

Animals on Campus Policy

Section 1. PURPOSE AND SCOPE

The purpose of this policy is to establish minimum procedural requirements for emotional support, service and other animals on campus, in order to stay in compliance with Americans with Disabilities Act (ADA), the Rehabilitation Act, and the Fair Housing Act. In addition, this policy will ensure the safety and privacy of students, employees and visitors on campus. A violation of this policy may result in the animal being removed and/or banned from campus, as well as other potential actions and remedies as deemed prudent.

This policy applies to all faculty, staff, students, and visitors. This policy does not apply to animals used in research. This usage is governed by protocol governed by the Office of Sponsored Programs and the Research (OSPR) and Institutional Animal Care and Use Committee (IACUC).

Section 2. DEFINITIONS

- A. **Service Animal:** A service animal as per the [ADA](#) is defined 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 service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the owner'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 non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, . . . retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons 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 do not constitute work or tasks for the purposes of this definition.”
- B. **Emotional Support Animal (ESA):** The [Fair Housing Act](#) defines an assistance animal as any animal that “provides emotional support that alleviates one or more identified effects of a person’s disability.” Clark identifies such animals as “emotional support animals.” The animal is not individually trained. Emotional support animals are not limited to dogs and can be other species of animal. Emotional support animals are not considered service animals.
- C. **Pet:** A Pet is an animal kept for ordinary use and companionship. A Pet is not considered a service or emotional support animal.

- D. **Owner:** An Owner is a member of the Clark University community with a disability who has a service or emotional support animal. A student or employee, given permission via a fully executed Pet Agreement, is authorized to have a Pet in their campus housing/workspace.

Section 3. POLICY

A. Service Animals

If it is not clear to Clark's personnel that it is a service animal seeking entry into a building or event, the owner of the service animal may only be asked: 1) Is the service animal required because of a disability? and 2) What work or task has the service animal been trained to perform? If they answer "Yes" to the first question and the Owner provides a reasonable answer to question 2, the animal should be admitted. If there are any doubts, Clark personnel must immediately contact the Office of Accessibility Services or the Office of Human Resources.

- i. Entry into University Facilities
 - a. Services animals will be permitted to accompany their Owners at all times and everywhere on campus where the general public (if accompanying a visitor to campus) or where other students or employees (if accompanying a student or employee) are allowed, except for places where there is a health, environmental, or safety hazard. (For more details on restricted areas, see section d of part VI: Process/Procedures.)
 - b. Clark event staff will be provided with guidance regarding the permissibility of appropriate measures to take to ensure that only service animals are permitted in University facilities.
- ii. Grounds for Removal
 - a. The service animal is out of control (behaving in a manner that may startle, scare or unduly disrupt the campus enjoyment of others) and the handler does not take effective action to control it.
 - b. The service animal is not housebroken.
 - c. When there are legitimate reasons to ask that a service animal be removed, as articulated throughout this policy, staff will offer the person with the disability the opportunity and a reasonable amount of time to assess the possibility of and/or to obtain goods or services without the animal's presence.
- iii. Conflicts with Allergies or Fear
 - a. When possible, the Owner of the animal and/or the individuals who are allergic to, or fear dogs will be assigned to a different location in the classroom, residential unit or hall, or office space or building.

B. Emotional Support Animals (ESA)

- i. Emotional support animals are only permissible for those who have been granted eligibility to have the animal in their residence as an accommodation - granted for

