Information

Use of Service Animals on Campus

Effective

December 2016

Applicability

This policy applies to the University Community (administration, faculty, staff, and students) and campus visitors.

Administrative Authority

Executive Vice President of Legal, Governance, and Enterprise Risk Management

Responsible Unit

Office of the ADA Coordinator

Grawemeyer Hall, Suite 202

2301 S. Third Street

Louisville, KY 40208

Phone: 502-852-0769

Email: adacoord@louisville.edu

History

This policy replaces and supersedes the previous policy “Use of Service Animals and Emotional Support Animals on Campus” effective November 11, 2026

Revision Date(s): March 24, 2020; July 6, 2022; May 28, 2024; November 11, 2026

Reviewed Date(s): March 24, 2020, July 6, 2022; May 28, 2024; November 11, 2026

Categories

Reason for Policy:

This policy ensures that individuals with qualifying disabilities, who require the use of Service Animals (SAs) as a reasonable accommodation, receive the benefit of the work or tasks performed by such animals.

In accordance with the relevant provisions of the Americans with Disabilities Act (ADA) and/or the Rehabilitation Act of 1973, the University of Louisville (University) is committed to accommodating individuals with disabilities with the use of a SA on campus to facilitate full participation and equal access to the University's programs, services, and activities.

Statement:

The University recognizes the importance of SAs to individuals with disabilities and has established the following policy. The University reserves the right to amend this policy as circumstances require.

Use of Service Animals

In compliance with applicable law, the University generally allows SAs in its buildings, classrooms, residence hall rooms, common area spaces, meeting areas, dining areas, recreational facilities, activities, and events when the SA is accompanied by an individual with a disability who indicates the SA is trained to provide, and does provide, a specific service to the individual that is directly related to their disability. Disability-related information obtained through interactions regarding a SA will be maintained confidentially and shared only with University officials who have a legitimate educational, safety, or operational need to know, consistent with applicable law.

This section does not apply to Emotional Support Animals (ESAs) that do not qualify as SAs. ESAs may be restricted from many University settings where SAs may not, as discussed in the "Use of Emotional Support Animals on Campus" policy.

Generally, animals/Pets are not permitted in residence facilities. Students using SAs on campus are permitted to house a SA in the residence halls but must adhere to all provisions outlined in this and all other applicable policies and procedures. While there is no formal request process for SAs, students who will be bringing a SA into their residence hall should notify University Housing and the Disability Resource Center (DRC) at the time of their application for housing or as soon as they know they will be bringing a SA into University Housing. Additionally, there is not a formal request process for SAs on campus but students and employees who will be bringing a SA to classes or work should notify the appropriate entities as soon as they know they will be bringing a SA into University spaces. Advance notice is voluntary and is intended solely to facilitate planning and support. Access with a SA is not contingent upon prior registration, approval, or documentation.

While the majority of SAs are dogs, particular circumstances set forth in 28 CFR 35.136(i), may allow a miniature horse as an alternative to a dog. The University will consider and work to make reasonable modifications in 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 the benefit of the individual with a disability. In determining whether reasonable modifications can be made to allow a miniature horse into a specific facility, the University shall consider:

- The type, size, and weight of the miniature horse and whether the facility can accommodate those features.
- Whether the handler has sufficient control of the miniature horse.
- Whether the miniature horse is housebroken.
- Whether the miniature horse's presence in a specific facility compromises legitimate safety requirements that are necessary for safe operation.

Contact the DRC at 502-852-6938 or the office of the ADA Coordinator at 502-852-0769 for more information specific to miniature horses as SAs. Contact the office of the ADA Coordinator at 502-852-0769 to ask specific questions related to the use of SAs on the University campus by visitors.

Related Information:

Conflicting Disabilities

Some people may have conditions such as allergic reactions to, or phobias of, animals that are substantial enough to qualify as disabilities. The University will consider the needs of both individuals in meeting their obligations to reasonably accommodate all individuals with disabilities and to resolve the problem as efficiently and expeditiously as possible. Students who may need accommodations related to being in proximity to a SA such as in classrooms, residence halls, or other areas of campus should contact the DRC. Employees who may need accommodations related to being in proximity to a SA should contact HRBP. Visitors who may need accommodations should contact the office of the ADA Coordinator.

Emergency Response

The first priority of emergency responders will be to the health and welfare of individuals. While the University expects that emergency responders should be trained to recognize a SA and be aware that the animal may be trying to communicate the need for help, responders' priority should be toward the handler. While every effort will be made to rescue any SA, there may be certain emergency evacuation situations that necessitate leaving the animal behind.

