



Office of Academic Support and Disability Services

SERVICE ANIMAL POLICY AND PROCEDURE

Title: Service Animal Policy and Procedure

Policy Owner: Office of Academic Support and Disability Services

Contact Information:

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Applies to: Juilliard Students

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In accordance with the [Americans with Disabilities Act \(ADA\)](#) and [Section 504 of the Rehabilitation Act of 1973](#), an individual with a disability may be entitled to keep a service animal on The Juilliard School campus, including in the residence hall. A service animal may be permitted as a reasonable accommodation when an individual with a disability requires the animal in order to facilitate his or her equal access to and full participation in the school's programs and activities. Juilliard recognizes the importance of assistance animals to individuals with disabilities. Juilliard's Office for Academic Support and Disability Services ([OASDS](#)) engages in a collaborative process in order to determine eligibility for reasonable accommodations, including the need for a service animal, as defined in this policy. OASDS is responsible for

implementing this policy and for guiding individuals with disabilities in documenting their specific requests for accommodation, as appropriate. Each request will be evaluated on a case-by-case basis.

DEFINITIONS

Service Animal

The ADA defines a Service Animal (SA) as any dog or miniature horse that is 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. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. For purposes of this policy, it is assumed that SAs working on campus will be dogs.

The work or tasks performed by an SA must be directly related to the individual'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
- 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
- helping individuals with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors

The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship are not considered work or tasks for purposes of the definition of an SA. Emotional support animals are addressed in a separate Juilliard policy.

Individual with a Disability

An individual with a disability is a person who a) has a physical or mental impairment that limits one or more major life activities, or b) has a record of having or being perceived as having such an impairment.

POLICY

In determining whether to permit an SA on campus, the school may inquire about the following:

- Whether the animal is required because of a disability, as defined by the ADA.
- The specific work or tasks the animal been trained to perform.

These factors need not be considered if the necessity for the SA is obvious (e.g., the dog is guiding an individual who is blind or is pulling a person's wheelchair). The school may not require documentation for the SA, such as proof that the animal has

been certified, trained or licensed as an SA, or require the SA to wear an identifying vest.

Individuals with disabilities can bring their SAs into all areas of the Juilliard campus where other members of the Juilliard community are normally permitted (e.g., if the person is a student, the SA is allowed in all areas where students are allowed).

However, the school may prohibit SAs in specific locations for health and safety reasons. Restricted areas may include, but are not limited to, mechanical rooms, custodial closets, food preparation areas, areas containing heavy machinery, areas where protective clothing is necessary, or other areas where there is a danger to the animal.

An SA must be under the control of its owner at all times. The SA must have a harness, leash, or other tether, unless either a) the individual is unable to use a tether because of the disability, or b) the use of a tether would interfere with the SA's ability to safely perform its work or tasks. In these cases, the SA must be under the individual's control through voice commands, hand signals, or other effective means.

An individual may be asked to remove an SA from campus if the animal is not under control and the individual does not take effective action to control it, or if the animal a) poses a direct threat to the health and safety of others, b) causes substantial physical damage to the property of others, or c) poses an undue financial and administrative burden on the school.

If an SA is excluded, the individual with a disability will still be afforded the opportunity to participate in Juilliard services, programs, and activities without having the SA on campus.

Procedure for Requesting an SA Accommodation

An Individual with a disability who requires an SA must first register as a person with a disability with OASDS in order to begin the authorization process. OASDS works in collaboration with Residence Life, where applicable, on all SA requests and requires a 30-day advance notice period in order to gather and verify the necessary documentation. To make a request, the individual must contact the OASDS and provide appropriate and timely documentation as required under this policy. This policy will be carefully reviewed with the individual at that time. An SA will not be permitted on campus until both OASDS and Residence Life have approved the request for an SA, and the individual has reviewed and signed the Service or Emotional Support Animal Owner Agreement and an Approved Service or Emotional Support Animal Registration Form.

