

## UC Davis Policy and Procedure Manual

### Chapter 290, Health and Safety Services

#### Section 91, Service and Support Animals

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#### I. Purpose

This section describes the policy and procedures regarding use of service and support animals on campus.

#### II. Definitions

- A. Handler—the individual who utilizes the service or support animal.
- B. Service animal—a dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
  1. Other species of animals, whether wild or domestic, trained or untrained, are not service animals under this definition; however, a miniature horse may qualify in some situations.
  2. Animals, including dogs, that serve solely to provide a crime deterrent effect, or to provide emotional support, comfort, or companionship are not service animals under this definition.
  3. Service animals in training are included in the definition of service animal for the purpose of this policy.
- C. Support animal—any animal that provides emotional support, comfort or security for the benefit of a person with a disability, or that alleviates one or more identified symptoms or effects of a person's disability.

A support animal cannot be classified as a service animal, unless it is also individually trained to perform work or tasks.
- D. Work or tasks—The work or tasks performed by a service animal that are directly related to the individual's disability (e.g., guiding an individual who is blind, alerting an individual who is deaf, pulling a wheelchair, or reminding an individual with a mental illness to take prescribed medications).

#### III. Policy

- A. Service animals
  1. Service animals are permitted in all University areas (e.g., housing, libraries, academic buildings, classrooms, laboratories) except as noted in III.C, below.
  2. Permitted inquiries

If it is not readily apparent that the animal is a service animal, University employees may ask the handler only the following two questions:

    - a. Is the animal required because of a disability; and
    - b. What work or task is the animal trained to perform.
  3. Prohibited inquiries:

- a. The handler cannot be asked to describe the extent and nature of his or her disability, or be required to provide medical documentation of the disability.
  - b. The handler cannot be required to produce a special identification card or training documentation for the service animal, or be asked for the service animal to demonstrate its ability to perform the designated work or task.
- B. Support animals
1. In housing areas:

A support animal may be permitted in housing areas.

    - a. The Housing office may ask if the handler has a disability and if the handler has a disability-related need for the support animal, in determining whether the animal will be allowed in housing areas.
    - b. When the disability-related need for the support animal is not readily apparent, the Housing office may require medical documentation of the disability and the disability-related need for the support animal.
  2. In the workplace:

Employees who require support animals in the workplace may request a reasonable accommodation in accordance with University policy (see PPSM Section 81).
- C. Removal of a Service or Support Animal
1. University employees may request a handler remove a service or support animal from University areas for the following reasons:
    - a. If the animal is out of control and the handler does not take effective action to control the animal, as determined by the University.
    - b. If the animal is not house-trained.
    - c. If the animal poses a substantial and direct threat to the health and safety of others, as determined by the University, and the threat cannot be reduced or eliminated by a reasonable accommodation.
      - 1) This determination requires an individualized assessment of the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications will mitigate the risk.
      - 2) Situations that may qualify as a direct threat include, but are not limited to, bringing a service animal into laboratories, animal research facilities, medical facilities, and food preparation areas.
    - d. If the animal would cause substantial physical damage to the property of others, which cannot be reduced or eliminated by a reasonable accommodation. This determination requires an individualized assessment, not mere speculation.
    - e. If the handler's responses to the permitted inquiries noted in III.A.2, above, indicate that the animal is not actually a service or support animal, unless animals are otherwise allowed in the area (see Section 290-90).
  2. If an individual requests that a service or support animal be removed due to a medical condition that is affected by a service or support animal (i.e. respiratory disease, asthma, or

severe allergies), the University will perform an individualized assessment of the situation and consider the needs of all parties in meeting its obligation to provide reasonable accommodations. The individual asking for the service or support animal to be removed due to a medical condition may be asked to provide medical documentation.

#### **IV. Responsibilities**

##### **A. Handler**

1. Must attend to and be in full control of the service or support animal at all times, including all care and supervision of the animal.
2. Must keep the service or support animal on a harness, leash, or other tether, unless the handler is unable to use a harness, leash, or tether; or if such use would interfere with the animal's ability to safely and effectively perform its duties. In such cases, the service or support animal still must be under the handler's control (e.g. voice control, signals, or other effective means).
3. Must assure that the animal does not display any behaviors or noises that are unduly disruptive to others, as determined by the University.
4. Must remove or arrange for the removal of any animal waste.
5. Must comply with the Yolo County Code, including dog control and licensing laws, and maintain current vaccinations. Documentation may be required.
6. Is financially responsible for the animal's actions, including any bodily or property damage, or cleaning costs.
7. Is encouraged, but not required, to have the animal wear some type of commonly recognized service animal identification symbol.

##### **B. University students, employees, and visitors**

1. Must allow service and support animals to accompany the handler, as permitted under this policy.
2. Must not touch (without permission of the handler), feed, harass, or deliberately startle service or support animals.
3. Must not attempt to separate the animal from the handler.
4. Should avoid discussing the handler's disability.

#### **V. Further Information**

- A. General questions or complaints regarding service and support animals may be directed to the Compliance and Policy Unit; 530-752-6550.
- B. Issues or questions regarding support animals in housing areas may be directed to the Housing Office; <http://www.housing.ucdavis.edu/publications/specialaccommodations>.
- C. Issues or questions regarding support animals for employees may be directed to Disability Management Services; [http://www.hr.ucdavis.edu/dms/References and Related Policies](http://www.hr.ucdavis.edu/dms/References%20and%20Related%20Policies)
- D. UCD Policy and Procedure Manual [Section 290-90](#), Animal Control on Campus.
- E. Personnel Policies for Staff Members [Section 81](#), Reasonable Accommodation.