



ROLLINS COLLEGE POLICY

Title: Accessibility Services: Assistance Animal	Type	Student Affairs
No: SA 9002	Approval Date: 11-9-2020	
Responsible Office: VPSA, Accessibility Services	Reviewed/Approved: Policy Committee, 11-2-2020; President’s Cabinet, 11-9-2020; President, 11-9-2020.	
Next Review: 2023-2024	Revisions: No. 3: clarify the definition of “Assistance Animal,” include references to KI 1022 Service Animal Laboratory Policy, add Assistance Animal Request – Medical Provider Form. No. 2: Revised focus on Assistance Animals rather than Service Animals throughout; housing requirements, campus emergency response, and conflicting disabilities sections made consistent with current practice on campus; appeal process added. No. 1: Updated for CLA governance and name change.	

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 of 1990 (“ADA”), to provide an environment that does not discriminate against persons with disabilities. 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 and assistance animals. Rollins reserves the right to limit the spaces on campus where service and assistance animals are permitted.

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.

Assistance Animals: Assistance Animals provide emotional support to an individual with a mental or psychiatric disability that alleviates one or more identified symptoms or effects of a person’s disability. An Assistance Animal is one that is necessary to afford the person with a disability an equal opportunity to participate in educational programs or activities or use and enjoy campus housing. Assistance Animals may provide emotional support, calming, stability and other kinds of assistance. Assistance Animals are not required to be individually trained or certified to perform work or tasks. Assistance Animals may still be permitted, in certain circumstances, in Rollins’ programs, activities, and campus housing pursuant to a

reasonable accommodation under Section 504 and the Fair Housing Act. For the purposes of this policy, Rollins will be referring to emotional support animals as “Assistance Animals.”

Service/Assistance Animal Handler: The Service/Assistance 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.

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

III. Procedure or Application

Students must contact the Office of Accessibility Services to be approved for an accommodation to bring an Assistance Animal to campus. It is encouraged, but not required, for Handlers of Service Animals to register with the Office of Accessibility Services. If Handlers of Service Animals are enrolled in science laboratories that include the use of chemicals, the Handlers must meet with Accessibility Services staff to discuss proper laboratory procedures described in College Policy KI 1022 *Service Dogs in Teaching and Research Laboratories*.

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. Inquiries Regarding Assistance Animals. When requests are made for a reasonable accommodation for an Assistance Animal, inquiries may be made to determine qualification as an Assistance Animal. Rollins may ask:

1. whether the person seeking the accommodation has a disability, and
2. whether the person making the request has a disability-related need for the Assistance Animal.

C. Accommodation Request Process. Rollins may ask the person seeking the accommodation to submit reliable documentation of a disability and their disability-related need for an Assistance Animal. Reliable documentation should be from a physician, psychiatrist, social worker, or other mental health professional, which establishes that an individual has a disability and that the Assistance Animal provides some type of disability-related assistance or emotional support. The Assistance Animal Medical Provider Form (refer to pages 8 and 9) can be completed by an appropriate medical provider to support the request for an Assistance Animal.

The determination of whether a person has a disability-related need for an Assistance Animal involves an individualized assessment. A request for a reasonable accommodation for an Assistance Animal will not be denied, unless granting the accommodation would impose an undue financial and administrative burden or would fundamentally alter the nature of Rollins’ programs or services.

Rollins considers the following, among other factors, as evidence in determining whether the presence of the animal is reasonable or in making housing assignments for individuals with Assistance Animals:

1. the size of the animal, e.g., is the animal is too large for available assigned housing space;
2. does the animal's presence force another individual from housing (e.g., conflicting disabilities);
3. does the animal's presence otherwise violates an individual's right to peace and quiet enjoyment;
4. is the animal housebroken and able to live with others in a reasonable manner;
5. are the animal's vaccinations up-to-date;
6. does (or has) the animal pose(d) in the past a direct threat to others, e.g., aggressive behavior; and/or
7. does (or has) the animal cause(d) excessive damage to housing beyond reasonable wear and tear.