Roommates

Residents with a SA who may not reside in a single occupancy unit can generally expect one of the following scenarios:

- For residents who make their need for this accommodation known well in advance, University Housing will give future roommates notice that there will be an animal in the housing unit once room selection occurs. Residents may also reach out to roommates in advance if they are comfortable doing so.
    - University Housing is unable to prevent residents with animals and residents with animal allergies from self-assigning together. If this situation occurs, whoever placed themselves in the room first will be given priority to stay in that room, while the person who was assigned to that room later will work with University Housing on a room change. The same residence hall/room type cannot be guaranteed.

- For residents who make their need for this accommodation known after room selection and/or priority deadlines, University Housing will review whether any of the resident's roommates have previously disclosed an allergy to that type of animal or a related accommodation.
    - If there are no known allergies or accommodations, University Housing will give potential roommates notice that there will be an animal in the housing unit. If a roommate has issues living with the animal, discloses an allergy, or has a related accommodation, University Housing will work to identify another room placement for the roommate, and the roommate will be given priority for a room change. The same residence hall/room type cannot be guaranteed.
    - If a roommate has previously disclosed an allergy or related accommodation, University Housing will work to identify another room placement for the resident with the animal, and the resident will be given priority for a room change. The same residence hall/room type cannot be guaranteed.

Residents should notify University Housing of their intent to bring a SA at the time that they apply for housing and before priority deadlines for DRC accommodations in University Housing.

Campus Contacts

Disability Resource Center (DRC), Stevenson Hall, 502-852-6938

University Housing & Resident Experience (UHRE), Stevenson Hall, 502-852-6636

Human Resources Business Partners (HRBP), MITC, Room 02C, 502-852-6258

University of Louisville Police Department (ULPD), Floyd Street Garage, 502-852-6111

Office of the ADA Coordinator, Grawemeyer Hall 202, 502-852-0769

Department of Environmental Health and Safety (DEHS), 1800 Arthur St., 502-852-6670

Related Policies

Code of Student Conduct:

https://student.louisville.edu/code-student-conduct

University Housing Policies and Regulations:

https://louisville.edu/housing/housing-policies/university-housing-and-resident-experience-policies

Other Resources

Louisville Metro Animal Control:

https://louisvilleky.gov/government/animal-services/services/make-service-request-animal-control

Jefferson County Animal Licensing:

https://louisvilleky.gov/government/animal-services/services/license-your-pet

Jefferson County Rabies Control:

https://louisvilleky.gov/government/health-wellness/rabies-control

Definitions:

Service Animal

A Service Animal (SA) is a dog (or in some circumstances, a miniature horse) 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 and meets the definition of “service animal” under the Americans with Disabilities Act (ADA) regulations at 28 CFR 35.104. The work or tasks performed must be directly related to the individual’s disability.

Examples include, but are not limited to: assisting individuals who are blind or have low vision with navigation and other tasks; alerting individuals who are deaf or hard of hearing to the presence of people or sounds; providing non-violent protection or rescue work; pulling a wheelchair; assisting an individual during a seizure; alerting individuals to the presence of allergens; retrieving items such as medicine or the telephone; providing physical support and assistance with balance and stability to individuals with mobility disabilities; and helping persons with psychiatric and

neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effect of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Emotional Support Animal

An Emotional Support Animal (ESA) is an animal that provides emotional support to individuals with disabilities which alleviates one or more identified symptoms or effects of the individual’s qualifying disability. Unlike a SA, an ESA is not individually trained to perform specific work or tasks directly related to an individual’s disability. The ESA provides support to alleviate one or more identified symptoms or effects of an individual’s disability. ESAs are not Pets. See Use of ESAs on Campus policy.

Pet

A Pet is an animal kept for ordinary use and companionship. A Pet is not considered a SA or an ESA. Pets are not covered by this policy. University Housing residents are not permitted to keep Pets (with the exception of fish in a ten (10)-gallon tank or smaller) on University property or in University Housing.

University Housing

For the purposes of this document, University Housing is defined as University managed housing facilities.

COMPLAINT INFORMATION

Individuals who believe they have been improperly denied access, had a SA removed, or were otherwise denied a reasonable accommodation under this policy may seek a review through the University’s established ADA complaint procedures.

More information is available here for students who may want to file a formal Student ADA Complaint.

More information is available here for employees who may want to file a formal ADA Complaint through HRBP.

Procedures:

Notifying Housing of a Service Animal

- The resident should submit a Housing Accommodation Request Form at the time of application to University Housing, and indicate “Service Animal” as the requested accommodation in order to notify the DRC of intent to bring a SA into University Housing. While this is not required to house a SA in the residence halls, advance notice allows the University to support a resident through the process as efficiently as possible.
- Regardless of whether a resident requests an accommodation for the SA, the resident must provide relevant vaccination records and animal information if an SA will be housed in the resident halls.

