



## **POLICY ON EMOTIONAL SUPPORT ANIMALS IN UNIVERSITY HOUSING**

The University of Redlands generally does not permit animals/pets to reside on campus. Some animals, however, are permitted to reside on campus. The animals permitted to reside on campus are: (a) Service Animals, (b) Service-Animals-in-Training from an approved agency, (c) Emotional Support Animals, (d) the University mascot, and (e) four excepted categories of animals (a small bird in a cage, a reptile (excluding snakes or poisonous spiders) in a suitable enclosure, a hermit crab, or a fish) with written notice to Residence Life & Housing.

The University is committed to providing student access to its programs and services. Service Animals and Service-Animals-in-Training from an approved agency are examples of this commitment and those animals are treated in a separate policy. This policy deals with a third type of access issue: Emotional Support Animals (hereafter, “ESA”). An ESA is a reasonable accommodation provided to qualified students with a disability who live in a University residence. An ESA will be permitted to live in a student’s personal residence space provided that there is compliance with this policy.

### **Definitions**

**Emotional Support Animal.** ESAs are animals that provide emotional support which alleviates one or more identified symptoms or effects of an individual’s disability. An ESA must be recommended by a qualified professional for a student to be permitted to have the ESA stay in the student’s University residence. An ESA is not a Service Animal. Dangerous, poisonous, illegal, and any other animals that pose a direct threat to the health or safety of individuals in the campus community will not be permitted as an ESA.

**Pet.** A pet is an animal kept for pleasure and companionship; pets often provide emotional support for their owners. A pet is distinguished from an ESA because a pet’s emotional support is not necessary to alleviate one or more identified symptoms or effects of an individual’s disability. A pet is neither an ESA nor a Service Animal. Pets cannot reside on University property and are not permitted inside University buildings without authorization.

**Owner.** The Owner is the resident student who has an approved ESA in University housing under this policy.

**University Housing.** Any building or facility owned or operated by the University for the purposes of housing residential students, whether leased or owned.

### **Emotional Support Animal Application and Approval Process**

A student seeking an ESA must make a formal request through the Academic Success and Accessibility (ASA) office. To make a formal request, the student must complete three steps:

- (1) Contact the office of ASA regarding the possibility of bringing an ESA to campus at ASA@redlands.edu or (909) 748-8069;
- (2) Submit to ASA a completed ESA Request for Information form, recently filled out by a qualified professional (e.g., treating physician, psychiatrist, psychologist, or other mental health professional);
- (3) Submit to ASA a personal statement explaining the reason(s) for the ESA and making a commitment to provide appropriate care for the ESA; and
- (4) Submit to ASA proof of current, up-to-date vaccination and spay or neuter records; and
- (5) Have roommate and/or suitemate approval to live with an ESA which can be shared with ASA via email.

The University will make every effort to respond to a formal ESA request within thirty (30) calendar days from the date a completed formal request is submitted. Because it takes time to evaluate ESA requests, students should plan to submit ESA requests more than 30 days before the student intends to move into the University residence or have the ESA live with the student. If the formal request for an ESA is not completed well in advance of the desire to have an ESA, the University cannot guarantee that it will be able to meet the student's accommodation needs immediately; the University will attempt to meet needs as quickly as it can.

If ESA requests are submitted August 10th or after, or December 1st or after, ESAs will not be approved to come to campus at the start of the semester. They may be approved to come sometime during the semester, once all requirements have been met and approvals obtained.

***Until a student is notified that the student's ESA request has been approved, a student must not bring an animal into their residence or other University housing.*** Bringing an unapproved animal into a University residence – even an animal that likely would have been approved – will have three consequences. First, the student will be assessed a \$500 fine for having an unapproved animal in a residence. Second, the student will be in violation of the Code of Student Conduct and a referral will be made to the Office of Community Standards and Wellness. Third, the student's ESA request may not be approved. One of the conditions that an Owner has to meet is that the Owner will be a responsible owner and will abide by University policies. Bringing an unapproved animal into a University residence is a signal that the student cannot meet that condition.