- students through Student Accessibility Services or by Human Resources for employees living in university-owned property. All Owners must comply with all applicable laws regarding animals and their treatment and care, and meet these standards. Approved emotional support animals are permitted only in-residence halls. An employee may request a special exception to have an emotional support animal in their office, which will only be granted in extraordinary circumstances.
- ii. An accommodation may be made for one (1) emotional support animal.
 - iii. For employees who are currently in campus housing: If the need for the accommodation arises when an individual already resides in University housing, they should request housing accommodations at least 30 days in advance. Clark cannot guarantee that it will be able to meet the accommodation needs during the semester or term in which the request is received.
 - iv. No animal may be kept in University housing at any time prior to the Owner receiving approval as a reasonable accommodation pursuant to these guidelines.
 - v. ESA approvals are only valid for the requested fiscal year; Owners must request to have access to their approved ESA accommodation each fiscal year by contacting the Office of Human Resources (for employees) or Student Accessibility Services (for students) and filling out the appropriate form. Please note: additional documentation or a documentation update may be requested for each year.
 - vi. The Owner must submit requested information regarding their ESA (i.e., veterinary verification of routine care, immunization records and licenses) prior to the ESA being allowed in residence halls, departments, and offices.
 - vii. Animals must be licensed in accordance with local regulations, must have all appropriate vaccinations, be in good health, and receive an annual clean bill of health from a licensed veterinarian, as appropriate.
 - viii. According to the City of Worcester, all dogs must be licensed in the city of Worcester. All other animals will be considered relative to complying with city ordinances.
 - ix. If the University grants the Owner's request for an ESA, the Owner is solely responsible for the custody and care of the ESA and must meet the following requirements:
 - a. The animal shall be kept in the Owner's residence hall, department and/or office and will not be allowed to roam the campus.
 - b. When the ESA is taken outside, it shall be on a leash, harness, or other tether. The Owner is responsible for picking up the ESA's waste immediately and disposing it in a trash dumpster outside.
 - c. The Owner is responsible for properly containing and disposing of all animal waste in appropriate outside trash dumpsters.
 - d. The ESA's food must be kept in a sealable container.
 - e. The Owner is required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the ESA and/or discipline for the responsible individual.

- f. The Owner's residence hall, department and/or office may be inspected for fleas, ticks, or other pests as needed. If fleas, ticks, or other pests are detected through inspection, the facility will be treated using approved fumigation methods by a university-approved pest control service. Owner will be billed for the expense of any pest treatment. If the problem reoccurs, the Owner may be asked to remove the ESA from campus property.
 - g. The Owner must fully cooperate with University personnel with regard to meeting the terms of this Policy and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, designating an outdoor relief area, disposing of feces, etc.).
 - h. The Owner cannot make use of campus facilities to clean or otherwise care for the ESA; this includes but is not limited to the prohibition of using housing bathrooms for the care of an ESA.
- x. The animal is allowed in University residence halls, departments and/or offices only as long as it is necessary because of the Owner's disability. The Owner must notify the Office of Human Resources or Student Accessibility Services in writing if the ESA is no longer needed. To replace an ESA, the new animal must be necessary because of the Owner's disability and the Owner must follow the procedures in this Policy when requesting a different animal.
- xi. Clark personnel shall not be required to provide care or food for any ESA including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and may not be held responsible for the care, damage to, or loss of the animal.
- xii. The Office of Human Resources or Student Accessibility Services will disclose information, as needed, regarding the request for and presence of the ESA to those individuals who may be impacted by the presence of the animal including, but not limited to, the Dean, Director, or Department head/Chair, Facilities Management personnel and/or University Police. Such information shall be limited to information related to the animal and shall not include information related to the individual's disability.
- xiii. Dogs and Cats
 - a. Dogs and cats should be below 60 pounds. Animals above this weight may potentially be denied.
 - b. Dogs and cats must be spayed or neutered. A copy of the veterinarian's report must be on file with Student Accessibility Services or Human Resources.
 - c. Dogs and cats must be free of fleas and ticks and evidence of treatment must be provided prior to being inside approved campus facilities and periodically upon request.
 - d. Dogs must be housebroken, meaning the dog must be trained to urinate and defecate outside.
 - e. Cats must be housebroken, meaning that cats must be litter box trained and an appropriate enclosed litter box manufactured for the purpose must be used.

- f. Collars and tags must always be worn on dogs and cats.
 - g. Dogs must always be kept on a leash when outside the Owner's residence and while on any property owned or under the control of the university.
 - h. Cats must be kept in a closed carrier when being transported to and from the support animal owner's residence. Cats must not be allowed to freely roam campus or campus facilities.
 - i. Dogs and cats must possess friendly and sociable characteristics. Any dog or cat that displays threatening behavior, including territorial behavior, shall be removed from campus upon the direction of the Residence Life & Housing, Student Accessibility Services or Human Resources.
- xiv. Other Animals
- a. Animals other than cats and dogs will be considered on an individual assessment that relies on objective evidence about the specific animal's appropriateness and conduct. Generally speaking, non-domestic animals will not be allowed. The evaluation will be based on the type of animal, with primary attention given towards whether the animal would pose a threat to the health and safety of others, would cause substantial physical damage to the property of others, would pose an undue financial and administrative burden, or would fundamentally alter the nature of the university's operations.
 - b. Animals that can carry zoonotic diseases, as well as dangerous, poisonous, or illegal animals are not permitted on campus.
 - c. For animals that aren't required to have immunizations or vaccinations, owners must provide Human Resources or Student Accessibility Services with documentation of a "clean bill of health" from a licensed veterinarian.

C. Generally Expected Standards of Behavior for All Animals and Their Owners

- i. In addition to all other requirements as outlined in this policy, health, sanitation, safety, and non-disruptive standards must be maintained as follows:
 - a. Owner shall provide food and water and any other nutritional needs for animal daily.
 - b. Owner shall provide animal with attention daily, as well as assess its general health, behavior and overall welfare daily.
 - c. Owners shall not leave animals unattended overnight. If the Owner must be away, they must either take the animal with them, or decide for the animal to be cared for off campus. No other students or employees of the university are authorized to possess animals in their residences or offices and the animal's presence is permitted in Owner's assigned housing or office space only.
 - d. When Owner is not in the residence unit or office, animals must be crated, caged, or stationed inside in such a manner that they will not pose a threat to anyone who lawfully enters the area. Animals should not be crated, caged or stationed for an excessive period of time such that it threatens the safety or well-being of the animal.

- e. Owner will make the necessary arrangements to be present at times that university personnel need to enter the housing unit to handle maintenance requests, routine maintenance tasks, handle any pest control spraying, or other necessary tasks.
- f. Emotional Support Animals must not be taken into spaces other than the Owner's residence or office space, including but not limited to other residential facilities owned or operated by the university, other campus buildings and administrative offices. Passage through hallways and stairwells necessary to access Owner's residence is permitted.
- g. Animal waste, including but not limited to feces, urine, cat litter box contents, vomit and any other solid animal waste, must be disposed of properly. It is Owner's responsibility to remove all solid waste from residences and university grounds by collecting it in an appropriate bag, and then placing that bag in a garbage dumpster or outdoor trash receptacle. All cleanup of animal waste must occur IMMEDIATELY. Animal waste may not be disposed of in any indoor trash receptacle or through the sewer system (toilets, sinks, tubs, etc.) inside any building owned or operated by Clark. If animal waste occurred indoors and other than in a litter box used by a cat, i.e., animal accident, Owner shall also clean the area from which the waste was removed using appropriate cleaning products.
- h. Owners with cats must properly maintain litter boxes. Litter box contents must be disposed of regularly and properly as outlined in the item dealing with animal waste above. All litter in the litter box must be changed and replaced with new litter regularly as outlined by the litter manufacturer.
- i. Owner must promptly clean up using appropriate cleaning products any animal waste created by animal.
- j. Owner shall regularly and routinely clean and maintain floors, kennels, cages, and litter boxes used by animal. No odor of an animal should be perceptible from outside Owner's residence or office. (see Cleaning Section below).
- k. If a flea or pest infestation in Owner's residence occurs, Owner must promptly notify the Office of Residence Life & Housing or their department head/supervisor, as well as Facilities Management. The university shall respond to remediate the problem. Owner shall be fully responsible for all costs associated with such action by the university and all expenses related thereto will be billed to the Owner's university account. In the event of an infestation, Owners shall take necessary measures to rid animal of fleas and pests. Such measures may include but are not limited to use of flea and pest medications prescribed by veterinarians, flea and tick baths or dips, flea and tick collars.
- l. Owner is responsible for any disruption to the quiet enjoyment of living spaces by other students or residents caused by animals. Activities that are considered disruptive include, but are not limited to, barking, growling, yowling, howling, jumping on other people, and running away from the Owner. Disruptive animals are subject to removal in the discretion of the

Director of Residence Life and Housing (or designee), Human Resources or Student Accessibility Services.