Notifying Instructors of Service Animals in Classrooms or Laboratories

SA may be permitted in teaching laboratories on a case-by-case basis following a documented safety assessment conducted in consultation with appropriate University departments, including the DRC and DEHS, and may be subject to reasonable conditions or temporary restrictions based on the nature of the laboratory activities. Students should proactively communicate with the DRC to construct this risk assessment and determine what accommodations or protections are necessary. Depending on the laboratory environment, additional behavioral or safety-related expectations may be identified through the individualized assessment process.

- Individuals who require the use of a SA in hazardous environments assume responsibility for all risks involved in the use of their SA in lab areas, including the risk of exposure to hazardous items to their SA.
- The individual will need to work with the instructor and DRC to develop a plan to ensure the safety of the SA and others within the area while the individual is participating or working within a hazardous environment. The plan will include emergency response measures, Personal Protective Equipment (PPE) selection, and other control measures, as necessary.
- Follow University policy for the use of SAs on campus.
- Connect with the DRC prior to the start of the laboratory class.
- Meet with the instructor and/or lab manager prior to the beginning of the semester to discuss expectations and protocol recommendations.
- Discuss location of the individual station and location of the SA whether this is in the lab, or another agreed upon location.

- Ensure the SA is well-behaved and does not cause a disruption, distraction, or injury to others in the area. The SA should not interfere with the ability of others to use the space.

Depending on the laboratory environment and identified safety considerations, additional behavioral expectations for SAs may include:

- Ability to remain safely positioned and under control for extended periods, as appropriate to the laboratory environment.
- Stay “placed” on a mat or in a portable crate.
- Does not automatically retrieve items from the floor without command.
- Tolerance for emergency response procedures where appropriate to the environment (ex. safety shower).
- Ability to safely evacuate the environment with the handler during emergencies.
- No adverse reaction to loud noises (ex: dropped items, explosions, sirens, or fire alarms).
- The SA must not vocalize, bark, or growl inappropriately.
    - If the SA is trained to alert by vocalizing, the instructor/lab manager must be aware of the circumstances under which the SA would vocalize. Disruptive, extended vocalizing or barking will not be permitted, unless in proper context.
- The SA must not behave aggressively towards other people such as snapping, snarling, growling, charging, swiping, etc.
- The SA must not jump up on other people.
- Reimburse the University for any damages to University property, including the facility and/or equipment caused by the SA.
- Provide any necessary PPE for the SA. SAs in labs should be “wearing” at least the equivalent PPE that is required for individuals when attending/participating in the lab. If appropriate PPE for the SA is not brought to the lab by the handler, the SA may not be permitted into the lab. Any PPE worn by the SA will be purchased by the handler.

Service Animal Control Requirements

- The SA shall be under the control of its handler and shall have a harness, leash, or other tether, unless 1) the handler is unable because of a disability to use a harness, leash, or other tether or 2) the use of a harness, leash, or other tether

would interfere with the SA's safe, effective performance of work or tasks, in which case the SA must be otherwise under the handler's control (i.e., voice commands, signals, or other effective means).
- The SA must be housebroken.
- The SA's behavior must not substantially interfere with the learning, living, or working environment.
- To the extent possible, the handler should ensure that the SA does not:
    - Sniff, jump on, or otherwise interfere with people or the personal belongings of others.
    - Block an aisle or passageway for fire egress.

Responsibilities of Handlers

- SA are not exempt from local animal control and public health requirements.
- Handlers are responsible for ensuring that their SAs are vaccinated in accordance with the requirements of the applicable county.
- SAs are subject to local licensing and registration requirements. Handlers are responsible for registering and licensing their SAs in accordance with requirements of the applicable county.
- Handlers must take appropriate precautions to prevent property damage or injury by their SAs and are responsible for any damage or injuries caused by their SAs.
- The cost of care, arrangements, and responsibilities for the well-being of a SA are the sole responsibility of the handler at all times. It is the handler's responsibility to arrange for the care of their SA in the event of an emergency. If no emergency arrangements are in place, Louisville Metro Animal Services may be called to respond in an emergency related to the SA. Any cost incurred to respond to the SA is the sole responsibility of the handler.

Students who choose to bring a SA to campus are strongly encouraged, but are not required to partner with the DRC, especially if other academic accommodations or housing accommodations are needed. Students bringing a SA to live in University Housing are required to provide proof of relevant vaccination records to the DRC annually. Vaccination information will be maintained consistent with applicable privacy and record retention practices.

Waste Cleanup

Cleaning up after the SA is the sole responsibility of the handler. In the event that the handler is not physically able to clean up after the SA, it is then the responsibility of the handler to hire someone capable of cleaning up after the SA. The person cleaning up after the SA should abide by the following guidelines:

- Always carry equipment sufficient to clean up the SA's waste whenever the SA is on campus.
- Properly dispose of waste and/or litter in appropriate containers.
- Contact staff if arrangements are needed to assist with cleanup. Any cost incurred for doing so is the sole responsibility of the handler.

