The content in the module was obtained from
U.S Department of Justice
Civil Rights Division
Disability Rights Section
Overview and Objectives

This training module contains important information regarding service animals and their role in assisting people with disabilities. When UTSA employees complete this module, they should have general knowledge of:

1. What is a service animal?
2. The role of a service animal on campus?
3. What questions can be asked of a person utilizing a service animal?
4. Which UTSA departments can assist you with questions regarding service animals?
Definition of a Service Animal

• Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities.

   Note: the law does not dictate the breed or size of dog.

• Examples of such work or tasks include but are not limited to:
  • Guiding individuals who are blind or low vision
  • Alerting people who are deaf or hard of hearing
  • Pulling or assisting someone in a wheelchair
  • Alerting and/or protecting a person who is having a seizure or other medical condition
  • Reminding/Alerting a person with mental illness to take prescribed medications
  • Stabilizing/calming a person with Anxiety or Post Traumatic Stress Disorder (PTSD) during a panic attack or flashback
  • Performing other various duties

• Service animals are working animals, not pets.
What breed of dog is an acceptable service animal?

- Any breed is acceptable to be a service animal.
- York Shire Terrier
- Labrador
- Golden Retriever
- Bull Dog
Where are Service Animals Allowed?

Service animals are welcome in all buildings on campus and may accompany an individual to any class, meeting or other event - on or off campus - if the activity or event pertains to the curriculum or job duties.
Service Animals Must be Under Control

- Under the Americans with Disabilities Act (ADA), service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.

- Example: some service animals are trained to precede an individual in a room prior to the individual entering the room.

- Note: In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

- The law does not require service animals to wear any distinctive symbols, harness or collars.
Do’s and Don’ts When Approaching Service Animals

If it is obvious that an animal is a service animal, no questions may be asked.

If it is not obvious that an animal is a service animal, **only two questions may be asked:**

1. **Is the animal required because of a disability?**
2. **What work or task has the animal been trained to perform?**

The law prohibits:

- Asking about the person’s disability
- Requiring the individual with the service animal to register the animal with a specific office on campus
- Requiring any type of medical documentation
- Requiring a special identification (i.e. vest or tag), card, or training documentation for the service animal
- Asking that the service animal demonstrate its ability to perform the work or task
All students requiring the assistance of a service animal must register the animal with Student Disability Services.

- True
- False
A person requiring the assistance of a service animal must carry and show proper documentation for the service animal.

- True
- False
Which questions are acceptable to ask if you see a person on campus with a service animal? (select all that apply)

- [ ] What type of disability does the animal help you with?
- [x] Is the service animal required because of a disability?
- [ ] Do you have a certificate or documentation for the service animal?
- [ ] Does the service animal have all of their required shots?
- [x] What work or task has the dog been trained to perform?
Reasonable Accommodations for Service Animals

- Allergies and fear of dogs are **not** valid reasons for denying access or refusing service to people using service animals.

- When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility (i.e. in a school classroom or at a homeless shelter) they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
When Service Animals are Not Allowed in Public Areas

- A person with a disability **cannot** be asked to remove his service animal from the premises unless:
  1. The dog is out of control and the handler does not take effective action to control it or
  2. The dog is **not** housebroken

- When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
Service Animals Allowed in All Public Areas

- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals.

- In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.

- A service animal in training shall not be denied admittance to any public facility.
Miniature Horses

In addition to the provisions about service dogs, the U.S. Department of Justice revised ADA regulations have a new and separate provision regarding miniature horses that have been individually trained to do work or perform tasks for people with disabilities.

(Note: Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh 70-100 pounds.)

Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.
Contact Information

UTSA must provide reasonable accommodations for students, employees and visitors with recognized disabilities. For more information you can contact:

Student Disability Services (regarding student issues)
210-458-4157 (main) or 210-458-2945 (downtown)
MS 3.01.16 (main) or BV 1.302 (downtown)
http://utsa.edu/disability/

UTSA ADA Coordinator (regarding employee and/or visitor issues)
210-458-4031
http://utsa.edu/hr/EmployeeRelations/ada.html

Click here to receive e-mail notifications when new ADA information is available.

National ADA Information Line
800-514-0301 (Voice) and 800-514-0383 (TTY)
24 hours a day to order publications by mail.
M-W, F 9:30am– 5:30pm, Th 12:30pm–5:30pm (Eastern Time) to speak with an ADA Specialist. All calls are confidential.
End of Lesson