Once a completed formal request for an ESA has been received, the request will be reviewed for approval or denial (or alteration) by the Accommodations Committee. The Accommodations Committee will consider any and all relevant information available in making a determination about whether an ESA or a specific species of animal would be a reasonable accommodation for the requesting student. Among the factors the Accommodations Committee will assess are:

- 1) The nature of the qualified professional's recommendation;
- 2) The Owner's personal statement;
- 3) The Owner's commitment, and ability, to be a responsible owner of the animal;
- 4) Whether the ESA's presence would force another individual from their University residence (e.g., allergies, emotional health);
- 5) Whether the ESA's presence would disturb other individuals' right to peace and quiet enjoyment;
- 6) Whether the ESA is housebroken and able to live with others in a healthy, reasonably odor-free manner;
- 7) The Owner's plan for the ESA when the Owner is not present in the room (e.g., Will the dog be crated? Will the bunny be in a cage?);

- 8) Whether the ESA's vaccinations are up to date;
- 9) The size of the animal relative to the size of the residential space. Large animals should not be confined to small spaces; it is not fair to the animal. Animals less than 25 lbs. tend to be appropriate in most University housing spaces. Animals larger than 25 lbs. will have an additional assessment to determine whether the residential space is appropriate/adequate;
- 10) Whether the ESA causes excessive damage to property beyond reasonable wear and tear;
- 11) The presence of other ESAs. Typically, only one ESA to a residential space is appropriate;
- 12) Whether the ESA poses, or has posed in the past, a direct threat to the health and safety of persons or other animals. Animals who exhibit aggressiveness are not appropriate for University residences, regardless of whether they have "actually" injured someone. In other words, the University does not have to wait until someone is harmed; aggressive behavior is disqualifying;
- 13) Whether there is the potential for zoonotic or other health-related diseases (reptiles, rodents, chickens, goats, etc.) in the requested animal. This consideration may apply to both students and other ESAs; and
- 14) Legal requirements.

Students will be notified of the Accommodation Committee's decision in writing via email. If an ESA is approved, the student must meet with the office of ASA to review and sign this policy. Failure or refusal to sign this policy will be presumed to be an indication that the student does not intend to abide by the policy and will result in revocation of the approval. It is the student's obligation to ensure that all appropriate documentation of the animal's vaccinations and health is submitted to ASA. Copies of the animal's documents will be kept on file in ASA. ASA will notify Residence Life & Housing when an ESA is approved to be in campus housing.

Any approval under this policy is valid for one academic year. A student wishing to have an ESA for a subsequent year must notify ASA of the student's desire to continue utilizing the ESA accommodation when the housing and placement process begins for the upcoming academic year. The University requires an Owner to annually sign the ESA policy.

### **Office of Residence Life & Housing Notifications and Student's Appeal Rights**

During the housing application process, the Office of Residence Life & Housing will inform students they may encounter approved ESAs in the residence halls. Resident students with a medical condition(s) who may be affected by an approved ESA (e.g. respiratory diseases, asthma, severe allergies) are asked to inform Residence Life & Housing during the application process, or at any other time, if they have a health or safety-related concern about exposure to an approved ESA.

All roommates or suitemates of the Owner must state in writing that they agree to live with the approved ESA in the University residence, and this documentation must be submitted to the office of ASA. In the event that one or more roommates/suitemates do not approve, or have a health or safety-related concern regarding exposure to the approved ESA, general University policies regarding roommate or suitemate disagreements will be followed to enable either the Owner and the approved ESA or the non-approving roommate(s) or suitemate(s) to be moved to a different location. Written acknowledgement from a parent is required for roommates or suitemates under age 18.

In light of potential health or safety concerns of other residents, and if appropriate, the Residence Life & Housing staff will make a reasonable effort to notify the other residents on the floor or in the residence hall where the approved ESA will be located. Residence Life & Housing will collaborate, as necessary, to

resolve conflicts related to an approved ESA. Staff members will consider the needs and/or accommodations of all resident students involved.

Residence Life & Housing will notify the University's facilities management and housekeeping staffs so that they will be aware of the presence of an animal in case there is a need to enter a student's residence (e.g., cleaning or work orders).

If an ESA request is denied by the Accommodations Committee, the requesting student may appeal that denial by submitting a written appeal to the Associate Dean of Student Life within ten (10) business days from the date the decision is sent to the student. The Associate Dean of Student Life has ten (10) business days to provide a decision. The decision of the Associate Dean of Student Life (or designee) is final.

