



Emotional Support Animal Policy and Agreement

Carroll University recognizes the importance of “Service Animals” as defined by the Americans with Disabilities Act Amendments Act (ADAAA), and of Emotional Support Animals (ESAs), supported by the Fair Housing Act. The 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. Carroll University is also committed to allowing ESAs, necessary to provide individuals with documented mental health disabilities an equal opportunity to use and enjoy University housing. This policy explains the specific requirements applicable to an individual’s use of an ESA in University housing. Carroll University reserves the right to amend this policy as circumstances require. This policy applies solely to ESAs that may be necessary in University housing. It does not apply to “service animals” as defined by the ADAAA, and whose presence on campus is explained in the Carroll University Service Animal Policy.

Although it is the policy of Carroll University that individuals are generally prohibited from having animals of any type in University housing, Carroll University will consider a request by an individual with a documented disability for reasonable accommodation from this prohibition to allow an ESA that is reasonable and necessary because of a mental health disability. However, no ESA may be kept in University housing at any time prior to the individual receiving approval as a reasonable accommodation pursuant to this policy. Please note that ESA approvals may take up to a semester, and no ESA may be kept in University housing at any time prior to the individual receiving approval as a reasonable accommodation. Students should not obtain an animal with the assumption that an approval will be made. Any requests for animals in residence that are neither service animals nor ESAs should be directed to Student Accessibility Services.

Definition: Emotional Support Animal (ESA)

An Emotional Support Animal (ESA) is an animal that provides therapeutic emotional support for an individual with a diagnosed mental health disability and is prescribed as part of on-going treatment. Unlike service animals that are trained to perform specific tasks that are important to the independence or safety of their disabled handler, ESAs are generally not trained to perform disability-specific tasks. Their therapeutic support is a function of their presence and interaction with the person with a mental health disability. ESAs are not pets, but they typically are animals commonly kept in households as pets. An ESA may be a dog, cat, small bird, rabbit, hamster, gerbil, fish, turtle, or other



small, domesticated animal that is traditionally kept in the home for pleasure. Under recent guidance from The U.S. Department of Housing and Urban Development (HUD), reptiles (other than turtles), barnyard animals, monkeys, and other non-domesticated animals are not considered common household animals. Exceptions to these guidelines regarding animals serving as ESAs will be considered on a case-by-case basis.

The question in determining if an ESA will be allowed in University housing is whether the ESA is necessary, because of the individual's disability, to afford the individual an equal opportunity to use and enjoy University housing, and its presence in University housing is reasonable. However, even if the individual with a disability establishes necessity for an ESA and it is allowed in University housing, animals approved as ESAs are not permitted in other areas of the University (e.g. dining facilities, libraries, academic buildings, athletic buildings and facilities, classrooms, labs, individual centers, etc.).

Procedure for Requesting an ESA

Students wishing to request an ESA at Carroll must work directly with Student Accessibility Services to complete the following steps **before** bringing an animal to campus:

1. Students complete an [Online Accommodation Request Form](#) through the office's database.
 - a. If the student already receives other housing and/or academic accommodations through Student Accessibility Services, they should contact the office at 262-524-7616 or sas@carrollu.edu to determine next steps.
2. Students are required to meet with their assigned advisor through Student Accessibility Services to discuss the request in detail.
3. Students must submit appropriate medical documentation from a qualified provider confirming the animal is prescribed as part of on-going mental health treatment.
 - a. Documentation obtained from the internet, such as website certificates, registrations, or licensing, will not be accepted.
 - b. Student Accessibility Services reserves the right to contact the provider listed on the documentation supplied by the student if there are questions about the legitimacy of the paperwork.
4. Unless written permission is provided by SAS, approved animals will require additional documentation such as proof of a [Waukesha license](#), current vet records demonstrating a certificate of health, and/or proof of vaccination.
 - a. Dogs must be at least 18 weeks old and cats must be at least 20 weeks old.

Student Accessibility Services

sas@carrollu.edu

262-524-7616



5. Upon approval, students must complete Carroll University's [Animal Registration Form](#) to provide emergency contact information for their ESA.
 - a. The emergency contact must reside outside of campus.
6. Students will meet with the Area Director assigned to their residence hall and sign Carroll's [Carroll University Approved Animal Housing Agreement](#) on a yearly basis.
7. If applicable, the approved student's roommate(s) will complete the [ESA Community Agreement](#).

