

## Guidelines for Using Service Animals on Campus

In accordance with the Americans with Disabilities Act (ADA), J. Sargeant Reynolds Community College (Reynolds) allows service animals in all college facilities. There may be exceptions in certain areas.

### Definitions

1. **Service Animal** – Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals perform tasks that might include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. The work or task the service animal performs must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under ADA. Some, but not all, service animals wear special collars or harnesses and have licenses, certificates, or special identification papers. There is no legal requirement for service animals to be visibly identified or to have documentation.
2. **Pet** – A pet is a domestic animal kept for pleasure or companionship. Pets are generally not permitted in college facilities.
3. **Partner/Owner** – A person that uses a service animal.

### Policy

1. Individuals with a service animal on campus should contact the Office of Student Accommodations (OSA) to register their service animal.
2. Individuals using service animals on campus must adhere to the following regarding the care of service animals:
  - a. The partner/owner must be in control of the service animal at all times. The care and supervision of a service animal is solely the responsibility of the partner/owner.
  - b. Animals must be maintained on a leash, harness, or another type of restraint, unless these devices interfere with the animal's work. In these cases, the owner must maintain control of the animal through voice, signal, or other effective controls.
  - c. The partner/owner is responsible for cleaning up the animal's feces. The service animal is to use designated, marked toileting areas. The partner/owner should carry equipment and bags sufficient to clean up and properly dispose of the animal's feces. Partners/owners who are not physically able to pick up and dispose of feces are responsible for making all necessary arrangements for assistance.

- d. Partners/owners need to make sure that their animals are kept as clean as possible so as not to interfere with the educational environment. Regular bathing and grooming may be necessary for flea, tick, and odor control.
  - e. Partners/owners are responsible for complying with city and/or county codes and ordinances regarding animals.
3. If it is not obvious what service an animal provides, staff may ask two questions:
- a. Is the dog a service animal required because of a disability; and
  - b. What work or task has the dog been trained to perform.

If anyone has a question about a service animal, that individual should present their questions to the Office of Student Accommodations.

4. In instances where a dog is out-of-control and the owner cannot handle it, or the animal is not housebroken, the owner can be asked to remove the animal from the facility. However, in these instances the college must offer the person the opportunity for alternate services without the animal's presence.

**Other Information: Service animal etiquette:**

1. The following provides members of the Reynolds community information on how to interact with partners and their service animals.
  - a. Do not pet or touch a service animal. Petting a service animal when it is working distracts the animal from the task at hand.
  - b. Do not deliberately startle a service animal.
  - c. Do not feed a service animal. The animal may have specific dietary requirements. Unusual food or food at unexpected times may cause the animal to become ill.
  - d. Avoid initiating conversations about the student's disability or the service animal. All disabilities are not visible. Be aware that some people do not like to discuss their disability.
  - e. A person with a disability who uses a service animal is called a partner/owner.

**Resources**

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| Richmond Animal Care and Control<br>1600 Chamberlayne Ave.<br>Richmond, VA 23222<br>Phone: (804) 646-5573 | Henrico County Animal Care and Control<br>420 Dabbs House Rd.<br>Richmond, VA 23273<br>Phone: (804) 652-3360 |
| Fan Veterinary Clinic<br>307 North Robinson St.<br>Richmond, VA 23221<br>Phone: (804) 358-3779            | Goochland County Animal Care and Control<br>P.O. Box 10<br>Goochland, VA 23063<br>Phone: (804) 556-5302      |