

Concordia University Texas

Policy		Effective Date:	09/02/2016
SS03 – Service Animal Policy		Last Revision Date:	June 30, 2026
Corporate Owner:	President/Chief of Staff	Operational Owner:	Provost
Post to Website:	Yes	Review by APC:	No
Website Address:	Accessibility Services (concordia.edu)		
Revision Cycle:	Every Year	Page No:	Page 1 of 5

I. Purpose

Concordia University Texas (CTX) is committed to facilitating the use of service animals on university property to allow people with disabilities equal access to university programs and events. The purpose of this policy is to promote safety, health, and hygiene on CTX property, including its buildings and walkways.

II. Scope

This policy applies to all students and employees at CTX who may require a service animal while enrolled at or working for the University.

III. Definitions

Service Animal:

A service animal is “a dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability” as defined by the ADA. Examples of such work or tasks can include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, providing assistance with stability or balance to an individual with a mobility disability, or other duties. Service animals are working animals, not pets. Service animals typically wear specialized equipment such as a backpack, harness, or special collar or leash.

Handler: The person a service animal assists is referred to as a handler.

Person with a Disability: The ADA defines a person with a disability as an individual with “a physical or mental impairment that substantially limits one or more major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment” a person who has a physical or mental impairment that substantially limits one or more major life activities. This includes people who have a record of such impairment, even if they do not currently have a disability. It also includes individuals who do not have a disability but are regarded as having a disability.

Office of Accessibility Services: The Office of Accessibility Services (OAS) collaborates with individuals, faculty, and staff to ensure that students with disabilities have equal access to all CTX programs and activities.

IV. Policy Statement

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Concordia University Texas permits service animals on campus for students or employees with disabilities, as defined by the following rules and procedures.

A. Procedures for Registering Service Animals with the Office of Accessibility Services

- Service animals will be permitted on campus with their handlers. Handlers should notify the OAS to their use of a service animal to help keep the health and safety of all students, faculty, and staff of CTX as the priority.
- The handler must contact the OAS, and provide the necessary documentation, per state and federal law.
 - For service animals in training, verification of enrollment in a training program or certification as a trainer from an approved organization for service animals in training is required.
 - For trained service animals, no documentation is required.
- If the service animal will be residing in University Housing, the handler must inform the Office of Residential Life at least 30 days prior to move-in and complete the *Acknowledgement and Release of Information Consent Form: Service Animals in University Housing*. Advanced notice will enable the Office of Residential Life to make arrangements for the handler and service animal while also addressing the needs of other students in the housing unit.
- In the event that a student does not provide advance notice, the University will make a good-faith effort to accommodate the handler and service animal to the extent possible.
- Once all documentation has been received, the handler and the service animal will meet with the OAS for a preliminary obedience screening. If it is determined that the handler is not in control of the service animal at this meeting, the service animal may not be permitted onto campus.
- The handler will also be asked to sign the *Policy Acknowledgement for Service Animal Handlers*.

B. Access to University Facilities by Service Animals

1. University Facilities

- Service animals will be allowed with their handler in all areas of the CTX campus, except in situations where safety may be compromised or where the service animal may interfere with the fundamental nature of the activities being conducted.
- Service animals will be allowed inside food service areas.

2. Special Notice about Remote Locations

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- If the service animal will need to travel with the handler to a remote location for a university-sponsored event (i.e. athletics, fine arts, graduation, etc.) the handler must coordinate this secondary request with the OAS.
- The OAS will ensure all procedures with third-party companies are met and communicate any additional policy expectations or limitations.

C. Handler's Responsibilities for Service Animals

- The handler must be in full control of the animal at all times. Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the handler's disability using these devices. In that case, the handler must maintain control of the animal through voice, signal, or other effective means.
- All local ordinances regarding dogs apply to service animals, including the requirements for immunization, noise, restraint, and at-large animals. The service animal must wear a current rabies vaccination tag.
- The service animal must be in good health. A service animal must be clean and well-groomed. The handler should always take measures to treat fleas and ticks and maintain odor.
- The handler is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner. The handler must dispose of feces by placing it in a plastic bag and then placing the plastic bag in an outdoor dumpster. The use of outdoor trashcans is not acceptable for waste disposal. Clean-up must occur immediately. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside any building at CTX.
- Animal accidents within any CTX building or along any walkway on the CTX campus must be promptly cleaned up using cleaning products. All accidents involving bodily fluids inside of buildings on the CTX campus must be reported to Facilities Management for tracking and damage assessment purposes. The handler is required to submit a maintenance request outlining the accident that occurred and cleaning steps taken. Facilities management will determine if any additional cleaning is required or if substantial damage was done to the university's property.
- In keeping with appropriate university policies and procedures and state legislation, the handler may be charged for any damage caused by the service animal.
- Service animals may not block an aisle or passageway. Service animals shall not initiate contact with others without the handler's permission unless it is part of their assigned work.
- The handler is responsible for the management of his or her service animal while on CTX property. The service animal may never be left unattended or in the care of another person on campus.
- CTX personnel shall not be required to provide care or food for any service animal.

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- In the unlikely event of the animal's death, the handler is responsible for removing the animal from campus immediately. Any expenses incurred by the university in the cleanup or removal of a dead animal will be charged to the handler.
- If the service animal is left unattended and reasonable attempts to reach the handler or emergency caregiver have failed, the university reserves the right to take the animal to an animal shelter. Any expenses incurred by the university will be charged to the handler.

D. Removal of Service Animal

- The service animal may not pose a threat to the health and safety of persons on the university campus.
- CTX may ask the handler to remove the animal from the CTX premises if the animal exhibits disruptive and/or aggressive behavior. Disruptive and/or aggressive behavior includes, but is not limited to; excessive barking, running loose, nipping, causing bodily harm, or substantial property damage.
- The handler of a service animal that is not housebroken may be asked to remove the animal from campus.
- The handler may not defer supervision of the service animal to another person at any time. If the handler is non-compliant, the service animal will no longer be allowed on university property.
- If a service animal is removed from campus following university policies, the handler will still be allowed to participate in the educational programming, activity, or event. It will be the handler's responsibility to arrange care for the service animal off-campus while he or she remains on campus.
- If any improper behavior happens repeatedly, the handler may be required to take significant steps to mitigate the behavior before bringing the animal back onto campus. Mitigation may include muzzling a barking animal, obtaining refresher training for both the animal and the handler, or other appropriate measures.

E. Conflicting Disabilities and Concerns

- Persons with medical condition(s) that are affected by animals (e.g. respiratory diseases, asthma, severe allergies) should contact Human Resources (HR) and/or the OAS if they have a health and safety concern about exposure to a service animal. The individual with the medical condition will be asked to provide sufficient medical documentation to identify the condition or disability and the need for accommodation. The University will consider the needs of both individuals in seeking an efficient resolution.

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- If employees of CTX have questions as to the appropriateness of an animal they see on campus, they should contact the OAS or the Chief of Police.
- For additional information concerning the use of a service animal, students please contact the OAS, and employees please contact HR.

V. Additional References