Required Documentation

Requests for SAs on campus do not require documentation of an individual's disability. However, individuals should submit a signed statement, on professional letterhead, from a qualified and credentialed practitioner (usually a treating physician or mental healthcare provider) that the SA is required due to a disability and a description of the tasks or function the SA has been trained to perform as a disability-related accommodation. The statement should also contain sufficient information

concerning the individual's functional limitations to show that the work or tasks performed by the SA are related to those limitations. The statement must be dated within the last 12 months. Insufficient documentation may result in accommodation delays or denial.

Responsibilities of SA Owners

- Owners of SAs ("Owners") are responsible for the care, health, and well-being of their SAs, including maintaining regular dietary requirements, veterinary care, exercise, grooming, flea and tick removal, and companionship, as needed.
- The SA must have a health statement, including vaccination records, from a licensed veterinarian dated within the past year. This record must be provided before the SA is allowed on campus. Proof of good health from a veterinarian must be provided on an annual basis.
- The Owner's residence hall room, if applicable, may be inspected for fleas, ticks, and other pests once a semester, or as needed. The Owner is responsible for covering the costs of any necessary fumigation or other treatment method used by Juilliard to remove unwanted pests.
- SAs may not be left overnight without the Owner. Arrangements for off-premises care must be made if the Owner will be away from school overnight.
- If the Owner fails to remove the SA from campus during vacation or extended leave, the school reserves the right to remove and board the animal, at the Owner's expense, until the Owner returns.

- The Owner is responsible for ensuring that the SA does not unduly interfere or adversely affect the routine activities of other members of the Juilliard community or pose a threat to the health, safety, or property of other community members.
- The Owner is responsible for ensuring the cleanup of the SA's waste (e.g., urine, excrement, fur, cage shavings, etc.) in an approved area. The Owner must clean up, or solicit the proper assistance for cleaning up, after the SA in public places immediately, by using a plastic bag and disposing of it in an outside trash receptacle. The SA's belongings must be laundered off campus.
- The SA is not allowed on campus (including in the residence hall) unless accompanied by the Owner. The SA must be under the Owner's control at all times.
- The Owner is responsible for any and all damage to person or property caused by the SA.
- For Owners with roommates: All roommates or suitemates of the Owner must sign an agreement acknowledging that the approved SA will be in residence with them. In the event that one or more roommates or suitemates later do not approve, either the Owner and SA or the non-approving roommates or suitemates, as determined by the OASDS and Residence Life, may be moved to a different location.
- The Owner agrees to continue to abide by all other School policies, including housing policies. Any violation of this policy may result in immediate removal of the SA from the School. Reported violations may also be reviewed by an appropriate School official for possible disciplinary action.

- Should an SA be removed from the premises for any reason, Owners occupying the residence hall are still required to fulfill their housing obligations for the remainder of the housing contract term.

Responsibilities of the Juilliard Community

All members of the Juilliard community are to recognize the working role of SAs and comply with the following:

1. Do not feed, pet, or touch an SA without the express invitation of the Owner. SAs are trained to be protective of their Owners, among other tasks, and petting the animal can distract them from their working responsibilities.
2. Do not deliberately startle, tease or otherwise distract an SA.
3. Do not separate or attempt to separate an Owner from his or her SA.
4. Do not inquire about the Owner's disability or the nature of the work of the SA. As the school does not generally allow animals on campus, staff may reasonably inquire (if not obvious) whether the animal is required for a disability or what work/task the animal provides for the Owner.

Removal of a Service Animal

- The Owner must notify OASDS if the SA is no longer needed or is no longer in residence. To replace an SA, the Owner must file a new Service and Emotional Support Animal Accommodation Request Form.
- An SA may be removed from the premises if the animal's health or safety are negatively impacted, if the animal is a direct threat to the health or safety of

others, or if the animal is not housebroken or cannot be effectively controlled by its Owner.

Appeals

If a decision is made to deny a request or remove an SA, the Owner may request an appeal of the decision to the Vice President for Enrollment Management and Student Development. Appeal requests must state a specific reason for reconsideration.

Appeals will be reviewed by an ad hoc committee, including any relevant personnel.