



American  
Jewish  
University

Policy on  
Accommodations for  
Persons with Disabilities

December 2024

**AMERICAN JEWISH UNIVERSITY**  
**POLICY ON ACCOMMODATIONS FOR PERSONS WITH DISABILITIES**

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## **1. Notice of Nondiscrimination**

In accordance with Section 504 of the Rehabilitation Act of 1973 (“Section 504”), the Americans with Disabilities Act of 1990 (“ADA”), the California Fair Employment and Housing Act (“FEHA”), other applicable federal, state, and local statutes, and American Jewish University (“AJU” or “University”) [Policy on Prohibition of Unlawful Discrimination, Harassment, and Retaliation](#) (“Anti-DHR Policy”), AJU does not discriminate on the basis of physical or mental Disability. Retaliation for participating in University procedures related to requests for Reasonable Accommodations and/or complaints of discrimination or harassment is also prohibited.

## **2. Introduction**

The purpose of the Policy on Accommodations for Persons with Disabilities (“Disability Accommodations Policy”) is to communicate the University’s commitment to providing access to programs and activities, campuses, facilities, services, employment opportunities, and employment privileges and benefits for persons with disabilities.

This document provides guidance to the AJU community regarding their rights to request for Disability-related accommodations under ADA, Section 504, FEHA, and other applicable federal, state, and local statutes, and the University’s responsibilities. This document also refers students, staff, and visitors to the appropriate accommodations request process including the applicable resolution process for complaints or grievances.

The Disability Accommodations Policy is effective December 9, 2024, and is not retroactive. The University may revise the Disability Accommodations Policy and associated accommodations procedures from time to time.

## **3. Scope of Policy and Jurisdiction**

The Disability Accommodations Policy covers admission, access, and treatment in all University programs and activities, campuses, facilities, services, employment opportunities, and employment privileges and benefits.

The Disability Accommodations Policy applies to all students, prospective students, employees, job applicants, and visitors. Employees include all staff, administrators, faculty, and student employees. Students include all persons admitted to the University who have not completed a program of study for which they were enrolled; student status continues whether or not the University’s programs are in session. Visitors include vendors and their employees, volunteers, guests, and all other persons located on property, owned, leased, or otherwise controlled by the University.

The University will make timely, good faith efforts to engage in the Interactive Process to determine effective Reasonable Accommodations for qualified persons with disabilities and will provide Reasonable Accommodations to qualified persons with disabilities consistent with its obligations under the law.

Reasonable Accommodations do not apply retroactively to issues that occurred before a Person with a Disability engaged in the Interactive Process. The University is not obligated to provide Reasonable Accommodations until a Person with a Disability establishes their Disability and the need for accommodations through the Interactive Process.

#### **4. Policy Implementation**

This Policy is established in compliance with:

- A. Section 504 of the Rehabilitation Act of 1973;
- B. Title II of the Americans with Disabilities Act of 1990;
- C. California Fair Employment and Housing Act; and
- D. Other applicable federal, state, and local laws which prohibit discrimination and/or harassment on the basis of physical or mental Disability.

#### **5. Policy Definitions**

**Accessible:** When a Person with a Disability is provided the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a Disability in an equally effective manner.

**Auxiliary Aid(s) and Services:** Devices or services that enable effective access for a Person with a Disability. Auxiliary Aids and Services do not include attendants, individually prescribed devices, or services of a personal nature such as personal care assistants or personal devices utilized in activities of daily living or personal study.

**Disability:** Disability is defined as the following-

- Having a physical or mental impairment that Limits one or more major life activities; or
- Having a history or record of a qualifying impairment; or
- Being regarded or treated as having or having had a qualifying impairment; or
- Being regarded or treated as having or having had such an impairment that has no currently disabling effects but may become a qualifying impairment in the future.

**Essential Job Functions:** The fundamental (as opposed to marginal) job duties that an employee must be able to perform. A job function may be considered essential for any reason, including, but not limited to, the following-

- The function may be essential because the reason that the position exists is to perform that function; and/or
- The function may be essential because of the limited number of employees

- available who could perform or share performance of that job function; and/or
- The function may be highly specialized, so that the incumbent in the job position is hired based on their expertise or ability to perform that particular function.

**Fundamental Alteration:** A change to a University program, service, or activity that significantly alters the essential nature of the program, service, or activity.

**Interactive Process:** A means by which a Person with a Disability and the University collaboratively work together in a timely manner and in good faith to determine Reasonable Accommodations.

- *For employees or job applicants:* a collaborative process in which the employer and the Person with a Disability interact to identify the limitations resulting from the person's Disability and potential Reasonable Accommodations that could overcome those limitations.
- *For students or prospective students:* a collaborative process in which the Person with a Disability and the University interact to determine Reasonable Accommodations that would provide opportunity for the person to participate in the University's programs, services, and activities.

**Limits:** Having difficulties completing a Major Life Activity without regard to mitigating measures such as medications, assistive devices, prosthetics, or Reasonable Accommodations, unless the mitigating measure itself Limits a Major Life Activity.

**Major Life Activity:** Activities that include, but are not limited to caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. The ADA Amendments Act of 2008 expanded the definition of Major Life Activity to include "major bodily function".

- Major bodily functions include, but are not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

**Person with a Disability:** Refers to the following-

- A person who has a physical or mental impairment that Limits one or more of the person's major life activities of such individual; or
- A person who has a record of such impairment; or
- A person who is regarded as having such impairment.

**Qualified Person with a Disability:** Refers to the following-

- *For employees or job applicants:* a Person with a Disability who can perform the Essential Job Functions of the position with or without Reasonable Accommodation.
- *For students or prospective students:* a Person with a Disability who satisfies the requisite skills, experiences, education, and requirements of the University's educational programs. This includes meeting the Technical

Standards requisite for admission or participation in the University's educational programs.

**Reasonable Accommodations:** Measures meant to provide equitable access to the University without fundamentally altering the University's programs, services, or activities, or cause Undue Hardship to the University. Any measures that constitute services of a personal nature or pose a direct threat to the health or safety of others in the AJU community are not considered Reasonable Accommodations.

Reasonable Accommodations may include reasonable modifications to rules, policies, or practices; the removal of architectural or transportation barriers; or the provision of Auxiliary Aids and Services. Reasonable Accommodations may also allow equitable access to a physical or digital environment, a job application process, an employment privilege or benefit, or an activity hosted by AJU.

- *For employees or job applicants:* a Reasonable Accommodation is a modification or adjustment to the way a job is performed, the work environment, or existing facilities that enables a Qualified Person with a Disability to participate in the application process or to perform the Essential Job Functions of their position. Reasonable accommodations also include adjustments to assure that a qualified employee or applicant with disabilities has rights and privileges in employment equal to similarly-situated employees or applicants without disabilities. Permanent removal of an Essential Job Function is not considered a Reasonable Accommodation.
- *For students or prospective students:* a Reasonable Accommodation is a modification or adjustment to existing facilities, instructional methods, current policies, practices, and procedures governing courses, programs, or services that enable qualified students with disabilities to have equal access and opportunity to enjoy equal benefits and privileges as are available to similarly-situated students without disabilities. Fundamental Alteration of a course or program is not considered a Reasonable Accommodation.

**Technical Standards:** Nonacademic criteria or standards for admission or participation in University's educational programs. Examples of Technical Standards include but are not limited to- ability to understand and apply abstract concepts, ability to use computers to generate, acquire and analyze data, ability to communicate effectively, and ability to organize thoughts to prepare written documents that are correct in style, grammar and mechanics, etc.

**Undue Hardship:** Significant difficulty or expense for the University if it attempted to provide the specific accommodation requested by a Qualified Person with a Disability. An Undue Hardship occurs when the accommodation would be impossible or unfeasible to administer due to the difficulty or cost of providing such an accommodation, i.e. placing an undue administrative or financial burden on the University. In such instances, the University reserves the right to offer other, equally effective accommodations.

**6. Responsibilities**

<b>Position or Office</b>	<b>Contact Information</b>	<b>Responsibilities</b>
Human Resources Department (HR)	Familian Campus 15600 Mulholland Drive Los Angeles, CA 90077  Email: <a href="mailto:hr@aju.edu">hr@aju.edu</a>	<ul style="list-style-type: none"> <li>A. Receives and evaluates employee and job applicant accommodation requests, including student employees, as part of the Interactive Process.</li> <li>B. Approves or denies workplace accommodations.</li> <li>C. Support the implementation and monitoring of approved accommodations.</li> <li>D. Securely stores employee/job applicant documentation, accommodation decisions, and related documents for employee/job applicant accommodation requests.</li> <li>E. Manages the Interactive Process with employee, job applicant, and supervisor (if applicable).</li> </ul>
Section 504 Coordinator	May Zhang  Familian Campus 15600 Mulholland Drive Los Angeles, CA 90077  Phone: 310-440-1571 Email: <a href="mailto:may.zhang@aju.edu">may.zhang@aju.edu</a>	<ul style="list-style-type: none"> <li>A. Receives and evaluates student and prospective student accommodation requests as part of the Interactive Process.</li> <li>B. Communicates approval status to student and prospective student, and next steps when applicable, of accommodation requests.</li> <li>C. Communicates with relevant departments and/or</li> </ul>

