

**GUIDANCE AND  
RECOMMENDATIONS FOR FACULTY AND STAFF  
REGARDING SERVICE ANIMALS**



The University is committed to providing equal opportunities to all students and disability support services and accommodation helps achieve that goal. The issuance of this guidance is prompted by changes in the law with regard to service animals for individuals with a disability.

A *service animal* is a dog (or miniature horse) trained to do work or perform tasks for the benefit of an individual with a disability. A service animal is not a pet and you should not touch or interact with the service animal. On occasions, an individual may be accompanied by a “service animal in training.” If a “service animal in training” poses an issue, you may talk to the handler or contact the **Services to Students with Disabilities**. \* Students using a service animal on campus should notify **Services to Students with Disabilities**.\*

If the service animal's purpose is apparent (i.e., a guide dog for an individual without sight), you should not ask the individual using the animal any questions about the use of the animal. You may discuss issues surrounding the use of the animal, such as seating of or breaks for the animal. If it is not clear that an animal is needed for a disability, you may only ask two questions of an individual with a service animal:

1. Is the animal required because of disability?
2. What work or task has the animal been trained to perform?

If issues persist concerning the animal, you should contact *Services to Students with Disabilities* to resolve them. Remember, inquiring about the animal can be interpreted as an inquiry about an individual's disability. No student or employee should be required to disclose his/her disability in order to work or study at the University.

*Assistance animals*, sometimes called *therapy, support or comfort animals*, are not, in most cases, recognized by the American with Disabilities Act (ADA) as Service Animals. Such animals must follow the general policies regarding animals on campus unless they have been deemed service animals by *Services to Students with Disabilities*. An assistance animal may be approved to be in and around University Housing facilities but approval does not extend to having an assistance animal in other buildings on campus.

*Requirements for service animals:*

1. The animal must be under the control of the individual using the animal. In most cases, this means the dog should be on a leash or harness. However, if the leash would present difficulties for the individual, then voice control may be sufficient. If you are concerned about the control of the animal, contact **Services to Students with Disabilities**\* with questions.
2. If the animal displays out of control behavior (i.e. aggressive or disruptive behavior such as uncontrolled barking), then you may inform the individual that the service animal must be removed from the room or activity. After doing so you should contact *Services to Students with Disabilities* to determine a long term plan of action concerning the animal. Never separate the service animal from the individual with the disability. You must permit the individual to continue to participate without the animal's assistance if the individual chooses.
3. The animal must be “housebroken” and the individual using the animal is responsible for cleaning up after the animal. If the animal is not housebroken or the animal becomes sick (i.e. vomiting or diarrhea), you may ask the individual to remove the animal and to clean up after the

animal. Again, you must permit the individual to continue to participate without the animal's assistance if the individual chooses.

### What If

1. ..The animal is not being cared for or seems to be abused (needs water, flea infested, in poor condition, poorly treated)? Contact \_\_\_\_\_
2. ..Other persons in the class or work area express they are afraid of or are allergic to the animal? If separating the individual using the animal from the individual who is afraid of or allergic to the animal will solve the problem (i.e., placing them in separate areas of a classroom), then you may take that action. Be careful not to place either individual in a remote area or in isolation, however. If there is no apparent solution or if you chose not to work out a solution, contact \_\_\_\_\_
3. ..The animal poses a problem with particular activity (i.e., a project requires a sterile environment)? You may ask the individual using the animal to remove the animal for the duration of the activity, but you must allow the individual to continue to participate in the activity and the animal may only be removed during periods where the animal presents an identified problem. Any questions concerning this guidance should be directed to \_\_\_\_\_
4. ..An individual shows up with an animal, other than a dog or horse, and says that it his/her service animal? You should contact \_\_\_\_\_ to determine next steps.

You may ask the individual with the service animal if he/she would like to:

- introduce the service animal to the class
- tell the class that the service animal "is on duty" and
- tell the class not to pet, feed or treat the service animal like a pet without talking to the individual working with the animal first.

If the individual seems reluctant to speak in front of the class, you may ask if the individual would like you to make the introduction. However, if the individual with the service animal chooses not to introduce their animal to the class, do not force the issue.

### Campus Resources\*

If you need answers to questions, you may contact:

Services to Student with Disabilities  
Phone Number/Location

Human Resources  
Phone Number/Location

If you need immediate assistance, you may contact:

Campus Safety  
Phone Number/Location

**\*Please fill in blank spaces on documents with appropriate point of contact from your campus.**

## OFFICE PET POLICY

### ***[Option 1: Restrictive policy]***

**[Company]** is responsible for assuring the health and safety of all employees. In keeping with this objective, **[company]** does not permit employees to bring their household pets to work. Animals may pose a threat of infection and may cause allergic reactions in other employees. Some employees may feel threatened or be distracted by the presence of animals, particularly dogs. In addition, **[company]** wishes to prevent pets from fouling the office space or damaging company property.

### ***[Option 2: Permissive policy]***

**[Company]** is responsible for assuring the health and safety of all employees. In keeping with this objective, **[company]** has formulated a policy balancing these concerns with the desire to promote a positive employment experience by allowing appropriate pets in the office. A pet may be allowed in the office if its health and behavior are acceptable within an office setting, and if it does not adversely affect office operations.

A pet owner wishing to bring a pet to the office should first obtain written permission from his or her immediate supervisor. Any decision to allow a pet to come to the office, or to exclude a pet from the office, will be made by the owner's immediate supervisor. That decision will be final, except in cases involving service animals, which should be referred to the Human Resources department.

### ***[Then continue:]***

An employee who requires the help of a service animal (defined by 28 CFR 36.104 as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability") will be permitted to bring a service animal to the office, provided that the animal's presence does not create a danger to others and does not impose an undue hardship upon the company.

***[Insert if using permissive language: The privilege of bringing a pet to work is subordinate to the health, safety, and comfort of persons who may come into contact with animals at the office.]*** An

animal may be excluded from the office if it:

- causes any person to experience allergic reactions, fear, or any other physical or psychological discomfort;
- distracts any employee from their work; or
- reduces any employee's productivity or quality of work.

Any individual with a grievance regarding an animal at the office should bring the matter to the attention of the owner's immediate supervisor.

In addition, the following animals may not be brought to the workplace:

- sick animals;
- animals with fleas or any disease that is communicable to other animals in the office or to humans;
- animals that have not been properly vaccinated, or that have internal or external parasites;
- dogs that bark or behave aggressively; or
- animals that foul the inside or outside of the building.

Animals that have not been spayed or neutered will not be permitted to come to the office in season. All dogs must be leashed at all times. All animals must be in the continuous full control of their owners. They should be in the physical presence of the owner, in the owner's office, or in the space around the owner's desk at all times. Owners are expected to clean up, completely and immediately, after their animals.

An employee who brings an animal to the office is completely and solely liable for any injuries or any damage to personal property caused by the animal. Any repair or cleaning/maintenance costs incurred by an animal will be charged in full to the owner.

**[Company]** may, at its discretion, require animal owner to maintain a liability insurance policy covering damage or injuries caused by the animal while at the office. The company may specify minimum coverage amounts under such a policy, and may require the owner to pay for such coverage.

**[Company]** shall not be liable for loss of, or injury to, any animal brought to the office.