Reasonable Accommodation Determination

The following factors will be considered by the University in determining if the requested animal is approved as an ESA:

1. A need for the animal is directly related to one's disability.
2. The animal is necessary to provide a student with a documented disability an equal opportunity to use and enjoy University Housing.
3. The animal will not fundamentally alter the University Housing program.
4. The animal will not pose an undue burden to University Housing.
5. The animal will not pose a direct threat to the health or safety of others, including other animals, roommates and other residents.
6. The animal will not cause substantial damage to the property of University Housing or others.
7. While every request will receive an individualized review, animals not commonly kept in households and/or typically eating live or frozen animals or insects will require extensive analysis, and the requester has the substantial burden of demonstrating a disability-related therapeutic need for the specific type of animal. Documentation from a health care professional confirming the need for that specific animal may be requested.
8. The size of the animal and the cage/crate is appropriate for the assigned University Housing space.
9. The animal's presence will not violate other individuals' right to peaceful and quiet enjoyment of University Housing.
10. The animal is housebroken and able to live with others in a reasonable manner.

ESA Expectations

After final approval by Student Accessibility Services, the resident is responsible for:



1. Maintaining full control of the ESA at all times, including crating, kenneling, or caging when the ESA is unattended.
2. Ensuring the ESA does not disturb, annoy, or interfere with routine activities of the dwelling or cause difficulties for other roommates or residents.
3. Containing the ESA in their dwelling.
4. Leashing, caging, or crating the ESA when taking the ESA outside of their room.
5. Maintaining a clean and healthy living environment including, but not limited to, waste disposal, property damage, pest control, non-standard cleaning, and any other health or safety issues.
6. Providing appropriate food, water, and shelter for the animal at all times, including weekends and university breaks.
7. Ensuring proper cleanup (e.g., no disposing of waste in the bathroom or internal trash cans) of all ESA waste, both indoors and outdoors, in a timely and effective manner.
8. Appropriately caring for and supervising the ESA to ensure it is not abused or neglected.
9. Ensuring the ESA is not left unattended overnight. The ESA must be taken with the resident or be cared for off-campus.
10. An ESA may not become the responsibility of another university resident, including roommates (if applicable).
11. Staying current with all animal health and vaccination requirements as recommended by a licensed veterinarian.
12. Informing Student Accessibility Services if there is a change in disability symptomology, or if there is a change in the ESA or species of the ESA, which will lead to a new accommodation request.
13. Communicating with University Housing if the ESA is no longer in residence.

Removal of an ESA

The student may be required to remove an ESA from University Housing at any time for the following reasons:

1. There are any violations of resident responsibilities.
2. The animal poses a direct threat to the health or safety of other animals or humans.
3. Any other situations that arise in which the ESA fundamentally alters the university environment or poses an undue administrative burden to the university.



The removal of an ESA from University Housing does not alter the student's obligation to fulfill their housing contract or lease.

Roommate Conflicts

When the initial approval or presence of an ESA results in conflict between residents, the following applies:

1. Where the roommate of a resident with an ESA has a physical or mental health condition that meets the definition of a disability under federal law, University Housing may move either resident to a different location based on space availability.
2. When the roommate of a resident with an ESA does not have a physical or mental health condition that meets the definition of a disability under federal law, University Housing will, to the greatest extent feasible, move the roommate to a different location based on space availability.

Appeal Rights

If a student is denied their ESA request, the student has the right to appeal the decision. Students are encouraged to first meet with the Director of Student Accessibility Services to review the denial. The University has an obligation to provide reasonable and appropriate accommodations to ensure that otherwise qualified students with disabilities have access to all University functions; however, if the University can provide an accommodation that is equally as effective as the one requested, the University is not required to provide the requested accommodation.

Students looking to appeal an ESA denial may submit a written appeal to the Vice President of Student Life within ten days of the original denial. The written appeal should include a clear description of the reasons for the appeal and any supporting information. The Vice President will review the appeal and may solicit additional information from appropriate staff members. The Vice President may affirm, modify, or reverse the decision or, at their discretion, refer the matter to Student Accessibility Services for further review and decision. The Vice President will be responsible for generating a written decision within 30 days of receipt of the student's appeal. The Vice President's decision is the final decision of the University.



The University reserves the right to modify this policy as needed. For additional information concerning ESA's or other accommodations and services, please contact Student Accessibility Services at 262-524-7616 or sas@carrollu.edu.

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