



ROLLINS COLLEGE POLICY

Title: Accessibility Services: Service Animals	Type	Student Affairs
No: SA 9002	Approval Date: 8-24-2022	
Responsible Office: VPSA, Accessibility Services	Reviewed/Approved: VPSA, 8-22-2022; Policy Committee, 8-24-2022; President’s Cabinet, 8-24-2022; President, 8-24-2022.	
Next Review: 2027-2028	Revision: 4, See Section VII for details.	

I. Purpose/Introduction/Rationale

Rollins College (“Rollins”) is committed to equal access and does not discriminate against persons with disabilities in its policies, procedures, programs, or employment processes. The College recognizes its obligations, under Section 504 of the Rehabilitation Act of 1973 (“Section 504”), the Fair Housing Act, Florida Statute § 413.08, and the Americans with Disabilities Act Amendments Act (ADAAA), to provide an environment that does not discriminate against persons with disabilities. The College is committed to allowing individuals with disabilities the use of a Service Animal on campus to facilitate their full participation and equal access to the college’s programs and activities. According to the ADA, a “person with a disability” includes “any person who (i) has a physical or mental impairment which substantially limits one or more of such person’s major life activities, (ii) has a record of such impairment, or (iii) is regarded as having an impairment. This document describes the policy adopted by the College related to Service Animals. Rollins reserves the right to limit the spaces on campus where Service Animals are permitted. Faculty and Staff who wish to bring an animal other than a Service Animal to campus should contact the Office of Human Resources.

II. Definitions

Service Animals. A Service Animal, as defined by Titles II and III of the ADA, is 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. Under Titles II and III of the ADA, Service Animals are limited to dogs. However, entities must make reasonable modifications in policies to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals 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, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service 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.

Service/Assistance Animal Handler. The Service Animal Handler (“Handler”) is the person with a disability that a Service Animal assists or a personal care attendant who handles the animal for a person with a disability.

Emergency Alternate Caretaker. A person living locally (within a day’s drive) of the College, and not another Rollins student living in College housing, who assumes temporary responsibility for the ESA in the event of an emergency involving the Owner.

Public Accommodation. A place or service offering to the public accommodations, advantages, facilities, or privileges, whether in goods, services, lodgings, amusements, or otherwise.

III. Procedure or Application

- Students living on campus must give sufficient notice to the Office of Accessibility Services (“Accessibility Services”) of their intent to have a Service Animal in college housing so that appropriate arrangements regarding placement, roommates, etc., can be made.
- Students living off campus who have a Service Animal, are encouraged, but not required to, register with Accessibility Services.
- Handlers of Service Animals who are enrolled in science laboratories that include the use of chemicals must meet with Accessibility Services staff to discuss proper laboratory procedures described in [College Policy KI 1022 Service Dogs in Teaching and Research Laboratories](#) (click link to access).

A. Inquiries Regarding Service Animals. In general, Rollins will not ask about the nature or extent of a person’s disability but may make two inquiries to determine whether an animal qualifies as a Service Animal. Rollins may ask:

1. if the animal is required because of a disability, and
2. what work or task the animal has been trained to perform.

Rollins cannot require documentation, such as proof that the animal has been certified, trained, or licensed as a Service Animal. Inquiries will not be made when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

Specific questions related to the use of Service Animals on the Rollins campus by visitors can be directed to the Director of Accessibility Services via e-mail, access@rollins.edu, or phone, (407) 975-6463.

B. Service Animals in College Housing. Rollins considers the following in making housing assignments for individuals with Service Animals.

1. The age and breed of the animal; dogs must be at least one year old.
2. The size of the animal, e.g., is the space needed for the cage/crate in which the animal will be housed too large for available assigned housing space?
3. Does the animal’s presence force another individual from housing (e.g., conflicting disabilities)?
4. Does the animal’s presence otherwise violate an individual’s right to peace and quiet enjoyment?
5. Is the animal housebroken and able to live with others in a reasonable manner?
6. Are the animal’s vaccinations up to date? Dogs must be spayed/neutered and completely immunized against rabies (28 days past first vaccination).
7. Does the animal pose a direct threat to others, or has it in the past, or is it known to display aggressive behavior?
8. Does (or has) the animal cause(d) excessive damage to housing beyond reasonable wear and tear?

IV. Related Policies or Applicable Publications

A. Facilities Access. Rollins generally allows Service Animals in all places of Public Accommodation when the Service Animal is accompanied by a Handler. Service Animals will also generally be allowed in all buildings, classrooms, residence halls, meetings, dining areas, recreational facilities, activities, and events when the animal is accompanied by an individual with a disability who indicates the Service Animal is trained to provide, and does provide, a specific service to them that is directly related to their disability. Rollins will not permit Service Animals in spaces of Public Accommodation when the animal poses a substantial and direct threat to health or safety, or when the presence of the animal constitutes a fundamental alteration to the nature of the program or service.

