

Animals on Campus Policy

Frequently Asked Questions

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A. GENERAL

Q1: What is the difference between a Service Animal, an ESA and a pet?

A: Not all animals are the same. A **service animal** is specially trained to perform certain tasks for a person with disabilities. The traditional service animal most people are familiar with is a seeing-eye dog. Service animals can be trained to assist with many different types of visible and invisible disabilities, including seizures and mobility limitations. A service animal is generally permitted to be on University property in any place where the animal's handler is permitted to be. In certain limited situations, a service animal may be prohibited for safety and health reasons. Although most service animals are dogs, in some circumstances, a miniature horse may be considered as a service animal.

An **emotional support animal (ESA)** is an animal specifically designated by a qualified medical provider that alleviates one or more identified symptoms of an individual's disability. Such animal may afford an individual with a disability an equal opportunity to use and enjoy a dwelling, workplace, or other area provided there is a nexus between the individual's disability and the assistance the animal provides. ESA's are also commonly known as companion, therapeutic or assistance animals. Emotional support animals are not typically trained to provide specific services for a person with a disability and can be just about any species of animal. With proper documentation and prior approval, ESA's are permitted in student housing and in some limited situations, in an individual's workplace or other areas of University property as an accommodation for a disability. Students who live on campus who request to bring an emotional support animal to campus must have a documented disability and be registered with the Center for Students with Disabilities (CSD). Employees must receive advance permission from the Americans with Disabilities Act (ADA) Case Manager at the Department of Human Resources. Unlike service animals, emotional support animals are not permitted in controlled spaces including, but not limited to classrooms, labs, practice fields, stadiums and farms, without advance notice or permission. Controlled spaces are any indoor area owned or controlled by the University, and any outdoor area owned or controlled by the University with limitations on use or access. Areas open to the public (i.e., streets, lawns, sidewalks, parking lots) with no limitations on access are not considered controlled spaces.

A **pet** is generally a domestic or tamed animal kept for companionship that is not trained to provide any emotional, therapeutic, or medical services or tasks. For the purposes of the Animals on Campus Policy, a pet is any animal that is not a service or emotional support animal.

Q2: What is an approved animal?

A: An approved animal is either a service or an emotional support animal that has been declared by the responsible office as an allowed animal in controlled areas of University property for the purposes of providing support for an individual with a disability.

Q3: I have an approved animal in my residence and will be away for a period of time. May I ask someone to care for my animal?

A: Generally, no. The handler (owner) has primary responsibility for the approved animal and therefore should keep the animal in his or her possession at all times when possible and/or

make arrangements for the animal to be housed off-campus during an extended period of leave. In general, a service or emotional support animal may be left unattended only for reasonable periods of time, as determined by the appropriate University staff based on the totality of the circumstances.

In the rare circumstance where the handler is unable to care for the animal during an extended period of time or secure off-campus care for the animal, the handler must seek prior approval for another designee handler to care for the animal in a residence hall. The handler of an approved animal must contact Residential Life to request the animal be cared for by another handler in the residence hall during a specified period of time. Employees who reside in other faculty/staff university owned residential housing not overseen by Residential Life must have the approval of the Director of the Business Services Center for Facilities Operations and Buildings Services or designee to have the animal cared for by another handler in faculty/staff University owned residential housing. An approved designated handler is subject to the same restrictions as the owner under the Animals on Campus policy.

The University may request impoundment of an approved animal left for longer than a reasonable period of time. Owners of impounded animals will be held responsible for payment of any impound and/or license fees required to secure the release of their animals.

Q4: I have an approved animal in my residence. May I visit other individuals with an approved animal in the residence?

A: Emotional support animals are not allowed in other privately assigned rooms in residence halls other than that of the handler.

An individual with a disability who has a service animal may visit other areas of a residence hall with the animal. However, the handler of the service animal is subject to the responsibilities outlined in the Animals on Campus policy including maintaining control of the animal during interactions with other animals. In the case where an interaction between a service animal and another animal causes a direct threat to health and safety or a disturbance, the animals must be separated. An animal may be removed under certain circumstances as outlined under the Animals on Campus policy. The University reserves the right to restrict interaction between a service animal and another animal when necessary.

Q5: Is a pet permitted on campus?

A: For the purposes of the University Animals on Campus Policy, a pet is any animal that is not a service or emotional support animal.

Pets generally are not permitted in or on any controlled space on University property. Pets are permitted in outdoor areas open to the general public. A pet must be harnessed, leashed, or tethered and is subject to applicable state laws and regulations requiring animals to be registered, licensed and vaccinated.

The handler may be asked to remove the animal if:

- the animal is out of control;
- the animal's handler does not take effective action to control it;
- or the animal is not housebroken

The University reserves the right to report suspected animal abuse and/or neglect to the local animal control department.

The University does permit fish in aquariums of no more than ten gallons in University housing or employee workspaces where express, advance written authorization by an employee's manager has been granted. The handler still has responsibility for maintaining the aquarium in a clean and sanitary manner and for any damage caused by its presence.

Q6: What if an animal (service animal, emotional support animal or pet) damages or destroys property and/or injures another animal or individual?

A: Any handler whose animal causes damage to property may be charged for replacement and repair of university or other individuals' assets, including grounds, personal property and improvements. If the presence of an animal poses a direct threat to the health and safety of others, the University reserves the right to remove or exclude an animal from University property. In such a situation, Public Safety may be contacted to assist in the removal of the animal.

Q7: What if a member of the university community interferes with a service or emotional support animal and/or the duties it performs?

A: Such individual may face sanctions under appropriate university policies and conduct codes. Faculty, staff or other students may not request or require proof that a service animal has been certified, trained, or licensed as a service animal. Per federal guidelines, inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (e.g., the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability) is strictly prohibited.

When the task or work a service animal provides is not obvious, only limited inquiries are allowed. Staff may ask two questions:

1. Is the animal required because of a disability? (only if the disability is not visibly apparent)
2. What work or task has the animal been trained to do?

Q8: What about a disruptive animal? May I be asked to remove my service or emotional support animal from a class, event, campus housing or university property?

A: An individual may be asked by the University to remove an animal for reasons including, though not limited to:

- The animal poses a direct threat to health and safety
- The handler does not maintain control of the animal, including but not limited to during any interactions with other animals
- The presence of an animal fundamentally alters a University program
- Improper/Inadequate care of the animal is exhibited, including if the animal is not housebroken

- Damage or harm is caused by the animal
- The handler violates any of the responsibilities as outlined in Section 5.6 of the Animals on Campus

If the presence of an animal poses a direct threat to the health and safety of others, the University reserves the right to remove or exclude an animal from University property. In such a situation, Public Safety may be contacted to assist in the removal of the animal.

If a handler's animal is disruptive in the classroom, the instructor may ask the handler and their animal to leave the classroom immediately. If a handler's animal is disruptive in the workplace, the handler's supervisor may ask the handler and their animal to leave the workspace immediately. If a handler's animal is disruptive at a University event, the event organizer may ask the handler and their animal to leave the event immediately.

Questions about a disruptive animal should be directed to the following:

- Center for Students with Disabilities (animals in the classroom):
 - Contact (860) 486-2020 or email csd@uconn.edu
- Department of Human Resources (animals in the workplace):
 - Contact (860) 486-2036 or email hr@uconn.edu
 - UConn Health HR Contact: (860) 679-2426
- UConn Health Contact (animals in practice areas, including JDH):
 - Contact appropriate medical staff (i.e. Supervisor or Nursing Manager)
- Residential Life (animals in the residence halls):
 - Contact (860) 486-2926 or email livingoncampus@uconn.edu
- Office of Institutional Equity (all other questions, including regarding visitors)
 - Contact (860) 486-2943 or email equity@uconn.edu
 - UConn Health OIE Contact: (860) 679-3563 or email equity@uconn.edu

If an animal is properly excluded or removed, the individual with a disability has the opportunity to participate in a University program, service and activity without having the animal on the premises.

Q9: As a student, visitor, or employee, where can I go to discuss a restriction or prohibition of my service or emotional support animal being allowed on campus?

A: Any individual who feels that he or she has been unfairly denied the ability to bring or maintain an animal on University property, may contact the Office of Institutional Equity at equity@uconn.edu or (860) 486-2943 or refer to <http://equity.uconn.edu/> for further information.

Q10: What about pets in the classroom brought by the instructor/professor?

A: If there is a bona fide educational purpose for bringing an animal to class, and that purpose is clearly delineated in the class syllabus as a central topic in the class, then it may be permissible. Instructors should contact the unit head, the dean and/or the Provost's Office or the Institutional Animal Care and Use Committee (IACUC) for additional information and guidance. Prior permission must be obtained from the academic unit head, the dean and/or the Provost's Office and also by the IACUC.

Q11: What about special events with pets on campus (i.e. therapy dogs in the library or residence halls during final exams)?

A: While this may be permissible in certain situations, it must be part of an established program with defined parameters (i.e. during exam week each academic semester under certain defined controls). These programs also must be administered by trained staff. Moreover, the programs require the full review, approval and oversight of the Provost's Office or the Vice President of Student Affairs, or their designees.

Q12: What does the University define as public spaces?

A: For purposes of this policy, public spaces are indoor and outdoor areas that are open to the general public. Classrooms, residence halls and most employee workspaces are not generally considered public spaces.

Q13: What about Jonathon (UConn's Husky mascot)?

A: Jonathon is explicitly allowed on campus pursuant to the policy and is overseen by trained handlers.

B. SERVICE ANIMALS

Q14: What is a Service Animal?

A: A service animal is any dog specifically trained to perform a task for the benefit of an individual with a disability. In some circumstances, a miniature horse may be considered a service animal. The tasks performed by a service animal must directly relate to the person's disability. Animals, including dogs, that do not perform a task for the individual and serve as emotional support, assistance, comfort or companion animals are not service animals.

Q15: What kind of work/tasks are service animals trained to perform?

A: Examples of tasks performed by a service animal may include:

- 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;
- Assisting individuals with psychological or neurological conditions by preventing or interrupting impulsive or destructive behaviors.

Q16: As a student, am I required to register with the Center for Students with Disabilities (CSD) if I have a service animal?

A: Generally, no. However, if a student with a service animal plans to reside on campus, the student must notify the University of the need for a service animal's presence in advance of beginning residence on University property with the animal. Such notification allows the University to make appropriate arrangements, offer any necessary assistance prior to the student's arrival on campus, and to notify Public Safety of the animal's presence in case of an emergency. Students should contact Residential Life prior to bringing the animal into their housing at livingoncampus@uconn.edu or (860) 486-2926. Students may also visit <http://www.reslife.uconn.edu> for further information.

Q17: Are service animals allowed in dining areas?

A: Yes. Individuals with disabilities are permitted to be accompanied by their service animals on all University of Connecticut campuses where members of the public, participants in services, programs or activities, or invitees, as relevant, are allowed to go, unless the University determines that permitting the service animal poses a health or safety concern, the service animal is not housebroken or cannot be effectively controlled by the handler. The accompaniment of an individual with a disability by a service animal in locations with health and safety restrictions, such as food preparation areas and laboratories, will be reviewed on a case-by-case basis by the appropriate department representative(s) in collaboration with CSD, HR, and/or OIE.

Q18: Are service animals required to wear identification or have a license in order to verify they have been trained?

A: No. Under federal law, when it is not obvious what service an animal provides, only limited inquiries are allowed. Faculty and staff may ask two questions:

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

Faculty and staff cannot ask about an individual's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

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

Q19: Can I pet or interact with the service animal?

A: It depends. Here are some general tips when working with an individual who uses a service animal:

1. First, remember that the animal is working, so it's important not to interrupt the animal while it is performing its tasks.
2. Speak to the person, not the animal.
3. Do not touch the service animal without asking for, and receiving permission.
4. Do not make noises at the service animal – this may distract the animal from doing its job.
5. Do not feed the service animal.
6. Do not ask questions about the individual's disability, or otherwise intrude on his or her privacy.
7. Do not be offended if the individual does not wish to chat about the service animal.

Q20: I am training a dog to become a service dog (including puppies being raised to become service dogs), may I bring it to campus?

A: Service dogs in training, including puppies being raised to be service animals, are allowed only in areas open to the general public and defined as public spaces. A service animal in training is not allowed in controlled spaces including classrooms, residence halls and employee work areas.

Pursuant to state law, the individual training a service animal must be authorized to engage in designated training activities by a service animal organization or an individual who volunteers for a service animal organization that authorizes such volunteers to raise dogs to become service animals. The handler must retain control of the animal in training at all times. Individuals training a service animal must carry photographic identification indicating authorization to train the animal. A service animal in training, including a puppy that is being raised to become a service animal in training, must be identified with either tags, ear tattoos, identifying bandanas (on puppies), identifying coats (on adult dogs), or leashes and collars.

C. EMOTIONAL SUPPORT ANIMALS (ESA's)

Q21: What is an Emotional Support Animal (ESA)?

A: Any animal specifically designated by a qualified medical provider that alleviates one or more identified symptoms of an individual's disability. Such animal may afford an individual with a disability an equal opportunity to use and enjoy a dwelling, workplace, or other area, provided there is a nexus between the individual's disability and the assistance the animal provides. ESA's are also commonly known as companion, therapeutic or assistance animals. ESA's are not service animals.

Q22: Can I bring my ESA to class with me or to other places on campus?

A: Generally, ESA's are not allowed in controlled spaces without notice or permission as outlined in Section 6 of the Animals on Campus Policy. An approved ESA owned by an individual who lives in University housing is only permitted within the individual's privately assigned living

accommodation. When an ESA is outside the private individual living accommodations, it must be in an animal carrier or controlled by a leash or harness. ESA's are not allowed in any other controlled spaces without prior approval. ESA's are permitted to be in outdoor public areas to the same extent as pets.

An ESA owned by an individual employed by the University may in limited circumstances be permitted within the individual's workplace as an accommodation for a disability. Employees who reside on University property and who wish to have an ESA in their University housing as an accommodation for a disability must request the University's permission to have the ESA in University housing. Permission will be granted only as an accommodation for a documented disability and must be arranged through the Americans with Disabilities Act (ADA) Case Manager at the Department of Human Resources prior to bringing the animal into the workplace or University housing.

D. FACULTY

Q23: Will I receive notification if there is a student in my class who has a service animal or an approved ESA?

A: It depends. According to federal mandates, students who have service animals are not required to register with the Center for Students with Disabilities (CSD). However, students are encouraged to communicate this information to CSD prior to beginning class to inform faculty and staff when appropriate. Students with an ESA must receive prior approval from CSD to bring their ESA to class, and this will be communicated to the faculty member by CSD.

Q24: I teach in a lab where there are chemicals, expensive equipment, etc. Are service animals or ESA's permitted in lab environments?

A: It depends. A service animal is generally permitted to be on university property in any place where the animal's handler is permitted to be. In certain limited situations, a service animal may be prohibited for safety and health reasons. The accompaniment of an individual with a disability by a service animal in a location with health and safety restrictions will be reviewed on a case-by-case basis by the appropriate department representative(s) in collaboration with the Center for Students with Disabilities and/or the Department of Human Resources. Individuals with an ESA must receive prior approval before bringing the ESA to a lab.

Q25: What happens if a service animal or ESA becomes disruptive in class or at an event – can I tell the student, employee or visitor to remove the animal?

A: The service animal or ESA must be under the control of its handler at all times. The handler may be asked to remove a service animal if:

1. The animal poses a direct threat to health and safety
2. The handler does not maintain control of the animal, including but not limited to during any interactions with other animals
3. The presence of an animal fundamentally alters a University program

4. Improper/Inadequate care of the animal is exhibited, including if the animal is not housebroken
5. Damage or harm is caused by the animal
6. The handler violates any of the responsibilities as outlined in Section 5.6 of the University Animals on Campus Policy.

If the presence of an animal poses a direct threat to the health and safety of others, the University reserves the right to remove or exclude an animal from University property. In such a situation, Public Safety may be contacted to assist in the removal of the animal. In particular, if a handler's animal is disruptive in the classroom, the instructor may ask the handler and their animal to leave the classroom immediately.

If a service animal or ESA is properly excluded, the individual with a disability has the opportunity to participate without having the animal on the premises.

Questions about a disruptive animal should be directed to the following:

- Center for Students with Disabilities (animals in the classroom):
 - Contact (860) 486-2020 or email csd@uconn.edu
- Department of Human Resources (animals in the workplace):
 - Contact (860) 486-2036 or email hr@uconn.edu
 - UConn Health HR Contact: (860) 679-2426
- UConn Health Contact (animals in practice areas, including JDH):
 - Contact appropriate medical staff (i.e. Supervisor or Nursing Manager)
- Residential Life (animals in the residence halls):
 - Contact (860) 486-2926 or email livingoncampus@uconn.edu
- Office of Institutional Equity (all other questions, including regarding visitors)
 - Contact (860) 486-2943 or email equity@uconn.edu
 - UConn Health OIE Contact: (860) 679-3563 or email equity@uconn.edu

Q26: What if I have another student in my class or an employee in my workspace who is allergic to or afraid of dogs?

A: Allergies and fear of dogs are not valid reasons for denying access or refusing service to students or employees using service animals. When a student or employee who is allergic to dogs and a student or employee who uses a service animal must spend time in the same room or facility, they both should be accommodated by assigning them, to the greatest extent possible, to different locations within the room.

E. EMPLOYEES

Q27: I am an employee of the University. May I bring my pet?

A: An employee is not permitted to bring a pet to work as pets are not permitted in or on any controlled space on University property. Pets are permitted in outdoor areas open to the general public. Faculty and staff are permitted to have pets in University owned residential housing only to the extent permitted by the lease governing their rental agreement, and would, need to include the express written agreement of the Director of the Business Services Center for Facilities Operations and Building Services or designee.

Q28: I am a newly hired employee or an existing employee and have a service animal, am I required to notify HR prior to bringing my service animal to work?

A: Employees and all others performing work for the University who seek the presence of a service or emotional support animal as a workplace accommodation must contact the Americans with Disabilities Act (ADA) Case Manager at the Department of Human Resources in advance of reporting for work with the animal. The ADA Case Manager may be contacted at 860-486-2036 or hr@uconn.edu.

Q29: As an employee, can I bring an emotional support animal to work?

A: Generally, no. Employees, affiliates and all others performing work for the university who seek the presence of an emotional support animal as a workplace accommodation must contact the Americans with Disabilities Act (ADA) Case Manager to determine whether the request represents a reasonable accommodation for a documented disability and should be granted. In general, there must be a nexus between the individual's disability and the assistance the animal provides in order for the employee to perform his/her job functions. Information related to the ADA accommodations process for employees, including the contact information for the ADA Case Manager, is contained online: <http://hr.uconn.edu/ada-compliance/>.

Q30: As an employee, am I required to inform my supervisor that I am bringing a service or emotional support animal to work?

A: Employees and all others performing work for the university who seek the presence of a service or emotional support animal as a workplace accommodation must contact the Americans with Disabilities Act (ADA) Case Manager at the Department of Human Resources in advance of reporting for work with the animal. The ADA Case Manager will conduct an interactive process with the supervisor to help determine any appropriate parameters or impact the animal may be subject to at the workplace.

Q31: I am an employee and training a service animal. May I bring the service animal in training to work?

A: No. A service animal in training is not allowed in controlled spaces including classrooms, residence halls and employee work areas. Service dogs in training, including puppies being raised to be service animals, are allowed only in areas open to the general public.

F. VISITORS

Q32: I am a visitor of the campus and would like to bring my service animal. Am I required to contact the University prior to arriving?

A: Generally, no. Visitors who wish to bring service animals onto University property need not request the University's permission. However, under certain circumstances, the handler of a service animal may be asked to remove the animal from restricted spaces or have its access to certain parts of campus (temporarily or permanently) restricted. Listed below are several examples of situations that may result in a service animal being removed or restricted from otherwise permitted locations.

- The service animal is found to be disruptive.
- The service animal shows aggression toward their handler or others on campus.
- The presence of a service animal causes danger to the safety of the handler or others.
- The service animal's safety is compromised.
- The service animal's presence may compromise the setting (e.g., a sterile lab), or fundamentally alter an educational program (e.g., in a lab with lab animals where the service animal's presence will disrupt the lab or compromise the work being done there).

Questions from visitors wishing to bring animals to campus may be addressed to the Office of Institutional Equity at equity@uconn.edu or (860) 486-2943.

Q33: I am a visitor of the campus and would like to bring my emotional support animal. Where is my animal allowed on campus?

