



Kutztown University Policy DIV-003

Service Animal Policy/Procedure

A. Purpose:

The following information is provided to help define the role and place of service animals at Kutztown University in promoting the safety, dignity, and independence of persons with disabilities.

B. Scope:

As established by the Americans with Disabilities Act (ADA), service animals shall not be excluded from university/college facilities or activities. The ADA defines a service animal as: "...any...animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals who are hearing impaired to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." Pennsylvania anti-discrimination statutes (P.L. 208, Act 72) guarantee a blind person the legal right to be accompanied by a guide dog in all accommodations which are made available for public use. The statutes further guarantee equal housing accommodation to guide dog users in both the rental and purchase of housing.

To work on campus, a service animal must be specifically trained to perform a service function. If an animal meets this definition, it is considered a service animal regardless of whether it has been licensed or certified by a state or local government or a training program. Dogs in training are not considered service animals.

The guidelines have been developed with the understanding that most service animals working on the college campus will be dogs. If another kind of animal is to be employed as a service animal on the campus, the partner (person with a disability) should contact the Disability Services Office as soon as possible to explore any additional health or safety concerns.

C. Definition

Types of Service Dogs

Guide dog: A dog that is carefully trained to serve as a travel tool by individuals with severe visual impairments or who are blind.

Hearing dog: A dog that has been trained to alert a person with significant hearing loss or who is deaf to a sound (e.g. a knock on the door, a fire alarm, the phone ringing).

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Service dog (assistance dog): A dog that has been trained to assist a person who has a mobility or health impairment. The duties the dog may perform include: carrying, fetching, opening doors, ringing doorbells, activating elevator buttons, steadying a person while walking, assisting a person to get up after a fall, etc.

Sig dog: A dog trained to assist a person with autism. The dog alerts the partner to distracting repetitive movements common among those with autism, allowing the person to stop the movement. A person with autism may have deficits in sensory input and may need the same support services from a dog that one might provide for a person who is blind or deaf.

Seizure response dog: A dog trained to assist a person with a seizure disorder. The method in which the dog serves the person depends on the individual's needs. The dog may stand guard over the person during a seizure, or the dog may go for help. Some dogs learn to predict a seizure and warn the person in advance.

Partner/handler: A person with a service animal. A person with a disability using a service animal is called a partner; a person without a disability is called a handler.

Service Animal: Any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

Team: A person with a disability, or partner and the service animal. The two work as a team in accomplishing the tasks of everyday living.

Therapy animal: A therapy animal may soothe anxiety in some individuals, but does not assist an individual with a disability in the activities of daily living. Therapy animals are not protected by laws for service animals.

D. Policy and Procedures:

Control Requirements:

- The animal must be on a leash at all times. It should never be permitted to wander off leash except if it is working.
- The partner must be in full control of the animal at all times.
- The animal must be as unobtrusive as possible.

Exclusion for behavior: A service animal may be excluded from the campus when its behavior poses a direct threat to the health and safety of others.

Consequences for behavior: When a service animal is determined to be out of control, the infraction will be treated on an individual basis through the Disability Services Office and the Dean of Student Services Office. If the animal poses a threat to the safety of others, Public Safety and Police Services will become a part of the collaborative team to determine the outcome of the behavior. Consequences may include, but are not limited to: muzzling a barking dog, refresher training for the animal and its partner, or exclusion from university facilities. Safety concerns about a service animal may be directed to Public Safety and Police Services.

Public Etiquette by the Animal

The animal:

- Must not be allowed to sniff people, store shelves, tables in eating areas, or personal belongings of others.
- Must not initiate contact with someone without the partner's direct permission.
- Must not display any behaviors or noises that are disruptive to others, such as barking, whining, or growling.
- Must avoid excessive personal grooming in public settings.
- Must not block an aisle or passageway.
- Must not be attracted to food that may be in common areas.

Public Etiquette by Campus Community and Guests

Individuals should not:

- Pet a service animal while it is working. Service animals are trained to be protective of their partners, and petting distracts them from their responsibilities.
- Feed a working service animal.
- Deliberately startle, tease or taunt a service animal.
- Separate or attempt to separate a partner from his/her handler.
- Hesitate to ask a student if he/she would like assistance if the team seems confused about a direction to turn, an accessible entrance, the location of an elevator, etc.

Responsibilities for Individuals with Disabilities using Service Animals on Campus

Individuals with disabilities using service animals on campus are responsible for ensuring that the animal is properly treated by the handler and by others and behaves and responds appropriately at all times in public and the team must adhere to the same socially accepted standards as any individual in the university community.

A person with a disability who utilizes a service animal is strongly encouraged to register with the Disability Services Office by supplying the following:

- An explanation of the specific tasks/functions performed by the service animal.
- Supportive data indicating that the individual is unable to perform such tasks due to the nature of the disability.
- Documentation from the individual's primary health care provider.
- Evidence of the team's training as well as identification information of the agency or individual that provided such training.
- Documentation from a veterinarian, stating the animal has up-to-date vaccines (if appropriate) is required.
- The owner is solely responsible for the cost of care, arrangements and responsibilities for the well-being of a service animal.
- Service animals on campus must:
 - Meet Non-university requirements: All requirements for the presence of animals in public places mandated by State or local ordinance must be followed, such as vaccinations, licensure, and ID tags.
 - Be healthy: The animal must be in good health. Animals to be housed in university housing must have an annual clean bill of health from a licensed veterinarian.

