

## 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 **Disability Support Services Office**. \* The use of all service animals should be approved by **Disability Support Services**.\*

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 **Disability Support Services** 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 **Disability Support Services**. 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 **Disability Support Services**\* 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 **Disability Support Services** 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 **John Segoria in Disability Support Services**
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 **John Segoria in Disability Support Services**
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 **John Segoria in Disability Support Services**
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 **John Segoria in Disability Services** 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.

**Any request for the use of a Service Animal or an Emotional Support Animal by an employee needs to be brought to the attention of Human Resources. Disability Support Services does not authorize accommodations for employees with disabilities.**

### Campus Resources\*

If you need answers to questions, you may contact:

Disability Support Services  
Craven Hall Suite 4300  
Phone Number: (760) 750-4905  
Email: dss@csusm.edu

Human Resources & Equal Opportunity  
Craven Hall Suite 1200  
Phone Number: (760) 750-4418

If you need immediate assistance, you may contact:

University Police  
Public Safety Building  
Phone Number: (760) 750-4567