

ASSISTANCE ANIMAL POLICIES AND PROCEDURES

Definitions

Assistance Animal: An animal that serves as either a service animal or a support animal.

Service Animal: A dog that is individually trained to do work or perform tasks for the benefit of someone with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The animal must be trained to take specific action when needed to assist the person with a disability. Examples include but are not limited to guiding an individual who is visually impaired or blind, alerting an individual who is deaf or hard of hearing, pulling a wheelchair, assisting with mobility or balance, alerting and protecting an individual who is having a seizure, and retrieving objects. Animals whose sole function is to provide comfort, emotional support, companionship, or improve the well-being of the student do not qualify as service animals under the Americans with Disabilities Act (ADA) and thus do not meet the definition of *service animal* under this policy.

Support Animal: An assistance animal that is not a service animal but provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Unlike service animals, support animals provide relief through mere presence and need not be individually trained to provide the emotional support needed to alleviate the symptoms of the disability. The student must have a disability-related need for the animal, and Pensacola Christian College (PCC) will require documentation from a medical professional demonstrating that the animal provides emotional support to alleviate symptoms of the disability.

General

Service Animals: PCC permits the use of a service animal by an individual with a disability who satisfies the requirements of the Americans with Disabilities Act and Fla. Stat. 413. The use of a service animal is allowed in all areas of the college where invitees, members of the public, or participants in services, programs, or activities are normally allowed to go, unless it would fundamentally alter the nature of the goods, services, programs, or activities provided by the college or is prohibited by health laws (i.e., food preparation areas, swimming pools, sterile labs, etc.).

Support Animals: PCC permits the use of a support animal as a reasonable accommodation by an individual with a disability who satisfies the requirements of the Fair Housing Amendments Act. Pets and other animals are generally prohibited on PCC's campus. The use of a support animal is allowed only in the student's assigned residence hall building and is not allowed in any other college-controlled buildings, athletic facilities, or outside upon any other college property, unless specifically designated by the PCC Care Office as an area where animals may be walked, except when the support animal is entering or exiting college property.

Documentation

Service Animals: PCC will not ask about the nature or extent of an individual's disability but may ask specific questions regarding the service animal's function in regard to a disability. PCC may also ask what work or tasks the animal has been specifically trained to perform. Before the student moves into the residence halls, the student must submit veterinarian documentation in the Assistance Animal Application that the dog is licensed and vaccinated against rabies. This documentation must be submitted to the PCC Care Office each year the student is enrolled. To expedite the housing process, the student is asked to

provide a written statement from a requested roommate that he or she agrees to live in a room with a service animal.

Support Animals: Students requesting reasonable accommodation for a support animal will be required to provide the following:

1. A completed Assistance Animal Application.
2. Documentation from a medical professional that the animal provides emotional support to alleviate symptoms of the disability. The medical professional must provide his or her contact information and evidence that he or she is qualified to make the diagnosis.
3. Veterinarian documentation that the animal is licensed and vaccinated against rabies. For animals that do not require licensure, the animals must not pose a health risk to others.
4. A written statement from a requested roommate that he or she agrees to live in a room with a support animal.
5. A signed Room Condition Report verifying the condition of the room upon moving in.

Students with support animals must submit the above documentation to the PCC Care Office at least five weeks before the prospective housing is needed. Failure to do so may result in the student being unable to live in the residence halls until the next academic semester. The student must submit veterinarian documentation to the PCC Care Office each year the student is enrolled.

Responsibilities

Roommate Notification and Approval: If requesting a specific roommate, the student is asked to seek written approval from the requested roommate and upload said approval in the Assistance Animal Application. Lack of roommate approval may impact room assignments but will not change PCC's obligation to allow reasonable animal-related disability accommodations. If no roommate is specifically requested, PCC will seek approval from any occupants that may be assigned to the same room.

Notice of Removal or Replacement Animal: The student must notify the PCC Care Office if the assistance animal is no longer to be kept by the student in the residence hall. To replace an animal with another animal, the student must submit a new Assistance Animal Application.

Care and Supervision: The student must be responsible for the care and supervision of his or her assistance animal. PCC is not responsible for the care or supervision of the animal. If the student is not in the physical presence of his or her animal, the animal must be in a closed crate no larger than necessary given the animal's size and manufacturer's specifications. Any and all liability for the actions of the animal is the responsibility of the student, including but not limited to damage involving personal or private property of the college or others.

Control: An animal must always be under the control of the student. Except when in a closed crate, the animal must have a harness, leash, or tether in use at all times. For service animals, the following guideline applies: if the handler is unable because of a disability to use a harness, leash, or tether, or the use of a harness, leash, or tether would interfere with the animal's safe, effective performance of work or tasks, the service animal must be under the handler's control via voice control, signals, or other effective means.

Unsupervised Time:

Service animals must remain with the student at all times, excluding those times and places where a service animal would not be allowed. The student is not allowed to arbitrarily leave the service animal unattended.

