

## St. Bonaventure University

### Emotional Support Animal Request Student Checklist

- Read** and sign the *St. Bonaventure University Service, ESA and Pet Policy*. Make sure you understand the responsibilities of having an animal on campus.
- To begin the process of requesting an Emotional Support Animal (ESA), please fill out and the *Emotional Support Animal Request* form.
- Have your professional provider complete the *Provider ESA Request for Information* form **detailing** the need for the ESA. \* **We do not accept requests initiated from the Center for Student Wellness; this request must be from an off campus provider \***
- Sign the *Consent to Release Confidential Information* form —this will allow Accessibility Services and Accommodations (ASA) to communicate your needs with Residential Life and Education as well as other relevant individuals on campus so an appropriate decision can be made.
- Your roommate(s) should be aware that you are requesting to have an animal in your shared living space. To help ensure that he/she is aware of your request, you and your roommate(s) should discuss your request and sign the *Roommate Approval* form.
- Provide a copy of your animal's most recent vaccination records to the ASA office. The records must be less than a year old.
- Provide a copy of NYS dog license (if animal is a dog).

Once these steps are complete, mail or bring them to the Accessibility Services and Accommodations office located in Plassmann Hall. Once **ALL** of the paperwork is received, the Director may request a meeting with you to discuss the request further. ASA, The Center for Student Wellness and Residential Life and Education meet on an as needed basis to review requests. You will be contacted via e-mail about approval or denial of request.

*Mail:*

Accessibility Services and  
Accommodations  
PO Box 2479  
100 Plassmann Hall  
St. Bonaventure, NY 14778

## **SERVICE ANIMAL AND EMOTIONAL SUPPORT ANIMAL POLICY**

While St. Bonaventure University enforces a no-pet policy in its residence halls (with the exception of fish, not exceeding 10 gallons) and campus facilities, it is acknowledged that some members may require the use of service or support animals. St. Bonaventure University recognizes the importance of Service Animals as defined by the Americans with Disabilities Act Amendments Act (ADAAA) and the broader category of Emotional Support Animals under the Fair Housing Act that provides physical and/or emotional support to individuals with disabilities. St. Bonaventure University is committed to allowing individuals with disabilities the use of a Service Animal on campus to facilitate their full participation and equal access to the University's programs and activities. St. Bonaventure University is also committed to allowing Emotional Support Animals necessary to provide individuals with disabilities an equal opportunity to use and enjoy University housing. The University reserves the right to amend this Policy as circumstances require. Set forth below are guidelines concerning the appropriate use of and protocols associated with Service Animals and Emotional Support Animals.

### **DEFINITIONS**

**Service Animals** - A "service animal" is an animal trained to do work or perform tasks for the benefit of an individual with a disability. The work or tasks performed by a service animal 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, or assisting an individual during a seizure. The ADAAA limits service animals to dogs and, in some circumstances, miniature horses. Service animals are not considered "pets" and are explicitly permitted to accompany the disabled person in all areas of the University where the disabled person is authorized to be. In extremely unusual circumstances, a service animal may not be permitted in a specific area, such as in an animal research lab if the service animal's presence would pose a danger or interfere with research activities. In those cases, the University will work with the individual to explore alternative accommodations for the individual to participate in the University's program.

**Emotional Support Animals (ESA)** - An ESA is not specially trained to assist a person with a disability and, therefore, is not a service animal. An ESA is required by a member of the St. Bonaventure University community in order to have an equal opportunity to use and enjoy their residence hall room or to participate in the housing program. The animal provides emotional support which alleviates one or more identified symptoms or effects of a person's disability. There must be an identifiable and medically indicated relationship between the individual's disability and the assistance the animal provides. A person with a medically documented need for an ESA is permitted to have the animal in his/her residence. An ESA is not permitted to accompany the individual with a disability in "no pet" areas of the University, other than his/her residence hall.