Service Dogs in Training

In accordance with KRS 258.500, service dogs in training are permitted on campus and in all public facilities on the same basis as working SAs, provided that all of the following conditions are met:

- The dog is being led or accompanied by a trainer for the purpose of training the dog.
- The trainer must have in their personal possession identification verifying that they are trainers of service dogs.

Handlers of service dogs in training must also adhere to the requirements for SAs as outlined in this policy.

Removal of Service Animals

SAs may be ordered to be removed for the following reasons:

- The SA's behavior substantially interferes with the operation of the program, service, or activity and the handler does not take prompt and effective corrective action.
- The SA is not housebroken.
- The SA is found to be neglected or mistreated and prompt corrective action has not been taken.
- The SA is physically ill.
- The SA's condition creates sanitation or health concerns that materially affect the environment or safety of others.
- The SA is a substantial and direct threat to the health and safety of individuals.

- The handler fails to abide by all applicable University policies, procedures, and/or applicable laws and regulations related to SAs.

In such cases, appropriate university officials may review the situation to determine if removal of the SA is warranted. Removal determinations will include individualized assessment and, where feasible, notice and opportunity for the handler to respond prior to final action, except in exigent safety circumstances.

Where a SA is properly removed pursuant to this policy, the University will work with the handler to determine reasonable alternative opportunities to participate in the service, program, or activity.

Exclusion of Service Animals

The University may restrict or prohibit SAs in areas where the animal's presence may cause a direct threat to human health and safety, where the SA may be in danger, or where the SA's presence may compromise research integrity. These restricted areas may include, but are not limited to research and teaching laboratories, areas with research animals, wood shops, metal/machine shops, mechanical rooms, certain health care areas, or food preparation areas.

SAs may be restricted or excluded from research laboratories when their presence would pose a direct threat to health or safety, compromise regulatory compliance, or fundamentally alter the nature of the research. SAs are not permitted in animal research laboratories, animal housing areas, or animal procedure rooms due to federal animal welfare regulations, biosecurity requirements, and oversight by the University Committee on Animal Welfare (UCAW). These areas will generally require heightened individualized safety assessment and may not be appropriate for SA access depending on the specific circumstances.

When a SA is restricted or excluded from a laboratory setting, the University will engage in an interactive process to identify and implement alternative reasonable accommodations that allow equal access without compromising safety or regulatory obligations. The US Department of Health and Human Services provides technical guidelines on the level of PPE necessary for laboratory environments. The University's Department of Environmental Health and Safety (DEHS) provides environmental, health, and safety services through technical and regulatory compliance assistance. The University and DEHS will assess the course and laboratory needs, evaluate the hazards and risks, and determine if a SA can be in

the laboratory.

Areas that generally require heightened individualized safety assessment and may not be appropriate for SA access include:

- Biosafety Level (BSL) spaces classified as moderate risk, and high to maximum risk. Such as BSL-2, BSL-3, and BSL-4 spaces.
- Vivariums
- Sterile/Clean Rooms
- Radioactive Material Areas
- Cadaver Labs
- Operating Rooms
- Surgical Suites
- Sterile Areas
- Food Prep Areas
- This list may not be exhaustive, and other areas may be determined exclusionary based on the University's assessment.

Exclusion determinations will be based on an individualized assessment of the specific environment, actual risks presented, available mitigating measures, and applicable legal and regulatory requirements.

Inquiries Regarding Service Animals

In general, the University will not ask about the nature or extent of a person's disability but may make necessary inquiries to determine whether an animal qualifies as a SA. The University may ask:

- Is the animal a SA required because of a disability?
- What work or task has the animal been trained to perform?

The University cannot require an individual who uses a SA to produce documentation of the animal's credentials, such as proof that the animal has been certified, trained, or licensed as a SA, nor may a SA be required to display a vest or other visible designation, attire, or marking that identifies the animal as a SA. Generally, the University may not make any inquiries about a SA when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with

stability or balance to an individual with an observable mobility disability). Moreover, the University may not require the animal to demonstrate the tasks the animal is trained to perform.

Service Animal Etiquette

Faculty, staff, students, visitors, and members of the general public should avoid the following:

- Petting, touching, or otherwise distracting a SA when it is working.
- Feeding a SA. The work of a SA depends on a regular and consistent feeding regimen that the handler is responsible for maintaining.
- Harassing or deliberately startling a SA.
- Separating or attempting to separate a handler from their SA.
- Making unwelcome or uninvited inquiries regarding the individual's disability.

Forms/Online Processes:

Housing Accommodation Request Form

https://louisville.edu/disability/forms/housing-accommodation