

Service Animals vs Emotional Support Animals vs Therapy Animals

| | Service Animals | Emotional Support Animals | Therapy Animals |
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| ADA covered: Rights to bring animal into public establishments |  |  |  |
| Needs to tolerate a wide variety of experiences, environments, people |  |  |  |
| May live with their Disabled owners, even if "No Pets" policy is in place |  |  |  |
| Primary function is to provide emotional support, through companionship |  |  |  |
| Specifically trained to assist just one person |  |  |  |
| Provide emotional support and comfort to many people |  |  |  |

Is an ESA a pet?

No. An ESA is an animal that provides emotional, cognitive, or other similar support to a person with a disability to assist them in managing the symptoms of their disability. ESAs are also referred to as comfort animals or support animals.

Is an ESA a service animal?

No. An ESA is different from a service animal. A service animal refers to an animal trained to perform specific tasks to assist an individual with a disability; including a physical, sensory, psychiatric, intellectual, or other mental disability. For example, guide Animals are service animals that assist people who are blind or have low vision with navigation, and signal Animals are service animals that alert individuals who are deaf or hard-of-hearing to sounds. An ESA is not a service animal because the ESA is not specifically trained to assist a person with a disability. For the rules applicable to service animals, which are not covered by these FAQs, review California Code of Regulations, title 2, section 12185.

Service/Emotional Support Animal Policy & Procedures

In accordance with ADA, we will provide an exception to the community pet policy for residents who present documented need for this accommodation. This procedure outlines the responsibilities of the residents who are granted approval for service or emotional support animals in living, dining, or work areas. For a definition of a service animal please refer to this website:

http://www.ada.gov/service_animals_2010.pdf

An Emotional Support Animal (ESA) is not a service animal and may be subject to greater review. An ESA will be allowed after the appropriate documentation is provided:

- A letter must be provided from a mental health professional with an ongoing relationship the resident
- The letter describes how the emotional support animal will mitigate or alleviate the resident's symptoms

The Following are Responsibilities of the Resident/Handler/Owner of Both a Service Animal and Emotional Support Animal

- Register the animal with the Housing Office using the form below.
- All roommates/suitemates of the resident must be in agreement with allowing the service/emotional support animal to be in residence with them. In the event that a roommate/suitemate does not approve, either the owner and animal or the non-approving roommate(s) may be moved to a more suitable location; including having the petitioning resident placed in a single bed room and subject to higher cost, if applicable.
- Inform Personal Attendants or other individuals, "handlers", who may share responsibility for the care of the animal of all relevant apartment policies and procedures.
- All service/emotional support animals must have all veterinarian recommended vaccinations to maintain the animal's health and prevent contagious diseases. Documentation of vaccinations is due before the beginning of the housing contract or employment. Housing reserves the right to request an updated verification at any time during the animal's residency.
- A current state and local license is required for service/emotional support animals. They must be obtained and kept current in compliance with the local jurisdiction.
- Service/emotional support animals must be harnessed, leashed, or tethered unless these devices interfere with the animal's work or the individual's disability prevents using these devices, in which case the individual must maintain control through voice, signal, or other effect controls at all times. This includes community areas such as lounges, hallways, meeting rooms, etc.
- Dangerous, poisonous, oversized, and/or illegal animals are not permitted, as these would not be considered a reasonable accommodation in a community living environment.
- Service/emotional support animals must be house broken. Handlers are responsible for properly containing and disposing of all animal fecal waste. Indoor service/emotional support animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in an outside trash dumpster.

Litter boxes should be placed on mats so that feces and urine are not tracked onto carpeted surfaces. Outdoor service/emotional support animal waste, such as Animal feces, must be

immediately retrieved by handler, placed in a plastic bag, and securely tied before being disposed of in an outside trash dumpster.

This is not the responsibility of our staff. The location designated for you to toilet your animal outside is located:

- Handlers are responsible for feeding and watering their animal within the confines of their personal bedroom. Bowls of food and water should be placed on mats so that water and food do not get on the floor. If they do, handlers are responsible for cleaning the floor of their room immediately.
- Service/emotional support animal food should be kept in a closed container within the confines of the handler's room. Open bags of food are not permissible, as they attract bugs.
- If fleas, ticks, or other pests are detected within the community/building/apartment it will be treated using approved fumigation methods by our contracted and approved pest control service. The owner will be billed for the expense above and beyond normal required pest management.
- If the service/emotional support animal becomes sick and vomits and/or becomes incontinent, it is the handler's responsibility to ensure it is cleaned up immediately. It is not the responsibility of our staff.
- Service/emotional support animals should be kept clean and free from odor; however, handlers may not use apartment or pool area showers, sinks, or bath to clean their animal. A local Groomer should be used.
- Behavior, noise, and odor must not exceed reasonable standards for a well-behaved animal and these factors must not create unreasonable disruptions for other residents, Housing staff, and other university personnel.
- The resident or staff member may be liable for any damages done to residence hall/apartment/bedroom or common area property by the animal.
- We are not obligated to provide food, care, or additional space for the animal.
- We reserve the right to deny or revoke access if an animal is not properly cared for, or threatens the safety, health, or welfare of another community member.
- Only persons with disabilities will be approved to have a service/emotional support animal living or working in the residence halls. Other animals shall be considered pets, and our pet policies must then be followed.
- Any damage to our property will be billed to the student handler.

