



**Responsible College Official:** Title IX Coordinator  
**Responsible Offices:** Office of Student Affairs, Office of Academic Affairs, and Office of Human Resources Services  
**Policy Implementation Date:** September 11, 2017

## Service and Assistance Animal Policy

### Policy Statement

North Central College recognizes the importance of “Service Animals” as defined by the Americans with Disabilities Act Amendments Act (ADAAA) and Section 504 of the Rehabilitation Act and the category of “Assistance Animals” under the Office of Housing and Urban Development (HUD) and Fair Housing Act (FHA) in providing equal access to and participation in the College for qualified individuals with disabilities. The College is committed to providing reasonable accommodations to individuals with disabilities including the use of Service Animals on campus to facilitate their full-participation and equal access to the College’s programs, activities and work environment. The College is also committed to allowing Assistance Animals that are necessary to provide individuals with disabilities an equal opportunity to use and enjoy campus housing.

Students with disabilities who utilize Service Animals or are requesting Assistance Animals as an accommodation to use campus housing are requested to meet with Disability Services. For an appointment contact the Center for Students Success via email at [academicsupport@noctrl.edu](mailto:academicsupport@noctrl.edu) or by phone [630-637-5266](tel:630-637-5266).

Faculty and staff with disabilities who utilize Service Animals are asked to contact Human Resources via email at [humanresources@noctrl.edu](mailto:humanresources@noctrl.edu) or phone (630) 637-5757.

If you believe your rights under disability law are not being provided appropriately by the College, grievance procedures can be found in the *Discrimination, Harassment, Sexual Misconduct and Retaliation* policy. Individuals with disabilities who have a complaint or grievance regarding how this policy has been implemented or who feel that they have been wrongfully denied access, services, or accommodations related to a Service or Assistance Animal can contact the:

Title IX Coordinator  
Dr. Rebecca Gordon  
Old Main 532  
[rgordon@noctrl.edu](mailto:rgordon@noctrl.edu)  
(630) 637-5340.

Deputy Title IX Coordinator  
Assistant Vice President for Human Resources  
Mary Spreitzer  
Old Main 508  
[mspreitzer@noctrl.edu](mailto:mspreitzer@noctrl.edu)  
(630) 637-5754

External Inquiries may also be made to  
Office for Civil Rights  
U.S. Department of Education  
Citigroup Center  
500 W. Madison Street, Suite 1475  
Chicago, IL 60661-4544  
Telephone: 312-730-1560  
FAX: 312-730-1576; TDD: 800-877-8339  
Email: OCR.Chicago@ed.gov

## **Service Animal**

Service Animals are defined as dogs, without breed restrictions, that have been individually trained to do work or perform tasks directly related to an individual's disability. The ADA also has a provision to include miniature horses as Service Animals so long as they have been trained to perform work or tasks for the individual with disabilities and the College determines this is reasonable. No other species of animals, wild or domestic, are included as Service Animals under ADA.

Service Animals must provide a work or task related to the individual's disability. Where it is not readily apparent that the animal is a Service Animal, the College may ask the following two questions: 1) Is the animal a Service Animal required because of a disability? and 2) What work or task has the animal been trained to perform? While Service Animals can also provide comfort, therapy, and emotional support, they must also perform work or tasks related to the individual's disability to be considered a Service Animal.

In cases where the service animal is a miniature horse, the College may consider:

- the type, size and weight of the service animal,
- whether the service animal is house broken,
- if the animal is under the handler's/owner's control, and
- whether or not the animal's presence will compromise legitimate safety requirements for safe operations.

In addition, the College may determine that a service animal is not permitted if the service animal's presence fundamentally alters the nature of a job, service, program, or activity.

The types of work or tasks performed by service animals include, but are not limited to:

- Alerting an individual with diabetes that his/her blood sugar reaches high or low levels
- Calming an individual with Post Traumatic Stress Disorder (PTSD) or anxiety
- Detecting the onset of a seizure and then help the individual to remain safe during the seizure
- Assisting an individual with low vision with navigation
- Retrieving items or turning on/off light switches
- Providing assistance with stability or balance
- Alerting an individual with hearing loss to the presence of people

Students with disabilities may live with their service animal in campus housing. If the College determines that the individual and Service Animal would be better served in an individual room or different residence hall, the student will not be charged the difference in price of a single room or the cost of relocating. Service Animals are permitted to accompany the individual in all public areas of the College,

which include areas such as classrooms, the cafeteria, residence halls, and other campus buildings. Service Animals are not required to wear an identifying vest or badge. An interactive process will be engaged in if the service animal poses an issue to another member of the campus community because of allergies, phobias, or religion-based reasons. This may include making housing assignments based on separating residents with service animals from residents with allergies, phobias or religious preferences

Dogs not trained to do work, perform a task, or take specific action to mitigate the effects of a disability and only provide comfort, therapy or emotional support (aka, Assistance Animals) do not qualify as Service Animals and may be excluded from public areas of the campus such as classrooms and other public buildings. Animals “in-training” are not considered to be service animals.

