



PSU Service and Assistance Animal Policy

Portland State University is committed to reasonably accommodating¹ people with disabilities in compliance with applicable state and federal laws. Requests for a service or assistance animal will be determined on a case by case basis in accordance with applicable laws and regulations.

Getting Help

STUDENTS If you need help with...	Go to...
... bringing a service animal to campus	Disability Resource Center 116 Smith Memorial Student Union 503-725-4150 http://www.drc.pdx.edu
... bringing a support animal to campus and/or campus housing	Disability Resource Center 116 Smith Memorial Student Union 503-725-4150 http://www.drc.pdx.edu
... reporting an unruly animal on campus	Campus Public Safety Office 503-725-4404
... reporting an unruly animal in campus housing	University Housing Office 503-725-4370
... a concern or complaint that a member of the PSU community has harassed or discriminated against you based on disability	Office of Equity and Compliance (503) 725-5919 www.pdx.edu/diversity/office-of-equity-compliance
FACULTY / STAFF If you need help with...	Go to...
... bringing a service animal to campus	Human Resources 503-725-4926
... bringing an emotional support animal to campus	Human Resources 503-725-4926
... reporting an unruly animal on campus	Campus Public Safety Office 503-725-4404

DEFINITIONS

Service animal: 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. 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. The work or task a dog has been trained to provide must be directly related to the person's disability.

Assistance animal: An animal that is recommended by a healthcare or mental health professional to provide emotional support to persons with disabilities who have a disability-related need for such support. Assistance animals include species other than dogs, with or without training, and animals that provide emotional support. An

¹ Title II of the ADA and Section 504 of the Rehabilitation Act use the term "reasonable modifications" as opposed to "reasonable accommodations." The term "reasonable accommodation" is more common, however, and often used interchangeably with "reasonable modification."

assistance animal is not a service animal. Unlike a service animal, an assistance animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times.

Pet: A pet is an animal kept for ordinary use and companionship. A pet is not considered a service or assistance animal and is not covered by this policy. For pets in University Housing, please refer to the Standards of Residence pet policy in the University Housing Handbook.

GENERAL RULE REGARDING SERVICE ANIMALS

As a general rule, PSU will modify policies, practices, and procedures to permit the use of a service animal by an individual with a disability.

GENERAL RULE REGARDING ASSISTANCE ANIMALS

As a general rule, a person may keep an assistance animal in University Housing as a reasonable accommodation if:

- The person has a disability;
- The animal is necessary to afford the person with a disability an equal opportunity to use and enjoy University Housing; and
- There is an identifiable relationship between the disability and the assistance the animal provides.

While assistance animals are generally not allowed to accompany their owner to other areas or buildings on campus, qualified people with disabilities may request approval for use of an assistance animal as a reasonable accommodation or modification from the Disability Resource Center (DRC). This determination will be made to be consistent with applicable federal, state, and local laws regarding people with disabilities.

VERIFICATION OF DISABILITY AND NEED FOR SERVICE OR ASSISTANCE ANIMAL

Where it is not readily apparent that an animal is a service animal or an assistance animal and the person has indicated that there is a need for the animal, PSU may require sufficient information and documentation to determine whether the animal qualifies as a service or assistance animal under applicable law. The documentation must be provided on the letterhead of a treating, licensed physician or mental health provider, and permit PSU to determine the following:

- that the individual has a disability for which the animal is needed;
- the relationship between the individual's disability and the assistance that the animal provides.

RESPONSIBILITIES OF PEOPLE USING SERVICE OR ASSISTANCE ANIMALS

Care and Supervision: Care and supervision of the animal are the responsibility of the handler/owner. The handler/owner is solely responsible for: maintaining full control of the animal at all times; the cost of care, arrangements, and responsibilities for the well-being of the animal; and ensuring the cleanup of the animal's waste and, when appropriate, must toilet the animal in areas designated by PSU consistent with the person's needs and abilities.