SERVICE ANIMAL GUIDE FOR STUDENTS

Regarding Use of Service Animals in Public and Instructional Areas on SRJC Campuses

Service Animals are allowed on campus and in classrooms.

When what the service Animal provides is not obvious, the student may only be asked two questions:

1. Is the Animal a service animal required because of a disability?
2. What work or tasks has the Animal been trained to perform?

Students requiring the use of a service Animal on campus are required to meet with the Disability Resources Department to obtain information about the use of a service Animal on campus and also to obtain information to present to their instructors.

Responsibilities of Students Using Service Animals

The care and supervision of a service animal is the responsibility of the individual with a disability using the animal's services.

1. The service Animal must wear a current license per state and local regulations.
2. All service Animals must have a harness or be on a leash unless either the handler is unable because of a disability to use a harness or leash, or the use of a harness or leash would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must otherwise be under the handler's control.
3. All service Animals must be spayed or neutered.
4. All service Animals must be treated for, and kept free of, fleas and ticks.
5. All service Animals must be kept clean and groomed to avoid shedding and dander.
6. Owners of service Animals are liable for any harm or injury caused by the animal to other students, staff, visitors, and/or property.
7. All service Animals must behave in a manner that is not disruptive to the instructional or service environment- including no barking, growling, whimpering, running around, or soliciting social attention through behavior or animal clothing uncharacteristic of a service animal.

Questions or Concerns About Service Animals

Should there be questions or concerns about permitting the presence of a service Animal in classes, the matter will be referred to the Dean of the Disability Resources Department.

It is unlawful for students to knowingly and fraudulently represent themselves as an individual with a disability that requires a service Animal.

Students with disabilities who believe they have been unlawfully denied the use of a service Animal may file a complaint following District policy 2.7, Discrimination Procedures.

Emotional Support Animals

Emotional support Animals do not meet the definition of Service Animal as stated in the Americans with Disabilities Act. As such, emotional support animals are considered pets at Santa Rosa Junior College unless authorized by the Disability Resources Department as an academic accommodation. Pets are not allowed on the grounds or in any facilities of Santa Rosa Junior College.

To apply for use of an emotional support Animal as an academic accommodation, please complete the DRD Request for Services and attach medical verification completed by a licensed clinical psychologist or psychiatrist.

Emotional Support Animal Agreement

Regarding Use of Emotional Support Animal in Public and Instructional Areas on SRJC

Campuses

I am aware that:

- Enrolled students wishing to be accompanied on campus and to class by an emotional support Animal on a regular basis as an accommodation must request authorization from the Disability Resources Department. Students must provide current verification of a disability that requires accommodation. Qualified students will be provided with an official Disability Resources Department Authorization for Academic Accommodation letter to present to their instructors indicating the authorized use of an emotional support animal in class.

I acknowledge that:

- I am responsible for the care and supervision of my emotional support animal.
- I will provide annual proof of the following immunizations: DHLPPC (Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus, Coronavirus), Bordetella, and Rabies.
- I will keep my emotional support animal in a harness or on a leash.
- My emotional support animal wears a current license tag per state and local regulations.
- My emotional support animal is spayed or neutered.
- I treat my emotional support animal for, and keep my animal free of, fleas, and ticks.
- I keep my emotional support animal clean and groomed to avoid shedding and dander.
- I am liable for any harm or injury caused by the animal to other students, staff, visitors, and/or property.
- My emotional support animal must behave in a manner that is not disruptive to the instructional or service environment- including no barking, growling, whimpering, running around, or soliciting social attention through behavior or animal clothing uncharacteristic of an emotional support animal.
- My emotional support animal may be excluded if its presence would actually have a significant effect upon a service, program, or activity as determined by the DRD Specialist.

Questions or Concerns about Emotional Support Animals

Should there be questions or concerns about permitting the presence of an emotional support animal in classes, the matter will be referred to the Dean of the Disability Resources Department.

It is unlawful for students to knowingly and fraudulently represent themselves as an individual with a disability that requires the use of an emotional support animal.

Students with disabilities who believe they have been unlawfully denied the use of an emotional support animal may file a complaint following District policy 2.7, Discrimination Procedures.

Student

Disability Specialist

Date