



Service and Support Animals

Colorado Christian University

CCU is committed to provide a safe learning, working and living environment for its students, faculty/staff and visitors. As part of this commitment, the presence of animals on campus is limited. Pets are allowed on campus only if they are restrained by a leash and controlled by their owner. No pet, except for fish in 25-gallon or less fish tanks, is allowed in University Housing. At no time are animals allowed in classrooms, events, chapel, cafeteria, or any other CCU facility. Exceptions to this policy can be made when assisting a person with a disability as described in this policy.

Definitions

Service Animals – A service animal refers to any dog 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 person's disability, including, but not limited to:

- Assisting individuals with low vision or blindness
- Alerting individuals who are deaf or hard of hearing
- Pulling a wheelchair or stabilizing a person's gait
- Retrieving items such as medicine, food, or a telephone
- Recognizing and assisting a person having a seizure
- Informing individuals who may be experiencing flashbacks of emotional trauma

Service animals may accompany students, employees or the general public throughout campus. When a person's disability is obvious, CCU does not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Individuals accompanied by a service animal on campus who do not need any other disability-related accommodations are not required to register with Disability Services in the Life Direction Center.

When it is not obvious that a dog is a service animal, it is recommended that students make an appointment with Disability Services to assist in easing your service animal's transition to campus. Employees should contact the Disability Service Coordinator to go through the accommodation process.

CCU recommends service animals be identifiable by wearing a vest or harness. Service animals must be housebroken (i.e., trained so that it controls its waste elimination, absent illness or accident) and must be kept under control by voice, signals, or other effective means. Service animals must not be disruptive or active in any classroom situation.



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CCU will assess requests for the use of miniature horses by people with disabilities on a case-by-case basis. Requests should be submitted to Disability Services, consistent with applicable laws, CCU may make modifications to its policies to permit their use if they have been individually trained to do work or perform tasks for the benefit of a person with a disability.

Colorado law allows dogs on campus who are being trained specifically as service animals for individuals with disabilities.

Assistance animals do not qualify as service animals.

Assistance Animals (Emotional Support) – An assistance animal provides emotional or other support that minimizes one or more identified symptoms or effects of a person's disability. This group includes therapy animals, emotional support, or comfort animals. Unlike service animals, assistance animals are not required to be trained to perform work or tasks, and they include species other than dogs and miniature horses.

Assistance animals are not allowed to accompany persons with disabilities in any academic or public areas of campus including spaces within the residences halls or apartments, including but not limited to pods, stairwells, etc. In some instances, students with disabilities may be allowed to have an assistance animal within campus housing facilities with prior approval. See contact information below.

In order for an accompanying assistants animal (not service animal) to be considered a reasonable accommodation, sufficient documentation meeting the requirements of current HUD/Fair Housing regulations must be provided. These include the following:

- The existence of a disability
- A relationship between the disability and relief the animal provides.
- A showing of necessity in order for the resident to use and enjoy an on-campus residence.

Individuals Using Service/Assistance Animals

Students with disabilities that wish to bring service/assistant animals onto campus are encouraged to fill out the accommodation application form at:

<http://www.ccu.edu/lifedirections/disabilityservices/accommodations/>

Students with disabilities that are planning on having their service/assistant animal in the residence halls must fill out a Service/Assistance Animal Form located at the same link mention above.



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Individuals with disabilities are responsible for the cost, care, and supervision of their service or assistance animals, including:

- compliance with any laws pertaining to animal licensing, vaccination, and owner identification;
- keeping the animal under control at all times; and
- feeding and walking the animal and disposing of animal waste.

Service and Assistant animals may not be left alone for extended periods in resident's room or apartment. In the event that an emotional support animal is left alone in a room or apartment for longer than a reasonable time, and is not being attended to as needed (food, time outside, allowed to create a disturbance, etc.), Residence Life will contact the resident or their emergency contact to remove the emotional support animal. If this is not successful, CCU may notify the City of Lakewood Animal Services Department and shall have the right to have the emotional support animal removed. Such action may be taken by Residence Life without liability.