Rollins will not limit room assignments for individuals with Assistance Animals to any particular building or buildings. Rollins reserves the right to assign an individual with an Assistance Animal to a single room without a roommate.

In order to be considered for reasonable Animal Assistance accommodations, students must supply supporting documentation to the Office of Accessibility Services by established deadlines. These dates will be updated annually and communicated to all students through the department's website. Animal assistance accommodation requests made after the communicated deadlines will be evaluated on a case-by-case basis, and are dependent upon availability and reasonableness of the request. All final accommodation determinations will be communicated in writing to the student through the Office of Accessibility Services.

D. Accommodation Appeal Process. Any individual who is dissatisfied with the determination of their accommodation request may appeal the decision by submitting their appeal to the Director of Accessibility Services for review by the Accommodation Advisory Committee. New medical documentation or other relevant facts not part of the original determination must be submitted to the Office of Accessibility Services if the student would like such information considered as part of the review. The Office of Accessibility Services will notify the student in writing of the final determination of accommodations.

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.

In general, Assistance Animals are only permitted in residential student's rooms; please see this section, part F. Housing Requirements, below.

B. Handler Responsibilities. Students, faculty, and staff who wish to bring an Assistance Animal to campus must contact the Office of Accessibility Services. Additionally, students who plan to bring their Assistance Animal to live in on-campus housing must request approval from the Office of Accessibility Services. Additional documentation may be required for approval of Assistance Animals in campus housing.

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 an Assistance Animal are the sole responsibility of the Handler at all times.

C. Service/Assistance Animal Control Requirements.

- The animal should be in full control of the Handler at all times.
- To the extent possible, the animal should be unobtrusive to other individuals and the learning, living, and working environment.
- **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 disability.
- Animals cannot be left unattended in vehicles at any time. In the event animals are left unattended, 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 and all property damage.

D. Service/Assistance Animal Etiquette. 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.

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

F. Housing Requirements. Requirements for Service/Assistance Animals living with residents in campus housing are provided below.

1. The Office of Accessibility Services must approve Service/Assistance 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 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/Assistance Animal and/or discipline for the Handler.
4. Assistance 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 Assistance Animal is contained, as appropriate, when the Handler is not present during the day.
5. Assistance Animals are not permitted outside of campus housing unless accompanied by Handler in a public area. Assistance Animals are not permitted in classrooms, administrative offices, common spaces, or other student living areas, except if approved by Rollins as a reasonable accommodation.
6. Cleanliness Requirements
 - a. Cat litter boxes or other such waste cleanup must occur regularly. Animal feces should be securely disposed of in a plastic bag and taken directly to the residence hall or apartment 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 and litter boxes 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.

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, which constitute a direct threat to the health or safety of staff, residents, or property as determined by the Director of Accessibility Services, must be removed from the premise within seven (7) days of notification to the Handler from the Office of Accessibility Services. If the Handler is able to control the animal or can address the behavior, the Handler will be required to submit an action plan to the Office of 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, 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 on a monthly basis by Residential Life & Explorations; LSIs of rooms with Assistance Animals will include checking for compliance of the guidelines in the Service/Assistance Animals Policy.
 9. When the Handler moves out of campus housing or no longer lives with the animal the Office of Residence Life & Explorations will assess any possible damages caused by the animal beyond reasonable wear and tear and charge accordingly.
 10. The Handler must provide written consent for the Office of Accessibility Services to disclose information regarding the request for and presence of the Service/Assistance Animal to those individuals who may be impacted by the presence of the animal including, but not limited to, Residential Life & Explorations staff 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.

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.

G. Campus Emergency Response. Rollins responding staff members or emergency personnel will not be required to provide care for any Assistance 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, damage to, or loss of the animal.

