



# Maine Human Rights Commission

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## INVESTIGATOR'S REPORT PA14-0139

September 25, 2015

**Frank Woodard (Lincoln)**

v.

**Penobscot Valley Hospital (Lincoln)**

### **I. Complaint:**

Complainant Frank Woodard alleged that Respondent Penobscot Valley Hospital discriminated against him on the basis of disability by asking unlawful questions about his service animal, and by denying him the full and equal enjoyment of a place of public accommodation by refusing to allow him to use his service animal.

### **II. Respondent's Answer:**

Respondent did not deny that Complainant was asked unlawful questions about his service animal and was initially told that he was not allowed to have his service animal with him. Respondent alleged that the inappropriate statements were made by a contract nurse and did not reflect company policy, and stated that Complainant left the hospital before the situation could be rectified.

### **III. Jurisdictional Data:**

- 1) Date of alleged discrimination: January 10, 2014.
- 2) Date complaint filed with the Maine Human Rights Commission ("Commission"): March 21, 2014.
- 3) Respondent is a place of public accommodation and is subject to the Maine Human Rights Act ("MHRA").
- 4) Respondent is represented by Anne-Marie Storey, Esq. Complainant is not represented by counsel.
- 5) Investigative methods used: A thorough review of the materials submitted by the parties, an Issues and Resolution Conference. This preliminary investigation is believed to be sufficient to enable the Commissioners to make a finding of "reasonable grounds" or "no reasonable grounds" in this case.

### **IV. Development of Facts:**

- 1) The relevant parties, issues, and facts in this case are as follows: