Service Animal Policy/Guidelines

Rowan University supports the role of service animals in promoting the independence and safety of persons with disabilities. The following information is provided to help define the role and place of service animals at Rowan University.

In accordance with the Americans with Disabilities Act of 1990, it is the policy of Rowan University that service animals assisting individuals with disabilities be permitted in all facilities and programs on the Rowan campus. Exceptions may be made in situations where the service animal’s safety would be compromised or the service animal’s presence could interfere with the fundamental nature of the activities being conducted.

Title III of the ADA defines a service animal as: “…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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler’s disability.” Rowan University will make reasonable modifications in its policies, practices or procedures to permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for that individual. The requirements which apply to service animals will also apply to miniature horses.

Other species of animals are not recognized as services animals under the ADA. In addition, therapy/companion/emotional support animals are not considered service animals under the criteria established in the ADA and do not qualify for the same legal protection.

The ADA and the U.S. Department of Justice have established two training requirements for an animal to be considered a service animal. The service animal must be individually trained to do work or perform tasks on behalf an individual with a disability and the service animal must be trained to behave properly in places of public accommodation. Questions related to the use of service animals on campus should be directed to Disability Resources at (856) 256-4234.
I. Presence of Service Animals on Campus

Students

Student requests for disability accommodations, including requests to have a service animal accompany a student in classrooms and/or University housing, are determined by the Academic Success Center and Disability Resources through an accommodation request and review process. Students can contact the Academic Success Center and Disability Resources Center at woodruff@rowan.edu, or (856) 256-4234 or view the website at http://www.rowan.edu/studentaffairs/asc/disabilityresources/

Students utilizing a service animal are required to register with the Disability Resources Office and must submit the following documentation:

- An explanation of the specific tasks/functions performed by the service animal.
- Supportive data indicating that the individual is unable to perform such tasks due to the nature of the disability.

Employees

Employee requests for disability accommodations, including requests to have a service animal at work, are handled through the appropriate disability accommodation policy and procedures (academic staff, classified or faculty). Employees can view these policies at http://www.rowan.edu/equity and may contact the Office for Equity and Diversity, at (856) 256-5440 for information and assistance.

Visitors

Service animals accompanying individuals with disabilities are welcome in all areas of campus that are open to the public (except in situations determined to apply under section VI). All visitors to campus with service animals must adhere to the same guidelines as members of the campus community

II. Presence of Service Animals in Campus Housing

Student requests for having a service animal in campus housing must also be approved by the Residential Learning and University Housing Office. Students must register with the Disability Resources Office at least 30 days before prospective housing is needed. The Disability Resources Office, in conjunction with the Director of University Housing, may approve a request under this policy on a case-by-case basis.
III. Owner Responsibilities

**Vaccination:** Service animals must be immunized against diseases common to that type of animal. All vaccinations must be current. The dog must display a rabies vaccination tag.

**Licensing:** The Borough of Glassboro ordinance ([http://www.ecode360.com/?custId=GL0316](http://www.ecode360.com/?custId=GL0316)), or The City of Camden ordinance ([http://www.ecode360.com/?custId=CA1078](http://www.ecode360.com/?custId=CA1078)) following state law [N.J. Stats. (P.L. 10:5-29)] requires that all dogs be licensed by the time they reach 5 months of age. Service dogs receive the license at no cost. The license tag must be with the dog.

**Owner ID and Other Tags:**

The Boro of Glassboro or City of Camden requires dogs to wear an owner identification tag at all times.


Camden  [http://www.ecode360.com/?custId=CA1078](http://www.ecode360.com/?custId=CA1078)

**Leash:** Dogs must be on a leash at all times, unless impracticable or unfeasible due to owner’s disability.

**Under Control:** The owner of a service animal must be in full control of that animal at all times. The owner is responsible for assuring that the service animal does not unduly interfere with the routine activities of the classroom or residence hall. The service animal must not be left unattended or left with someone other than the owner. Any damage caused by the service animal will be the sole financial responsibility of the owner.

