

# Guidelines and Operating Procedures for Administrative Policy on Service Animals in Training and Service/Assistance Animals on Clemson University Property

Individuals with covered disabilities who want to bring a service animal on campus will be invited to review and agree to the following Guidelines and Operating Procedures. Individuals with service animals in training and Assistance animals must comply.

## Definitions:

**Service Animal** – Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a covered disability that substantially limits one or more major life activities. The work or task the service animal performs must be directly related to the individual's disability. In certain cases, a miniature horse may be considered a service animal and all the provisions in these Guidelines and Operating Procedures that apply to service animals also apply to these miniature horses.

**Service Animals in Training** - are dogs as recognized by SC Code section 43-33-20. However, puppy rearing (for dogs under six months of age) focused on socialization is considered general obedience training and is not typically considered to be in training for Service Animal purposes. Service Animals in Training must have a liability insurance policy provided by the agency or program sponsoring the training and be engaged directly in learning service tasks.

Approved agencies and/or training programs shall register for recognition at Clemson through the following link:

<https://app.smartsheet.com/b/form/6c512647a38a4cca81b66c6d4af06ec4>

A dog being trained as a service animal **must wear a vest indicating it is a service animal in training**. When the dog in training is accompanied by a trainer, it will be able to access the same place of public accommodation as a fully trained service animal. Trainers of service animals in training must also adhere to the requirements for service animals in this policy and are subject to the removal policies as outlined in this policy. Service animals in training are excluded from the same areas that a Service Animal would be restricted from.

**Assistance Animals (also commonly referred to as Therapy Animals/Companion Animals/Emotional Support Animals)** – If an animal is not considered a service animal, then typically it will not be allowed on university property. Exceptions may be made for individuals living in Clemson University Housing, however, if they can certify in writing that:

1. The individual has a covered disability;
2. The animal is necessary to assist the individual with that specific covered disability; and
3. The animal actually assists the individual with that covered disability.

**The Assistance Animal will be allowed within University Housing but not elsewhere on campus.** Student requests for Assistance Animals in University Housing should be

submitted to the Student Accessibility Office. All other non-student requests for Assistance Animals in University Housing should be submitted to the Office of Access and Equity. If approved, the “Clemson University Housing Service and Assistance Animal Guidelines” will apply. Students who need an assistance animal should contact Student Accessibility Services at <https://www.clemson.edu/academics/studentaccess/>, 239 Academic Success Center Building, 864-656-6848. All other individuals should contact the Office of Access and Equity at <http://www.clemson.edu/campus-life/campus-services/access/>, 223 Brackett Hall, 864-656-0620.

## Process:

### For Service Animals–

Student owners will initiate the implementation of the accommodation by meeting with an Accessibility Specialist at Student Accessibility Services who will review the request to determine if the animal qualifies as a service animal. (Contact information - <http://www.clemson.edu/sds/>, 239 Academic Success Center Building, 864-656-6848)

Other owners will initiate the implementation of the accommodation for a service animal by meeting with the ADA Coordinator in the Office of Access and Equity. (Contact information - <http://www.clemson.edu/campus-life/campus-services/access/>, 223 Brackett Hall, 864-656-0620).

Clemson University may ask:

1. Is the animal required because of a disability?
2. What work or task(s) the animal has been trained to perform?

### For Service Animals in Training –

Requests to have a service animal in training on campus should be submitted online (Link: <https://app.smartsheet.com/b/form/6c512647a38a4cca81b66c6d4af06ec4>). On a semester-by-semester basis.

### For Assistance Animals –

Requests for Assistance Animals in University Housing should be submitted to Student Accessibility Services Office. All other non-student requests for Assistance Animals in University Housing should be submitted to the Office of Access and Equity. If approved, the Clemson University Housing “Service and Assistance Animal Guidelines” will apply. For additional information about in-community requirements contact University Housing and Dining. Contact information - <http://housing.clemson.edu/contact-us/>, 100 Mell Hall, 864-656-2295.

Clemson University may ask individuals who have disabilities that are not readily apparent or known to the University to submit reliable documentation of a disability and their disability-related need for an Assistance Animal. If the disability is readily apparent or known but the disability-related need for the Assistance Animal is not, the University may

ask the individual to provide documentation of the disability-related need for the Assistance Animal.