**Pet** - A pet is an animal kept for ordinary use and companionship unrelated to a disability. A pet is not considered a service or ESA. Pets, other than fish, are prohibited from residing and/or visiting University residence halls. Further, pets are not permitted in the facilities of St. Bonaventure University.

**Approved Animal** - An approved animal is a Service or ESA authorized pursuant to this policy.

**Owner** - The owner is a person with a disability who uses an authorized service or emotional support animal.

## **PROCEDURES FOR REQUESTING ACCOMMODATION FOR USE OF SERVICE OR EMOTIONAL SUPPORT ANIMALS**

Service and emotional support animals may not reside in University housing without express pre-approval of University officials.

### **SERVICE ANIMALS**

Students intending to bring a service animal to campus and/or to live with a student in a residence hall are requested to inform the Office of Accessibility Services and Accommodations (ASA) 100D Plassmann Hall. Students are encouraged to make this notification by July 1 for fall term, November 1 for spring term, and March 1 for summer term to allow adequate time to make arrangements. Notification to ASA of the need for a service animal will assist the University in making any necessary preparations, as well as ensuring that appropriate University employees are made aware that the animal is a service animal authorized to be on campus. If it is readily apparent that the individual has a disability and that the animal is a service animal, no further information will be requested. If it is not readily apparent that the animal is a service animal, the individual may be asked if the animal is a service animal required because of a disability and to explain the work or task that the animal has been trained to perform. The animal will not be required to demonstrate this task and no documentation of training will be required. If the service animal is a miniature horse, additional consideration will occur, including but not limited to whether the animal is controllable by the owner and will not present a safety risk.

### **EMOTIONAL SUPPORT ANIMALS**

No Emotional Support Animal may be kept in University housing at any time prior to the individual receiving approval as a reasonable accommodation pursuant to this Policy.

- To begin the process, students must complete the Emotional Support Animal Request Form, available at the ASA office in Plassmann Hall 716-375-2065 or through my.sbu
- Before a request for a support animal is reviewed, the student must submit sufficiently specific documentation, completed by a treating physician or qualified non-University health provider, to the ASA Director which permits him/her to determine that (1) the individual has a disability (2) the animal is necessary for the individual to have an equal opportunity to use and enjoy their residence, and that (3) there is an identifiable relationship between the disability and the assistance that the animal provides.
- Once the request and supporting documentation is submitted, in writing, to the ASA Director, it will be reviewed in consultation with Residential Education and the Center for Student Wellness (if necessary) to determine if an assistance animal is an appropriate accommodation to the University housing policy.

The Director of ASA may consider the following factors, among others, as evidence in determining whether the presence of the animal is reasonable or in the making of housing assignments for individuals with Emotional Support Animals:

- The size of the animal is too large for available assigned housing space;
- The animal's presence would force another individual from housing (e.g. serious allergies);
- The animal's presence otherwise violates individuals' right to quiet and enjoyment;
- The animal is not housebroken or is unable to live with others in a reasonable manner;
- The animal's vaccinations are not up-to-date;
- The animal poses or has posed a direct threat to the individual or others such as aggressive behavior towards or injuring the individual or others.

Students are encouraged to place their request for use of an assistance animal in University residence halls by July 1 for fall term, November 1 for spring term, and March 1 for summer term to allow adequate time to make arrangements. While requests submitted after these dates will be accepted and considered, St.

Bonaventure University cannot guarantee that it will be able to meet late applicants' needs in time for the beginning of the semester. The Director of ASA, Residential Education and Center for Student Wellness meets as needed to determine on a case by case basis and in accordance with applicable laws and regulations whether the animal is a reasonable and appropriate accommodation for the student making the request. If the request is submitted by the deadlines listed above, the student will be notified in advance of moving into a residence hall room regarding the status of the application.

**Emotional Support Animal's paperwork requirements:** Before an emotional support animal is permitted on campus as an accommodation, its paperwork must be on file with ASA.

