

	Service Animal Revised 06/05, 03/06,03/11 September 2017	
Student Services	Administrative Policy & Procedure TBD	Page 1 of 5

1.0 Objective

Columbia Basin College (“CBC” or the “College”) complies with the spirit and letter of state and federal laws, regulations and executive orders pertaining to civil rights, equal opportunity and affirmative action, including the Americans with Disabilities Act (“ADA”), Section 504 of the Rehabilitation Act of 1973, and the Fair Housing Act. This policy is aligned with the College’s broader mission to provide meaningful employment and educational opportunities, and ensuring that students, employees, and visitors with disabilities can participate in and benefit from CBC services, programs, and activities.

CBC provides reasonable accommodations to individuals with disabilities whenever there is a disability-related need for the requested accommodation. A disability-related need for a requested accommodation exists when there is an identifiable relationship, or nexus, between the requested accommodation and the individual’s disability.

Service animals that meet the guidelines outlined below will be exempt from College policies that otherwise prohibit having animals of any type on College property. This policy addresses service animals and applies only to facilities owned by the College or under its control.

2.0 Definitions

- 2.1 Disability means physical or mental impairment that substantially limits one or more major life activities. 28 CFR § 35.104.
- 2.2 Service animal as defined by the ADA means: 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. The work or tasks performed by a service animal must be directly related to the handler’s disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The crime deterrent effects of an animal’s presence and the provision of emotional support, wellbeing, comfort or companionship do not constitute work or tasks for the purposes of this definition.
- 2.3 Handler means a qualified individual with a disability that a service animal assists as an accommodation.
- 2.4 Pet means an animal kept for ordinary use and companionship. A pet is not considered a service animal and is not covered by this Policy or permitted on College premises.

3.0 Accommodation

- 3.1 If the disability which requires the use of a service animal is not readily apparent CBC staff is permitted to ask the following:
 - 3.1.1 Is the animal a service animal required because of a disability, and
 - 3.1.2 What work or task has the animal been trained to provide?
- 3.2 CBC staff will not require documentation or demonstration to prove that the service animal has been certified, trained or licensed as a service animal.
- 3.3 Students who would like to register as a student with a disability or request a reasonable accommodation should contact the Resource Center Disability Services (“Resource Center”)

CBC Resource Center
Physical Address: T-Building, Room TD 403
Mailing Address: 2600 North 20th Avenue, MS-S3
Pasco, WA 99301-3379
Email: rcdesk@columbiabasin.edu
Webpage: <http://www.columbiabasin.edu/index.aspx?page=95>
Phone: (509) 542-4412 or ext. 2252

- 3.4 The Resource Center will assist the student by providing advance notice to College personnel, such as faculty, advisors, and Campus Security.
- 3.5 Employees may request disability accommodations pursuant to the College’s Reasonable Accommodation and Return to Work Policy which can be located at: <http://www.columbiabasin.edu/modules/showdocument.aspx?documentid=631>. The ADA Coordinator will evaluate the disability and make any appropriate recommendations.

Camilla Glatt
ADA/EEO Coordinator
Physical Address: A Building
Mailing Address: 2600 North 20th Avenue, MS-A2
Pasco, WA 99301-3379
Phone: (509) 542-5548

- 3.6 Visitors (excluding student, faculty, staff and employees) to the College who require the use of a service animal are not required to provide advance notice to anyone on campus prior to their visit but should contact the event planner to request any needed accommodations.

4.0 Handler’s Responsibilities

- 4.1 Control: The care and supervision of a service animal is the responsibility of the handler. The handler must maintain control of the animal at all times. The ADA also provides that 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 handler must maintain control of the animal through voice, signal, or other effective controls.

- 4.2 Cleanliness: The service animal must be housebroken and the handler is responsible for ensuring the clean-up of all animal waste in a safe and sanitary manner. If the handler is unable to collect and properly dispose of animal waste, an alternative person must be identified by the handler for this service. The College is not responsible for this service.
- 4.3 Health: The service animal must be in good health and have current vaccinations and immunizations against disease such as the general maintenance vaccine series, which includes rabies, distemper, and parvovirus. The service animal must wear a rabies vaccination tag and license in accordance with city and county regulations. It is the handler's responsibility to know and understand applicable animal control ordinances, laws, and regulations.
- 4.4 Damage or Injury: The handler is personally responsible for any injuries and/or damage caused by the service animal.