The College is not responsible for the supervision or care of the Service Animal. Service animals must be under the handler’s/owner’s control at all times. The animal must be harnessed, leashed or tethered. In the event these devices interfere with the Service Animal’s work or the individual’s disability prevents using these devices, the individual must maintain control through voice, signal or other effective controls. The individual is also responsible for:

- The health, well-being, and cleanliness of the animal
- The cost of any damages incurred as a result of the animal
- The immediate clean-up after and proper disposal of the animal’s waste
- Adhering to all State and local ordinances for dog licensing, registration, and vaccination requirements

Students with Service Animals may be asked to remove the animal from the premises when causing a substantial disruption, unreasonably interfering with the College’s study, learning, or work environment, or for health and safety reasons. For example,

- The animal’s behavior or actions show aggression toward their handler or other members of the campus community
- The animal is out of control or disruptive (e.g. barking repeatedly) and the handler does not take effective action to control it
- The presence of the animal causes danger to the safety of the handler or other students/campus members
- The animal would fundamentally alter the nature of a job, service, or activity
- The animal is not housebroken
- The animal is physically ill or unreasonably dirty

A specific Service Animal can be determined to be inappropriate for providing the accommodation if, over time, the service animal substantially disrupts or unreasonably interferes with the College’s study, learning, or work environment or if the Service Animal is not house-broken, physically ill, or jeopardizes the safety or well-being of the handler or campus community. These matters will be referred to Student Conduct or Human Resources.

### **Assistance Animals**

Assistance Animals are defined as untrained animals that provide emotional support, comfort and/or therapy required for individuals with disabilities to be able to utilize and enjoy living in the residence halls. Assistance Animals are not pets and must alleviate symptoms or effects of a disability.

Requests for Assistance Animals are determined on a case-by-case basis through an interactive process with Disability Services in consultation with the Office of Residence Life. The interactive process must establish that the individual seeking to live with the assistance animal has a disability and a disability-related need for the assistance animal. There may be occasions in which the individual with a disability is requested to provide supporting documentation of their disability and/or specific recommendations for an assistance animal as an accommodation by a licensed service provider with expertise in the individual's specific condition.

In determining if a particular Assistance Animal is appropriate, the College may consider:

- the type, size and weight of the assistance animal for the assigned housing space
- if the animal poses an undue financial or administrative burden
- if the presence of the animal fundamentally alters the nature of the program or services offered in housing
- whether the animal is house broken
- if the animal is under the owner's control
- if the animal would cause substantial physical damage to the property of others that cannot be reduced or eliminated through another reasonable accommodation, and
- whether the animal poses a direct threat to the health and safety of others that cannot be mitigated through other reasonable accommodations

Approved Assistance Animals are allowed in the residence halls but not in classrooms, other buildings, or the workplace.

The College may determine that an Assistance Animal is not permitted if the Assistance Animal's presence interferes with the reasonable use and enjoyment of others living in the same dwelling. This may include making housing assignments based on separating residents with Assistance Animals from residents with allergies, phobias or religious preferences. If the College determines that the individual with the Assistance Animal would be better served in an individual room or different residence hall, the student will not be charged the difference in price of a single room or the cost of relocating.

The College is not responsible for the supervision or care of the Assistance Animal. Assistance Animals must be under the handler's/owner's control at all times. The animal must be harnessed, leashed, tethered or in a pet carrier when being transported or exiting the room. The individual is also responsible for:

- The health, well-being, and cleanliness of the animal
- The cost of any damages incurred as a result of the animal
- The immediate clean-up after and proper disposal of the animal's waste
- Adhering to all State and local ordinances for dog licensing, registration, and vaccination requirements

Students with Assistance Animals may be asked to remove the animal from the premises when the animal causes a substantial disruption, unreasonably interferes with the College's study, learning or work environment, or creates health and safety concerns. For example,

- The animal's behavior or actions show aggression towards their handler or other members of the campus community
- The animal is out of control or disruptive (e.g. repeated barking, meows, screeches) and the handler does not take effective action to control it

- The presence of the animal causes danger to the safety of the handler or other students/campus members
- The animal would fundamentally alter the nature of a job, service, or activity
- The animal is not housebroken
- The animal is physically ill or unreasonably dirty

A specific Assistance Animal can be determined to be inappropriate for providing the accommodation if, over time, the individual with the disability allows the animal to substantially disrupt or unreasonably interfere with the College's study, learning, or work environment or if the assistance animal is not house-broken, physically ill, or jeopardizes the safety or well-being of the handler or campus community. These matters will be referred to Student Conduct or Human Resources.