



GRACELAND UNIVERSITY - RESIDENCE LIFE Service & Emotional Support Animal Procedure

Procedural Guidelines for Maintaining a Service Animal or Emotional Support Animal (ESA) Within the Graceland University Residential Community

DEFINITIONS

- A **Service Animal** is an animal individually trained to do work or perform tasks for the benefit of an individual with a disability. The two animals which can legally fulfill this definition are dogs and miniature horses.
- An **Emotional Support Animal (ESA)** is an animal selected to play an integral part of a person's treatment process. The ESA must demonstrate a good temperament and reliable, predictable behavior. An ESA must be prescribed to an individual with a disability by a physician or mental health professional. An ESA is **not** a Service Animal.

GUIDELINES & REQUIREMENTS

An exception to the animal and pet policy is granted for approved animals provided their behavior, noise, odor and waste do not exceed reasonable standards for a well-behaved animal and that these factors do not create unreasonable disruptions for other residents.

Students who have a need to request a Service Animal or ESA reside in university housing must:

1. Complete the *online* Accommodations Request Form:
<https://www.graceland.edu/academics/accommodation-request-for-disabilities>.
2. Submit the required documentation for a Psychiatric Accommodation described on the Success Studio page in MyGraceland, Student Disability Services link:
<http://pubdocs.graceland.edu/Admissions/StudentDisabilityServices/DocumentationGuidelines-PsychiatricDisabilities.pdf>
3. Receive qualification email from the Special Housing Accommodations Review Board.
4. Approval is contingent on the student providing the following necessary documentation:
 - a. Verification of the student's need for the animal by a physician or mental health professional,
 - b. Verification that the animal has been socialized to live in a shared living arrangement such as a residence hall by a licensed animal care professional,
 - c. Proof of a rabies vaccination in the last 12 months (if applicable)
 - d. Verification the animal has been spayed or neutered (if applicable)
 - e. Liability insurance coverage with a minimum of \$1,000,000 in coverage
5. Meet individually with the Director of Residence Life, or their designee, to review the above documentation, review and sign the ESA/Service Animal Procedure Information & Acknowledgment Form.

No animal will be permitted in University housing that:

- Is not approved by the Special Housing Accommodations Review Board
- Poses a direct threat to the health or safety of others
- Would cause a substantial physical damage to the property of the University and other students
- Would pose an undue financial and administrative burden to the University
- Would fundamentally alter the nature of the University's housing operations

STANDARDS FOR APPROVED SERVICE ANIMALS & EMOTIONAL SUPPORT ANIMALS

All approved service or emotional support animals must comply with applicable laws regarding animals, their treatment and care, and also meet the following standards:

Dogs

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with the Residence Life Office.
- Dogs over six months of age must be licensed with the City of Lamoni and a copy of the license must be on file with the Residence Life Office.
- Dogs must be spayed or neutered. A copy of the veterinarian's report must be on file with the Residence Life Office.
- Collars and tags must be worn at all times. The dog must be kept on a leash at all times when outside the student's room. Dogs must never be allowed to run freely.
- Dogs must possess friendly and sociable characteristics. A specific dog can be restricted from the premises by the Director based on any confirmed threatening or territorial behavior.
- Dog obedience and training programs are highly recommended.

Domestic Cats

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with the Residence Life Office.
- Cats must be spayed or neutered. A copy of the veterinarian's report must be on file with the Residence Life Office.
- Collars and tags must be worn at all times. The cat must be kept on a leash at all times when outside the student's room.

Any Other Animal

To be considered on a case by case basis.

STANDARDS OF BEHAVIOR BY ANIMAL AND STUDENT

Health, sanitary, safety, and disruptive standards must be maintained as follows:

- An animal must not be involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior.
- Animals require daily food and attention, as well as a daily assessment of their general health, behavior and overall welfare.
- Animals cannot be left unattended overnight at any time. If the owner must be away, he/she must either take the animal with him/her, or make arrangements for the animal to be cared for elsewhere - away from Graceland premises.
- Emotional support animals must not be taken into the residence hall or apartment offices, administrative offices, common space or student living areas within the university. (Depending on the housing facility, the Residence Life Office will determine a specific exterior location appropriate to walk or exercise the animal.)
- Animal feces, defined as any solid animal waste, must be disposed of properly. It is the owner's responsibility to remove feces from University grounds, dispose of it in a plastic bag, and then place that bag in the garbage dumpsters outside university housing. Cleanup of animal feces outdoors must occur IMMEDIATELY. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside any building at Graceland University. Waste MUST be taken to university housing dumpsters for disposal.
- Students with cats must properly maintain litter boxes. In consideration of the health of the cat and occupants of the apartment or the residence hall room, cat litter box contents must be disposed of properly and regularly in the university housing dumpsters. The litter box must be changed with new cat litter regularly as outlined by the manufacturer.
- Animal accidents within university housing must be promptly cleaned using appropriate cleaning products.
- Regular and routine cleaning of floors, kennels, cages, and litter boxes must occur. The odor of an animal emanating from the residence hall room or apartment is not acceptable. (see Cleaning Section below)
- Any flea infestation must be attended to promptly by a professional extermination company contracted by Facility Services at the student's expense. Students are expected to promptly notify Facility Services and arrange for extermination when a flea problem is noted. Students may take some precautionary measures such as: flea medications prescribed by veterinarians, flea and tick collars, taking your animal to the veterinarian for flea and

tick baths; however, University staff may not use chemical agents and insecticides to exterminate fleas and ticks. Because not all of the precautions listed here can prevent flea and tick infestations, the student is responsible for extermination costs after final check out or end of year check out procedures have been completed for the apartment or residence hall room.