B. Handler Responsibilities. Handlers are responsible for any damage or injuries caused by their animals and must take appropriate precautions to prevent property damage or injury. The cost of care, arrangements, and responsibilities for the wellbeing of a Service Animal are the sole responsibility of the Handler.

C. Service/Assistance Animal Control Requirements.

- The animal must be always under the control of the handler via leash or harness. No person shall permit a Service Animal to run loose or be off leash/unconfined in an outdoor, public space. If an animal is found running loose, the animal is subject to capture, confinement, and immediate removal from the campus.
- The animal should be unobtrusive to other individuals and the learning, living, and working environment. To the extent possible, the Handler should ensure that the animal does not:
 - sniff people, dining tables, or the personal belongings of others;
 - engage in behaviors or noises that are disruptive to others unless part of the service being provided to the Handler; and/or
 - block an aisle or passageway for fire egress.
- Identification. It is recommended that the animal wear some type of commonly recognized identification symbol, identifying the animal as a working animal, but not disclosing a disability.
- Animals cannot be left unattended in vehicles at any time. In the event animals are left unattended in a vehicle, law enforcement will be notified and permitted to use any reasonable means to remove the animal. The Handler will be responsible for any charges incurred and any/all property damage.
- If College officials determine the animal to be an immediate threat, the Handler will be asked to remove the animal immediately, or animal control will be summoned to remove the animal.
- All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the Handler.

D. Waste Cleanup Rule. The Handler must clean up after the Service Animal in a safe and sanitary manner. This is the sole responsibility of the Handler.

E. Housing Requirements

1. Accessibility Services must approve Service Animals before entering campus housing.
2. The Handler must abide by current city, county, and state ordinances, laws, and/or regulations pertaining to licensing, vaccination, and other regulations for animals. It is the Handler's responsibility to know and understand these regulations. Rollins has the right to require documentation of compliance with such ordinances, laws, and regulations.
3. The Handler must submit an [Animal Registration Form](#) (click link to access), a digital photo of the animal, and up-to-date vaccination records for the animal. On this form, the student must identify emergency information including the animal's veterinarian and an Emergency Alternate Caretaker within a day's drive of the College to contact in case of emergency.
4. The Handler is required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the Service Animal and/or discipline for the Handler.
5. Service Animals may not be left overnight in campus housing to be cared for by any individual other than the Handler. If the Handler is to be absent from their residence hall overnight or longer, the animal must accompany the Handler or arrangements to care for the animal must be made off-campus. The Handler is responsible for ensuring that the animal is contained, as appropriate for the breed, when the Handler is not present during the day.

6. Cleanliness Requirements
 - a. Waste cleanup must occur regularly. Animal feces should be securely disposed of in a plastic bag and taken directly to the residence hall outdoor dumpster for disposal. Feces are not to be disposed of in any indoor trash receptacles or through the College sewer system.
 - b. Animal accidents within housing must be cleaned immediately with appropriate cleaning products.
 - c. Regular and routine cleaning of floors, kennels, cages, bedding, and toys must occur. Odors other than normal healthy animal scents are not acceptable.
 - d. If an animal causes the Handler's room or apartment to become flea infested, a professional exterminator will be contracted by the College at the Handler's expense.
 - e. The Service Animal may not be bathed using residence hall facilities.
7. Disruptions or Threats
 - a. Animals must not be allowed to disrupt others (e.g., barking continuously, growling, or howling), unless it is part of the service being provided to the Handler.
 - b. Animals that constitute a direct threat to the health or safety of staff, residents, or property, as determined by the College, must be removed from the premise within 48 hours of notification to the Handler from Accessibility Services. If the Handler can control the animal or can address the behavior, the Handler will be required to submit an action plan to Accessibility Services. The plan should include steps to alleviate the issue and a deadline for improved behavior.
 - c. If College officials determine the animal to be an immediate threat, the Handler will be asked to remove the animal immediately, or animal control will be summoned to remove the animal.
 - d. All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the Handler.
8. Life Safety Inspections (LSIs) are conducted monthly by the Office of Residential Life & Explorations (RLE); LSIs of rooms with Service Animals will include checking for compliance of the guidelines in this policy.
9. When the Handler moves out of campus housing or no longer lives with the animal, RLE staff will assess any possible damages caused by the animal beyond reasonable wear and tear and charge the Handler accordingly.
10. The Handler must provide written consent for Accessibility Services to disclose information regarding the request for and presence of the animal to those individuals who may be impacted by the presence of the animal including, but not limited to, RLE staff, Campus Safety, Facilities Services, and potential and/or actual roommate(s)/neighbor(s). Such information will be limited to information related to the animal and will not include information related to the individual's disability.
11. The Handler will be given a door sticker and must fill out and display the door sticker indicating that there is an animal in the residence for the purpose of notifying any campus personnel before entering the room.

