



## Emotional Support and Service Animal Handbook

**Brescia University**  
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# **Brescia University Emotional Support and Service Animal Handbook**

This handbook details the policy and procedures for the use of emotional support and service animals by students attending Brescia University. Brescia University is committed to creating and sustaining a successful community of inclusive excellence as we prepare students to live, learn, and work among people who experience the world in fundamentally different ways. Within this framework, the University is committed to providing a supportive environment for students with disabilities as well as complying with all applicable provisions of the Americans with Disabilities Act as amended (ADAAA), Section 504 of the Rehabilitation Act of 1973, and the Fair Housing Act.

## Definitions

### **Emotional Support Animal:**

The Fair Housing Act defines an emotional support animal as any animal that provides emotional support, well-being, or companionship that alleviates or mitigates symptoms of the disability; the animal is not individually trained. Emotional support animals are not limited to dogs and can be other species of animal. Emotional support animals are not family pets and not considered as service animals.

### **Service Animal:**

A service animal as per the ADA is defined 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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. The work or tasks performed by a service animal must be directly related to the owner’s disability. Examples of work or tasks 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, ...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.

## Qualifying To Have a Service or Emotional Support Animal

For a student to qualify to have an emotional support animal:

- The student must have a disability as defined by the ADA;
- The student must complete the proper forms with the Office of Student Success (OSS)
- The student must provide medical documentation.
- The student must have an established relationship with the animal to be considered an emotional support animal (no less than 3 months);
- The emotional support animal must be approved through OSS, in conjunction with other offices as needed;
- The owner must notify the OSS if the animal is no longer needed
- If the animal is replaced, the owner must submit a new request.

Students do not have to seek approval or register a service animal on-campus, but Brescia University encourages students to register their service animal with the Office of Student Success. By registering the service animal with the Office of Student Success, the student allows the personnel to assist the student in navigating the campus community with a service animal.

## Responsibilities Regarding Emotional Support Animals

### Owner:

- Care and supervision of the animal is the sole responsibility of the owner/individual who benefits from the animal's use. The person is required to maintain control of the animal at all times. The person is also responsible for ensuring the clean-up of the animal's waste. The animal must not be left alone overnight or for extended periods of time. The animal must not be left outside unattended in student's dwelling or campus buildings.
- Animals are to be kept in appropriate enclosures with flooring and liner to prevent any damage to living quarters, and to easily allow removal of waste. Animals are to be left in enclosure when individual is not present in the room.
- The animal is only permitted within the privately assigned room of the resident and approved outdoor areas. The animal shall not be allowed in bathrooms, laundry facilities, indoor recreational rooms, lounges, hallways, computer labs, study rooms, or other areas of the residence hall. It also cannot be taken into classrooms or other buildings on campus or allowed to roam freely on campus grounds.
- The animal must be on a leash, harness, or other tether at all times when outside of the individual's privately assigned room, unless the individual is unable to use one of those because of disability. If this is the case, the animal still has to be under an alternative form of control (e.g., voice control or signals).
- The animal must be immunized against disease common to that type of animal. Dogs must have current vaccination against rabies and wear a rabies vaccination tag. Animals that can be neutered/spayed must be.
- The animal must have regular flea treatment in order to prevent fleas, ticks, and other pests. If fleas, ticks, or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a college-approved pest control service. Student will be billed for the expense of any pest treatment. If the problem reoccurs, the student's contract may be terminated.
- The animal must be in good health. Animals to be housed in Brescia University housing must have an annual clean bill of health from a licensed veterinarian and provide proof of this. Brescia University has authority to direct that the animal receive veterinary attention. Any suspected or observed issues related to animal abuse or neglect will be reported to the proper investigatory authorities and may subject the student to University disciplinary action as well.
- The person will provide contact information for an alternate caregiver off campus. This information will be used in case of an emergency, or if the person is unable or unwilling to provide adequate care for the animal. The University will assume no responsibility/liability for the care of a resident's emotional support animal. If alternate caregiver refuses to care for animal, it will be transferred to the local animal shelter or humane society.

