

Policy Number	609.002
Policy Title	SERVICE ANIMALS
Responsible Officer	Academic Success Center Director
Responsible Office	Academic Success Center
Summary	<i>No animals, with the exception of service animals or animals approved for university housing, are allowed on campus or in campus buildings at any time.</i>
Definitions	Service animals: Dogs that are individually trained to do work or perform tasks for people with disabilities. (Source: Americans with Disabilities Act https://adata.org/factsheet/service-animals)
Approving Body	Academic Council, Admin Council
Approval Date	Approved by Student Life 02.17.2016; 06.05.2018 Aca C (07.13.2018); Admin C (08.17.2018) Aca C (07.12.2020); Admin C (06.19.2020) Aca C (09.14.2026); Admin C (09.21.2026)
Last Revision	September 2026
Re-evaluation Date	Fall 2030
Departmental Impact	All departments

Failure to follow the policy may result in disciplinary action, including termination of employment.

Policy Statement

This policy addresses the presence of service animals on campus, as defined by the Department of Justice under the Americans with Disabilities Act. Those wishing to have other animals on campus should contact the Academic Success Center for information on restrictions or referrals to other campus offices.

CIU permits ADA-defined service animals on campus. The task(s) performed by the dog must be directly related to the person's disability.

Examples of work or tasks 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 physical support and assistance with balance and stability to individuals with mobility disabilities.

Rationale

CIU recognizes the importance of service animals for some students/visitors and employees and has established the following policy regarding their presence/use on campus.

Policy Procedures

Notification

1. Individuals planning to bring a service animal to CIU are encouraged to inform the appropriate office as soon as possible.

- **Students, visitors, and employees:** Those bringing service animals to campus are encouraged to notify Security and/or the Academic Success Center (ASC).
- **Housing coordination:** Owners with service animals who plan to reside in campus housing must provide advance notice to the ASC no less than 30 days before taking up residence.
- **Employees:** Employees who require a service animal in the workplace should notify Human Resources. If they also plan to live on campus, they will notify University housing management also.
- **Conflicting accommodations:** If a service animal's presence conflicts with another individual's disability-related accommodation (such as severe allergies), CIU will work to resolve the situation promptly and on a case-by-case basis, considering the needs of all parties involved.
- **Campus communication:** The appropriate administrator may notify faculty, staff, and relevant departments of the presence of a service animal as needed.

I. **Responsibilities of CIU Community:**

Those bringing a service animal to campus are encouraged to notify the ASC, and any person with an animal in residence is required to provide advance notice before moving in.

Advance notification of a service animal's presence allows us to communicate expectations and responsibilities to the campus community:

- A. They are to allow a service animal to accompany its owner at all times and in all places on campus, except where animals are specifically prohibited.
- B. They are not to touch or pet a service animal unless invited to do so.
- C. They are not to feed a service animal.
- D. They are not to startle a service animal deliberately.
- E. They are not to separate or to attempt to separate an owner from a service animal.
- F. They are not to inquire for details about the owner's disabilities. The nature of a person's disability is a private matter protected by FERPA.

III. **Owner's Responsibilities for Service Animals**

- A. The owner must ensure the service animal behaves appropriately and does not interfere with the campus community.
- B. The owner is financially responsible for the actions of the service animal, including bodily injury or property damage. The owner's responsibility covers, but is not limited to, the replacement of furniture, carpet, windows, wall coverings, and the like. The owner is expected to cover these costs at the time of repair and/or move-out.
- C. Residents are responsible for any expenses incurred for cleaning beyond a standard cleaning or for repairs to CIU premises that are assessed after the owner and/or the service animal vacate the residence. CIU shall have the right to bill the owner's individual account for any unmet obligations.
- D. Residents are encouraged to notify both the ASC and Residence Life or PV management if the service animal is no longer needed or is no longer in residence.
- E. Residences may be inspected for pests as needed. Residence Life or PV management will schedule the inspection. If pests are detected, the residence will be treated using methods by a CIU-approved pest control service. The owner will be billed for the expense of any pest treatment beyond standard pest management in university housing.
- F. The service animal can only perform its function when it is with the owner and thus may never be left unattended.
- G. An exception to one residential policy does not automatically grant an exception to any other CIU policies (residential or otherwise).
- H. Any violation of the rules regarding service animals could result in the removal of the animal from CIU. Potential violations may be reviewed by Student Development, Human Resources, and/or campus security.

- I. Should the service animal be removed from the premises for any reason, owners are expected to fulfill their housing obligations.
- J. The owner is responsible for complying with animal health and well-being requirements described in this policy.
- K. If it is determined that the animal is not a trained service animal under the DOJ definition, the owner may not have it on campus.

IV. Guidelines for Maintaining Service Animals at CIU

The following guidelines apply to all service animals and their owners, unless the nature of the owner's documented disability precludes adherence to these guidelines and permission for a variance has been granted.

A. Care and Supervision

Care and supervision of the animal are the responsibility of the individual who benefits from the service animal's use. The person must maintain control of the animal at all times. The service animal must be housebroken, and the owner is responsible for cleaning up the animal's waste and, when appropriate, must toilet the animal in areas designated by CIU, consistent with the owner's reasonable capacity. Any animal waste must be immediately retrieved by the owner, placed in a plastic bag, and securely tied before disposal in outside trash containers.

B. Animal Health and Well-being

The owner must comply with current city, county, and state ordinances, laws, and regulations pertaining to animal licensing, vaccination, and other requirements.

1. Health: The service animal must be maintained in good health and hold all appropriate licenses and health certifications.
2. Verification: CIU may request updated verification of the service animal's health and licensing if the animal will be in residence on campus.
3. Control: The owner must always be in full control of the service animal. The service animal may not be left unattended at any time and must be on a leash, harness, or other tether, or in an appropriate container.
4. Other conditions: CIU may place other reasonable conditions or restrictions on an animal in order to assure seamless involvement in campus life.

C. Areas off-limits to service animals: CIU may limit the use of service animals in certain locations if there are legitimate health and safety restrictions. In addition, the presence of service animals in settings in which other animals are present should be carefully monitored.

D. "The ADA does not require covered entities to modify policies, practices, or procedures if it would 'fundamentally alter' the nature of the goods, services, programs, or activities provided to the public. Nor does it overrule legitimate safety requirements. If admitting service animals would fundamentally alter the nature of a service or program, service animals may be prohibited. In addition, if a particular service animal is out of control and the handler does not take effective action to control it, or if it is not housebroken, that animal may be excluded." (https://www.ada.gov/regs2010/service_animal_qa.html, retrieved 07/17/2026)

1. Behavior: should an animal cause disruption on campus, this may also be cause for removal.
2. Removal of animal: if removal of the animal becomes necessary, CIU will allow 24 hours for the owner to take action, or CIU will intervene. In the case of imminent danger to someone, removal will take place immediately.
3. Damage: Owners of service animals are solely responsible for any damage to persons or CIU property caused by their animals.

E. Emergency contact

Owners must provide emergency contact information of someone who can take responsibility for the animal should the owner become incapacitated. This person must not be a resident in CIU-owned housing and must be able to pick up the service animal within 3 hours in the case of an emergency involving the owner.

By my signature below, I verify that I have read, understand, and agree to this policy on service animals at CIU.

Emergency Contact (must not be a CIU campus resident). Required.

Signature *Print Name* *Phone #* *Date*

Service Animal Owner:

Signature *Print Name* *Date*

Academic Success Center Director:

Signature *Print Name* *Date*

CIU Housing Representative:

Signature *Print Name* *Date*

Hyperlinks: www.ciu.edu/policy