POLICY TITLE
Use of Service Animals

POLICY NUMBER
5.4

PRIMARY RESPONSIBILITY
Office of Disability Support Services

CREATION / REVISION / EFFECTIVE DATES
Created October 2009/Effective October 2009; revised September 2017/effective immediately

PURPOSE
The purpose of this policy is to outline the College’s policies and procedures pertaining to the use of service animals. While legal access rights are afforded to users of service animals, with that comes the responsibility of ensuring that the animal behaves and responds appropriately at all times in public and that the partner/handler, as a team, must adhere to the same socially accepted standards as any individual in the college community.

ORGANIZATIONAL SCOPE OR AUDIENCE
This policy applies to users of service animals. The Office of Disability Support Services is available to assist students with documented disabilities and to provide advocacy for those who use service animals.

DEFINITIONS
Guide Dog: A carefully trained dog that serves as a travel tool by persons with severe visual impairments or who are blind.

Hearing Dog: A dog who has been trained to alert a person with significant hearing loss or who is deaf when a sound, e.g., knock on the door, occurs.

Partner/Handler: A person with a service animal. A person with a disability is called a partner; a person without a disability is called a handler.

Public Area: A space that is open and accessible to all, regardless of gender, race, ethnicity, age or socio-economic level (i.e., student commons, offices, library, and hallways).

Seizure Response Dog: A dog trained to assist a person with a seizure disorder; how the dog serves the person depends on the person’s needs. The dog may stand guard over the person during a seizure, or the dog may go for help. A few dogs have learned to predict a seizure and warn the person in advance.
**Service Animal:** According to the U. S. Department of Justice, service animals are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, protecting people having a seizure and other special tasks. A person with a disability uses a service animal as an auxiliary aid, similar to using a cane, crutches or a wheelchair. The most common service animal is a dog but a few other animals have been presented as service animals. Some examples of services animals include, but are not limited to: guide dog, hearing dog, sig dog, seizure response dog, or service animal in training.

**Service Animal in Training:** An animal being trained has the same rights as a fully trained animal when accompanied by a trainer and identified as such.

**POLICY**
According to federal law, service animals are permitted in public areas and are not required to be registered or approved for their use in public areas; the use of service animals should not be infringed upon in public areas. However, academic environments (i.e., classroom, laboratories, clinical sites and internship settings) within the College are not considered public areas and require students to register and enroll in a specific course section.

The Americans with Disabilities Act (ADA) authorizes places of public accommodation (e.g., the College) to impose restrictions on the use of service animals if there are reasonable safety concerns for the animal, the handler, or others. In the college environment there may be possible restrictions of service animals in clinical environments (i.e. nursing and health sciences programs), in food service programs, or in laboratories that can pose a safety risk.

Service animals are working animals and are not pets. This means that an individual with a service animal must have a disability as defined by the ADA, and the accompanying animal must be trained to do specific tasks for the qualified person.

The college permits the use of service animals only as defined in this protocol. Each service animal is paired with a human Partner/Handler. If a student with a disability is granted the use of a service animal as an accommodation in the academic setting, the animal will be permitted to accompany that person on campus and at off campus activities, which pertain to full participation in the life of the College, when appropriate. Use of service animals as an accommodation at Ivy Tech Community College is determined on a case by case basis by the Office of Disability Support Services. Students who wish to request this accommodation must follow the procedure described below.

**PROCEDURE**

**Service Animal Application Process**

**Register with Disability Support Services:** A student with a disability seeking permission to use a service animal in the academic setting, must register with the Office of Disability Support Services and follow the published procedures outlined within the Disability Support Services Policies and Procedures Manual to request and establish their eligibility to receive accommodations, if appropriate. As part of that process, students must provide documentation of their disability from a licensed professional that establishes a substantial limitation to a major life...
activity which the service animal is helping to equalize, and that the service animal allows the student to have equal access to the college's activities, programs, and services.

**Complete Registration of a Service Animal Form:** The owner must complete and submit to the Office of Disability Support Services the Service Animal Registration Form and provide verification that the service animal has been individually trained to provide service/assistance to meet the needs of the student/handler. These documents must also establish the animal is certified by an appropriate agency or individual as a trained service animal and must include verification from a licensed veterinarian that the animal is healthy and current with all required and appropriate vaccinations as cited in Indiana Rabies Laws and Regulations, rule 5 Rabies Immunization 345 IAC 1-5-1, section 1 and 345 IAC 1-5-2 Required rabies vaccination of dogs, cats, and ferrets Section 2.