### Campus Community:

- Must allow emotional support animals to reside with their owners in their residence hall room or suite once they are approved as a disability related accommodation.
- Contact the OSS if any questions or concerns arise relating to emotional support animals including any additional questions regarding visitors to campus who have emotional support animals.
- Report any emotional support animals who misbehave or any owners (or other individuals) who mistreat their emotional support animals to the Office of Student Success.
- Refrain from charging a fee for the emotional support animal to reside in the residence hall, but may assess fees for any damages incurred.

### Office of Student Success

- Is responsible for developing the necessary procedures for Brescia University and facilitating the use of emotional support animals by students on campus
- Assist owners and the Brescia community when questions or concerns relating to emotional support animals on campus and seek legal advice when necessary.

## **Important Considerations Regarding Emotional Support Animals:**

An emotional support animal **can be asked to leave or not allowed participation** on campus if:

- The animal is found by Brescia University to be out of control or disruptive and the animal's owner does not take immediate and effective action to control it.
- The animal is not housebroken
- The animal is found to be neglected or mistreated and prompt corrective action is not taken.
- The animal is physically ill.
- The animal is unreasonably dirty.
- An emotional support animal attempts to enter a place on campus where the presence of an emotional support animal causes danger to the safety of the owner, animal, or other members of campus.
- An emotional support animal attempts to enter a place on campus where an emotional support animal's safety is compromised.
- Students whose animal is found to be disruptive, unkempt or endangers the safety of others will be referred to Office of Student Affairs/ Dean of Students for conduct violation.

Significant allergies to animal dander and other concerns:

- Concerns of this nature will be addressed on a case-by-case basis. The Office of Student Success will work in conjunction with the Office of Residence Life to alert potential roommates that an emotional support animal will be residing in the space so to address concerns including those related to allergies or fears related to certain types of animals as early as possible in the housing assignment process. Issues or concerns that may arise during the academic year should be reported as quickly as possible to either the Office of Student Success or Office of Residence Life.

Special Situations or Exceptions

- Students should contact the Office of Student Success to discuss any special situations regarding emotional support animals that are not covered by this policy, as well as any exceptions to this policy that might be requested by a student. All exceptions must be approved in writing by Office of Student Success personnel.

Conflicting Disabilities:

- Students with medical condition(s) that are affected by animals (respiratory diseases, asthma, severe allergies) should contact the Office of Residence Life or Office of Student Success if they have a health or safety related concern about exposure to a service or emotional support animal. The individual will be asked to provide medical documentation that identifies the condition(s), and will allow determination to be made as to whether the condition is disabling and if there is a need for accommodation.
- The Office of Residence Life or Office of Student Success will resolve any conflict in a timely manner, considering the conflicting needs and/or accommodation of all persons involved. In the event that an agreement cannot be reached, the offices, in conjunction, will determine a ruling to resolve the dispute. Students who wish to appeal the ruling may do so via the published grievance policies.

## Responsibilities Regarding Service Animals

### Owner:

- Is responsible to attend to and be in full control of the service animal at all time. A service animal shall have a harness, leash, or other tether unless a) the owner is unable to use a harness, leash or tether, or b) using a harness, leash, or tether will interfere with the animal's ability to safely and effectively perform its duties.
- Animal does NOT have to have identifiers showing that it is a service animal, however, the university would recommend identification so that the general population knows that the animal is "on duty."
- Is responsible for the costs of care necessary for a service animal's well-being. The arrangements and responsibilities with the care of a service animal is the sole responsibility of the owner at all time, including regular bathing and grooming, as needed.
- Is responsible for independently removing or arranging for the removal of the service animal's waste. Waste must be disposed in a sealed bag in a trash area outside of the residence hall.
- Is responsible for complying with local and state licensing laws for animal rights and owner responsibilities. Service animals must be current with immunizations and wear a rabies vaccination tag.
- Is responsible for paying for any damage to campus property caused by the animal
- Animals must leave campus with the student anytime the student leaves overnight and/or during University breaks.
- Brescia University may prohibit the use of service animals in certain locations due to health and safety restrictions or places where the animal might be in danger.