Support animals may not be left alone in the student's room for more than a reasonable amount of time. Determination of a reasonable amount of time is left to the discretion of the PCC Care Office and the Residence Hall Manager, whose decision is final.

Training: Before coming to PCC, the assistance animal must be housetrained; and if the animal is to be left alone on college property, it must be crate trained. Housetrained means the animal can consistently control its waste elimination. Crate trained means the animal can consistently be confined to a closed crate without barking, whining, or whimpering.

Health and Cleanliness: PCC has the authority to temporarily or permanently exclude an assistance animal from college property if the animal poses a threat to others, has fleas or ticks, or is habitually unclean. The animal must be well groomed, and the student is to regularly treat the animal for fleas, ticks, and odor control. The residence may be inspected for fleas, ticks, and other pests once a semester or as needed. If necessary, college-approved pest control services will be used and the student will be billed for the expense of any necessary pest treatment. In providing reasonable accommodations, PCC may require the student with a disability to move to another class section or to another residence hall floor or wing to protect students with allergies caused by the animal.

Vaccination, Leash Laws, and Other Animal Health Laws: Students with disabilities must comply with all applicable laws and regulations for Escambia County, Florida, including vaccination, licensure, animal health, and leash laws. The student must ensure that the assistance animal has been immunized against diseases and treated for pests, such as fleas and ticks, common to that type of animal. Animals must have current vaccination against rabies, wear a valid rabies vaccination tag, and be properly licensed.

Waste Disposal: Animal waste elimination should occur only in areas that are designated by the PCC Care Office. The student will be responsible for ensuring immediate clean-up and proper disposal of all animal waste. Animal waste is not to be disposed of indoors.

Equipment: The equipment necessary for the safe keeping of the assistance animal must not pose a threat to the safety of others and may not block evacuation routes or egress in case of an emergency.

Quiet Use and Enjoyment: Assistance animals must not make excessive noise or display behavior that will disrupt other PCC students' quiet use and enjoyment of college residence halls, facilities, etc.

Disruptive Behavior: PCC has the authority to temporarily or permanently exclude an assistance animal from college property if the animal's behavior is unruly or disruptive. For the safety of other individuals, an animal may be removed from college property after a single occurrence of unprovoked biting or other aggressive behavior. The decision to exclude an animal from college property will be made by Student Life or the PCC Care Office if the animal is deemed a direct threat to the health and safety of others. The removal of the animal will be considered temporary until information from all parties involved is considered.

The student must ensure that the assistance animal does not:

- Attack, harass, jump on/at, or disrupt others or their personal belongings
- Display any repeated behavior or make noise that is disruptive to others
- Block evacuation routes or egress in case of an emergency
- Leave the student's room except when accompanied by the student

Grooming and Upkeep: Grooming and upkeep of the assistance animal cannot take place within the residence halls or common areas of PCC's campus property.

Damage to Property: PCC will not charge students with assistance animals a surcharge. However, the college may charge students for damages caused to the residence hall, room, or any building or grounds that are damaged by the service or support animal.

Emergencies: PCC is not responsible for an assistance animal during a fire alarm, fire drill, natural disaster, or other emergency situation.

Requirements for Faculty, Staff and Students

Members of the PCC community are responsible for the following:

- A. Allowing service animals to accompany the person they are assisting in all areas of campus where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go.
- B. Not distracting a service animal in any way. The PCC community is not to pet, feed, or interact with the animal without the handler's permission.
- C. Not separating a disabled person from his or her service animal.
- D. Clarifying an animal's status as a service animal only when it is not readily apparent that an animal is a service animal. In such cases, designated staff (i.e., Campus Security, Student Life, PCC Care, or designee) may not ask about the nature or extent of a student's disability, but may make two inquiries to establish whether the animal is a service animal:
 1. Is the animal required because of a disability? and
 2. What work or task has the animal been trained to perform?

Exclusions

Pensacola Christian College may exclude an assistance animal from college property if:

1. the specific animal is out of control, and the student does not take effective action to control it (i.e., barks repeatedly in a classroom, residence hall, library, or other quiet place).
2. the specific animal would impose an undue financial and administrative burden or would fundamentally alter the nature of PCC's residence hall services.

3. the specific animal poses a direct threat to the health or safety of others that cannot be eliminated or reduced to an acceptable level by a reasonable modification to other policies, practices, and procedures (i.e., the specific animal is not housebroken or trained so that, absent illness, the animal can consistently control its waste elimination); or
4. the specific animal in question would cause substantial physical damage to the property of others that cannot be reduced or eliminated by another reasonable accommodation.

To determine whether there is cause for exclusion, PCC will conduct an individualized assessment of the specific animal's actual conduct, giving consideration to the facts and circumstances of each case. If PCC excludes an animal, it shall give the student with the disability the opportunity to participate in the service, program, or activity without having the animal on college property and the opportunity to participate with other animals.

Appeals

Any student dissatisfied by a decision concerning an assistance animal may appeal through the PCC Care Office. The PCC Care Office may be reached by phone at 850-478-8496.