



## 08.01.01.D1.03 Service Animals

Approved: May 11, 2015

Revised: May 9, 2016

Next Scheduled Review: May 9, 2019

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### Procedure Statement

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Texas A&M University-Central Texas (A&M-Central Texas) will comply with applicable federal and state laws regarding the provision of reasonable accommodations for employees, students, and members of the public with disabilities.

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### Reason for Procedure

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This procedure establishes the protocol for the use of Service Animals on the A&M-Central Texas campus. This Standard Administrative Procedure (SAP) has been developed to provide guidance and clear instructions for visitors, students, faculty and staff members who use a service animal or come into contact with service animals on campus.

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### Procedures and Responsibilities

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#### 1. GENERAL

- 1.1 A service animal is permitted on campus grounds and within A&M-Central Texas buildings with limited exceptions and restrictions. This practice follows Titles II and III of the American with Disabilities Act (ADA) as Amended.
- 1.2 In general, emotional support animals and other animals that are not service animals are not allowed in A&M-Central Texas buildings or on campus grounds with the exception of the walking trail around the parking lots. A&M-Central Texas may require an individual to remove his or her non-service animal from the walking trail for any reason, including but not limited to failure of the individual to control the animal, failure to clean up after the animal, lack of license or vaccination tags, or the animal posing a threat to the safety of others.

#### 2. EXCEPTIONS AND RESTRICTIONS

- 2.1 A&M-Central Texas may require an individual with a disability to remove his or her service animal from the premises under the following circumstances:
  - 2.1.1 The animal is out of control and the animal's owner does not take effective action to control it.
  - 2.1.2 The animal is not housebroken.

- 2.1.3 The animal poses a direct threat to the safety of others.
- 2.2 Some areas of campus and/or campus facilities may be prohibited to a service animal due to the presence of hazardous chemicals and/or organisms or other health and safety issues. These areas may be restricted due to possible danger/harm to the animal or people, or the potential to compromise research or project integrity. Some examples include, but are not limited to, research or science laboratories, custodial closets, or areas where protective clothing or equipment is required.
- 2.3 If a service animal is properly excluded according to this SAP, A&M-Central Texas shall give the owner the opportunity to obtain goods and services or perform tasks without having the service animal on the premises.

### 3. ACCESS EXCEPTIONS AND RESTRICTIONS

- 3.1 The service animal must have been trained as a service animal in the specific work or tasks directly related to the person's disability.
- 3.2 The service animal shall be licensed, registered, and immunized in accordance with the laws, regulations and ordinances of the State of Texas, and county and city authorities, if applicable.
  - 3.2.1 Vaccination Records - The service animal must have updated vaccinations, including but not limited to, the general maintenance vaccine series and any vaccinations deemed necessary by a licensed veterinarian.
  - 3.2.3 Licensing – All local licensing laws and tag laws must be followed. City of Killeen requires a metal vaccination tag to be attached to the animal's collar when the animal is outdoors and not in the presence of the owner or caretaker. See City Ord. No. 06-81, *Rabies Vaccinations Requirement* (current as of April 15, 2015). Exceptions to this requirement, for example if adherence to the law impedes the animal's ability to perform its task or work, must be approved in advance by the Department of Public Service.

### 4. INQUIRIES

- 4.1 Under Sections II and III of the ADA (public access), when it is not obvious what work or task an animal provides, only limited inquiries are allowed. Only two questions may be asked of the owner:
  - a) Is this a service animal required because of a disability?
  - b) What work task has the animal been trained to perform?
- 4.1.2 Staff are not allowed to request any documentation for the service animal, require that the service animal demonstrate its work or task, or inquire about the nature of the person's disability.

4.2 Under Section I of the ADA (employment), A&M-Central Texas may request reasonable documentation or demonstration of an employee's need for a service animal accommodation when the disability is not visible or apparent.

4.3 The service animal is not required to wear any type of service animal identification symbol while in public (e.g., vest, collar, or other representative attire).

## 5. RESPONSIBILITY OF OWNER

5.1 The service animal shall be under the control of its owner at all times. The service animal shall have a harness, leash, or other tether, unless either the owner is unable because of a disability or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks. In this case, the service animal must be otherwise under the owner's control (e.g., voice control, signals, or other effective means).

5.2 The service animal must be in good health and care. The care and supervision of the animal is solely the responsibility of its owner. Animals that are ill must not be taken into public areas. An owner with an ill animal may be asked to remove the animal from A&M-Central Texas premises.

5.3 A&M-Central Texas requires that the owner clean up after the service animal relieves itself. The owner shall take the animal to the nearest grassy area outdoors for this purpose. An owner with a disability, who physically cannot clean up after their animal, shall make all necessary arrangements for assistance.

5.4 The owner may be billed for the expense of any damage to A&M-Central Texas buildings, furnishings, or grounds caused by the animal.

## 6. ANIMALS NOT GOVERNED IN THIS POLICY

6.1 This policy does not apply to the following animals:

6.1.1 Animals involved in authorized research.

6.1.2 K-9 animal (police dog).

6.1.3 Fish contained in office aquariums.

6.1.4 Animals used for performance on premises or involved in an A&M-Central Texas sponsored activity, and otherwise approved by A&M-Central Texas.

## 7. ENFORCEMENT AND COMPLAINTS

7.1 Complaints regarding animals, including service animals and/or their owner, should be directed to the Department of Public Safety.

7.2 Upon receiving a complaint, the Department of Public Safety will review the matter and make a determination as to whether the alleged behavior merits the immediate removal of the animal from the premises, or rises to the level of public safety issue. If so, Public

Safety personnel will have the animal owner remove the animal from the premises and shall direct a report of the incident to the appropriate university offices.

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## Related Statutes, Policies, or Requirements

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[Section 504 of the Rehabilitation Act of 1973](#)

[Americans with Disabilities Act as Amended](#)

[Texas Human Resources Code, Section 121.003-121.006](#)

[Texas House Bill 489](#)

System Regulation: [08.01.01, Civil Rights Compliance](#)

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## Definitions

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**Service Animal:** As defined in the ADA, a dog or miniature horse that is individually trained to do work or perform tasks or services for a person with a disability. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute tasks for the purposes of this definition.

**Emotional Support Animal (also known as a Comfort Animal or Therapy Animal):** An animal which provides comfort to an individual in some fashion; often used as part of a medical treatment plan and can be prescribed by a doctor. An emotional support animal is **not** considered a service animal as defined in ADA guidelines.

**Owner:** An individual with a disability who uses a service animal.

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## Contact Office

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Employees

Employee Services  
254-519-8016

Students

Disability Support and Access  
254-501-5831