- Health and vaccination records: the animal must have an annual exam from a licensed veterinarian that does not identify health issues sufficient enough to prevent the animal from providing the necessary assistance to the individual. The animal must also have updated vaccinations, including but not limited to, the general maintenance vaccine series and any vaccinations deemed necessary by a licensed veterinarian. The animal must also wear a rabies vaccination tag.
- Licensing: Owner must follow all local or hometown licensing laws and tag laws.

### **OWNERS RESPONSIBILITIES REGARDING USE OF A SERVICE OR EMOTIONAL SUPPORT ANIMAL**

Members of the St. Bonaventure University community with a Service Animal: The supervision of the animal is solely the responsibility of its owner. The owner must be in full control of their animal at all times, as outlined below. The owner is expected to ensure the health, safety, and humane treatment of their animal. The owner agrees to continue to abide by all other University policies. Reasonable accommodation which may constitute an exception to a policy that otherwise would prohibit having an animal does not constitute an exception to any other policy. The Office of Residential Education and Conduct has the ability to relocate owner and approved animal as necessary according to the Housing contract. St. Bonaventure University personnel may intervene if the animal is found unattended, in need of care, or is causing a disturbance.

**Under control of owner:** The animal must be under the owner's direct physical control with a harness, leash, or another tether, unless either the owner is unable because of a disability to use these, or the use of one of these would interfere with the service animal's safety, effective performance of work or tasks. If so, the service animal must be otherwise under the owner's control (e.g. voice control, hand signals, or other effective means).

- The animal's behavior must not be disruptive to its surroundings or other members of the University community. Disruptive behavior includes, but is not limited to, jumping on people, barking, growling, excessive odor, taking food from dining area tables, or taking personal belongings of individuals other than the owner.

**Proximity to owner:** While on campus, in areas including classes, public areas or residences, food venues, or assembled gatherings, the animal must be in close physical proximity to the owner.

- Animals in University housing may not be left for extended periods of time either unattended or to be cared for by someone other than the owner.

**Clean up and grooming requirements:** The care of the animal is solely the responsibility of its owner. The animal must be housebroken. The owner shall:

- Always carry equipment sufficient to clean up the animal's waste and immediately remove and dispose of the waste. Members of the University community who are not physically able to pick up and dispose of animal waste are responsible for making all necessary arrangements for assistance. St. Bonaventure University is not responsible for this task.
- Keep the animal clean, well groomed, and free of pests. If University facilities are used to bathe the animal, the owner will clean the area when done. Members of the University community who are not

physically able to bathe the animal or clean University facilities when done are responsible for making all necessary arrangements for assistance. St. Bonaventure University is not responsible for this task.

**Health and safety:** The owner is expected to ensure the health, safety, and humane treatment of their animal.

- St. Bonaventure University personnel shall not be required to provide care or food for any animal including, but not limited to, removing the animal during emergency evacuations 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.

**Members of the St. Bonaventure University community with an Emotional Support Animal in University housing:** The care of the animal is solely the responsibility of its owner. The owner agrees to all of the requirements outlined above, with the exception of the identification recommendation, in addition to the requirements outlined below. The owner agrees to continue to abide by all other University policies.

Reasonable accommodation which may constitute an exception to a policy that otherwise would prohibit having an animal does not constitute an exception to any other policy. The Office of Residential Education and Conduct has the ability to relocate owner and approved animal as necessary according to the Housing contract. University personnel may intervene if the animal is found unattended, is in need of care, or is causing a disturbance.

- The assistance animal is only permitted within the owner's residence hall room when the owner is present.
- The owner is responsible for ensuring the assistance animal is contained, as appropriate, when the owner is not present during the day while attending classes or other activities.
- The owner must submit annual proof of immunizations as required to the Director of ASA.

#### **LACK OF CLEANLINESS AND DAMAGES CAUSED BY THE SERVICE OR EMOTIONAL SUPPORT ANIMAL**

All members of the University community are responsible for any extra cleaning required or damage to University property which is caused by them. The owner shall also be responsible for any extra cleaning required or damage to University property which is caused by the service or emotional support animal.

