SERVICE AND EMOTIONAL SUPPORT ANIMAL POLICY

In compliance with the American with Disability Act and Section 504 of the Rehabilitation Act of 1973, Lindenwood University is required to allow service animals on campus. This policy is put in place to ensure that students needing service and assistance animals follow and understand the requirements set forth by the university.

Definitions of Animal

Service Animal – As of March 15, 2011, only dogs are recognized as service animals in conjunction with ADA regulations at 28 CFR 35.104. "Service animal" means 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. (Americans with Disabilities Act, 2015)

The work that the service animal has been trained to do must be directly related to the person’s disability. Because the animal does perform work for the student, it is allowed in any area in which the student has access (e.g. residence halls, classrooms, food service areas, library, labs, student center, etc...)

Emotional Support Animal – Animals that are used as emotional support do not qualify as service animals. An emotional support animal provides support to a person by relieving one or more identified symptoms concerning the disability. Because these animals do not provide the person with a disability with trained assistance, they are allowed in nontraditional housing and campus grounds only under the Fair Housing Act of 1988. Residential Life staff depending on type of animal may accommodate emotional Support Animal. Emotional Support Animals are not permitted in classrooms*, libraries, food service areas, labs, student centers, sporting arenas, etc.

*If assistance/emotional support animal is needed for the student to take tests, please contact the Student Support and Accessibility Program Manager.

Requesting Service or Emotional Support Animal

Students who would like to make a formal request for a service or emotional support animal should contact the student support and accessibility program manager. The manager will give you the appropriate forms to complete, and answer any questions pertaining to the service and emotional support animal policy. The manager’s contact information is below:

Jeremy Keye
Student Support and Accessibility Program Manager
Learning and Academic Resource Center (LARC) Room 353
636-949-4510
jkeye@lindenwood.edu
Documentation
Students requesting an emotional support animal must provide documentation stating your diagnosis and need for the animal. Verifiable professional documentation pertaining to the student’s disability and its functional limitations that meets the University’s guidelines must be included. The documentation must be from a psychologist/doctor in Missouri or your home state that is not affiliated with Lindenwood University. The Student’s current qualified diagnostic and treatment professional (including, but not limited to, a licensed psychologist, psychiatrist, neurologist, or other professional with training and expertise in the diagnosis of mental health disorders) must sign and mail a letter/documentation on the professional’s letterhead directly to the Accessibility Program Manager. The letter must contain sufficient information that assesses the professional’s qualifications, and it must address and include the items listed in 1-6 below.

1. Verification that the student has a mental or psychiatric disability including a description of the functional limitation(s).
2. Verification that the animal is an ESA, i.e., that it provides emotional support that alleviates one or more of the identified symptoms or effects of the student’s existing mental or psychiatric disability.
3. Verification that the student can responsibly care for the ESA.
4. Information on how long the professional has treated the student.
5. Information on whether the ESA has helped the student in the past, and if so, how?
6. Whether medication provided to the student completely alleviates the symptoms addressed by the animal.

*Documentation and application process will be required every year prior to the fall semester in order to have your Emotional Support Animal. All paperwork must be submitted to the Accessibility Program Manager no later than June 1.*

Forms
All students must complete a request form that also contains a questionnaire. If the student is living in housing and has roommate(s); each roommate will need to complete a corresponding form stating their agreement to live with the animal and clarify they do not have any allergies or fears associated with the animal.

Approval
Each request is approved on a case by case circumstance. Once the documentation is collected, it will then be sent to key administrators for approval. The student will be contacted once the decision has been made concerning their request.

You are not authorized to have your pet in your housing assignment until all application paperwork is approved and Residential Life has completed the meeting required for roommate agreements. Having your pet in your housing assignment prior to receiving authorization will result in a $150 unauthorized pet charge and may jeopardize your ESA application.

Lindenwood University Responsibilities
Lindenwood University recognizes the use of service and emotional support animals under ADA law. The following is the responsibility of the university:

- Allow animal to assist student pertaining to type of animal (Service or Assistance/Emotional)
• Adhere to ADA guidelines
• Adhere to Fair Housing Act
• Notify faculty and staff that student is allowed the use of a service animal
• Provide the student with policy information, and the responsibilities regarding service or assistance/emotional support animals
• Resolve issues concerning service and emotional support animals

The accessibility program manager or security will be notified if the animal misbehaves or causes harm to facilities or other students.