- Animals must not be allowed to disrupt others (e.g., barking continuously, growling, yowling, howling, etc.). Animals which constitute a threat or nuisance to staff, residents or property, as determined by the Director of Residence Life. The Residence Hall Director will give written notice of the disruption, and the animal must be removed within seven (7) days of the date on the written notification.
 - If the university determines that the animal poses an immediate threat, Lamoni police may be summoned to remove the animal.
 - If the behavior of an animal can be addressed by the student, and the student can change the behavior of an animal so that the pet does not have to be removed, then a written action plan must be submitted by the student to the Residence Life Office within three days (3 days) of the date on the notification of removal. The action plan must outline the action that will take place to alleviate the problems and also must give a deadline as to length of time the plan will take. Any action plan must meet the approval of the Director of Residence Life.
 - The day after the deadline for removal from the student's housing, University staff will do a residence hall room or apartment inspection to check for damages and infestation. Then the mandatory cleaning and extermination will be scheduled. Any student found not adhering to the removal directive will be subject to disciplinary action; which ultimately could result in the removal of the animal and student from university housing.
- The student will take all reasonable precautions to protect university staff and students; as well as the property of the University and of the students.
- The student will notify their Residence Hall Director immediately if the animal has escaped its confines and the Residence Life Office within twelve (12) hours (from the time it was discovered the animal had escaped from its confines) if the animal is unable to be located.
- All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the student.
- Requirement for Liability Insurance as a minimum of \$1,000,000, as well as an animal deposit at the current rate listed in the Graceland University Catalog Fees, Rates and Charges Schedule.

Cleaning and Damages

- When the student moves out of his/her apartment or residence hall room, or no longer owns the animal, the apartment or residence hall room will be assessed to determine if damage to department property can be attributed to the animal.
- Residence Life maintains the right to conduct apartment or residence hall room inspections as needed for the purpose of assessing damage caused by the animal or otherwise determine the student's compliance with this procedure.
- The student has an obligation to make sure the apartment or residence hall room is as clean as the original standard. If the apartment or room has carpeting, this also includes regular vacuuming, spot cleaning and steam cleaning at the time of final check out. Damages and extraordinary cleaning caused by the animal are the responsibility of the student. Replacement or repair of damaged items will be the financial responsibility of the student.

Any violation of the rules and procedural standards set forth in the Service & Emotional Support Animal Procedure as well as the Service & Emotional Support Animal Acknowledgement & Information Form may result in the immediate removal of the animal from Graceland University. If this occurs, the student will be required to find for the animal alternative housing off-campus and, as warranted, may also result in a student being in breach of their housing contract.

Should the student also be removed from university housing, the student would be required to fulfill their obligations for the remainder of the housing contract.

Appeals

The student has the right to appeal Residence Life's decision to remove the animal and/or student through the Special Housing Accommodation Review Board. Appeals must be submitted by the student in writing to the Residence Life Office within seven (7) days from the date on the written notification of removal.



GRACELAND UNIVERSITY - RESIDENCE LIFE
Service & Emotional Support Animal Procedure
Information & Acknowledgement Form

This form must be submitted and approved prior to animal occupying the assigned space.

Resident Name _____ ID # _____

Request for a (check one): _____ Service Animal or _____ Emotional Support Animal (ESA)

Animal Type & Breed _____ Animal's Name _____

The student is responsible for assuring that the animal has been socialized for community living environments and does not unduly interfere with the routine activities of the residence or cause difficulties for students who reside there. **Sensitivity to residents with allergies and to those who fear animals is important to ensure the peace of the residential community.**

The student is required to provide documentation from a licensed animal care professional that the animal in question is socialized to live a community living environment. In addition, the student must provide proof of liability insurance coverage with a minimum of \$1,000,000 in coverage.

The student is financially responsible for the actions of the animal, involving bodily injury or property damage. This includes, but is not limited to any replacement of furniture, carpet, window or wall covering as well as cleaning costs considered above the normal cleaning provided for university housing. The student will need to pay an animal deposit at the current rate as listed in the GU Catalog Fees, Rates & Charges, as part of the approval process.

The student must notify the Residence Life Office in writing if the animal is no longer needed or is no longer in residence. To replace one animal with a different animal, the student must file a new request.

The student agrees to continue to abide by all other residential policies. An exception to the policy that otherwise would prohibit having an animal does not constitute an exception to any other policy.

Residence Life has the authority to relocate a student and the animal as necessary per current contractual agreements. Should the animal be removed from the premises for any reason, the student is expected to fulfill his/her housing obligations for the remainder of the housing contract.

I acknowledge having read the Service and Emotional Support Animal Procedure and agree to abide by its terms and conditions.

 Student Signature

 Date

 Room Assignment

- Verification of need by Physician/Mental Health Care Professional Verification of Animal Socialization
- Proof of liability insurance coverage on the animal at a minimum of \$1,000,000 Verification of vaccinations
- Verification of Rabies Vaccination in the past 12 months Verification of spay/neuter (if applicable)
- Lamoni Dog License (if applicable)

Request has been: **Approved** **Denied**

 Special Housing Accommodations Review Board

 Date