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- **Be under control of the partner:** The person with a disability must be in full control of the animal at all times and reasonable behavior is expected from service animals while on campus. If a service dog, for example, exhibits unacceptable behavior, the partner is expected to employ the proper training techniques to correct the situation.
- **Clean up rule:** The partner must follow local ordinances in cleaning up after the animal defecates. Individuals who physically cannot clean up after their own service animal due to extenuating circumstances may not be required to personally pick up and dispose of feces, however partners are required to make other arrangements for the prompt disposal of waste.

Emergency Situations:

In the event of an emergency, the responding team should be trained to recognize service animals and to be aware that the animal may be trying to communicate the need for assistance. The animal may become disoriented from the smell of smoke in a fire or laboratory emergency, from sirens or wind noise, or from shaking and moving ground. The partner and/or animal may be confused in a stressful situation. The responding team should be aware that the animal is trying to protect and, in its confusion, is not to be considered harmful and every effort should be made to keep the animal with its partner.

Conflicting Disabilities:

It is common for persons to have a disability that precipitates an allergic reaction to animals. Persons who have asthma/allergy/medical issues are encouraged to make their condition known to the Housing and Residential Life Office and to Disability Services by providing medical documentation to support their claim. To resolve a problem as efficiently and effectively as possible, action will be taken to consider the needs of both persons.

Residence Halls:

The guidelines for conflicting disabilities also apply to the residence halls. If an allergy/animal conflict arises which cannot be resolved agreeably, the Housing and Residential Life Office and the Disability Services Office will collaborate on a solution. It should be noted that if a person with severe allergies arrives after a person who uses a service animal, the person with the service animal cannot be removed to accommodate the second person.

(*Disability Compliance for Higher Education, July 1996. Vol. 1, No. 12, p 4 and 5*).

Visitors with Service Animals

All visitors to campus with service animals must adhere to the same guidelines as members of the campus community.

Areas Off Limits To Service Animals

There are certain instances when it may be considered unsafe for the animals to be in such places as medical facilities, laboratories, mechanical rooms or any other place where the safety of the animal or its partner may be threatened. Each location's safety will be evaluated by a group of individuals including: the Disability Services Office, the laboratory director or professor, and the university risk management team. When it is determined unsafe for the team to be in one of these areas, reasonable accommodations will be provided to assure the student equal access to the activity.

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Research Laboratories: The natural organisms carried by dogs and other animals may negatively affect the outcome of the research. At the same time, the chemicals and/or other organisms used in the research may be harmful to the service animals.

Mechanical Rooms/Custodial Closets: Mechanical rooms, such as boiler rooms, facility equipment rooms, electric closets, elevator control rooms and custodial closets, are off-limits to service animals. The machinery and/or chemicals in these rooms may be harmful to animals.

Areas Where Protective Clothing is Necessary: any room where protective clothing is worn is off-limits to service animals. Examples: wood shops and metal/machine shops.

Areas Where There is a Danger to the Service Animal: Any room, including a classroom, where there are sharp metal cuttings or other sharp objects on the floor or protruding from a surface; where there is hot material on the floor (e.g., molten metal or glass); where there is a high level of dust; or where there is moving machinery is off-limits to service animals.

Exceptions

A director may open her or his laboratory to all service animals. A laboratory director of a research laboratory or an instructor in a classroom or teaching laboratory with moveable equipment may grant permission to an individual animal/partner team to enter the research laboratory, classroom or teaching laboratory with moving machinery. A team's admission will be granted or denied on a case-by-case basis. The final decision shall be made based on the nature of research or machinery and the best interest of the animal. For example, the machinery in a classroom may have moving parts at a height such that the tail of a large dog could easily be caught in it. This is a valid reason for keeping large dogs out. However, a very small hearing dog may be shorter than any moving part and, therefore, considered for admission to the classroom. Access to other designated off-limits areas may be granted on a case-by-case basis.

Service Animals in University Housing and Residential Life

Service animals may not reside in University Housing without expressed approval of University Housing. Such requests will be processed, as follows.

- A requesting individual must provide the Disability Services Office with appropriate documentation at least 30 days before prospective housing will be needed for the service animal.
- The Disability Services Office will review the documentation and seek to contact a University Housing representative as well as the person requesting that a service animal be housed in University Housing. A person who has a service animal on campus (including University Housing) is financially responsible for property damage caused by the animal.

The Disability Services Office, in consultation with the Director of University Housing, may approve a request under this policy when an exception is deemed necessary due to unique circumstances.

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PETS

Consistent with this policy, non-service animals (i.e., companion or therapy pets) are not permitted in classrooms, academic activities, faculty offices, administrative offices or any non-residential university building, except when the non-service animal is being used for academic demonstration purposes.

E: Effective Date:

October 2007

F: Endorsed By:

Administrative Council 10/12/07

Administrative Council

2/25/11

G. Last Revision:

February 25, 2011

H. Last Review:

August, 2011