### **Owner's Responsibilities for Approved ESAs in University Housing**

The Owner must comply with the following provisions regarding behavior and care of approved ESAs:

**Licensing and Vaccination.** In accordance with local ordinances and regulations, the approved ESA must receive all required and recommended immunizations against diseases. Local licensing requirements must be followed. The University may request an updated verification regarding an approved ESA's vaccinations at any time during the ESA's residency, but verification will at a minimum be required at the start of each year the animal is in residence.

**Health.** Approved ESAs must be in good health as documented annually by a licensed veterinarian. The University has authority to direct that the approved ESA receive veterinary attention (with the costs to be paid for by the Owner) in appropriate circumstances.

**Control.** The Owner must be in full control of the approved ESA at all times. The ESA must remain in the Owner's residence room at all times and be on a leash, harness, or other tether, or in an appropriate crate or carrier (if applicable) when being transported to and from the student's residence room. Dogs should be walked out of the hall to excrete waste and for exercise but ESAs are not to be outside the residence room for extended periods of time. ESAs cannot be in residence hall lobbies and cannot go to other areas of campus, including but not limited to, the Commons, Plaza, or classrooms.

**Cleanliness.** It is the Owner's responsibility to remove and properly dispose of the approved ESA's waste (e.g. urine, excrement, fur, cage shavings, etc.), which must be placed in a sturdy plastic bag before disposal, and must be disposed of in an outside trash receptacle. An approved ESA must be clean and well groomed, and measures should be taken at all times for flea, tick, or other infestations and odor control. The residence room must be kept at a reasonable standard of cleanliness, as upheld in the Room and Board Contract, necessary for the health and safety of the approved ESA and housing occupants. The Owner will be held responsible for any room damages, including excess cleaning and/or replacement of any carpeting or furnishings.

## Other Conditions

- The Owner is responsible for assuring the approved ESA does not unduly interfere or adversely affect the routine activities of University housing or other residents. In addition, the approved ESA must not pose a threat to the health, safety, or property of anyone in the University of Redlands' community.
- The care and supervision of the approved ESA is solely the responsibility of the Owner. The Owner is responsible for ensuring the safety of an approved ESA and the University community. If it is suspected an approved ESA is being neglected, mistreated, or has been abandoned, the University may contact the Animal Control Unit of the Redlands Police Department, City of Redlands. The ESA may be removed without warning if removal is warranted due to safety concerns.
- The Owner is financially responsible for the approved ESA, including for any bodily injury or property damage caused by the approved ESA. The Owner's financial responsibility may include replacement of furniture, carpet, window, wall covering and costs of damage to other University-owned property. The Owner is expected to cover these costs at the time of repair or when moving out.  
For a list of approximate costs for owning and caring for animals, please see:  
[https://www.aspca.org/sites/default/files/upload/images/pet\\_care\\_costs.pdf](https://www.aspca.org/sites/default/files/upload/images/pet_care_costs.pdf).
- The Owner must notify Residence Life & Housing or the appropriate housing personnel (e.g. GIS students) in writing if the approved ESA is no longer needed or is no longer in residence. To replace an approved ESA, the Owner must submit a new written request to ASA for review.
- The Owner agrees to abide by all other University policies, including all University housing policies. Any violation of this policy may result in immediate removal of the approved ESA from the University. Reported violations will be reviewed by the Office of Student Life.
- Approved ESAs may not be left overnight in student housing without the Owner being present. Approved ESAs must be taken with the Owner if the Owner leaves campus overnight. The Owner must make proper arrangements for the removal and care of an approved ESA while the residence halls are closed for breaks. The need to care for an approved ESA is not on its own a valid reason for permission to stay on campus over a break or any other period when University housing is closed.
- Approved ESAs must remain in a crate, cage, container, or residence room when the Owner is absent and/or when University personnel are present in the room to complete work orders.
- Approved ESAs are not permitted to display behaviors or create noises that are deemed disruptive to others (e.g. excessive barking, growling, biting, hissing, scratching), unless said noises/behaviors are part of the needed disability service to the Owner.
- The University may require an Owner to permanently remove an approved ESA when it is out of control and the Owner does not take action to control it, when it is not housebroken, when it poses a threat to health and safety, or when the terms of this policy are otherwise violated.
- From time to time, the University may use pesticides, pest control devices, cleaning supplies, and other materials for the maintenance and operation of University housing. The University is not responsible/liable for harm to an approved ESA permitted to reside with an Owner in University housing. The University will make an effort to notify students in advance so that if the student feels the need to remove or otherwise protect their ESA, they may do so.
- The Owner will provide emergency contact information for both an on campus and off campus individual should the Owner be unable to care for the ESA at any time. A current University student or University personnel (unless the University personnel are the parents/guardians of the student) are not appropriate choices for an off campus emergency contact.

