

FOR IMMEDIATE RELEASE

Tom's Farms responds to accusations of discrimination against autistic child's pit bull service dog

Shorty Rossi says this is not good enough. All the Santos family asked for was for an apology and to educate, enlighten and inform this business establishment of their discriminatory practices

Corona, California, US September 18, 2013

You have yet to make a public apology to the parents, child and, YES, even to the service animal. While you state you have changed the policy (without stating said changes) please understand that a policy and a law have nothing to do with each other therefore your said changes are irrelevant. "*Clarify(ing) (y)our policies and provid(ing) specific training to (y)our staff*" have nothing to do with the fact that you are not above the law. Mr. Santos came to you over 45 days ago to let you know about how a manager treated his mentally handicap daughter and her service animal with absolutely no response from your company, your managers, your owners nor your staff. The Santos family came to you on a friendly basis (we have well documented communication) to help you understand what you chose to put his daughter through. The Santos family even offered to assist with training your employee during that time (we have well documented communication) yet your business establishment chose to ignore the offer. So alas, we do not see anything that has changed for the better as of today, 46 days later, however we look forward to seeing something soon.

Statement from the Santos family:

"It has come to the attention of the Santos family that as of late, Tom's Farms has been provided with an abundance of information in regards to the laws that pertain to the disabled and their Service Animals. We understand that there are many laws/rules/regulations that may be hard to understand and implement. We fully understand that we cannot force you to want to be better or to do better. That is a choice; one that is on the shoulders of your business needs to make for itself. However, always remember that our previous offer to work alongside you in regards to the PROPER employee training on such sensitive topics will always be available to you. While visiting Tom's Farms is not something we plan on doing any time soon for obvious reasons, please know that we will do so if it means that we will be helping you train your employees so that we are the ONLY family to every go through such discrimination and humiliation.

"Here is to an open mind and a patient heart.

*Signed,
The Santos Family, also known as Pup-Cake's leash racks"*

In summary, Shorty Rossi advised the Santos family that "in the future, just call the police," since according to California Code - Section 54.1(a)(1) Access to public conveyances, places of public accommodation, amusement or resort, and housing accommodations:
Individuals with disabilities shall be entitled to full and equal access, as other members of the general public, to accommodations, advantages, facilities, medical facilities, including ... places of

public accommodation, amusement, or resort, and other places to which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

Shorty's Charities has been assured, since the beginning of its involvement with [Pup-Cake the Service dog](#) and the Santos family, that they have not once threatened to file a lawsuit against nor have they sought money from Tom's Farms. They have consistently sought to educate, enlighten and inform Tom's Farms' in regards to service dog treatment and requested an apology from the staff that subjected their daughter to unnecessary distress. The Santos family sees no other choice, at this time, than to contact the California Department of Justice and file a complaint. All because the human element was removed for public relations' statements; all because they wanted to hear "I'm sorry. How can we make this better for everyone?"

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If you would like more information or to schedule an interview, please call Julie Hernandez at 818.850.2310 or email julie@shortyscharities.org

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