



**Responsible College Official:** Assistant Vice President for Equity, Diversity and Inclusion and Title IX/504 Coordinator

**Responsible Offices:** Office of Equity, Diversity, and Inclusion, Office of Student Affairs, and Office of Human Resources Services

**Policy Implementation Date:** August 19, 2019

## Service 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 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.

Students with disabilities who utilize Service Animals are requested to meet with Disability Services. For an appointment, contact the Student Disability Services via email at [sds@noctrl.edu](mailto:sds@noctrl.edu) or by phone at **630-637-5264**.

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) 637c 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 Animal can contact:

Dr. Rebecca Gordon  
Assistant Vice President of Equity, Diversity, and Inclusion and Title IX/504 Coordinator  
524 Old Main  
30 N. Brainard  
(630) 637c 5340  
[rgordon@noctrl.edu](mailto:rgordon@noctrl.edu)

### External Inquiries may also be made to:

Office for Civil Rights (OCR); Chicago Office  
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, Emotional Support 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.