Any cost of removing the emotional support animal if the resident is not present, and prior arrangements have not been made by the resident for the emotional support animal to be removed or cared for, shall be the responsibility of the resident. CCU will not require any surcharges or fees related to service/assistance animals. Individuals may be charged for damage caused by any animal.

Individuals with disabilities who are accompanied by service/assistance animals must comply with the same university rules regarding noise, safety, disruption, and cleanliness as people without disabilities.

All persons shall promptly comply with any university directive to remove their animal from an area in which it was previously authorized if:

- it is out of control and effective action is not taken to control it; this includes no barking, whining, scratching, chewing or aggression; or
- it is not housebroken; or
- it disturbs, annoys, or causes nuisances to other members of the community. Resident is responsible for any odors, noise, damage or other conduct of his or her service/assistance animal that disturbs others or damages he premises; or
- it is not in good health. The resident will provide verification of all veterinarian recommended vaccinations as well as proof of absences of communicable diseases, fleas, and parasites (annually and as needed thereafter); or
- it interferes with the reasonable enjoyment of people sharing the space (eg. Allergies, phobias, religious preferences, and need for quiet).



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Guidelines for CCU Community Members

To ensure equal access and nondiscrimination of individuals with disabilities, members of the CCU community must abide by the following practices:

- Allow service animals to accompany people with disabilities on campus;
- Do not ask for details about a person's disabilities;
- Do not pet, interact, or feed a service animal, as it distracts the animal from its work;
- Do not deliberately startle, tease, or taunt a service animal; and
- Do not separate or attempt to separate a person from his/her service animal.
- Provide individuals with service animals with the right of way with respect to bicycles and skateboarders.

When it is not obvious a dog is a service animal, the following inquiries are permitted:

1. Is the dog required because of a disability?
2. What work or task has the dog been trained to perform?

CCU Contact Information

CCU is committed to ensuring that the needs of all people with disabilities are met and will determine how to resolve any conflicts or problems as expeditiously as possible



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Students

Life Direction Center

303-963-3010

accommodations@ccu.edu

Animals in University Housing

Residence Life Office

303-963-3460

jdibendetto@ccu.edu

Faculty/Staff

Human Resources

303-963-3274

hrmailbox@ccu.edu

Legal References

The Americans with Disabilities Act

Fair Housing Act

Section 504 of the Rehabilitation Act

Colorado Revised Statutes

Service and Emotional Support Animal Procedure

After the Life Directions Center (LDC) has approved the accommodation of a maximum of one Service or Emotional Support Animal, the student is responsible for submitting the approved Service and Emotional Support Animal Procedure Acknowledgement and Information Form with all required signatures to the Director of Residence Life (DRL) along with any other required documentation and payments for final approval.

No animal will be permitted in University housing that:

- Is not approved by LDC and DRL
- Poses a direct threat to the health or safety of others as determined by the Vice President for Student Life and Enrollment or his appointee
- Would cause substantial physical damage to the property of the University and other residents
- Would pose an undue financial and administrative burden to the University
- Would fundamentally alter the nature of the University's housing operations
- Weighs more than 50 pounds at maturity

Standards for Approved Service or Emotional Support Animals



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All approved service or assistance animals must comply with applicable federal, state, and local laws regarding animals; and their treatment and care must also meet the following standards:

Dogs and Domestic Cats:

