

# Q&A

## Animals on Campus



This guide is intended to provide answers to commonly asked questions about animals on campus. Please contact **Laura Rich, Director of Access and Outreach** in the office of Student Success, for additional assistance. She can be reached at [richl@campbell.edu](mailto:richl@campbell.edu) or (910) 814-4364.

**Q: What rules apply to animals on Campbell's campus?**

**A:** Students, staff and visitors can often be seen exercising dogs and other pets on our campus. Animals are welcome on campus when their owners follow applicable policies. In order to maintain safety, the University has adopted a "Regulation of Animals/Service Providers on Campus" that can be found in the Student Handbook under Campus Safety. It governs use of campus spaces by any animal, including pets and service animals, and is also printed on the back of this guide.

**Q: What is a "Service Animal," according to the Americans with Disabilities Act (ADA)?**

**A:** Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks 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, and calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack. Ser-

vice animals are working animals, not pets. The work or task a dog has been trained to provide 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 the ADA. (DOJ, 2011) Only dogs, and in some rare cases, miniature horses, are considered service animals under the ADA. Legal standards view service animals much in the same way as a wheelchair or cane, as a tool used by people with disabilities to gain greater access. People who use service animals are not required to notify the University that they plan to bring a service dog to class or campus events.

**Q: Where is a service animal allowed to go on campus?**

**A:** A service animal, as defined above, is allowed to accompany its handler anywhere on Campbell University's campus that is open to faculty, staff or students. This includes, but is not limited to: residence halls, classrooms, dining facilities, athletic facilities and outdoor areas. Service animals are welcome at any event or activity. However, service animals may be excluded from environments where their presence would be unsafe. Please contact Student Success if you believe you need to exclude a service animal.

**Q: How will I know that an animal is truly a service animal and not a pet?**

**A:** If you encounter an animal on campus and are not sure if it is a service animal, there are some steps you can take. If the animal's task is obvious, such as leading a person who has a visual impairment, no questions need to be asked. However, an individual with a service animal can legally be asked only two questions if the animal's task is not readily apparent:

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

Please do not ask about the individual's diagnosis or specific



disability, or ask them to provide medical documentation of the need for the animal. These are specifically forbidden under the ADA. The answer to the second question can vary widely as the uses for service animals are increasing every day. In order to meet the ADA definition, the animal must be trained to perform some sort of task or work. There is no standard certification or training process for service animals and handlers are not legally required to provide any proof of training or identification for the dog. However, if the answer to the second question involves only providing emotional support or comfort, the animal does not qualify as a service animal under the ADA. Animals that are used only to provide comfort as part of the treatment for a disability are considered “emotional support animals” and fall under a different set of requirements.

**Q: What is an “emotional support animal”?**

**A:** An emotional support animal (ESA) is a companion animal that is used to treat and support individuals who have been diagnosed with psychiatric disabilities. These animals can be prescribed by a counselor, psychiatrist or other professional as part of a treatment plan. ESAs do not enjoy the same access to facilities and places of public access that service animals do, and are not covered by the ADA. Their use is covered under the Fair Housing Act. People who wish to use ESAs on campus must register for accommodations with Student Success. Unlike service animals, ESAs are not automatically allowed to be in class or other campus locations, but may be permitted if this is a reasonable accommodation. If an ESA is approved to be in class, this will be included on the student’s Letter of Accommodation from Student Success.



**Q: What if a service animal is disrupting my class or event?**

**A:** All service animals must be fully under the control of the handler at all times. This may include the use of a leash, harness or tether if the dog’s work is not impeded by the leash. If not using a leash, the handler must remain in control of the dog by other means, typically voice commands. A service animal can be removed from an event, classroom or other location if the dog is not under the control of the handler and the handler does not take control of it, or if the dog is not housebroken. If a service animal is disruptive and has to be removed from a class or event, please notify Student Success immediately. The handler must be allowed to continue participating without the animal and must be provided with any assistance they need to do so – such as a guide for a student who has a visual impairment or assistance pushing a wheel chair.

**Q: I teach a lab that uses substances that could be dangerous for the service animal or to others if the animal disturbed them. What are my options?**

**A:** A service animal can be removed from a location if the animal’s presence creates a hazard. If a lab environment would be dangerous for the animal or if the animal would compromise the environment needed for the lab, please contact Student Success. The animal’s handler must be allowed to participate fully and may require additional support to do so without their animal. Student Success will assist with this.

**Q: What if I or one of my students is afraid of or allergic to the service animal?**

**A:** These are not considered acceptable reasons to deny the use of a service animal. Please contact Student Success for further support and we will work to address any concerns. Simple solutions such as seating changes may be helpful.

**Q: What is the polite way to interact with a service animal?**

**A:** When a dog is working, do not pet or attempt to interact with it. Doing so might distract it from the work it is performing. Always ask the handler before interacting with the dog. Similarly, do not offer food without permission. Don’t ask the handler to demonstrate what the dog is trained to do. If the dog is off leash, always ask before intervening. Some dogs work off leash as part of their training.

**Regulation of Animals/  
Service Providers on Campus**

The university has adopted this policy for the safety and well-being of our campus community with dogs on the university property and that those who own dogs will be able to walk/exercise/run with their dogs on the property as long as they follow this policy.

1. Except for Service Animals (dogs individually trained to do work or perform tasks for individuals with disabilities):
  - a. Dogs must be leashed (twelve foot maximum) and under control while on university property, to include but not limited to: student housing, parking lots, sidewalks, Fellowship Commons, green spaces, developed and undeveloped areas.
  - b. No dogs or other animals are permitted in academic buildings, administration facilities, support facilities, athletic facilities, food service facilities or residence halls.
  - c. The only pets allowed in residence halls are small fish.
  - d. Owners who do not leash their dogs on university property will be escorted off the property by Campus Safety Officer.
2. Owners must remove their dog’s waste from all university property.
3. Residence Life shall be notified of any Service Animal belonging to enrolled student that will be living on campus.
4. Service Animals are welcome anywhere on/in any campus facility that is open to their handler, and must remain under the control of their handler at all times.
5. Any animal, including Service Animals, may be removed from university property by Campus Safety Officers when that animal’s behavior poses a direct threat to the health and safety of others.
6. Any exception to this policy must be directed to the Office of Campus Safety for approval.