

## Service Animal Guidelines for Employees

Service animals provide many individuals with disabilities a way to participate in daily life activities. Service animals are trained to perform specific tasks for a variety of disabilities. While not exhaustive, this could include guiding those who are blind, alerting and protecting someone during a seizure, or calming someone with Post Traumatic Stress Disorder (PTSD) during an anxiety attack. If you have further questions regarding these guidelines or the applicable [Administrative Procedures Manual 95.16](#), please contact the [Office of Civil Rights and Investigations](#) or the [Office of General Counsel](#).

### Before Contacting an Individual with an Animal

Before approaching an individual who is on campus with an animal it's important to remember that Service Animals can only be a dog or miniature horse. If the animal is something other than a dog or miniature horse, you may ask the individual to leave. For example, an individual with an animal such as a cat or ferret cannot be in University building. Assistance animals<sup>1</sup> are often confused with service animals. Assistance animals whose sole function is to provide comfort or emotional support, do not meet the requirements of a service animal under ADA.

Service animals and dogs-in-training are permitted in all facilities that are open to the public. This includes locations such as the Commons, the HUB, Pitman Center, Kibbie Dome and many offices. This does not include locations where the general public is not permitted, such as Housing and Residence Life Facilities, private offices, or the Energy Plant. In accordance with [Faculty Staff Handbook 6420](#), students who wish to take a service animal with them to non-public areas should contact the Center for Disability Access and Resources to request a reasonable accommodation. Similarly, Employees who wish to take a service animal with them to non-public areas should contact HR and request a reasonable accommodation.

Service animals and dogs-in-training must also be under control. Typically this means it could be harnessed or leashed, but a tether is not required so long as the individual is able to maintain control of the animal through effective means (i.e., voice, visual signal, etc.).

The animal does not need to wear anything to identify it as a service animal. However, a dog-in-training must wear identification.

### When Contacting an Individual with an Animal

If an animal is a dog or miniature horse under the control of the handler, and is obviously a service animal, there should be no need to approach the individual.

If an animal is not a dog or miniature horse, you can advise the individual that only service animals are permitted and politely ask they leave and return without the animal.

If an animal is a dog or miniature horse and it is not obvious that it is a service animal, you are limited in what you can ask of the individual to assess whether or not to ask that the animal to leave the premises. You can only ask the following two questions:

- ✓ Is the animal a service animal required for a disability?
- ✓ What work or task has the animal been trained to perform?

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<sup>1</sup> Assistance Animals include, but are not limited to, Emotional Support Animals (ESA), comfort animals, and therapy animals.

You CANNOT:

- ✗ Inquire about the individual's disability;
- ✗ Request proof of a disability;
- ✗ Request proof of the animal's training (professional training is not required under the ADA);
- ✗ Request the animal to demonstrate its training;

The only circumstances in which you can ask an individual with a service animal to leave is if:

- ✓ The animal is not within the control of the handler and the handler does not take effective action to control the animal (i.e., barking repeatedly in a quiet place);
- ✓ The animal poses a "direct threat"<sup>2</sup> to the health or safety of others; or
- ✓ The animal is not housebroken (urinates or defecates inside a building).

This includes allowing individuals with service animals to be present in places where food is sold or prepared, so long as it is a public space (even if the animal's presence is contrary to health codes).

If you must ask an individual with a service animal to leave:

- 1) Be polite, yet firm as necessary. Being knowledgeable and informed of the above can provide you with the confidence necessary to kindly confront a situation.
- 2) Inform the individual that they are still welcome in the facility to conduct their necessary business without the animal's presence. For example, "It appears that you are unable to maintain control of your service animal. While I will have to ask your service animal to wait outside the facility under the control of another handler, you may continue to utilize the services within the facility without them."
- 3) If an individual indicates they believe their treatment amounts to discrimination, you may refer them to the following reporting locations:

University Reporting Options

- a. Office of Civil Rights and Investigations  
530 S. Asbury St., Suite 5  
Moscow, ID 83843  
208-885-4285  
[ocri@uidaho.edu](mailto:ocri@uidaho.edu)  
[www.uidaho.edu/ocri](http://www.uidaho.edu/ocri)

External Reporting Options

- b. US. Department of Justice  
950 Pennsylvania Ave., NW  
Civil Rights Division  
Disability Rights Section – 1425 NYAV  
Washington, D.C. 20530  
[www.ada.gov/filing\\_complaint.htm](http://www.ada.gov/filing_complaint.htm)
- c. Office of Civil Rights, Seattle Office  
US. Department of Education  
915 Second Avenue, Room 3310  
Seattle, WA 98175  
206-607-1600  
[ocr.seattle@ed.gov](mailto:ocr.seattle@ed.gov)  
<http://www.ed.gov/about/offices/list/ocr/c/complaintintro.html>

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<sup>2</sup> The ADA outlines specific provisions for "direct threat" and must be assessed on a case-by-case basis.