

University of Oregon
**Service Animals on Campus
Guidelines**

I. BACKGROUND

Consistent with the Rehabilitation Act, the Americans with Disabilities Act, and State of Oregon law and regulations, the University of Oregon does not discriminate on the basis of disability and is committed to ensuring that qualified individuals with disabilities, including those who use service animals, can participate in and benefit from the University's educational, employment and public activities. These guidelines have been developed in support of the University's commitment to ensure access to individuals with disabilities who use service animals and to ensure the safety of all members of the community. These guidelines are intended to provide guidance regarding responsibilities and expectations that apply with respect to service animals on campus. They are intended to supplement processes and procedures developed by the Office of Disability Services and the Office of Affirmative Action & Equal Opportunity for the purpose of implementing and coordinating the reasonable accommodation process for students, employees, and members of the public.

Students and employees with disabilities who use service animals should work with Disability Services and the Office of Affirmative Action and Equal Opportunity (OAA&EO), respectively, to document their need for use of a service animal consistent with the processes and procedures of those offices.

II. PRIMARY CONTACTS

A. For students with disabilities who use service animals, and for faculty and staff with questions about service animals used by students, contact:

Disability Services
164 Oregon Hall
346-1155

B. For employees with disabilities who use service animals, and supervisors or managers with questions about service animals used by employees, contact:

Affirmative Action & Equal Opportunity
474 Oregon Hall
346-3123

C. For members of the public with disabilities who use service animals who are attending university functions or functions on university premises, and for university employees who have questions about service animals used by members of the public attending university functions or functions on university premises, contact:

Affirmative Action & Equal Opportunity
474 Oregon Hall
346-3123

D. For students, faculty, staff, or members of the public with urgent questions or problems involving service animals outside of regular work hours, contact:

Department of Public Safety
Straub Hall
346-5444

III. DEFINITIONS

Disability: An individual with a physical or mental impairment that substantially limits that individual in performing one or more major life activities, or who has a record of such an impairment, or is regarded as having such an impairment.

Handler: A person who works with a service animal but is not the person the service dog serves (usually a trainer).

Partner: A person with a disability who uses a service animal.

Pet: A domestic animal kept for pleasure or companionship that does not otherwise meet the definition of a service animal.

Service animal: A guide dog, signal dog, or other animal individually trained to work or perform tasks for the benefit of an individual with a disability. While service animals traditionally have been identified as dogs, other animals can and have been trained as service animals.

Service animal tasks include, but are not limited to, the following:

- For someone with a visual impairment – obstacle avoidance, signaling changes in elevation, and locating objects.
- For someone with a hearing impairment – alerting to specific sounds and other tasks such as retrieving unheard dropped objects.
- For someone with a mobility or other health impairment: retrieving, carrying, tugging, pulling, bracing and seeking emergency help.
- For someone with a seizure disorder: tasks supporting an individual before, during, and after a seizure.
- For someone with autism: tasks may include alerting the individual to distracting repetitive movements.

Team: A person with a disability and his or her service animal.

Therapy Animal: An animal used as therapy for various mental health issues. Note: a therapy animal is distinct from a service animal.

Trainee (or Animal-in-Training): An animal being trained as a service animal. Animals in training have the same rights as fully trained service animals.

IV. GENERAL RULE AND ELIGIBILITY

The University of Oregon generally enforces a no-pets policy in its facilities, except as allowed by administrative rule. As a general rule, the University will modify policies, practices and procedures to permit the use of a service animal by an individual with a disability, consistent with these Service Animal on Campus Guidelines.

An individual with a disability who uses a service animal is not required to register the animal with university authorities prior to bringing the animal on campus. However, if the individual is a student, he or she is strongly encouraged to register with Disability Services so that the presence of the animal on campus is documented as part of the student's approved accommodation. Similarly, if the individual is an employee, he or she is encouraged to register with the OAA&EO so that the presence of the animal is documented as part of the employee's approved accommodation. Any partner or trainer who brings a service animal on campus is encouraged to ensure that the animal is wearing some kind of distinctive cape or other garment that makes it identifiable as a service animal or animal-in-training. A partner or trainer with a service animal should be prepared to explain what tasks the animal is trained or being trained to perform if questioned about the animal's presence in a facility, particularly in cases where an animal is not wearing a harness, cape or other distinctive gear or garment that makes is easily identifiable as a service animal and where the partner's disability is not visible.

The only animals covered by these guidelines are service animals and animals-in-training. These guidelines are not intended to apply to therapy animals. In extenuating circumstances, the use of a therapy animal may be authorized as an effective accommodation on a case-by-case basis through consultation with and provision of appropriate supporting documentation through Disability Services for university students and the OAA&EO for university employees. Supporting documentation would need to specifically address the need of the individual and the training of the therapy animal to assist the individual with that need.

