



Students with Service Animals in Academic Settings FAQs For Faculty and Staff

1. What is a service animal?

- a. A service animal is a dog or miniature horse that is trained to work or perform active tasks for an individual with a disability.

2. What is the basic etiquette for people who are around service animals and handlers?

- a. Acknowledge the handler first and always.
- b. Do not feed or pet service animals when you see them on campus.
- c. Do not try to separate handler from service animal; and
- d. Do not harass or startle the service animal.

3. What is the etiquette for the service animals and their handlers?

- a. The handler should be in full control of the animal at all times, whether with voice commands and/or a tether.
- b. The animal must be clean and in good health.
- c. The animal must behave appropriately. (i.e. not displaying aggressive behavior, whining, growling, etc.)
- d. The animal should not block the access of aisles or doorways for other individuals.

4. Who is responsible for cleaning up after the service animal on campus?

- a. It is the handler's personal responsibility to immediately clean up or to solicit the proper assistance to clean up if their service animal defecates, vomits, or urinates inside a university building and campus grounds.
- b. If the owner cannot be found please contact Facilities Management Work Control at (360) 650-3420.

5. Are Faculty/Staff allowed to ask an individual about their service animal's purpose if one enters their office, laboratory, or classroom?

- a. If it is unclear whether an animal accompanying a student to is a service animal, Faculty/Staff may ask two questions:
 - i. Is this a service animal required because of disability?
 - ii. What work or task has the service animal been trained to perform?

Staff cannot ask about a person's disability, require; medical documentation, special identification card, training documentation for the service animal, or ask that the service animal demonstrate its ability to perform the work or task.

If faculty or staff have any additional questions regarding a student enrolled in their class with a service animal, please contact Disability Access Center (DAC). If you are unsure whether these questions have been answered satisfactorily, allow the person with animal to proceed, and contact DAC.



- 6. What do I do if a service animal is causing a disruption or displaying aggression?**
 - a. Ask the handler to bring the animal under control.
 - b. If the problem continues, call DAC or the Equal Opportunity Office (EOO).
 - c. If the animal's behavior is creating an imminent threat, call University Police.

Public Safety is to be contacted in the event a handler refuses the faculty/staff member's request. Questions and complaints related to a handler's denial or removal of a service animal should be directed to EOO.

- 7. What if another student or a faculty member has severe allergies around animal dander?**
 - a. The final determination regarding how to manage the situation will be made on a case-by-case basis. Please contact EOO or DAC for further information if a situation of this nature occurs.
- 8. Can I prohibit service animals in my classroom/lab/office?**
 - a. No, if you have a concern related to the circumstances where a service animal can be asked to leave or are not allowed, contact the EOO or DAC. See below for contact information.
- 9. My area at the University is a hazardous area, containing chemicals, machines, equipment, etc. I cannot allow an animal into these spaces both for human safety and the animals' safety. What do I do?**
 - a. An individualized assessment is required before a service animal is denied entry. An individualized assessment may include reviews of the nature, duration, and severity of the risks, the probability of harm or injury, and the availability of modifications to minimize the risk. Departments may require reasonable safety precautions such as booties and/or lab coats for the Service Animal in such areas.

Contact Information

Disability Access Center (DAC)

Voice: 360.650.3083

VP: 360.255.7175

E-mail: drs@wwu.edu

Equal Opportunity Office (EOO)

Voice: 360.650.3307

E-mail: eeo@wwu.edu