### Campus Community:

- Must allow service animals to accompany their owners at all times and everywhere on campus where the general public or students are allowed, except for places where there is a health, environmental, or safety hazard.
- Contact the Office of Student Success if any questions or concerns arise relating to the service animal.
- Only two questions can be asked about service animals:
  - Is the Service Animal required because of a disability?
  - What work or task is the dog trained to perform?
- Do not ask questions about the disability.
- Do not pet or feed a service animal.
- Do not attempt to separate the animal from the owner.
- Do not startle or tease a service animal.
- Refrain from charging a fee for the service animal to reside in the residence hall but may assess usual fees for any damages incurred.
- Report any service animals who misbehave or any owners (or other individuals) who mistreat their service animal to the Office of Student Success

### Office of Student Success

- Is responsible for developing the necessary procedures for Brescia and facilitating the use of service animals by students on campus.
- Assists owners and the Brescia community when questions or concerns arise relating to service animals on campus and seeks legal advice when necessary.

## **Important Considerations Regarding Emotional Support Animals:**

A service animal **can be asked to leave or not allowed participation** on campus if:

- The animal is found by the University to be out of control or disruptive and the animal's owner does not take immediate and effective action to control it.
- The animal is not housebroken or kept in a cage where waste can be managed effectively
- The animal is found to be neglected or mistreated and prompt corrective action is not taken.
- The animal is physically ill.
- The animal is unreasonably dirty.
- A service animal attempts to enter a place on campus where the presence of a service animal causes danger to the safety of the owner, animal, or other members of campus.
- Students whose animal is found to be disruptive, unkempt or endangers the safety of others will be referred to the Office of Student Affairs/ Dean of Students for conduct violation.

Etiquette around service animals and their owners:

- Do NOT pet, touch or otherwise distract a service animal when it is working. Doing so may interfere with its ability to perform its duties
- Do NOT feed a service animal. Their work depends on a regular and consistent feeding regiment that the owner is responsible to maintain
- Do NOT attempt to separate the owner from the service animal
- Do NOT harass or deliberately startle a service animal
- Do NOT initiate conversations about the student's disability.

Significant allergies to animal dander and other concerns:

- Concerns of this nature will be addressed on a case-by-case basis. The Office of Student Success will work in conjunction with the Office of Residence Life to alert potential roommates that an emotional support animal will be residing in the space so to address concerns including those related to allergies or fears related to certain types of animals as early as possible in the housing assignment process. Issues or concerns that may arise during the academic year should be reported as quickly as possible to either the Office of Student Success or Office of Residence Life.

Special Situations or Exceptions

- Students should contact the Office of Student Success to discuss any special situations regarding emotional support animals that are not covered by this policy, as well as any exceptions to this policy that might be requested by a student. All exceptions must be approved in writing by Office of Student Success personnel.

Conflicting Disabilities:

- Students with medical condition(s) that are affected by animals (respiratory diseases, asthma, severe allergies) should contact the Office of Residence Life or Office of Student Success if they have a health or safety related concern about exposure to a service or emotional support animal. The individual will be asked to provide medical documentation that identifies the condition(s), and will allow determination to be made as to whether the condition is disabling and if there is a need for an accommodation.
- The Office of Residence Life or Office of Student Success will resolve any conflict in a timely manner, considering the conflicting needs and/or accommodations of all persons involved. In the event that an agreement cannot be reached, the offices, in conjunction, will determine a ruling to resolve the dispute. Students who wish to appeal the ruling may do so via the published grievance policies.

## Emotional Support Animal Agreement and Request Form

### **Requirements:**

In addition to the required documentation from a licensed mental health professional, the person must provide the following documentation before being considered for the accommodation of an emotional support animal.

1. Record of up-to-date Vaccinations
2. Record of current Veterinarian Clean Bill of Health (including neuter/spay information)
3. Signed Statement of Acknowledgement of the Emotional Support and Service Animal Handbook
4. Completed form of Identification and Emergency Contact/Alternate Caregiver of Animal
5. A clear photograph of the Animal
6. Completed roommate/suitemate form (see last two pages of handbook)

### **Removal of an Emotional Support/Comfort Animal**

The owner of an emotional support animal may be asked to remove the animal from Brescia University facilities if the owner or animal fails to comply with the policies in this handbook, which is in accordance with the Student Code of Conduct. The student is required to provide contact information of an off-campus alternative caregiver if the student is unable or unwilling to provide adequate care.