5.0 CBC's Responsibilities

- 5.1 Open access. Allow a service animal to accompany its handler at all times and everywhere on campus, except where service animals are specifically prohibited due to health, environmental, or safety hazards (e.g., food preparation areas, medically sensitive patient and clinic areas, etc.).
- 5.2 Do Not Distract or Disturb. Service animals are work animals providing a needed service. Do not pet, feed, distract or deliberately startle a service animal.
- 5.3 Control. Immediately report any disruptive behavior such as excessive barking, being out of control, disrupting the activities of students, faculty or staff to Campus Safety & Security ("Campus Security") at 542-4777, ext. 7777.
- 5.4 Cleanliness and health. Immediately report violations of this Policy regarding cleanliness, mistreatment or abuse of a service animal to Campus Security.
- 5.5 Damage. Contact Campus Security if an animal causes injury to students, employees or members of the public.
- 5.6 Questions. Direct questions regarding
 - 5.6.1 students and their use of service animals to the Resource Center at 542-2252, ext. 2252, or
 - 5.6.2 employees and their use of service animals to the ADA Coordinator at 542-5548.
- 5.7 Campus Security.
 - 5.7.1 If necessary, Campus Security will escort the handler and service animal off campus and may prohibit the handler from bringing the service animal to the College until any issues which violate this policy are remedied. No attempt should be made to separate a handler from the service animal.
 - 5.7.2

6.0 Exclusion or Removal

- 6.1 A service animal may be excluded if it would fundamentally alter the nature of CBC programs, services or activities or if accommodating the animal would impose an undue financial and/or administrative burden.
- 6.2 The handler may be required to remove the animal from CBC premises for any one of the following reasons based on the behavior of the particular animal:
 - 6.2.1 Lack of Control: A handler may be directed to remove an animal that is out of control if the handler does not take effective action to control it.
 - 6.2.2 Lack of Cleanliness and Health: A handler may be directed to remove an animal that is not housebroken, is not vaccinated as required by local ordinances, or if the handler fails to collect and properly dispose of the animal's waste.
 - 6.2.3 Threat to the Health and Safety, Property or College Work: The College retains the right to remove or suspend the service animal from the grounds and/or facilities if it is a direct threat to the health or safety of others, if the animal causes substantial damage to the property of others, or if the service animal substantially interferes with the work of the College.
- 6.3 If a service animal is excluded or removed from CBC premises, CBC will work with the handler to determine reasonable alternative opportunities to participate in the service, program, or activity without having the service animal on the premises.

7.0 Conflicting Disabilities

An individual with a disabling condition that involves an allergic reaction to the service animal, should contact the Resource Center (students) or the ADA Coordinator (employees) to request accommodations. The needs of both the individual with the service animal and the individual with the allergy will be addressed to resolve the conflict as efficiently and expeditiously as possible.

8.0 Grievance

- 8.1 Discrimination Grievance. Any student, applicant, employee, or visitor who believes they have been the subject of discrimination based on disability protected class status may file a grievance with the ADA/EEO Coordinator according to the procedures set forth in CBC's Non-Discrimination & Harassment Policy and Grievance Procedure located on the CBC website at <http://www.columbiabasin.edu/modules/showdocument.aspx?documentid=628>.
- 8.2 Other Discrimination Complaint Resources. Discrimination complaints may also be filed with the following federal and state agencies:
 - 8.2.1 Washington State Human Rights Commission: <http://www.hum.wa.gov/index.html>
 - 8.2.2 US Department of Education Office for Civil Rights: <http://www2.ed.gov/about/offices/list/ocr/index.html>
 - 8.2.3 Equal Employment Opportunity Commission: <http://www.eeoc.gov/>

9.0 Confidentiality and Recordkeeping

- 9.1 In processing requests for reasonable accommodations, CBC will take all steps required by federal, state, and/or local law to protect the confidentiality of any information or documentation disclosed in connection with disability accommodation requests. Any information or documentation regarding a student's or employee's disability is confidential and access to the information and documentation is limited to individuals specifically designated to determine and implement the request for reasonable accommodations. These individuals will disclose the information only to the extent necessary to determine whether to grant the request, determine if the request is unreasonable, and implement any request granted.
- 9.2 All written requests and accompanying documentation will be kept in a secure area to which only those designated individuals have access, except as otherwise required by law.
- 9.3 In responding to inquiries regarding the presence of the animal on the College premises, CBC may acknowledge the presence of the service animal and explain that a service animal may be permitted as a reasonable accommodation.

10.0 Non-retaliation

CBC will not retaliate against any individual because that individual has requested or received a reasonable accommodation in campus housing.

11.0 Contacts

- 11.1 Resource Center, T Building, (509) 542-4412 or ext. 2252
- 11.2 Residence Life, Skyhawk Hall, (509) 542-4803
- 11.3 Campus Safety & Security, V Building, (509) 542-4777, ext. 7777
- 11.4 ADA Coordinator, Human Resources Office, (509) 542-5548
- 11.5 Office of the Vice President of Student Services, (509) 542-4761