



University of California, Riverside Student Health Services



ADM 042- Use of Animals for Disability Accommodation in UCR Student Health Services

Date Created	April 28, 2020
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Responsible Manager	Senior Administrative Director

Purpose:

It is the policy of UC Riverside and Student Health Services (SHS) that accommodations are made to allow qualified individuals with disabilities to perform essential functions and/or to allow individuals with disabilities to take part in UC Riverside educational programs, services, benefits, and opportunities.

Applicability and Scope:

All SHS (Student Health Services) staff are subject to this policy.

Definitions:

- **Assistive Animals:** California law defines “Assistive Animals” as animals that are necessary as reasonable accommodations for Individuals with a Disability. “Assistive Animals” include service and support animals.
- **Individual with a Disability:** An “Individual with a Disability” is a person who:
 - has a physical and/or mental impairment that limits one or more major life activities (like breathing, walking, seeing, hearing, or performing manual tasks); or
 - has a record (history) of this kind of impairment.
 - Note: In California disabilities are broadly defined as conditions that limit a major life activity, including physical and mental disabilities, as well as medical conditions, such as cancer or HIV/AIDS. California definitions and protections can be broader than protections under federal law.
- **Service Animals:** “Service Animals” are trained animals (dogs or miniature horses) that perform functions and tasks that individuals with a disability cannot perform for themselves. The task(s) performed must be related to the disability of the individual.
- **Support Animals:** “Support Animals” provide support to individuals with a disability and are defined as animals that provide emotional, cognitive, or other similar support to individuals with a disability, including, but not limited to, traumatic brain injuries or mental disabilities, such as major depression.

- **Handler:** The individual with a disability who uses a Service or Support Animal as an accommodation.

Policy:

Service animals specifically trained to aid a person with a disability are welcome in the UCR Student Health Services building.

No other animals, including pets, emotional support animals, or therapy animals are allowed.

It is advisable for the patient to be accompanied by another individual who can attend to the service animal if needed should radiology, laboratory or isolation room services be recommended for a care episode. SHS staff are prohibited from attending to service animals for safety reasons.

To help support a pleasant, productive, and safe environment for all patients and staff, service animals must always be in the physical proximity of their handler or their designee and under handler or designee's control.

Service animals may not be left unattended by their handler or designee at any time. The care, supervision, and well-being of a Service animal are always the sole responsibility of the Handler or their designee .

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or if an individual's disability prevents using these devices. The handler or their designee must support control of the animal through voice, signal, or other effective controls.

The service animal must be clean and well-groomed with no flea infestation.

The licensing of dogs is required by State Law and County Ordinance. The service animal must always display current tags and have proof of required current vaccinations.

SHS staff can ask patients with service animals to reschedule their appointment if the service animal is disruptive or interferes with the operations of our health care organization.

A. Determining if the animal is a Service Animal:

When deciding whether a dog is a Service Animal, the staff may not ask about the nature or extent of a person's disability or require proof that an animal has been certified or licensed as a Service Animal.

However, unless 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), the staff may ask two questions to determine whether an animal qualifies as a Service Animal.

The staff may ask:

1. Is this animal needed because of a disability?
2. What work or task is this animal trained to perform?

When meeting an individual with a disability, it is acceptable to ask if they need aid. If yes, ask how you can best help them remembering staff are not allowed to attend to or interact with service animals.

B. Reporting an Incident/Lodging a Complaint

The reporting of an incident or the lodging of a complaint involving the Assistive Animal of a student may be directed to [UC Riverside Student Disability Resource Center](#).

References:

Americans with Disabilities Act as amended (ADAAA)

ADA: <http://www.adanowonline.org/winter2018article9.html>

UCR Policy Number: 850-39 Assistive Animals (Service and Support Animals)

Riverside County Ordinance, Title 6.08.020 Mandatory dog licensing and vaccinations.
http://riversidecounty-ca.elaws.us/code/coor_title6_ch6.08_sec6.08.020

UCR Student Disabilities office
<https://sdrc.ucr.edu/assistive-animals>