H. Conflicting Disabilities. Some people (roommates/fellow students/professors) may have allergic reactions to animals that are substantial enough to qualify as disabilities. Rollins will consider the needs of both persons in meeting its obligations to reasonably accommodate all disabilities and to resolve the problem as efficiently and expeditiously as possible. Students requesting allergy accommodations should contact the Office of Accessibility Services. Staff requesting allergy accommodations should contact Human Resources. After approval of the Assistant Animal and prior to the Assistance Animal being permitted on campus, the Office of Accessibility Services will communicate with the Handler's roommate(s) to determine if there are any conflicting disability concerns.

I. Removal of Service/Assistance Animals. Animals can be removed for violations of any of the expectations outlined within this Policy.

Rollins will base such determinations upon the consideration of the behavior of the particular animal at issue. Any removal of the animal will be done in consultation with the Office of Accessibility Services and may be appealed by the Handler. The Handler will be afforded all rights of due process and appeal.

J. 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](#)

VI. Effective Date

This policy is effective 11-9-2020 and supersedes all previously issued versions.

VII. Appendices/Supplemental Materials

[Acknowledgement and Release of Information Consent Form, page 7](#)

[Assistance Animal Request – Medical Provider Form, pages 8-9](#)

VIII. Rationale for Revision

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

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. 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.

Acknowledgement and Release of Information Consent Form

I have read and understand the Service/Assistance Animal Policy and I agree to abide by the requirements applicable to Service/Assistance 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/Assistance 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/Assistance Animal (e.g. Residential Life & Explorations Staff, potential and/or actual roommate(s)/neighbor(s)) that I will be living with an animal as an accommodation. I understand that this information will be shared with the intent of preparing for the presence of the Service/Assistance Animal and/or resolving any potential issues associated with the presence of the Service/Assistance Animal.

Individual Printed Name

Individual Signature

Date

Accessibility Services Representative

Date

Residential Life & Explorations Representative

Assistance Animal Medical Provider Form

Student Name: _____

Medical Provider Instructions:

The student named above has requested an assistance animal as a reasonable accommodation at Rollins College. This student lives on campus and it may be important to consider the type of room they reside in. To determine whether this student is eligible and to understand the need for accommodation(s), the Office of Accessibility Services is requesting documentation. The completed form can be emailed to access@rollins.edu, faxed to (407)691-1269 or returned to the student.

Assistance Animal Definition: "Assistance Animals" provide necessary emotional support to an individual with a mental or psychiatric disability that alleviates one or more identified symptoms of an individual's disability, but which are not considered Service Animals under the Americans with Disabilities Act (ADA).

Please answer the questions as thoroughly as possible. Please write legibly.

1. How long has the student been under your care? _____
2. What is the student's medical condition(s)?

3. How does this medical condition(s) impact or limit this individual?

4. Are this individual's major life activities impacted or limited by the medical condition(s)? "Major life activity" is non-exhaustively defined as "performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, sitting, reaching, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, interacting with others, and working."

___ Yes ___ No

- a. If so, please list the major life activities:

5. Are these limitations substantial in comparison to most people in the general population?

___ Yes ___ No

Any questions or concerns should be directed toward Rollins College Office of Accessibility Services at access@rollins.edu or (407)975-6463.

6. Are you recommending an assistance animal as part of the individual's treatment plan?
___ Yes ___ No
7. Does the animal alleviate/ameliorate the specific symptoms the individual is experiencing?
___ Yes ___ No
a. If yes, how?

8. Are you recommending a specific animal for the student?
___ Yes ___ No
a. If yes, please specify type and breed.

9. What is the individual's history of using an assistance animal, if any?

10. Is the assistance animal necessary for the student to have an equal opportunity to use on-campus housing?
___ Yes ___ No
a. If yes, how?

This section must be completed for this form to be valid:

Medical Provider Name: _____

Title: _____ Specialty: _____

Office Address: _____

Phone Number: _____

License/Certification # and State of License: _____

Signature: _____ Date: _____

Any questions or concerns should be directed toward Rollins College Office of Accessibility Services at access@rollins.edu or (407)975-6463.