

Northern Arizona University Service Animal Guidelines

Northern Arizona University provides reasonable accommodation pursuant to the American's With Disabilities Act and other relevant laws. These guidelines provide information regarding the accommodation process for individuals using service animals.

Responsible Departments:

Members of the public/visitors: The accommodation process for members of the public and visitors to campus is handled by the Office of Affirmative Action and Equal Opportunity, P.O. Box 4083, Flagstaff, AZ 86011-4083, Voice (928) 523-7855, TTY (928) 523-1006, FAX (928) 523-9977, Old Main, Room 112.

Students: The accommodation process for students is handled by the Office of Disability Resources Disability Resources, P.O. Box 5633, Flagstaff, AZ 86011-5633, Voice (928) 523-8773, TTY (928) 523-6906, FAX (928) 523-8747 Ponderosa Building No. 92.

Employees, including faculty: The accommodation process for employees, including faculty, is handled by the Office of Affirmative Action and Equal Opportunity, P.O. Box 4083, Flagstaff, AZ 86011-4083, Voice (928) 523-7855, TTY (928) 523-1006, FAX (928) 523-9977, Old Main, Room 112.

Definitions:

Service animal: Any guide dog, signal dog or other animal individually trained to do work or perform tasks for the benefit of a person with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals who are hearing impaired to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Disability: a physical or mental impairment that substantially limits one or more of the major life activities of a person.

Process:

Short term visitors and members of the public:

The university acknowledges that short term visitors to the university and members of the public, for example, an individual attending an event or using the library, are usually not in a position to request formal accommodation or provide documentation regarding the need for a service animal. Therefore, short term visitors to the university usually should not be asked to document a disability or to document the training of the service animal. Questions or concerns regarding the appropriateness of a service animal being on university property are to be brought

to the attention of the Office of Affirmative Action and Equal Opportunity. After hours, questions and concerns may be brought to the NAU Police Department.

Students:

As with any other accommodation, admitted university students who use a service animal on campus are required to register with Disability Resources and engage in an interactive accommodation process, which may require certain documentation.

Employees:

As with any other accommodation, university employees who use a service animal on campus are required to register with the Office of Affirmative Action and Equal Opportunity and engage in an interactive accommodation process, which may require certain documentation.

Disputes:

Anyone dissatisfied with the accommodation process has the following internal remedies:

Students: A student may file a complaint pursuant to the Disability Resources Complaint Process at <http://www4.nau.edu/dr/assets/docs/complaint-process.pdf>

Members of the public/visitors: Members of the public and visitors to campus may file a complaint pursuant to the Safe Working and Learning Environment Policy at <http://home.nau.edu/diversity/>

Employees, including faculty: Employees may file a complaint pursuant to the Safe Working and Learning Environment Policy at <http://home.nau.edu/diversity/>

General Requirements for Individuals Using Service Animals on University Property:

These are general requirements for the use of service animals on university property. Except for licensing and vaccination requirements, the university will make reasonable accommodation for individuals who are not able to comply with these requirements due to a disability.

1. A service animal will be permitted to accompany a person with a disability unless
 - a. The animal poses a direct threat to the health or safety of others.
 - b. The animal fundamentally alters the nature of the place, services or activities.
 - c. The animal poses an undue burden.

- d. The animal is unruly or disruptive.
 - e. Except in an immediate safety situation, Disability Resources or the Office of Affirmative Action and Equal Opportunity should be contacted prior to excluding a service animal.
2. The animal must be immunized in accordance with the county and/or city requirements where the animal is being brought on university property.
 3. The animal must be licensed in accordance with the county and/or city requirements where the animal is being used, and must display the license as required by that county or city.
 4. The user must be in control of the animal at all times while on university property.
 5. The care and control of the animal is solely the responsibility of its user.
 6. The user must clean up the animal's waste.
 7. The user is responsible for damage caused by the animal.