**Responsibilities of Individuals Using Service/Assistance Animals and Service Animals in Training:**

- Service Animals must meet all federal, state, and local regulations related to having a service animal in a public place.
- Service animals and service animals in training may wear a collar/tag that identifies the animal's owner and an emergency number where the owner may be reached in the event of an emergency or in case the owner and the animal get separated while on campus. Clemson strongly encourages this practice and offers a voluntary registry for service animals on campus and will provide a special identification tag for those animals that have been voluntarily registered. For more information about service animal registration program, students should contact the Office of Academic Affairs and Provost, [academicaffairs@clemson.edu](mailto:academicaffairs@clemson.edu). All others should contact the Office of Access and Equity, 864-656-0620
- The care and supervision of any animal is the responsibility of the student, employee, or visitor (referred to as the owner) using the animal's services, which includes toileting, feeding, grooming, and veterinary care. Routine maintenance of the animal is expected and includes flea and tick prevention, heartworm prevention, de-worming, and annual examinations and current vaccinations.
- Dogs must be vaccinated against rabies and wear a current rabies tag in accordance with City of Clemson ordinances section 4-22 and 4-23.
- Service animals and service animals in training must be housebroken. The owner is expected to clean up after the animal and dispose of the waste appropriately. If the owner is not capable of cleaning up the animal's waste, he/she must make arrangements to have the waste collected promptly and disposed of appropriately. If the animal is not housebroken, it may be excluded or removed from the premises.
- A service animal or service animal in training must be harnessed, leashed, or tethered while in public places unless these devices interfere with a service animal's work or the person's disability prevents use of these devices. In those cases, the person must use voice, signal, or other effective means to maintain control of the animal. Service animals in training must wear vests that display they are being trained.
- The owner must effectively control the animal at all times. The animal cannot pose a direct threat to the health or safety of others. If the owner cannot effectively control the animal or if the animal poses a direct threat to the health or safety of others, the animal may be excluded or removed from the premises.
- The owner is responsible for the cost to repair any damage done to real or personal property by the owner or the animal.
- Owners of service animals and service animals in training should ensure that the animal does not:
  - Sniff people, restaurant tables, or the personal belongings of others;
  - Display any behaviors or noises that are disruptive to others, unless part of the service being provided to the owner;
  - Display aggressive behavior to others;
  - Block an aisle or passageway unless part of the service being provided to the owner, and;
  - Sit/recline on University furniture.

**Exclusion of an Animal:**

A service or assistance animal, or a service animal in training may be excluded from campus if its presence:

- Would cause disease concerns and damage from not being housebroken.
- Would cause substantial physical damage to the property of others.
- Would pose an undue financial and administrative burden on the University.
- Would conflict with legitimate safety requirements.
- Would result in a fundamental alteration of the University's program(s).

**Objections from Others:**

If another individual on campus has a legitimate basis for objecting to the presence of an animal in any campus facility (e.g. allergies, psychological problems with animals, etc.), students should contact the Office of Academic Affairs and Provost, [academicaffairs@clemson.edu](mailto:academicaffairs@clemson.edu). Non-students should contact the Office of Access and Equity, 864-656-0620. The University will consider all facts surrounding the situation and balance the needs of all parties involved in an effort to resolve the issue.

**Restricted Areas on Campus:**

1. The University may prohibit the use of service animals or service animals in training in certain locations due to health or safety restrictions, potential danger to the animals, or where the use of service animals may compromise the integrity of certain activities. Such restricted locations might include, but are not limited to:
  - Non-communal or self-serve food preparation areas.
  - Research areas, academic, research and service laboratories, farms.
  - Mechanical rooms, custodial closets.
  - Wood/metal/machine shops.
  - Classrooms or housing areas with research or demonstration animals.
  - Areas where protective clothing is necessary.
  - Other areas where the animal's presence may constitute a danger or a fundamental alteration of the program or activity conducted in the area.
2. Access to restricted areas may be granted on a case-by-case basis. For more information, students should contact the Office of Academic Affairs and Provost, [academicaffairs@clemson.edu](mailto:academicaffairs@clemson.edu). All others should contact the Office of Access and Equity, 864-656-0620. Consultation with appropriate department, laboratory, or farm representative and the University Veterinarian is also appropriate in these situations.

**Removal of Animals:**

The University has the right to remove an animal from its grounds or facilities if the owner cannot effectively control the animal, the animal is not housebroken, the animal poses a direct threat to the health or safety of others, or the animal causes a fundamental alteration in the University's services, programs, or activities. If such behavior or condition persists, the owner may be directed not to bring the animal on university grounds and facilities until the problem is rectified.

**Visitors:**

Specific questions related to the use of service animals on the Clemson campus can be directed to the ADA Coordinator in the Office of Access and Equity at 864-656-0620. Visitors are individuals not employed or studying at Clemson University.

**Recommendations for Members of the General University Community:**

1. Do not touch or feed a service animal or service animal in training unless invited to do so by the owner.
2. Do not deliberately startle a service animal or service animal in training.
3. For concerns about animal care and/or safety, students should contact the Office of Academic Affairs and Provost, [academicaffairs@clemsont.edu](mailto:academicaffairs@clemsont.edu). All others should contact the Office of Access and Equity, 864-656-0620. In the case of an emergency, notify safety and security personnel of the existence and possible location of service animals on campus. (examples might be CUPD, building manager, etc., depending upon the location of the incident).

**Appeal Procedure:**

In the event of a dispute about an accommodation relating to a Service Animal or Assistance Animal, a complaint may be filed through the Office of Access and Equity at 864-656-0620, 223 Brackett Hall, Box 345404, Clemson, SC 29634-5404.