A: Visitors may bring their emotional support animal only in public areas where pets are permitted. Pets generally are not permitted in or on any controlled space on University property nor in any non-public spaces. Pets are permitted in outdoor areas open to the general public. The individual may be asked to remove the animal if:

1. The animal poses a direct threat to health and safety.
2. The handler does not maintain control of the animal, including but not limited to during any interactions with other animals.
3. The presence of an animal fundamentally alters a University program.
4. Improper/Inadequate care of the animal is exhibited, including if the animal is not housebroken.
5. Damage or harm is caused by the animal.
6. The handler violates any of the responsibilities as outlined in Section 5.6 of the University Animals on Campus Policy.

Visitor with questions about the rules concerning emotional support animals may contact the Office of Institutional Equity at equity@uconn.edu or (860) 486-2943.

G. UCONN HEALTH

Q34: I am a patient at UConn Health and would like to bring my service animal. Am I required to contact patient services prior to arriving?

A: No. Patients who wish to bring service animals onto University property need not request the University's permission. Service animals are allowed in the clinical practice areas and areas where the handler is permitted to travel. Under certain circumstances, the handler of a service animal may be asked to remove the animal from restricted spaces or have its access to certain parts of a facility restricted. Listed below are several examples of situations that may result in a service animal being removed or restricted from otherwise permitted locations.

- The service animal is found to be disruptive.
- The service animal shows aggression toward their handler or others on campus.
- The presence of a service animal causes danger to the safety of the handler or others.
- The service animal's safety is compromised.
- The service animal's presence may compromise the setting (e.g., a sterile lab or operating room), or fundamentally alter a program (e.g., in a lab with lab animals where the service animal's presence will disrupt the lab or compromise the work being done there).

Q35: I am a patient at UConn Health and would like to have a pet come visit or bring an animal to my medical appointment. Is this allowable?

A: It depends. Service animals are allowed in clinical practice areas and areas where the handler is permitted to travel subject to limited exceptions as described above. Emotional support animals are generally permitted to accompany patients to medical appointments as long as the patient provides advance notice and receives advance permission from the practice. In some circumstances, animals may be allowed to visit inpatients at John Dempsey Hospital if approved by the UConn Health Nursing Manager and Infection Prevention Specialist as outlined in the [UConn Health Clinical Practice Procedures Regarding Animals](#).

Q36: I am a visitor at UConn Health and would like to bring my service animal. Am I required to contact the hospital prior to arriving?

A: No. Visitors who wish to bring service animals onto University property need not request the University's permission. Service animals are allowed in the clinical practice areas and areas where the handler is permitted to travel. Under certain circumstances, the handler of a service animal may be asked to remove the animal from restricted spaces or have its access to certain parts of a facility restricted. For questions or concerns requiring a more immediate response, visitors should contact the appropriate medical staff (i.e. Supervisor or Nursing Manager). General questions regarding animals may be directed to UConn Health Office of Institutional Equity at (860) 679-3563 or email equity@uconn.edu

Q37: I am a staff member at UConn Health. Am I responsible to care for a patient's or visitor's animal?

A: No. The handler is responsible for the care of the animal. Staff are not required to care for such animal, including walking, feeding or providing a special location for the animal to relieve itself. If the handler is unable to care for the animal, the handler is responsible to make arrangements to care for the animal. If the patient is unable to care for the dog and is unable to arrange for someone else to care for the dog, the hospital may place the dog in a boarding facility until the patient is released, or make other appropriate arrangements.

Q38: I am a staff member at UConn Health and I am unsure whether someone's dog is a service animal. What questions may I ask the individual?

A: A service animal is any dog specifically trained to perform a task for the benefit of an individual with a disability. In some circumstances, a miniature horse may be considered a service animal (typically in order to pull a wheelchair).

In general, individuals are allowed to bring service animals to all unrestricted areas open to the public and do not need permission from UConn Health to do so. The presence of a service animal in a restricted area or protected environment (e.g. sterile surgical areas, operating rooms, etc.) will be reviewed on a case-by-case basis in determining if the presence of the service animal poses a direct threat to the health and safety.

If a staff member is not certain that an animal is a service animal, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff may not ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

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