I. POLICY STATEMENT

In compliance with applicable federal and state law, Des Moines University will allow individuals with disabilities to use Service Animals on its campus, including in its buildings, classrooms, meetings, dining areas, recreational facilities, activities and events, when the animal is trained to provide, and does provide, a specific service to the individual that is directly related to the individual’s disability. In addition, Service Animals in training will be allowed on campus consistent with the procedures described herein.

II. PURPOSE

As required by the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, and in order to afford individuals with disabilities the opportunity to participate in University programming, activities and services, DMU will not exclude Service Animals, such as guide dogs and hearing dogs, from its premises except in limited circumstances such as when the Service Animal poses a direct threat to the health or safety of others, the owner cannot effectively control it, or if it is not housebroken.

III. SCOPE

This policy applies to all students and accepted candidates planning to matriculate, employees, guest lecturers, patients, and visitors to Des Moines University.

IV. DEFINITIONS

A. Handler

A person with a disability that a Service Animal assists, a personal care assistant who handles the Service Animal for a person with a disability, or an individual training a Service Animal.

B. Service Animal

Any dog that is specifically 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. Consistent with guidance provided by the United States Department of Justice, the following animals are not considered Service Animals: 1) any animals besides dogs; 2) animals that serve solely to provide a crime deterrent effect; and 3) emotional support, comfort or companionship animals.

V. PROCEDURES

A. Students and Employees Using Service Animals on Campus

Students using Service Animals on campus should contact an Accommodations Specialist to complete the review process outlined in the Accommodations in Academic Programming policy. Employees using Service Animals on campus should contact Human Resources to complete the review process outlined in the Accommodations of Disability in Employment policy.

B. Inquiries Regarding Service Animals

1. Except for interactive processes between students and Accommodations Specialists and employees and Human Resources pursuant to formal accommodations requests contemplated in Section V. A. above, when a person is accompanied by a Service Animal, DMU personnel will not question the necessity of the Service Animal’s presence unless it is not apparent what service an animal provides. If uncertain, staff will not ask about the nature or extent of a person’s disability. Inquiries will be limited to the following two questions:
   - If the animal is required because of a disability
   - What work or task the animal has been trained to perform

2. DMU personnel will not require medical documentation, request evidence that the animal has been certified, trained or licensed as a service animal, or ask that the animal demonstrate its ability to perform the task or work.

C. Access to DMU Buildings and Facilities

The Service Animal may not be allowed in spaces that may be considered unsafe for the animal itself or to persons using the areas. Such areas include, but are not limited to, laboratories, mechanical rooms, or certain medical facilities.

D. Responsibilities of Handlers

1. Service Animals must be harnessed, leashed, or tethered. If these devices interfere with the Service Animal’s work or the individual’s disability prevents using these devices, the Handler must maintain control of the animal through voice, signal, or other effective controls.

2. Handlers must assure that Service Animal Handlers are responsible for any damage or injuries caused by their animals and must take appropriate precautions to prevent property

1 Under particular circumstances, a miniature horse may qualify as a Service Animal under the ADA (see 28 CFR 35.136(i)).
damage or injury. All costs associated with handling, care and well-being of the animal are the sole responsibility of the Handler.

3. Handlers must assure that Service Animal meets state requirements for licensure and/or vaccination, as applicable.

4. Cleaning up after the animal is the sole responsibility of the Handler. Wastes and litter must be properly disposed of in appropriate containers.

5. To the extent possible, the Handler should ensure the Service Animal does not:
   - Make excessive or disruptive noises
   - Obstruct pathways or spaces used by others
   - Sniff people or the personal belongings of others

E. Conflicting/Competing Disability Accommodations

Individuals with a medical condition adversely affected by the regular presence of a Service Animals should contact CASE Accommodations Specialist (for students) or Human Resources (for employees) if they have a safety concern related to exposure to the Service Animal. DMU will consider the needs of both persons in meeting its obligations to reasonably accommodate all disabilities and resolve the conflict as efficiently and expeditiously as possible.

F. Removal of Service Animals

Handlers may be asked to remove Service Animals from DMU premises for the following reasons:

1. After an individualized assessment, DMU has determined that the animal poses a substantial and direct threat to the health and safety of others.

2. The Handler is unable or unwilling to maintain effective control of the animal.

3. The Service Animal is not house-broken.

When a Service Animal is properly removed pursuant to this policy, DMU will work with the Handler to determine reasonable alternative opportunities to participate in the program, services or activities without having the Service Animal present on the premises.

VI. GRIEVANCES

Complaints, concerns and questions regarding application of this policy can be directed to CASE Accommodations Specialist, Chief Human Resources Officer or Chief Compliance Officer.