- m. If, in the sole judgment of the University, the disruptive behavior of the animal can be addressed and remedied by the Owner, Owner and University may enter into a written action plan to address the situation. The action plan outlines the action that will take place to alleviate the problems and set a deadline for measuring the outcome and effectiveness of the efforts. Animals which constitute a threat or nuisance to staff, residents or property must be removed within three (3) days of notification. If the University Police determines that the animal poses an immediate threat, animal control may be summoned to remove the animal immediately.
- n. Following the removal of an animal from any university residence, University staff will promptly do an inspection for cleanliness, damages and infestation. Costs to remedy any deviations from the expectations of these procedures shall be the sole responsibility of Owner and Owner consents to the billing of such expenses to Owner's university account or deducted from the Owner's paycheck.
- o. Any animal involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior shall be removed immediately from campus.
- p. Owner must notify University Police and the Office of Residence Life & Housing (if a student) if the animal causes harm to another person or if the animal has escaped its confines and has not been located within four (4) hours.
- q. All liability for the actions of the animal (bites, scratches, property damage etc.) is the sole responsibility of the Owner. Owner agrees to indemnify the university, its trustees, employees and agents for and all costs, including attorney fees, associated with any such action or claim brought by Owner, anyone acting on behalf of Owner, or any 3rd party.
- ii. Cleaning and Damages
 - a. Owner is responsible for maintaining the residence in good and clean condition, including but not limited to, routine cleaning of floors and other surfaces, spot cleaning areas affected by animal and repairing or replacing any damages caused by animal.
 - b. As stated above, when the Owner/resident moves out of their residence, or no longer has the animal on campus, the residence will be inspected for cleanliness, damages and infestation. Costs to remedy any deviations from the expectations of these procedures shall be the sole responsibility of Owner and Owner consents to the billing of such expenses to Owner's student account.
 - c. During animal's presence in Owner's residence, Residence Life & Housing has the right to conduct inspections for the purpose of assessing cleanliness, damages, infestation and other compliance requirements of these procedures.
 - d. Violations concerning any of the aforementioned may result in the Owner/resident having to find alternative arrangements for the animal and, as warranted, may also result in an Owner being in breach of this agreement.

D. Emergency Contact Information

Owners with approved animals living in their residence will be asked to provide to Residence Life the name and contact information of a person designated to take care of the animal should the Owner need to leave campus without intending to return, leaves campus due to a sudden or emergency situation with an uncertain timeframe for return, and/or be unable to care for the animal. If the Owner is a student, this person may not be another student who resides on campus. This person must remove the animal from the Owner's residence hall within 24 hours of the Owner's departure from campus or inability to care for the animal. By listing an emergency caretaker, the Owner is giving permission for university personnel to contact this person if they leave campus without intending to return and/or are unable to care for the animal.

In the event that an Owner does not have an emergency contact, or if the designated emergency contact is unable to take the animal in a timely manner, the University will attempt to have the animal boarded at a local animal facility and the Owner will be responsible for any financial charges. If the Owner or emergency contact have not made arrangements to retrieve the animal within five (5) business days, the animal will be deemed abandoned and the University will cease advancing any further funds towards the boarding of the animal.

Section 4. PROCEDURES AND ENFORCEMENT

A. Owners with Service Animals

- i. Owner must have a disability as defined by the ADA.
- ii. Owners who are students must work with Office of Student Accessibility Services to arrange for a housing accommodation. Employees must work with Human Resources.
- iii. The accompanying animal must be trained to do specific tasks for the qualified individual.

B. No animals will be permitted in University residences that:

- i. Are not approved by the Office of Student Accessibility Services (or the Office of Human Resources for employees)
- ii. Pose a threat to the health or safety of others
- iii. Present a risk of or cause substantial physical damage to the property of the University and other residents, employees or visitors
- iv. Pose an undue financial and administrative burden to the University
- v. Fundamentally alter the nature of the University's residential operations

C. Owners with Emotional Support Animals

- i. Owner must have a disability as defined by the ADA.