The service or emotional support animal can be asked to leave if
• The animal is out of control or disruptive, and the owner does not take immediate action to control it
• The animal is not housebroken
• The animal is in spaces that has not been previously approved by the accessibility program manager

**University Housing Policies**

**Application Deadline**

*In order to be able to reasonably accommodate a housing assignment for resident students with an emotional support animal, the following application deadlines have been stipulated and must be adhered to:*

**Fall deadline:** June 1  
**Spring deadline:** November 1

*ESA applications received and approved during the semester will receive housing accommodations for the upcoming term as long as the deadline is met.*

The owner must agree to abide by all university policies and state specific plans for maintenance of the animal while on campus. If the owner is unable to collect and dispose animal feces, an alternative person must be identified for this service. Do not assume that college personnel or roommates are responsible for this service. Residential staff will not clean up any fecal matter.

The owner of the animal is financially responsible for any property damage. This includes but is not limited to, replacement of furniture, carpet, wall coverings, etc. This could include extensive damage to floors and carpets from animal paws that are not kept clean. The owner is expected to cover any costs upon repair and/or cleaning. The owner could be asked to move out if the damage is deemed excessive and/or the result of negligence. Any costs incurred for cleaning beyond a normal cleaning or repair or assessed after vacating the premises.

The owner’s residence may be inspected for fleas, ticks, or other pests as needed. The room will be treated if fleas, ticks, or other pests are detected, and the owner will be billed for the inspection and for pest treatment.

If there is a roommate, the individual must sign an agreement allowing the ESA to be
in the residence with them. A meeting will be scheduled by a residential staff member to review policies and procedures in regards to having an ESA in the residence. **The pet will not be authorized on campus until this meeting takes place.** In the event of disapproval, either the owner and the animal or the non-approving roommate may be moved to a more suitable location. The ESA is authorized to reside in the owner’s housing assignment only; it is not permitted to visit other housing areas. Failure to abide by this policy may result in an unauthorized pet charge assessed to the student where the ESA is staying.

The owner agrees to all other residential policies. An exception to the animal policy does not constitute an exception to any other policy.

**Specific Requirements of the Emotional Support Animal in Housing**

**Identification and Other Tags:** The animal must have tags or some other method of indicating ownership and rabies clearances. All ESA’s must be kept current in compliance with local jurisdiction (i.e. dog license, city/county ordinance) requirements. The Residential Life Office reserves the right to request proof of licensing or paperwork at any time during the animal’s residency.

**Health and Vaccinations:** The animal must be clean and in good health. All animals on campus must have an annual well care visit with a licensed veterinarian. They must have had a general maintenance vaccination series appropriate to the species. All vaccinations must be current. Applicable animals must wear a current rabies vaccination tag. Proof of vaccinations must be submitted with the ESA application. A resident with an ill animal may be asked to remove the animal from the college facilities.

**Grooming:** The animal must be well groomed, and measures should be taken at all times for fleas and odor control. Students who use college facilities and bathrooms for grooming and bathing are responsible for cleaning up pet hair, etc. related to these actions. **Failure to control infestation will result in a fine.**

**Physical Control:** The animal must be on a leash at all times if let outside. It should never be permitted to wander around off leash except when the animal is inside the owner’s residence. The care and supervision of an ESA is the sole responsibility of its partner/handler.

**Campus Responsibility:** Partner/handlers are responsible for any damage caused by the animal. Owners will be fined for any damage found in the house from the animal. When an ESA is left unattended in a residence, they are required to be kenneled. It is the responsibility of the owner that an unattended animal does not disrupt others.

**Cleanup:** Properly dispose of the feces in a prearranged area. This includes both inside and outside of the residence.

**Disruption:** The partner/handler of an animal that is unruly or disruptive (e.g. barking, running around, aggressiveness towards others, bring attention to itself) may be asked to remove the animal from the university facilities. If the improper behavior happens repeatedly, the partner may be disallowed to bring the offending animal into the university until the partner decides to take the significant steps to eliminate the behavior.