

SPRINGFIELD COLLEGE

SERVICE ANIMAL POLICY

I. Purpose:

This Service Animal Policy (“Policy”) sets forth Springfield College’s (“College”) policy, guidelines and requirements with respect to the admittance and use of Service Animals, as defined below, on its property.

II. Scope:

This Policy applies to any Service Animal on the College’s property, owned by the College or under its control, and governs students, employees and third parties.

III. College Policy:

A. Policy

The College generally permits Service Animals assisting individuals with disabilities in all facilities maintained by the College. Therefore, an individual with a disability shall be permitted to be accompanied by his/her Service Animal in all areas of the College’s facilities where members of the public are permitted, except as described below or otherwise governed by applicable law.

B. “Service Animal” Defined

The Americans with Disabilities Act (“ADA”) defines a “Service Animal” as any 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. In addition, ADA regulations include as Service Animals miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Miniature horses may be permitted as an accommodation if reasonable under the following assessment factors: (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner's control; (3) whether the facility can accommodate the miniature horse's type, size, and weight; and (4) whether the miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this Service Animal definition. However, in certain instances, the use of other animals as a Service Animal may be permitted under other laws. Requests regarding such may be made to: i) Learning Support Services (for students at the Springfield campus), ii) the

Campus Disability Support Services Administrator (for PCS students on PCS campuses); or, iii) the Office of Human Resources (employees and visitors).

C. Type of Work or Tasks a Service Animal May Provide

Work or tasks performed by a Service Animal must be directly related to its handler's disability. Examples of work or tasks performed by Service Animals include, but are not limited to:

- assisting individuals who are blind or have low vision with navigation and other tasks;
- alerting individuals who are deaf or hard of hearing to the presence of people or sounds;
- providing non-violent protection or rescue work;
- pulling a wheelchair;
- assisting an individual during a seizure;
- alerting individuals to the presence of allergens;
- retrieving items such as medicine or the telephone;
- providing physical support and assistance with balance and stability to individuals with mobility disabilities; and
- helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.

Services that do not qualify as work or tasks performed by a Service Animal include:

- crime deterrent effects; or
- the provision of emotional support, comfort, or companionship, often referred to as "therapy" or "companion" animals.

D. Service Animal Documentation

A Service Animal's handler is responsible for ensuring that the Service Animal is in compliance with applicable state and local laws, which, depending upon the jurisdiction, may include but not be limited to the following:

- possession of an animal license;
- proper immunization and/or vaccination; and
- wearing a current license and/or rabies vaccination tag.

It is recommended that a Service Animal wear some type of recognizable symbol identifying it as a Service Animal. However, there is no requirement for documentation to prove that the animal has had particular training or is a "certified" Service Animal.

E. Service Animals in Training/Service Puppies

Service Animals in training / service puppies are allowed on College property in accordance with applicable state law. The handler must provide the College with evidence that a puppy is a bona fide Service Animal candidate supplied by an authorized Service Animal organization, and is one that the Service Animal organization expects will return for specialized training when the puppy

is old enough (i.e. proof that puppy is not a program dropout and will, in fact, be given up after the raising period is over).

F. Registration of a Service Animal on Campus

Although not required, a student or employee seeking to use a Service Animal is requested to notify Learning Support Services (students at the Springfield campus), the Campus Disability Support Services Administrator (for PCS students on PCS campuses) or the Office of Human Resources (employees) prior to bringing the Service Animal onto College property to assist with safety and health questions, for example, ensuring that emergency staff know to look for the Service Animal during an emergency evacuation process.

G. Permissible Inquiries About a Service Animal

It is permissible for the College to make the following inquiries in order to determine whether an animal qualifies as a Service Animal:

- Is the animal required because of a disability? and
- What work or task is the animal trained to perform?

The College shall not inquire about the nature or extent of a person's disability. Further, the College shall not make these inquiries about a Service Animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

H. Control of a Service Animal

The College is not responsible for the care or supervision of a Service Animal. A Service Animal must be under the control of its handler at all times. A Service Animal shall have a leash or other tether, unless the handler is unable because of a disability to use a leash or other tether, or the use of such would interfere with the Service Animal's safe, effective performance of its work or tasks. Under those circumstances where a Service Animal is not tethered, the Service Animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

I. Health, Hygiene and Cleanliness

Service Animals must be clean. Daily grooming and occasional baths should be utilized to keep the Service Animal's odor to a minimum. Adequate flea prevention and control must be maintained. If a Service Animal's odor is offensive to other individuals, the handler will be requested to bathe the Service Animal prior to returning to the College. A Service Animal's handler must clean up after the Service Animal. If due to a disability the handler is unable to do so, the handler shall make alternative arrangements to do so.

J. Financial Responsibility

A person who has a Service Animal on College property is financially responsible for property damage caused by his or her Service Animal including but not limited to cost of repairs, replacement or cleaning of facilities or furnishings, and any bodily injury or personal injury caused to other persons by the Service Animal.

K. Restricted Areas

The College may restrict the use of Service Animals in certain locations. Service Animals may be restricted when their presence would fundamentally alter the nature of the service, program or activity; or where the animal poses a direct threat to the health or safety of others. The safety of locations will be considered on an individual basis by the Section 504 Coordinator (for students) or Director of Human Resources (for employees), the laboratory director or professor, and the College's health and safety staff. If a location is determined to be unsafe, reasonable accommodations will be provided to ensure the individual equal access to the activity.

L. Exclusion of a Service Animal from College Property

The College may direct an individual with a disability to remove a Service Animal from the premises if the Service Animal:

- is out of control and its handler does not take effective action to control it (including the Service Animal poses a direct threat to others on campus and/or exhibits behavior that interferes with the educational process);
- is not housebroken, is ill, or presents a reoccurring offensive odor; and/or
- is not properly licensed and/or vaccinated as required by applicable state or local law.

If the College excludes a Service Animal from its premises, it shall still afford the individual with a disability the opportunity to participate in its programs or activity without having the Service Animal on the premises.

M. Public Etiquette Rules

Service Animals are working animals and are not pets. Accordingly, the College asks that members of the College community and visitors adhere to the following best practices when interacting with Service Animals.

Individuals should not:

- Assume that the Service Animal is a pet.
- Pet/touch a Service Animal. Petting distracts them from their responsibilities.
- Restrict the individual's and the Service Animal's full participation in programs and activities of the College.
- Assume the handler may have visible disability or make assumptions about the necessity of the Service Animal.
- Ask the handler about their specific medical condition.

- Prioritize the needs of another individual over the needs of an individual with a Service Animal.
- Feed a Service Animal.
- Deliberately startle, tease or taunt a Service Animal.
- Separate or attempt to separate a Service Animal from his/her handler. Service Animals are trained to be protective of the handler.
- Hesitate to ask the handler if he/she would like assistance if the handler and animal seem confused about a direction in which to turn, an accessible entrance, the location of an elevator, etc.

N. Complaints/Grievances

Any claims of discrimination on the basis of a disability or failure to provide reasonable accommodations regarding the use of a Service Animal on campus may be brought by any person (student, employee, visitor) pursuant to the College's Section 504 Grievance Procedure.

Approved by: President & President's Cabinet
Date Adopted: January 12, 2016
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