

Service Animals Policy and Procedure for the University of Kansas Medical Center

This policy and procedure addresses the use of service animals by individuals with disabilities on the grounds of the University of Kansas Medical Center and presents a standard of behavior for both the animals and the students, faculty and staff who are in proximity to the animals. It is the intention of KUMC to meet the needs of the entire KUMC community in an atmosphere characterized by inclusion, open communication, and personal concern.

Policy Statement

The University of Kansas Medical Center is committed to accommodating individuals with disabilities who use a service animal while on campus.

Definitions

- a) **Service animal:** Any animal individually trained to do work for or perform tasks for the benefit of a person with a disability. Examples include a guide dog, hearing dog and an animal that has been trained to assist a person with a mobility or health impairment in performing tasks such as carrying, fetching, opening doors, ringing doorbells. A service animal is not a pet.
- b) **Individual with a disability:** A person who has a physical or mental impairment that substantially limits one or more major life activities and/or major bodily functions.
- c) **Partner/Handler:** A person with a disability is called a partner; a person without a disability is called a handler.
- d) **Team:** A person with a disability, or a handler, and his or her service animal work as a cohesive team in accomplishing the tasks of everyday living.

Procedure

1. Documentation Requirements

If requested, the handler/partner of a service animal must show proof that the animal has met the following regulations:

- a) **Licensing:** As appropriate, the animal must meet the licensing requirement of the city of Kansas City, KS and wear the tags designated by the city. (For nonresidents, home city or state tags will be accepted in lieu of the Kansas City, KS tags as long as the requirements are met.)
- b) **Health records:** As appropriate, the animal must have a health statement, including vaccinations from a licensed veterinarian, dated within the past year. Preventative measures must be taken for flea and odor control.

2. Notification Requirement/Check-in

The partner/handler is to notify the appropriate person of the presence of a service animal on campus. The appropriate person will vary depending on the event/program. For employment or academic classroom activities, the University's Equal Opportunity/Disability Specialist is the appropriate person (913-588-1206). For special events/programs, including those open to the general public, the event/program facilitator is the appropriate person. The partner/handler will be provided a badge, indicating service animal approval, to wear while on campus.

If it is unclear whether or not the animal is a service animal rather than a pet, the partner/handler may be asked about the services provided by the animal.

3. Behavior of Service Animals

Control requirements:

- a) The animal must be under partner/handler control at all times.
- b) The animal must be as unobtrusive as possible.
- c) Injuries to or caused by the service animal must be reported to the appropriate person for the event/program or the Equal Opportunity/Disability Specialist for employment or academic classroom activities.

Exclusion from campus: A service animal may be excluded from campus when that animal's behavior poses a direct threat to the health and safety of others. Infractions will be handled on an individual basis. Consequences may include, but are not limited to, muzzling a barking animal, refresher training for the animal and the partner, or exclusion of the animal from the University.

4. Service Animal Etiquette

- a) The animal must not sniff people, food or the belongings of others.
- b) The animal must not initiate contact with others without the partner/handler's permission.
- c) The animal must not display any disruptive behaviors such as barking, whining, growling or rubbing against people.
- d) The animal must avoid licking and scratching or other grooming behaviors in public.
- e) The animal must not block an aisle or passageway.
- f) The animal must never be more than 3 feet from the partner/handler.
- g) The animal must be trained not to be attracted to food that is nearby.

5. Public Etiquette for Interaction with a Service Animal

- a) Do not pet a service animal
- b) Do not feed a service animal
- c) Do not deliberately startle a service animal
- d) Do not separate or attempt to separate a service animal from a partner/handler
- e) Do not hesitate to offer assistance by asking if assistance is needed.

6. Relief Areas

Relief areas on the campus include the nearest grassy areas outdoors such as the spaces outside the external doors to the Olathe, Murphy, Nursing Education Facility, Sudler, Orr Major, Dykes Library, Kirmayer Fitness Center, Lied Biomedical Research, Support Services, etc. The partner/handler is responsible for cleaning up after the animal defecates and for disposing of the feces. Persons with disabilities who physically cannot clean up after their own service animal will not be required to do so. However, these individuals are to notify the appropriate person for the event/program of this circumstance if the animal relieves itself.

7. Emergency Situations

In the case of an emergency, emergency and public safety personnel should be made aware that there is a service animal on the premises. Every effort should be made to keep

the animal with its owner. It may be necessary to leave the animal behind in certain disaster situations.

8. Conflicting Disabilities

If a person has a disabling condition that involves an allergic reaction to animals, they may make a complaint to the University's Equal Opportunity/Disability Specialist (913) 588-1206 (v), (913) 588-7963 (TDD) if common sense accommodations are unsatisfactory. The person making the complaint must provide supporting medical documentation to support that complaint. Action will be taken to consider the needs of both the complainant and the partner/handler to resolve the problem as efficiently and expeditiously as possible.