- Must have all required immunizations that are up-to-date; a copy of the current immunizations must be on file with the LDC. Must be licensed, and a copy of the license must be on file with the LDC.
- Must be spayed or neutered. A copy of the veterinarian's report must be on file with the LDC.
- All cats must be declawed. No animal specific furniture other than a kennel is permitted.
- No animals are permitted on university owned furniture, cabinets or countertops.
- Must wear collars and tags (ID and proof of immunization) at all times. The dog or cat must be kept on a leash at all times when outside the residence hall apartment. Service and support animals must never be allowed to run freely.
- Must possess friendly and sociable characteristics. A specific animal can be restricted from the premises by the DRL, based on any reported threatening or territorial behavior. Dog obedience and training programs are highly recommended.
- Due to the nature of community living expectations, the comfort animal must be a diurnal species.
- CCU reserves the right to determine the residence hall and the location within the residence hall for any service or emotional support animal in order to provide the least disruption to other students.
- The following breeds of dogs used as emotional support animals on this non-exhaustive list are prohibited from all University-owned property: Pit Bulls, Rottweilers, German Shepherds, Doberman Pinschers, any hybrids that are mixed with the aforementioned breeds, non-domesticated animals, and pets with a history of aggressive behavior. (Note: this prohibited list is based on in-depth research conducted by the Center for Disease Control, the Humane Society of the United States, and the American Veterinary Medical Association.)

Any Other Animal

- Will be considered on a case-by-case basis. Animals such as poisonous reptiles, constricting snakes, and other potentially dangerous or aggressive animals are prohibited from all University-controlled property at all times.

Standards of Behavior by Animal and Animal Owner

Health, sanitary, safety, and disruptive standards must be maintained as follows:

- Animals require daily food and attention, as well as a daily assessment of their general health, behavior, and overall welfare. CCU requires humane treatment of the animal. The animal shall be fed and provided water in the owner's room, on an impervious surface provided by the owner.
- Prior to occupancy, the owner shall provide an ESA deposit of \$1,000, to be refunded upon successful move out at the conclusion of occupancy. This deposit does not limit the damages that may be caused by the ESA or owner.
- Animals cannot be left unattended overnight at any time. If the owner must be away, he/she must either take the animal (if it is a service animal) or make arrangements for them to be cared for off campus. When the owner is not present in the room, the animal is to be placed in a kennel in the



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owner's room. The kennel must be approved by the DRL staff, and stored on an impervious surface provided by the owner.

- Food and medicine for the animal must be stored in an airtight sealed container and may not be stored in the apartment refrigerator.
- Emotional support animals must not be taken into the residence hall (other than the owner's place of residence) or offices, administrative offices, classrooms, libraries, buildings on campus, common spaces, academic spaces, or student living areas. Emotional support animals may not be taken on trips such as retreats.
- Animal feces, defined as any solid animal waste or cat litter box contents, must be disposed of properly. It is the owner's responsibility to remove feces from University grounds, dispose of it in a plastic bag, and then place that bag in the outdoor garbage dumpsters. Cleanup must occur IMMEDIATELY. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside any building at CCU. Waste MUST be taken to any apartment outside dumpster or waste bin for disposal. Any damage to any facility as a result of improper disposal of animal waste is the sole responsibility of the pet owner.
- Residents with cats must properly maintain litter boxes. In consideration of the health of the cat and occupants of the residence hall room or apartment, cat litter box contents must be disposed of properly and regularly. The litter box must be changed with new cat litter regularly as outlined by the manufacturer. "Automatic or self-cleaning" litter boxes are not permitted.
- Animal urine, feces, or other bodily fluids within the residence hall room or apartment must be immediately cleaned up using appropriate cleaning products, provided by the owner. The owner must also notify DRL staff and the facilities maintenance staff when this occurs.
- Regular and routine cleaning of floors, kennels, cages, and litter boxes must occur. The odor of an animal emanating from the residence hall room or apartment is not acceptable. (See Cleaning Section below.)
- Animal owners may take some precautionary measures such as: flea medications prescribed by veterinarians, flea and tick collars, taking your animal to the veterinarian for flea and tick baths; however, University staff may not use chemical agents and insecticides to exterminate fleas and ticks. Because not all of the precautions listed here can prevent flea and tick infestations, the owner is responsible for extermination costs after vacating the residence hall room or apartment. Any flea infestation must be attended to promptly by a professional extermination company at the owner's expense. Owners are expected to promptly notify Facilities staff, who will then arrange for any necessary cleaning and/or extermination services. CCU will then bill the owner for the expense of the cleaning and/or extermination services.
- Animals must not be allowed to disrupt others (e.g., barking continuously, growling, yowling, meowing howling, etc.). Animals that constitute a threat or nuisance to staff, residents, or property, as determined by the DRL, must be removed within 24 hours of notification. If the CCU Security Department determines that the animal poses an immediate threat, municipal Animal Control may be summoned to remove the animal at the owner's expense. If the behavior of an animal can be addressed by the owner and the owner can change the behavior of an animal so that the pet does not have to be removed, a written action plan must be submitted to DRL by the owner. The action plan must outline the action that will take place to change the behavior, and provide a date by which the plan will be completed and behavior changed. Any action plan must meet the approval of the DRL. During the time the action plan is submitted and awaiting decision, the animal must be removed from University property. The day after the deadline for removal from the apartment, University staff will do a residence hall room or apartment inspection to check damages and infestation; then the mandatory cleaning and



