

Service Animal

Corporate Owner:	Executive Vice President
Operational Owner:	Director of the Student Success Center
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Revision Cycle:	Annual

I. Purpose

The Americans with Disabilities Act (ADA) requires that a covered entity permit the use of a service animal by an individual with a disability in any area open to the general public. The Americans with Disabilities Act (ADA) defines service animals as “dogs that are individually trained to do work or perform tasks for people with disabilities.” Examples of such work or tasks 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 performing other duties. Service dogs are working animals, not pets. If a dog 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.

II. Scope

A service animal must be permitted to accompany a person with a disability everywhere on 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. This includes the rights of service animal owners to take service animals into food service locations.

If employees of Concordia University Texas (CTX) have questions as to the appropriateness of a dog they see on campus they should contact the Director of the Student Success Center, the Chief of Police, Director of Athletics, the Dean of Students, the Director of Residential Life or the Provost & Executive Vice President.

III. Definitions

Service Animals: Service animals are “dogs that are individually trained to do work or perform tasks for people with disabilities.” Examples of such work or tasks 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 performing other duties. Service dogs are working animals, not pets. If a dog 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. A service dog can be any breed or size. It might wear specialized equipment such as a backpack, harness, or special collar or leash, but this is not a legal requirement.

Partner: The person a service animal assists is referred to as a partner. The partner’s disability may not be visible.

Emergency Alternative Caregiver: The person the partner selects to be responsible for the animal in the case of an emergency when the partner and the service animal cannot be together. The emergency alternative caregiver may not live in University housing.

IV. Policy Statement

CTX will allow service animals accompanying persons with disabilities to be on the Concordia University Texas 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. Further, CTX will not limit room assignments for individuals with Service Animals living in Residence Life to any particular building or buildings because the individual needs a Service Animal.

The following are requirements of service animals and their partners:

- The animal cannot pose a direct threat to the health and safety of persons on the university campus. CTX may ask the partner to remove the animal from CTX premises if the animal exhibits disruptive and/or aggressive behavior.
- The partner 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 individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.
- The partner of a service animal that is not housebroken or that is unruly or disruptive (e.g. barking, running around loose, nipping, or otherwise not under control) may be asked to remove the animal from campus or from University facilities. If the improper behavior happens repeatedly, the partner may be required to take significant steps to mitigate the behavior before bringing the animal back to campus or into any University facility. Mitigation may include muzzling a barking animal, obtaining refresher training

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- for both the animal and the partner, or other appropriate measures.
- Local ordinances regarding dogs apply to service animals, including requirements for immunization, noise, restraint, and at-large animals. Dogs must wear a current rabies vaccination tag.
- The service animal must be in good health. A service animal must be clean and well-groomed and measures should be taken at all times for flea and odor control.
- In keeping with appropriate university policies and procedures, the partner may be charged for damage caused by the service animal.
- The partner is responsible for cleaning up the animal's feces immediately. The partner is required to clean up after and properly dispose of the animal's waste in a safe and sanitary manner. Partners must dispose of feces by placing it in a plastic bag and then placing bag in an outside garbage dumpster. Clean up must occur immediately. Animal feces may not be disposed of in any indoor trash receptacle or through the sewer system inside any building at CTX. Partners who are not physically able to pick up and dispose of feces are responsible for making all necessary arrangements for assistance. The university is not responsible for these services.
- Service animals may not block an aisle or passageway. Service animals shall not initiate contact with others without the partner's permission.
- The service animal partner is responsible for the management of his or her animal while on CTX property. The partner may not defer supervision of the service animal to another person at any time.
- CTX personnel shall not be required to provide care or food for any service animal.
- The partner is responsible, in the unlikely event, of the animal's death to remove the animal from campus immediately. Any expenses incurred by the university in the clean up or removal of a dead animal will be charged to the partner.
- If the service animal is left unattended and reasonable attempts to reach caregivers have failed, the University reserves the right to take the animal to an animal shelter. Any expenses incurred by the university would be charged to the partner.

Service Animals in University Housing

Students proposing to have their service animals reside in University housing are asked to contact the Director of Residential Life (512-313-4305) at least 30 days in advance of move-in and complete the *Acknowledgement and Release of Information Consent Form, Service Animals in Residential Life*. Advance notice will enable Residential Life staff to make arrangements for the service animal and the partner while also addressing the needs of other students in the housing unit. In the event a student does not provide advance notice the University will make a good faith effort to accommodate the student with the Service Animal to the extent possible.

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In addition to previously stated requirements a partner with a service animal in housing must comply with the following requirements:

- Service animals to be housed in University housing must have an annual clean bill of health from a licensed veterinarian.
- Partners who live in University housing may be charged for any damage caused by his or her service animal beyond reasonable wear and tear to the same extent that it charges other individuals for damages beyond reasonable wear and tear. The partner's living accommodations may also be inspected for fleas, ticks or other pests if necessary as part of the University's standard or routine inspections. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a University-approved pest control service. The partner will be billed for the expense of any pest treatment above and beyond standard pest management in the residence halls. The University shall have the right to bill the partner's account for unmet obligations under this provision.
- The partner living in Residential Life must fully cooperate with University personnel with regard to meeting the terms of this Policy and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, etc.).

Conflicting Disabilities

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

For additional information concerning the use of a service animal, students please contact the Director of the Student Success Center and employees please contact the Director of Human Resources.

V. Additional References

Acknowledgement and Release of Information Consent Form Service Animals in Residential Life

***Department Impact Check:**

What other departments does this policy operationally impact?

Which of these have been consulted?

Which of these have not been consulted?

[*Strategy & Quality Office Use Only during Review/Posting Process]