- The owner's residence may be inspected to ensure it is being properly cleaned and that sanitary and safe conditions are being maintained. If required, the owner will be billed for the expense of the additional cleaning required.
- The owner's residence may be inspected for physical damage during the regularly scheduled housing inspection. The owner will be billed for the expense of any damage to the University residence or University furnishings within the residence that are caused by the animal.

#### **MANAGING DISABLING CONDITIONS AND CONCERNS OF ALL MEMBERS OF THE ST. BONAVENTURE UNIVERSITY COMMUNITY**

Within University residences, the health and well-being of all roommates, suitemates, apartment mates, and building occupants will be considered.

- Members of the University community with medical conditions(s) that are affected by animals (e.g., respiratory diseases, asthma, and severe allergies) are asked to contact the Office of Residential Education if they have a health or safety related concern about exposure to an animal.
- Roommates, suitemates, apartment mates, will be made aware of the planned presence of an animal in their residence by the requesting person. They will be asked to sign an acknowledgment stating that they understand they will be living in the presence of an animal and are aware of how to address concerns if needed. In the event that a roommate, suitemate, and/or apartment mate has an allergy or other physical or emotional condition aggravated by the presence of the animal, the University will work with the students involved to find a housing solution acceptable to all. However, when faced with

students with incompatible medical needs, the University may find it necessary to relocate one or more students involuntarily, including, where the University deems appropriate, the student with the animal.

**REMOVAL OF A SERVICE OR ASSISTANCE ANIMAL**

St. Bonaventure University may pursue the process for determining if an approved animal should be removed from campus housing for the following reasons:

- The animal is not under the direct physical control of the owner
- The animal’s behavior is disruptive to its surroundings or other members of the University community
- The animal poses a direct threat to the health and safety of others
- The animal’s presence fundamentally alters the nature of a program or activity
- The owner fails to comply with any of their responsibilities under this policy

**Process for removal of a service or assistance animal:**

- Any member of the University community may submit a complaint about a service or assistance animal, identifying one or more concerns in the areas listed above.
- The University will investigate the situation. If the University determines that a violation of this policy occurred, the owner of the animal will be informed, and the University will take appropriate responsive measures. The University’s responsive measures will depend on the circumstances of the situation. Where reasonable, the University will work with the owner to resolve the situation in a way that allows the owner to continue to have the service or assistance of the animal or another animal. The University reserves the right to require an owner to remove the animal from University property.

Decisions made pursuant to this policy are reviewable by the Vice President of Student Affairs upon request by the affected person(s). The request for review should be made to the Vice President of Student Affairs within ten business days of the decision. Additionally, in appropriate cases, an appeal may be available through the University’s Grievance Procedure.

**ACKNOWLEDGMENT AND RELEASE OF INFORMATION CONSENT FORM**

By my signature below, I verify that I have read, understand and will abide by the guidelines outlined here and I agree to provide the additional information required to complete my Request for Reasonable Accommodation under St. Bonaventure University’s Service Animal, Emotional Support Animal, Pet Policy. I further give permission to the Director of Accessibility Services and Accommodations to disclose to others impacted by the presence of the animal (e.g., Residence Life Staff, potential and/or actual roommate(s)/neighbor(s)) that I will be living with an animal as an accommodation. I understand that this information will only be shared with the intent of preparing for the presence of the animal and/or resolving any potential issues associated with the presence of the animal.

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Resident Owner Signature Date

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Director of ASA Signature Date

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Residential Education Signature Date

St. Bonaventure University  
Office of Accessibility Services and Accommodations  
Consent to Release Confidential Information

The Office of Accessibility Services and Accommodations (ASA) is committed to protecting the privacy of each student. In the course of work with each student, however, it is sometimes necessary to discuss a student's situation with a professor, administrator, or staff member. By signing below, I freely consent and authorize ASA staff to release and exchange any pertinent information related to my disability and /or learning needs to St. Bonaventure University faculty, administration, and staff (listed below) as may be necessary or appropriate to provide me with services/accommodations. Disclosures of information will be restricted to what is necessary, relevant, and verifiable. This authorization is restricted as follows: this consent will be null and void at the conclusion of my enrollment at St. Bonaventure University, unless revoked **in writing** by me at an earlier time.

- Academic Faculty/Staff
- Academic Advisor(s)
- Vice Provost for Academic Affairs
- Center for Student Wellness Staff
- Student Affairs Staff
- Athletic Academic Support Staff
- Residence Life
- Facilities

I understand these professionals will maintain the confidentiality of this information and will not release it to any other person without consent.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

I also consent to the release and exchange of information between Accessibility Services and Accommodations staff and my parent(s) or guardian(s).

Parent(s) or Guardian(s) Name(s): \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Emotional Support Animal (ESA) Request Form**

***\*Please print legibly\****

Student's Name: \_\_\_\_\_ Date: \_\_\_\_\_ Bona ID# \_\_\_\_\_

Student's Phone Number: \_\_\_\_\_

Name of proposed ESA: \_\_\_\_\_ Type of animal: \_\_\_\_\_

Age of animal: \_\_\_\_\_ How long have you had the animal? \_\_\_\_\_

**Disability Information**

(A person with a disability is defined as someone who has "a physical or mental impairment that substantially limits one or more major life activities.")

What is your disability and how are you substantially limited by it?

Describe any treatment you have received for your disability? Do you require ongoing treatment?

How long have you been experiencing these challenges?

Does your disability impact you academically? If so, please describe.



**Information about the Proposed ESA**

Describe how having an ESA will provide you with equal access to university housing (e.g., what symptoms will be reduced)?

What evidence is there that an ESA has helped you in the past or currently?

**Importance of ESA on Your Well-Being**

Have you thought about the responsibilities associated with properly caring for an animal while engaged in typical college activities and residing in campus housing?

Explain how those responsibilities might exacerbate your symptoms.

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this completed form to:  
Accessibility Services and Accommodations  
100D Plassmann Hall  
PO Box 2479  
St. Bonaventure, NY 14778

# St. Bonaventure University

## REQUEST FOR INFORMATION Re: Emotional Support Animal

(The health care provider need not use this specific form, but all the information requested here is necessary for the institution to have in order to consider the request for an ESA; the form is provided as a convenience)

Student's Name: \_\_\_\_\_

Date: \_\_\_\_\_

### Proposed ESA:

Name: \_\_\_\_\_

Type of animal: \_\_\_\_\_

Age of animal: \_\_\_\_\_

The above-named student has indicated that you are the health care provider who has suggested that having an Emotional Support Animal (ESA) in the residence hall will have therapeutic benefit in alleviating one or more of the identified symptoms or effects of the student's mental health disability. Generally, we accept documentation from providers in the State of New York or the student's home state who have personal knowledge of the student, consistent with their professional obligations. Letters purchased from the internet for a set price rarely provide the information necessary to support an ESA request.

*The Federal Trade Commission (FTC) has been asked to investigate websites that purport to provide documentation from a health care provider in support of requests for an ESA. The websites in question offer for sale documentation that is not reliable for purposes of determining whether an individual has a disability or disability-related need for an ESA because the website operators and health care professionals who consult with them lack the personal knowledge that is necessary to make such determinations.*

**So that we may better evaluate the request for this accommodation, please answer the following questions:**

### Information About the Student's Disability

Federal law defines a person with a disability as someone who has "a physical or mental impairment that **substantially limits** one or more major life activities." That suggests that a diagnosis (label) does not necessarily equate with a disability (substantial limitation). What is the nature of the student's mental health impairment (that is, how is the student **substantially limited**?)

Does the student require ongoing treatment?