**Care:** The care, feeding, supervision of the service animal is the sole responsibility of the owner.

**Cleanup:** The owner of a service animal must follow the Boro of Glassboro or City of Camden ordinance requiring clean up after the animal defecates. If the owner is incapable of doing so arrangements must be made by the owner to ensure proper clean up.

**Health:** Service animals housed in University Housing must have an annual clean bill of health from a licensed veterinarian, including proof of vaccinations and inoculations. The service animal must be well groomed, and measures must be taken at all times to maintain flea and odor control.

IV. Public Etiquette by the Service Animal

The animal:

- Must not be allowed to sniff people, store shelves, tables in eating areas, or personal
belongings of others.

• Must not initiate contact with someone without the owner’s direct permission.

• Must not display any behaviors or noises that are disruptive to others, such as barking, whining, or growling.

• Must avoid excessive personal grooming in public settings.

• Must not block an aisle or passageway.

• Must not be attracted to food that may be in common areas.

V. Service Dogs in Training

New Jersey law allows service dogs in training to be admitted to facilities open to the public. Service dogs in training must wear identification of the training program and the trainer must present credentials issued for the dog by said program. Dogs in training must follow the requirements listed above.

VI. Service Animal Removal or Restriction

An owner may be asked to remove a service animal from a Rowan University facility or program if the animal’s behavior or presence poses a direct threat to the health or safety of others or is disruptive. For example, a service animal that displays vicious behavior, is barking or running around may be removed. It is expected that the animal be leashed and under control of the owner at all times. Service animals may also be excluded in areas where the safety of the animal could be compromised or the presence of the animal fundamentally alters the nature of a program or activity. Such areas may include, but are not limited to, research labs, areas requiring protective clothing, food preparation areas, and art studios.

When a service animal is determined to be disruptive, the infraction will be handled on an individual basis through the Disability Resources Office and the Dean of Student Life Office. If the service animal poses a direct threat to the health or safety of others, Public Safety will become a part of the collaborative team to determine the outcome of the behavior. Consequences may include, but are not limited to: muzzling a dog, refresher training for the animal and its owner, or exclusion from Rowan University facilities. Safety concerns about a service animal may be directed to the Office of Public Safety.

VII. Appeals and Grievances

Any person dissatisfied with a decision concerning a service animal can refer to the Rowan University policy online at:
VIII. Etiquette by Campus Community and Guests

Individuals should **not:**

- Pet service animals while they are working. Petting distracts them from their responsibilities and could endanger their owners.
- Feed a working service animal.
- Deliberately startle, tease or taunt a service animal.
- Separate or attempt to separate an owner from his/her service animal.
- Hesitate to ask a student if he/she would like assistance, if the team seems confused about a direction to turn, an accessible entrance, or the location of an elevator, etc.

IX. Emergency Situations

In the event of an emergency, the responding team should be trained to recognize service animals, and be aware that the animal may be trying to communicate the need for assistance. The service animal may become disoriented from the smell of smoke in a fire or laboratory emergency, from sirens or wind noise, or from shaking and moving ground. The owner and/or animal may be confused in a stressful situation. The responding team should be aware that the service animal is trying to protect and, in its confusion, is not to be considered harmful and every effort should be made to keep the animal with its owner.

X. Conflicting Disabilities:

Individuals who have asthma/allergy/medical issues and could respond negatively to the presence of a service animal are encouraged to make their condition known to the Residential Learning and University Housing Office and to Disability Resources and provide medical documentation to support their claim. To resolve a problem as efficiently and effectively as possible, action will be taken to consider the needs of both parties.

Other Resources

[U.S. Department of Justice, Information about the Americans with Disabilities Act](https://www.ada.gov/service_animal.htm)

[Guidance on Service Animals in Public Places](https://www.usdoj.gov/ocr/civil-rights/guidance-resource-center/)

[Service Dog Etiquette](https://www.service-animal.org/dog_etiquette.html)