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extermination of the room or apartment will be scheduled. Any animal owner found not adhering to the removal directive will be subject to disciplinary action, which may result in a loss of on-campus housing.

- The animal must not be bathed in an on-campus facility. The owner must make arrangements for professional grooming for the animal at an off-campus location.
- An animal must not be involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior.
- The animal owner will take all reasonable precautions to protect University staff, residents, and guests, as well as the property of the University and of the residents.
- The owner will notify the LDC and DRL immediately if the animal has escaped its confines and is unable to be located. CCU has no responsibility for the re-capture of the animal, nor for anything that may happen to the animal in such instance.
- All liability for the actions of the animal (bites, scratches, property damage, or destruction, etc.) is the responsibility of the owner. Upon check-out, the owner must take the animal with him/her. If the owner finds that he/she can no longer care for the animal, the owner should contact DRL for assistance.

Violations concerning any of the aforementioned may result in the resident finding alternative off-campus housing for the animal and, as warranted, may also result in a loss of on-campus housing for the resident and disciplinary action.

Cleaning and Damages

- Proof of renter's or home owner's liability insurance (minimum \$300,000 umbrella policy) to cover any damage caused by the service or support animal must be submitted each semester with the acknowledgement and information form.
- When the resident moves out of his/her residence hall room or apartment, or no longer owns the animal, the residence hall room or apartment will be assessed to determine if damage to University property can be attributed to the animal. The Director of Residence Life reserves the right to conduct residence hall room or apartment inspections at any time for the purpose of assessing damage caused by the animal or otherwise determine the resident's compliance with this procedure.
- The animal owner has an obligation to make sure that the residence hall room or apartment is as clean as the original standard. If the apartment or room has carpeting, this also includes regular vacuuming and spot cleaning. Damages caused by the animal that result in extraordinary cleaning are the responsibility of the resident. Replacement or repair of damaged items will be the financial responsibility of the owner.
- Any roommates must agree in writing to be co-occupants with the animal, and agree to hold CCU harmless for any allergic reactions, injuries, damages to property or any other adverse consequences or sharing an apartment with the animal.
- CCU has no responsibility to provide the special accommodations necessary for the proper care and support of the animal, including but not limited to dog runs, watering receptacles, dog doors, impervious surfaces, litter boxes or food.
- Owner agrees to indemnify and hold harmless CCU, its officers, employees, contractors and agents with respect to the safety, health, injury or death of the animal, regardless of the cause thereof, including but not limited to the negligence of CCU, its officers, employees agents or contractors.



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**Life Directions Center
Service and Assistance Animal Procedure
Acknowledgement and Information Form**

This form must be submitted **and approved prior to the animal occupying the assigned space.** (It typically takes 30 days to receive approval.)

Resident Name

Animal Type

Animal's Breed

Animal's Name

Most Recent Rabies Vaccination Date:

(Record must be attached)

Spayed or Neutered Date:

(Record must be attached)

Proof of Liability Insurance:

(Record must be attached)

I acknowledge having read the *Service and Assistance Animal Procedure* and agree to abide by its terms and conditions.

Signature of Resident

Date

Printed Name

CCU ID

Room/Apt #

Signature of Director of the Life Directions Center

Date

Signature of Director of Residence Life

Date