Violation of any of the housing requirements may result in the Handler having to find alternative off-campus housing for the animal and, as warranted, may result in the resident being in breach of the housing contract.

F. Campus Emergency Response. Rollins responding staff members or emergency personnel will not be required to provide care for any Service Animal including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and may not be held responsible for the care of, damage to, or loss of the animal.

In the event of an emergency involving the student (including but not limited to COVID-19 isolation), the designated Emergency Alternate Caretaker will assume responsibility for the animal in the short term and take reasonable steps to remove the animal from campus housing.

G. Conflicting Disabilities. Some people (fellow students/professors/staff) may have allergic reactions to animals that are substantial enough to qualify as disabilities. Rollins will consider the needs of these persons in

meeting its obligations to reasonably accommodate all disabilities and to resolve the problem as efficiently and expeditiously as possible.

H. Removal of Service Animals.

The College may require the student to remove the animal from campus if the following occur.

- The animal poses a direct threat to health or safety or causes substantial damage to the property of others or the College.
- The animal's presence results in a fundamental alteration of a College program.
- The animal is found to be loose or running at large.
- There is evidence of neglect, mistreatment, or abuse.
- The student incurs violations of student conduct with regard to this policy.
- The student does not comply with the Student's Responsibilities set forth above.
- The animal or its presence creates an unmanageable disturbance or interference with the College community, including but not limited to excessive noise.

The College will base such determinations upon the consideration of the behavior of the particular animal at issue, and not on speculation or fear about the harm or damages an animal may cause.

Any removal of the animal will be done in consultation with Accessibility Services and may be appealed by the Handler. The Handler will be afforded all rights of due process and appeal.

I. Service Animal Trainer. A Service Animal being trained has the same rights as a fully trained Service Animal when accompanied by a trainer and identified as such in any place of Public Accommodation. Handlers of Service Animals in training must also adhere to the requirements for Service Animals and are subject to the removal policies as outlined in this policy. Trainers are not permitted to bring Service Animals into those portions of the campus that are not generally open to the public. Places of Public Accommodation would not include campus housing, classrooms, and other areas of campus that people from the general public are not permitted. Any student interested in being a service animal trainer should reach out to meet with the Office of Accessibility Services.

V. Related Policies or Applicable Publications

[KI 1022 Service Dogs in Teaching and Research Laboratories](#)

[SA 9007 Emotional Support Animals in Campus Housing](#)

VI. Effective Date

This policy is effective 8-24-2022 and supersedes all previously issued versions.

VII. Appendices/Supplemental Materials

[Acknowledgement and Release of Information Consent Form \(linked in this document\)](#)

[Animal Registration Form \(linked in this document\)](#)

VIII. Rationale for Revisions

Rev. 4, 8-9-2022, policy made specific to "Service Animals," not Emotional Support Animals (ESAs) or "assistance animals." ESAs now addressed under SA 9007 *Emotional Support Animals in Housing* so as not to confuse the purpose, use, and rights of the two.

Rev. 3, 2-20-2020, clarify the definition of "Assistance Animal," include references to KI 1022 *Service Animal Laboratory Policy*, add Assistance Animal Request – Medical Provider Form.

Rev. 2: 3-19-2019, focus on Assistance Animals, housing requirements, campus emergency response; make disabilities sections consistent with current campus practice campus; and add appeal process.

Rev. 1: 9-22-2016, updated for CLA governance and name change.

Acknowledgement and Release of Information Consent Form

I have read and understand the Service Animal Policy and I agree to abide by the requirements applicable to Service Animals. I understand that if I fail to meet the requirements set forth in the Policy, Rollins College has the right to remove the Service Animal and I will be required to fulfill my housing, academic, and all other obligations for the remainder of the housing contract.

Furthermore, I give my permission to the Office of Accessibility Services to disclose to others impacted by the presence of my Service Animal (faculty or other College administrators) that I will have an animal as an accommodation. I understand that this information will be shared with the intent of preparing for the presence of the Service Animal and/or resolving any potential issues associated with the presence of the Service Animal.

Individual Printed Name

Individual Signature

Date

Accessibility Services Representative

Date

Residential Life & Explorations Representative

Animal Registration Form



Student: _____
R-number: _____
Cell phone: _____
Hall/Room: _____

Check one: Service Animal ESA

Animal Name: _____
Age: _____
**Species/
 Breed:** _____
**Visual
 Description:** _____

Please attach the following:
 Vaccination Record
 Digital Photo

Rabies #:

	Name	Phone	Relationship
Alternate Caretaker			
Veterinarian			