



## Calvin University Service Animal Protocol

### I. Purpose

Calvin University is committed to providing reasonable accommodations to persons with disabilities in compliance with Section 504 of the Rehabilitation Act, the American with Disabilities Act (ADA) and the Michigan Persons with Disabilities Civil Rights Act (MPDCRA). This policy governs the use of service animals on campus by persons with disabilities.

### II. Protocol Statement

Persons with disabilities may be accompanied by working service animals on the campus of Calvin University consistent with the provisions of this protocol.

### III. Definitions

#### **The definition of a disability under ADA is:**

A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.

#### **The definition of a service animal is:**

A service animal is a *dog* that has been individually trained to do work or perform tasks for the benefit of an individual with a disability. A service animal is not a pet. The work or task performed by a service animal must be directly related to a person's disability. Species other than dogs are not considered service animals for the purpose of this definition.

The use of a trained miniature horse is permitted in certain cases with consideration for the following:

- The type, size and weight of the miniature horse and whether the facility can accommodate these features;
- Whether the handler has sufficient control of the miniature horse;
- Whether the miniature horse is housebroken; and
- Whether the miniature horse presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

This protocol does not apply to animals for the provision of emotional support, well-being, comfort or companionship.

#### **IV. Clarifying Animal Status**

Service animals are permitted in all public facilities on campus in accordance with this protocol. Calvin College employees should not question an individual about an accompanying service animal if the individual's disability is readily apparent and the function of the accompanying animal is clear.

In the unusual circumstance when an inquiry must be made to determine if an animal is a service animal, a university employee may only ask two questions:

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

Questions about the individual's disability shall not be asked. Although a service animal may sometimes be identified by an identification card, harness, cape or backpack, such identifiers are not required and should not be requested or demanded for any service animal on campus.

#### **V. Students and Visitors**

A student with a disability who wishes to utilize a service animal is encouraged to meet with a Disability Coordinator in order to access resources, information and advocacy around a range of disability-related dynamics, including service animals, in addition to reviewing the standards of care for animals on campus. If a student wishes to use any disability-related accommodations, please contact a Disability Coordinator in the Center for Student Success at 616-526-6155.

#### **VI. Requirements for Service Animals**

The individual using the service animal must maintain control of the animal at all times and is responsible for the cost, care, cleanliness, licensure, vaccination and supervision of the animal. They are financially responsible for property damage caused by his or her service animal.

Service animals may not be fed using food from the dining halls.

The individual using the animal's service is responsible for ensuring the immediate cleanup and proper disposal of animal waste. Calvin's Physical Plant and Housing staff may designate animal toileting areas. Standards of care for a service animal can be reviewed with a Disability Coordinator.

#### **VII. Restricted Areas**

Calvin University may prohibit the use of service animals in certain locations due to health or safety restrictions, where service animals may be in danger, or where their use may compromise the integrity of research. Examples may include but are not limited to research labs and food preparation areas.

#### **VIII. Removal of a Service Animal**

A service animal must be housebroken and kept under control by a harness, leash, or other tether, unless the person is unable to hold those, or such use would interfere with the service animal's performance of work or tasks. In such instances, the service animal must be kept under control by voice, signals or other effective means. A service animal may be removed from the campus if it is disruptive (e.g. barking, wandering, displaying aggressive behavior) or not house broken and if the behavior is outside of the duties of the service animal. Service animals that are ill, unhygienic, and/or unsanitary are not permitted in public campus areas. The individual responsible for such an animal may be required to remove the animal.

## **IX. Dispute Resolution Procedure**

Disagreements about a disability determination, appropriateness of an accommodation, service quality, or a restriction should be raised first with the Disability Coordinator involved. Individuals may also file a complaint with the College's ADA Compliance Officer, who is the Director of Human Resources. In the event of perceived discrimination or harassment on the basis of having a disability, please reference the Safer Spaces Policy found at <http://www.calvin.edu/about/safer-spaces/>.

Revised 1.12.15