V. RESPONSIBILITIES OF FACULTY, STAFF AND STUDENTS

Members of the University of Oregon community have the responsibility to:

- A. Allow service animals to accompany partners/handlers at all times and everywhere on campus except where animals are specifically prohibited or where their presence has been determined to be inappropriate. If a University faculty or staff member with responsibility for enforcing building or facility restrictions has a question about whether an animal in the building or facility is a service animal, that faculty or staff member should inquire in a respectful and non-challenging way whether the animal is a service animal. If the

animal is not a service animal, the individual with the animal may be asked to remove his or her animal from the premises, unless the individual has a permit for the animal in accordance with administrative rule. (See Oregon Administrative Rule 571-050-0025.)

- B. Not distract service animals in any way. Do not pet, feed, or deliberately startle a service animal.
- C. Not separate partners/handlers from their service animals.

The university's commitment to ensuring that qualified individuals with disabilities can participate in and benefit from the University's educational, employment and public activities, requires faculty, staff and students to abide by this policy whenever they are on campus or engaged in University activities.

Pets and other animals that do not meet the definition of service animal as indicated above are allowed on campus only to the extent allowed by administrative rule.

VI. RESPONSIBILITIES OF INDIVIDUAL USING A SERVICE ANIMAL

An individual with a service animal must ensure that the service animal:

- A. Meets any licensing requirements of the state of Oregon and appropriate local jurisdiction (City of Eugene and/or Lane County for main campus). For example, the animal must be immunized against diseases common to that type of animal.
- B. Is on a leash or otherwise physically restrained at all times.
- C. Is under control and behaves properly in public settings. For example, the animal must not be allowed to approach or sniff people without the partner's or handler's direct permission, to display any disruptive or aggressive behaviors or noises such as barking, whining, or growling, to block an aisle or other avenue of egress in a facility, etc. **The care and supervision of a service animal is solely the responsibility of its partner/handler.**
- D. Is clean and in good health.
- E. Is allowed to urinate and defecate only in appropriate areas and that all city ordinances or other laws regarding cleaning up after the animal are followed.

The University of Oregon may exclude a service animal from all or part of its property if a partner/handler fails to comply with these expectations and the animal consequently poses a threat to the health or safety of others or fundamentally alters the nature of the University of Oregon's programs or services.

VII. EXCEPTIONS TO ALLOWING ACCESS TO SERVICE ANIMALS

A service animal will be permitted to accompany a person with a disability unless i) the animal's presence in a specific environment poses a direct threat to the health or safety of the animal, the partner or handler, or other members of the University

community, ii) the presence of the animal fundamentally alters the nature of the place, service or activity, or iii) the presence of the animal causes an undue burden. The University reserves the right to consider service animal requests and/or resolve questions involving service animal access on a case-by-case basis in light of the above criteria. Requests and questions will be handled by Disability Services or the OAA&EO, as appropriate, and will consider the needs of all parties in order to ensure appropriate access and resolve questions as fairly and efficiently as possible.

Instances of conflicting disabilities (e.g. an extreme allergic reaction to animals) will be reviewed by Disability Services or the OAA&EO, as appropriate, to consider the needs of both persons and to resolve the conflict as fairly and efficiently as possible.

If an individual who uses a service animal is dissatisfied with the resolution by Disability Services or the OAA&EO of any questions or instances of conflicting disabilities and believes that the resolution constitutes discrimination on the basis of disability, the individual may pursue the alleged discrimination through established grievance processes. For information regarding those processes, individuals should contact OAA&EO.

Examples of areas that are or may be off limits to service animals based on the above criteria include:

A. Kitchens, research laboratories or other clean room facilities in which natural shedding processes or organisms carried by dogs or other service animals may negatively affect the outcome of the safe food preparation, research, or operations, and for which control or other accommodations would create an unreasonable burden.

B. Areas where routine operations result in potential danger to the service animal, partner or handler, or other university personnel and for which control or other accommodations would create an unreasonable burden. These include but are not limited to mechanical rooms, custodial closets, boiler rooms, facility equipment rooms, electrical service closets, elevator control rooms, kiln rooms, and workshops or studios where there are sharp metal cuttings or other sharp objects on the floor or protruding from a surface, where there is hot material on the floor, where there is a high level of dust, where there is moving machinery, or where protective clothing is required.

VIII. ADDITIONAL INFORMATION AND RESOURCES

Much additional information regarding service animals, including frequently asked questions, is available via the internet and other sources. The following are but a few of those resources:

Americans with Disabilities Act:

<http://www.access.gpo.gov/uscode/title42/chapter126.html>

Americans with Disabilities Act Implementing Regulations:
<http://www.usdoj.gov/crt/ada/adahom1.htm>

Oregon Administrative Rule regarding Animal Control:
http://arcweb.sos.state.or.us/rules/OARS_500/OAR_571/571_050.html

Oregon Revised Statutes, Assistance Animals for Physically Impaired Persons:
<http://www.leg.state.or.us/ors/346.html>

U.S. Department of Justice and National Association of Attorneys General Initiative
on Service Animals: <http://www.usdoj.gov/crt/ada/animal/htm>