- The Owner will take the approved ESA outside during fire drills and/or emergency preparedness procedures. The approved ESA must remain in the crate/cage, or on a leash, during this time.

## **Revocation of Approval**

The University of Redlands will take appropriate measures, up to and including revocation of approval for an ESA if, among other reasons:

- The Owner knowingly violates any term of this policy;
- The approved ESA is no longer needed to assist with a disability;
- The University determines that the approved ESA is not able to meet the conditions of the ESA policy (e.g., through barking/noise or other disruptive behavior);
- The University determines that the approved ESA is a direct threat to the health, safety, or property of anyone in the University community; or
- The University of Redlands discovers that false or misleading information was provided in the Owner's application for approval of an ESA.

The University of Redlands reserves the right to make an interim accommodation while determining appropriate measures.

The requesting student may appeal revocation of approval of a previously approved ESA within ten (10) business days of the notice of revocation to the Senior Associate Dean of Student Affairs (or designee). The student must do so in writing. The Associate Dean of Student Life has ten (10) business days to provide a decision. The decision of the Associate Dean of Student Life (or designee) is final.

## **Guest Policy**

The University's provision for ESAs applies only to currently enrolled students residing in University housing and it only applies to the Owner's room. An Owner who has an approved ESA for the Owner's residence may not take their ESA to other University rooms/residences. All other personnel or individuals (e.g. guests) are not allowed to bring animals into University residences. This includes day visitations, overnight stays, or weekend visits, even if such visits are welcome by roommates and others. Any student who takes an ESA to a different student's University residence or otherwise permits unapproved animal visits in University residences will be assessed a \$500 fine, will be referred to the Office of Community Standards and Wellness for a Code of Student Conduct violation, and will have their ESA approval revoked.

## **Acknowledgement**

*By signing below, you acknowledge that you have read the Emotional Support Animal policy, understand it, and agree to abide by its terms.*

\_\_\_\_\_  
Print Owner's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner's Signature (required, even if a minor)

### **If Owner is under 18 years old:**

*By signing below, you represent that you are the parent or legal guardian of the Owner, who is a minor. You acknowledge that you have read and understood the policy and that you agree to abide by its terms.*

\_\_\_\_\_  
Parent/Guardian's Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian's Signature

## Emergency Contact Information

In the event of an emergency in which I, the Owner, am unable to care for my approved ESA, the contact person stated below will be responsible for the care of my ESA (***All information is required to be completed – Please print.***):

### On Campus Contact

Name: \_\_\_\_\_

Relationship to Owner: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Off Campus Contact

Name: \_\_\_\_\_

Relationship to Owner: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_



**University of Redlands Policy on Emotional Support Animals in University  
Housing ESA Documentation**

Student's Name \_\_\_\_\_

Animal's Name \_\_\_\_\_ Type of Animal \_\_\_\_\_

Breed \_\_\_\_\_ Colorings/Markings \_\_\_\_\_

Age \_\_\_\_\_ Weight \_\_\_\_\_ Gender \_\_\_\_\_ Spay/Neuter \_\_\_\_ (yes) \_\_\_\_ (no)

License # (if applicable) \_\_\_\_\_ (Redlands requires renewal each year.)

\_\_\_\_\_ Vaccination verified. Date of Vaccination \_\_\_\_\_

(Rabies shot: 1<sup>st</sup> shot lasts one year; subsequent shots last 3 years.)

\_\_\_\_\_ Veterinarian check-up verified. Date of check-up: \_\_\_\_\_

Notes: