OVERVIEW AND OBJECTIVES

This training lesson contains important information regarding service animals and their role in assisting people with disabilities. When UTSA employees complete this lesson, 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?
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.

Click **HERE** to see examples of work or task service animals are trained to do or perform.

*Service animals are working animals, **not** pets.*
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.*

- 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
WHAT BREED OF DOG IS AN ACCEPTABLE SERVICE ANIMAL?

- Yorkie
- Golden Retriever
- Labrador
- Any breed is acceptable to be a service animal.
THAT'S RIGHT!

Any breed of dog is an acceptable service animal.
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.
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. The law does not require service animals to wear any distinctive symbols, harness or collars.
SERVICE ANIMALS MUST BE UNDER CONTROL

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.
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:

- Is the animal required because of a disability?
- 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
YOU’RE RIGHT.

Students requiring the use of a service animal do not have to register the animal with Student Disability Services.
SERVICE ANIMALS

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

- True
- False
YOU’RE CORRECT!

A person requiring the assistance of a service animal **is not** required to carry and show proper documentation for the service animal.
Which questions are acceptable to ask if you see a person on campus with a service animal? (select all that apply and then press Submit)

- What type of disability does the animal help you with?
- Does the service animal have all of their required shots?
- Is the service animal required because of a disability?
- What work or task has the dog been trained to perform?
- Do you have a certificate or documentation for the service animal?
YOUR RIGHT!

The only two questions allowed are “Is the animal required because of a disability?” and “What work or task has the animal been trained to perform?”
Eric is a supervisor with an employee who has a service animal. Several coworkers have complained that the service animal aggravates their allergies and want the animal removed from the office.

Can Eric require the employee to remove the service animal from the workplace if the animal is causing medical symptoms for colleagues?
YOUR RIGHT!

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.

For this situation, Eric will need to accommodate the employee with the service animal by either assigning them, or the employees with allergies to a different room, office, or floor in the building if possible.
A person with a disability cannot be asked to remove his service animal from the premises unless:

- The dog is out of control and the handler does not take effective action to control it, or
- 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.
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.
**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)

**UTSA ADA COORDINATOR**
(regarding employee and/or visitor issues)
210-458-4031

To order publications by mail: National ADA Information Line
800-514-0301 (Voice) and
800-514-0383 (TTY) 24 hours a day

To speak with an ADA Specialist:
M-W, F 9:30am– 5:30pm
Th 12:30pm–5:30pm (Eastern Time)
**All calls are confidential.**

Want email notifications from ADA? Click here to sign up.
You have completed the Service Animals lesson. What would you like to do next?

- e-mail The Office of Institutional Compliance and Risk Services
- Review lesson
- Scroll up and click the orange EXIT ACTIVITY button above this lesson to return to the course homepage and click on the CAMPUS SAVE lesson