans with Disabilities Act and other laws that assure special accommodations for individuals with service animals. Dog enthusiasts take pride in the accomplishments of these amazing animals and applaud their contributions to society that help disabled individuals live more independently.

Service dogs are trained to behave submissively when they encounter another service dog. They are socialized to know to lie under a table in a restaurant or to stay at their owner's side. They are trained to not react to noises and disturbances that upset other dogs. Bringing untrained dogs into situations for which they are ill-equipped, however, puts everyone at risk. Untrained animals fraudulently presented as service dogs in public places have been known to start fights, get up on restaurant furniture, relieve themselves in stores, and damage property. Perhaps an even more disturbing result is that those with legitimate service dogs are being denied access to public places where they have the right to go because of the poor behavior of pets and their owners who fraudulently attempt to pass them off as a service dog.

Because its provisions are in line with our principles and seek to remedy the problems associated with dogs purposefully mislabeled as service/assistance animals, we support Senate Bill 2461 and respectfully request you pass the bill out of committee when you consider it on Tuesday, February 20, 2018. It would be my pleasure to provide greater detail and explanations for our support of SB 2461. Please do not hesitate to contact me for any reason at 919-816-3503.

Sincerely,

Phil M. Guidry, JD
Director, Policy Analysis
AKC Government Relations

CC: Sens. Ruderman, Espero, Gabbard, Inouye, Kahele, Riviere – SB 2461
Sponsors
Lynn Muramaru, Pacific Pet Alliance



February 20, 2018

LATE

Testimony in **Support** of SB 2461

Senator Ruderman and Members of the Senate Committee on Judiciary:

The Pacific Pet Alliance is a Hawai'i non-profit organization that promotes responsible pet ownership through education and advocacy. We appreciate the opportunity to submit this testimony in strong **support** of SB 2461.

An essential part of being a responsible pet owner means to abide by existing laws and regulations, and not to misrepresent oneself as being disabled to take advantage of laws and regulations intended to protect and benefit the disabled. Pet owners who misrepresent themselves and their pets in such a manner not only harm the protected interests of the disabled, but also the reputations and public perceptions of responsible pet owners.

Thank you again for this opportunity to testify. We respectfully request that you vote "yes" on SB 2461.

Lynn Muramaru
Board Member
Pacific Pet Alliance

February 20, 2018

LATE

Michael Shewmaker
Downtown Laundry Express
194 Kilauea Ave. #101
Hilo, HI 96720

Testimony in support of SB2 2461

Aloha,

My name is Michael Shewmaker and my wife and I own Downtown Laundry Express, a large Laundromat in Downtown Hilo. We employ nine people and service hundreds of local customers.

On a regular basis people bring their pets to our facility under the cover of them being service dogs. This has become as serious nuisance and one that we are powerless to do anything about. We desperately need your help to resolve this unsanitary and rude practice.

Please support SB 2461.

Thank you.

Sincerely,

Michael Shewmaker

888 Mililani Street
2nd Floor
Honolulu, Hawaii
96813

LATE

Re: SB 2461

Chair Taniguchi and Members of the Committee,

My name is John Morris and I am testifying in support of SB 2461. This bill raises issues that should be raised concerning the federal and state fair housing laws and the Americans With Disabilities Act. The primary problem is that abuse of those laws undermines the legitimate disability-based requests of those who really need an assistance or service animal for a disability.

I am an attorney who represents condominiums and other homeowner associations. It is not uncommon for someone to show up at a "no-pets" condominium building with a pet, be turned away, and a few days later return as someone who is disabled and requires an assistance or emotional support animal (the same animal that was a pet a few days before) as a reasonable accommodation.

In an ongoing case, a resident submitted a document supposedly attesting to the fact that the resident needed three assistance animals. When the association checked with the healthcare professional who had provided the document, it turned out that the healthcare professional had only attested to the fact that a single assistance animal was necessary.

There is no direct consequence for someone making such misrepresentations but there should be. Otherwise, those persons with legitimate disabilities who truly need an assistance or emotional support animal are viewed in the same way – they are lumped in with or viewed by others like those who fabricate a disability claim simply because they want to bring their pet to a no-pets building.

Creating a consequence – in the form of SB 2461 – for misrepresentation in such an important area is worthwhile. It should not chill the legitimate rights of those who truly need an assistance or emotional support animal. It should also make those who abuse that process less willing to do so.

If there are concerns or potential problems with the consequences stated in SB 2461, steps can be taken to revise the bill to deal with those concerns or problems. Those concerns or problem should not be a reason to hold this, bill which, again, serves an important purpose by ensuring that only legitimate disability-based requests for assistance animals are submitted.

Thank you for this opportunity to testify.

John Morris

SB-2461

Submitted on: 2/19/2018 11:30:07 PM

Testimony for JDC on 2/20/2018 9:30:00 AM



Submitted By	Organization	Testifier Position	Present at Hearing
Larry Veray	Individual	Support	No

Comments:

I am in total support to this bill but there needs to be a long term solution establishment of State licensing of these type of animals with a small placard attached to the service animal where all could observe and that placard would remedy any questions as to the purpose of the animal.

Thank you for initiating this very important bill.

Very Respectfully,

Larry Veray

Pearl City

SB-2461

Submitted on: 2/20/2018 7:22:10 AM

Testimony for JDC on 2/20/2018 9:30:00 AM



Submitted By	Organization	Testifier Position	Present at Hearing
tony frascarelli	Individual	Support	No

Comments:

I support this bill as I believe it will deter some pet owners from trying to pass off their animals as tru service or support animals.

SB-2461

Submitted on: 2/20/2018 9:40:54 AM

Testimony for JDC on 2/20/2018 9:30:00 AM

Submitted By	Organization	Testifier Position	Present at Hearing
Skye Moore	Testifying for Rare Disease Hawaii	Oppose	No

Comments:

As a person that has dealt personally with Hawaii Fido as a cancer survivor. I started Rare Disease Hawaii to warn people about companies like Hawaii fido, a lady with them persuded me away from getting a dog, cause they didn't want me to get a discount that they only give to their friends & they are racist, cause they told me to go to California & keep asking me if I'm from Hawaii,. cause they claimed to have a 2yrs waiting list. I have gone to them several times to try to get a service animal. 1st you must get a better company to handle training with cost thousands of dollars to train. Must have a company that doesn't play foavorites to decide who gets a dog or not! This company is shady & I see a money grab on the poorest among us, the disabled!!!!!! Good nieghbor test is done, but at a HIGH COST TO CONSUMER!! WORK ON THAT 1st!!! Shame that the Rep don't know how shady they are, which makes me question his connection with this company & I want to question who, he's related to or friends with this company that charge too much & play favorites to not allow some to get a service dog!! Keep it Very Real. I have it on video calling them & will release it!