### **Alternate Caregiver's Information**

Alternate Caregiver's Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### **Emotional Support Animal Registration Form**

Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Campus Address: \_\_\_\_\_

Permanent Address: : \_\_\_\_\_

Animal Name: \_\_\_\_\_ Species and Breed: \_\_\_\_\_

Animal's Sex: \_\_\_\_\_ Color: \_\_\_\_\_ Age and Anticipated Weight: \_\_\_\_\_

Physical Description of Animal: \_\_\_\_\_

**By my signature below, I verify that I have read, understand, and will abide by the guidelines outlined in the handbook above. I also agree to provide additional information that may be required to complete my request to have an emotional support animal in Brescia University housing.**

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office of Student Success \_\_\_\_\_ Date: \_\_\_\_\_



## Service Animal Agreement and Registration Form

### Materials Requested:

To register your service animal with the Office of Student Success, please provide the following.

1. Record of up-to-date Vaccinations
2. Record of current Veterinarian Clean Bill of Health
3. Signed Statement of Acknowledgement of the Emotional Support and Service Animal Handbook
4. Completed form of Identification and Emergency Contact/Alternate Caregiver of Animal
5. A clear photograph of the Animal

### **Removal of a Service Animal**

The owner of a service animal may be asked to remove the animal from Brescia University facilities if the owner or animal fails to comply with the policies in this handbook, which is in accordance with the Student Code of Conduct. The student is required to provide contact information of an off-campus alternative caregiver if the student is unable or unwilling to provide adequate care.

### Alternate Caregiver's Information

Alternate Caregiver's Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Service Animal Registration Form

Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Campus Address: \_\_\_\_\_

Permanent Address: : \_\_\_\_\_

Animal Name: \_\_\_\_\_ Species and Breed: \_\_\_\_\_

Animal's Sex: \_\_\_\_\_ Color: \_\_\_\_\_ Age and Anticipated Weight: \_\_\_\_\_

Physical Description of Animal: \_\_\_\_\_

**By my signature below, I verify that I have read, understand, and will abide by the guidelines outlined in the handbook above. I also agree to provide the additional information that may be required to complete my register my service animal.**

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office of Student Success \_\_\_\_\_ Date: \_\_\_\_\_

## Roommate Acknowledgement Regarding Emotional Support Animals

Name of animal owner: \_\_\_\_\_

Type of animal: \_\_\_\_\_

**This form should not be returned to the Office of Student Success, but should be available if requested. Each roommate should be able to access the completed version of this form or a copy.**

Should I have any concerns regarding the behavior, location, or care of the animal, I will first discuss my concerns with the animal's owner. If I continue to have concerns, then I will contact the Office of Student Success, Office of Residence Life, and/or Dean of Students.

By my signature below, I acknowledge that I will share my assigned Brescia University housing with a roommate/suitemate who has an approved emotional support animal and that my roommate(s) and I have discussed the questions on the Roommate Contract Regarding Emotional Support Animals.

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Roommate/Suitemate's signature

Date

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Roommate/Suitemate's signature

Date

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Roommate/Suitemate's signature

Date

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Roommate/Suitemate's signature

Date

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Roommate/Suitemate's signature

Date

## Roommate Contract Regarding Emotional Support Animals

This is to be used in conjunction with the Roommate Acknowledgement Regarding Emotional Support Animals when a resident requests an ESA.

Please keep this document available to all roommates/suitemates in case questions or concerns arise. If issues arise this document should be referenced, and if issues must be addressed with the Office of Student Success, Office of Residence Life, and/or Dean of Students this document should be presented.

### Responsibilities

- The animal is the responsibility of the student with the ESA accommodation
- Feeding/water/medicine for the ESA is done by the student with the ESA
- Walking the animal for toileting if it is needed is done by the student with the ESA
- The student with the ESA is not to be gone overnight without their ESA
- The student with the ESA will take their animal with them if they leave for college breaks

### Questions

1. Are treats allowed to be given by roommates?
  
2. Where will the insect and rodent proof food container be stored?
  
3. Where will the food and water dish(es) be placed?
  
4. Where will the animal sleep at night?
  
5. What rooms is the animal allowed in (bedrooms, living room, kitchen, roommates rooms, etc..)?
  
6. Where will the litter box/cage/toileting area be within the apartment if there is one?
  
7. How often will the litter box/cage/toileting area be cleaned by the student with the ESA?
  
8. Additional questions?