Licensing: The animal must meet the applicable licensing requirements of Multnomah County and the state of Oregon. (For nonresidents, home state tags may be accepted.) Dogs are required to wear an owner identification tag, a current rabies tag, and a dog license tag at all times.

Health: The animal must have documentation from a licensed veterinarian dated within the past year stating that the animal is in good health and has is immunized against diseases common to that type of animal. Preventative measures should be taken at all times for flea and odor control. Consideration of others must be taken into account when providing maintenance and hygiene of assistance animals.

Identification: The service animal should wear some type of commonly recognized identification symbol.

Leash: Service animals must be on a leash at all times while on campus and outside of the student's Housing room. Exceptions are permitted only if the animal is performing a specific duty that requires it to be unleashed.

Appropriate animal behavior in public settings: The animal must:

- not be allowed to sniff people, tables in eating areas, food, or the personal belongings of others;
- not initiate contact with someone without the owner's direct permission;
- not display any disruptive or aggressive behaviors or noises (such as barking, whining, growling, or rubbing against people);
- not block an aisle or passageway;

PSU may exclude a service or assistance animal from all or part of its property if owner/handler fails to comply with these restrictions in a manner that fundamentally alters the nature of PSU programs or services, or poses a threat to the health or safety of others.

Other Conditions: PSU may place other reasonable conditions or restrictions on service or assistance animals depending on the nature and characteristics of the animal.

GUIDELINES FOR FACULTY, STAFF, STUDENTS, AND OTHER MEMBERS OF THE PSU COMMUNITY

Members of the PSU community are required to abide by the following practices:

- Allow a person to have a service animal accompany him/her at all times and in all places on campus, except where animals are specifically prohibited.
- Do not pet a service or assistance animal. It distracts them from the task at hand, and service animals can be very protective.
- Do not feed the service or assistance animal.
- Do not deliberately startle, tease, or taunt a service or assistance animal.
- Do not separate or attempt to separate a person from his/her service or assistance animal.
- Do not inquire for details about the person's disabilities. The nature of a person's disability is a private matter.

SERVICE AND ASSISTANCE ANIMALS IN UNIVERSITY HOUSING

If a student requests that a service or assistance animal live in University Housing, the student must notify the DRC within a reasonable amount of time (at least 30 days is preferred) before the desired move-in date so that PSU can best accommodate the student and the animal. The student must also complete the PSU University Housing Disability Accommodation Request Form and the PSU University Housing Service and Assistance Animal Agreement.

REMOVAL OF SERVICE OR ASSISTANCE ANIMAL

Consistent with federal and state law, PSU may exclude or remove a service or assistance animal if the animal's behavior or presence poses a direct threat to the health or safety of others. The animal may also be excluded from areas where its presence fundamentally alters the nature of a program or activity. If the animal is excluded or removed, PSU will provide the individual who uses the service animal the option of continuing to enjoy its goods and services without having the service or assistance animal on the premises.

DAMAGE

The owner of a service or assistance animal is solely responsible for any damage to persons or PSU property caused by the animal.

AREAS OFF LIMITS TO SERVICE ANIMALS

PSU may prohibit the use of service animals in certain locations due to health and safety restrictions. Restricted areas may include but are not limited to medical facilities, laboratories, mechanical rooms, or any other place where the safety of the person or his/her animal may be threatened.

CONFLICTING DISABILITIES

Persons with medical condition(s) that are affected by animals (respiratory diseases, asthma, severe allergies) are asked to contact the DRC if they have a health or safety related concern about exposure to a service or assistance animal. The individual will be asked to provide medical documentation that identifies the condition(s) and the need for an accommodation. Action will be taken to consider the needs of both persons and to resolve the problem as efficiently and expeditiously as possible.

GRIEVANCE PROCEDURE

A student or employee who wishes to grieve or file a complaint about a decision or action taken by a member of the PSU community based on disability, should contact the Office of Equity and Compliance, at 503-725-5919 or diversity@pdx.edu. The website for the Office of Equity and Compliance is at www.pdx.edu/diversity/office-of-equity-compliance.