When did you first meet with the student regarding this mental health diagnosis? \_\_\_\_\_

When did you last interact with the student regarding this mental health diagnosis? \_\_\_\_\_

## **St. Bonaventure University**

### **REQUEST FOR INFORMATION**

**Re: Emotional Support Animal**

#### **Information About the Proposed ESA**

(Please note that there are some restrictions on the kind of animal that can be approved for the residence hall; it is possible the student may be approved for an ESA, based on the information you provide here, but may not be allowed to bring the specific animal named.)

Is the animal named here one that you specifically prescribed as part of treatment for the student, or is it a pet that you believe will have a beneficial effect for the student while in residence on campus?

What **specific** symptoms will be reduced by having the ESA, and how will those symptoms be mitigated by the presence of the ESA?

What evidence is there that an ESA has helped this student in the past or currently?

#### **Importance of ESA to Student's Well-Being**

In your opinion, how important is it for the student's well-being that the ESA be in residence on campus?

What consequences, in terms of disability symptomology, may result if the accommodation is not approved?

The student was provided a copy of the rules and regulations (Service, ESA, Pet Policy) surrounding the presence of an animal in residence in University housing. Has the student shared those restrictions with you?

Yes/No

**St. Bonaventure University**

**REQUEST FOR INFORMATION**

**Re: Emotional Support Animal**

Have you discussed the responsibilities associated with properly caring for an animal while engaged in typical college activities and residing in campus housing? Do you believe those responsibilities might exacerbate the student's symptoms in any way? (If you have not had this conversation with the student, we will discuss with the student at a later date.)

Thank you for taking the time to complete this form. If we need additional information, we may contact you at a later date. The named student has signed this form (below) indicating written permission to share additional information with us in support of the request.

We recognize that having an ESA in the residence hall can be a real benefit for someone with a significant mental health disorder, but the practical limitations of our housing arrangements make it necessary to carefully consider the impact of the request for an ESA on both the student and the campus community.

Please provide contact information, sign and date this questionnaire (below), and return it to

*Mail:*

Accessibility Services and  
Accommodations  
P.O. Box 2479  
St. Bonaventure, NY 14778

**OR**

Email: [aspencer@sbu.edu](mailto:aspencer@sbu.edu)

*Provider Contact information*

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

FAX and/or Email address: \_\_\_\_\_

Provider Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Type of License: \_\_\_\_\_ License #: \_\_\_\_\_

**STUDENT** (Please sign this form before providing it to your mental health provider to complete):

By signing below, I consent to allowing my health care provider to share any information relevant to my need for an ESA as an accommodation, as shown on this form with personnel from the ASA office for the next 60 days.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# St. Bonaventure University

## Roommate Approval Waiver

As a part of my request to have an emotional support animal (ESA) live with me on campus, I understand that I must receive and submit written approval of my roommate(s) (if applicable) to have the animal move into my room. If my roommate does not agree to this arrangement or demonstrates an allergy to my animal, I understand that I may need to work with the office of Residential Education to find a different housing accommodation should I receive approval.

Applicant Name (please print): \_\_\_\_\_

Applicant signature: \_\_\_\_\_

Date: \_\_\_\_\_

I understand that my roommate is pursuing a request to have an ESA that will live in our residence hall room/suite/apartment. I have discussed what this arrangement will entail with them and agree to have the animal move in to our room/suite/apartment upon their approval.

Roommate Name (please print): \_\_\_\_\_

Roommate Signature: \_\_\_\_\_

Date \_\_\_\_\_

Roommate Name (please print): \_\_\_\_\_

Roommate Signature: \_\_\_\_\_

Date \_\_\_\_\_

Roommate Name (please print): \_\_\_\_\_

Roommate Signature: \_\_\_\_\_

Date \_\_\_\_\_

Roommate Name (please print): \_\_\_\_\_

Roommate Signature: \_\_\_\_\_

Date \_\_\_\_\_

Roommate Name (please print): \_\_\_\_\_

Roommate Signature: \_\_\_\_\_

Date \_\_\_\_\_