- ii. Owners who are students must seek a housing accommodation with Office of Student Accessibility Services (or the Office of Human Resource for employees seeking a housing or office accommodation).
- iii. Owner must have an already established relationship with the animal. Rare exceptions to this rule must be supported by sufficient documentation.
- iv. In order to bring an ESA to campus, the Owner must contact the Office of Student Accessibility Services, and/or the Office of Human Resources no less than 60 days prior to the arrival of the animal, in order to permit time to thoroughly review the request and gather all necessary documentation. Animals should not be brought to campus prior to approval being granted.
- v. Accommodation Request Forms can be accessed via the Office of Student Accessibility Services webpage: <https://www.clarku.edu/offices/student-accessibility-services/services-and-accommodations/>
- vi. Owner must notify the Office of Residence Life & Housing (or the Office of Human Resources for employees) if the animal is no longer needed or is no longer on Clark University property. If the animal will be replaced, the Owner must submit a new request.

D. Employees and Visitors

- i. Other than Service Animals, for reasons of public health and out of respect for those who clean the buildings, Clark policy does not permit Pets or ESAs in any academic or administrative building on campus or in gated athletic facilities, unless a special exception is obtained from Human Resources or Student Accessibility Services.
- ii. Animals are permitted on campus roads, walks, and grounds, as they are in the local community, when they are on a leash and controlled by the visitor or Owner. It is the visitor or Owner's responsibility to clean up after the animal. All animals must be tagged, registered, and vaccinated in accordance with all applicable state and local laws.
- iii. Employees residing in campus housing must get permission to have a pet in their residence. They also need permission for it to be in their office. The process is initiative by the employee contacting Human Resources to receive a Pet Agreement.

E. Restricted Areas

- i. Clark University may prohibit the use of a Service Animal in certain locations due to health or safety restrictions. Restricted areas may include but are not limited to food preparation areas, research laboratories or classrooms that contain research animals, areas that require protective clothing, and other areas as required by state or local laws. Exceptions to these restrictions may be requested and will be considered on a case by case basis.

- ii. Approved Emotional Support Animals are permitted only in-residence facilities and employee offices.

F. Behavior Around Service Animals and Their Owners

- i. A Service Animal is to accompany its Owner at all times and in all places on campus, except where specifically prohibited (please see Restricted Areas).
- ii. Employees, students and visitors are not to touch, pet or feed a Service Animal.
- iii. Employees, students and visitors are not to deliberately startle or otherwise taunt a Service Animal.
- iv. Employees, students and visitors are not to separate or to attempt to separate an Owner from the Owner's Service Animal.
- v. Only authorized staff are allowed to inquire regarding the Owner's disability and what task the Service Animal has been trained to perform.

Related Information

American Disabilities Act

Rehabilitation Act

Fair Housing Act

[Office of Sponsored Programs and Research Animal Use Protocol](#)

History/Revision Information

Responsible Office/Division: Office of Accessibility Services & Office of Human Resources

Effective Date: May 31, 2023

Last Amended Date: August 27, 2024

Next Review Date: May 31, 2026

EXHIBIT A

Pet Agreement and Acknowledgement of Reading and Accepting this Policy's Contents

By my signature below, I verify that I have read, understand, and will abide by the requirements outlined here.

I have read and understand the Animals on Campus Policy and Procedure and I agree to abide by the requirements applicable to Emotional Support Animals and/or Service Animals. I understand that if I fail to meet the requirements outlined in the Policy, Clark University has the right to remove the animal, charge me for expenses created by the animal, and possibly discipline me.

I further recognize that the presence of the animal may be noticed by others and agree that it may be necessary for University staff to publicly acknowledge the presence of the animal, and explain that under certain circumstances the animal is permitted for persons with disabilities.

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Owner's Name	Signature	Date

Approved by:

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University Official's Name	Signature	Date

Any questions regarding the request guidelines and procedure should be directed to the Director of Human Resources at 508-793-7294 (voice), or via e-mail at hr@clarku.edu. You can email documentation or send it via fax at 508-793-8809. Questions to Student Accessibility Services should be directed to accessibilityservices@clarku.edu.