**Approval Process:** The Office of Disability Support Services will review the information submitted by the student to determine whether the service animal may be considered an approved accommodation. If the information submitted is not sufficient, the College may disallow the accommodation, meaning the animal will not be permitted within the academic setting. If additional documentation or verification is necessary to determine the appropriateness of the requested accommodations (use of a service animal), it is the responsibility of the student to provide whatever further documentation is required.

Once approved, students may be accompanied by their service animals in academic settings as deemed appropriate by the Office of Disability Support Services. However, there are certain instances when it may be considered unsafe for animals to be utilized in the academic setting when the safety of the animal, its partner/handler, or others may be threatened. Each setting will be considered with regards to its safety potential by the DSS office, the laboratory coordinator or instructor. When it is determined unsafe for the service animal to be in one of these areas, other reasonable accommodations will be provided to assure the student equal access to the activity when appropriate and possible.

**Campus Notification**
In instances where accommodations to utilize service animals within the academic setting have been approved, the Office of Disability Support Services should notify appropriate individuals and offices of the accommodation. Some individuals or office that may be notified of such accommodations include, but are not limited to: faculty, vice chancellor of academic affairs, vice chancellor of student affairs, school dean, program chair, office of the chancellor, and campus security.

**Control Requirements:**
- The animal must be on a leash at all times. It should never be permitted to wander around off leash except if the animal is working.
- The handler/partner must be in full control of the animal at all times.
- The animal must be as unobtrusive as possible.
- Service animals are prohibited from kitchens and food preparation areas.
• Service animals may be prohibited from areas such as science labs if the lab supervisor has reason to believe the animal’s presence would compromise the environment or if the environment posed a physical danger for the animal.

**Etiquette by the Animal:**
While providing service, the animal:
• Must not be allowed to sniff people, store shelves, tables in eating areas, or personal belongings of others.
• Must not initiate contact with someone without the partner/handler’s direct permission.
• Must not display any behaviors or noises that are disruptive to others, such as barking, whining, or growling.
• Must not block an aisle or passageway.
• Must be trained not to be attracted to food that may be in common areas.

**Public Etiquette by Students/Staff/Faculty/Administration on Campus:**
Individuals should not:
• Pet a service animal while it is working. Service animals are trained to be protective of their partner, and petting distracts them from their responsibilities.
• Feed a working service animal.
• Deliberately startle, tease, or taunt a service animal.
• Separate or attempt to separate a partner from his/her service animal.
• Hesitate to ask a student if he/she would like assistance if the student and service animal seems confused about a direction to turn, an accessible entrance, the location of an elevator, etc.

**Requirements of Service Animals and their Partners/Handlers:**
Animals must be in good health, be licensed in accordance with county regulations, and wear a vaccination tag appropriate for that type of animal. Prior to the start of each semester the animal will be assisting a student in the academic setting, the owner must present to the Office of Disability Support Services documentation from a licensed veterinarian verifying current vaccinations and the overall health of the animal.

Handlers should always carry equipment and bags sufficient to clean up the animal's waste, and properly dispose of the waste. Individuals who physically cannot clean up after the animal may be required to make arrangements for another to provide that service.

Animals must be on a leash or harness and the owner must be in full control of the animal at all times.

Reasonable behavior is expected from service animals while in and around the College or at College events. If a service dog, for example, exhibits unacceptable behavior, the owner is expected to employ the proper training techniques to correct the situation.

Owners of disruptive and aggressive service animals may be asked to remove them from the College’s facilities. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until they take significant steps to mitigate the behavior,
such as muzzling a barking or aggressive dog, or refresher training for the animal and its owner. Proof of these mitigating efforts must be provided to the Office of Disability Support Services before the animal will be allowed back on campus. Cleanliness of service animals is mandatory.

Consideration of others must be taken into account when providing maintenance and hygiene of a service animal. For instance, daily grooming and occasional baths should keep dog odor to a minimum and adequate preventive measures should be taken for flea and tick control.

Health Concerns for Others (Non-Partners/Handlers)
It is common for a person to have a medical condition or disability that precipitates an allergic reaction to animals. Individuals who are asthmatic, allergic or have other documentable medical concerns should direct complaints to the Office of Disabilities Support Services. The individual must show medical documentation to support that complaint. Action will be taken to consider the needs of both persons and to resolve the problem as efficiently and expeditiously as possible.

REFERENCES
Americans with Disabilities Act (ADA)  http://www.ada.gov/

RESOURCE PERSON
Office of Disability Support Services