		<p>University employees as needed, to aid in implementation of approved accommodations.</p> <p>D. Support the implementation and monitoring of approved accommodations.</p> <p>E. Securely stores student/prospective student documentation, accommodation decisions, and related documents for student/prospective student accommodation requests.</p>
Vice President for Finance and Administration	<p>Adrian Breifeld</p> <p>Familian Campus 15600 Mulholland Drive Los Angeles, CA 90077</p> <p>Email: <a href="mailto:adrian.breifeld@aju.edu">adrian.breifeld@aju.edu</a></p>	<p>A. Receives and evaluates visitor requests for accommodation and/or Auxiliary Aids and Services. May designate a designee to receive and respond to accommodations requests, and set up accommodation vendors as needed.</p> <p>B. Approves or denies visitor requests.</p> <p>C. Securely stores visitor documentation, accommodation decisions, and related documents for visitor accommodation requests.</p> <p>D. Support the implementation and monitoring of approved accommodations.</p>
Employee and Job Applicant		<p>A. Applies for requested accommodations through HR and engages in the Interactive Process.</p> <p>B. Provides documentation, in a</p>



		<p>timely manner, in support of requests from a treating provider for the condition in which accommodations are requested.</p> <p>C. Engages in good faith with HR, and appropriate supervisor as necessary for implementation of approved accommodations.</p>
Student and Prospective Student		<p>A. Applies for requested accommodations with the Section 504 Coordinator and engages in the Interactive Process.</p> <p>B. Provides documentation, in a timely manner, in support of requests from a treating provider for the condition in which accommodations are requested.</p> <p>C. Informs the Section 504 Coordinator on a semester basis if student wishes to use approved accommodations for the semester in question.</p> <p>D. Engages in good faith with the Section 504 Coordinator, and appropriate University employee as necessary for implementation of approved accommodations.</p>
Visitor		<p>A. Request Disability related accommodations and/or Auxiliary Aids and Services from the Vice President for Finance and Administration or their designee. Visitor must identify in advance the</p>

		<p>facility, program, service, or event they plan to attend or visit, and the specific accommodations and/or Auxiliary Aids and Services they are requesting for.</p>
<p>Manager/Supervisor</p>		<ul style="list-style-type: none"> <li>A. Refer employee to HR when an employee indicates that they would like to request for an accommodation.</li> <li>B. Partner with HR to participate in Interactive Process with employee as necessary/requested.</li> <li>C. Partner with HR to assist in the implementation and monitoring of approved employee accommodations as necessary/requested.</li> </ul>
<p>Faculty and Student-Facing Staff</p>		<ul style="list-style-type: none"> <li>A. Refer students to the Section 504 Coordinator when a student indicates that they would like to request for an accommodation.</li> <li>D. Partner with the Section 504 Coordinator to participate in Interactive Process with student as necessary/requested.</li> <li>B. Partner with the Section 504 Coordinator to assist in the implementation and monitoring of approved student accommodations as</li> </ul>

		necessary/requested.
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**7. Associated Procedures**

Qualified employees and job applicants with disabilities who would like to request an accommodation should contact HR using the information provided in Section 6. Responsibilities. Procedures for how the University responds to requests from employees and job applicants can be found in the Employee Handbook.

Qualified students and prospective students with disabilities who would like to request an accommodation should contact the Section 504 Coordinator using the information provided in Section 6. Responsibilities. Procedures for how the University responds to requests from students and prospective students can be found in the [Procedures on Accommodations for Students with Disabilities](#) (“Student Accommodations Procedures”).

Qualified students and prospective students with disabilities who disagree with a decision or process related to accommodations or services have the right to submit a grievance by following the Student Accommodations Procedures. This includes grievances regarding the determination of disability status, accommodations and/or service provision, delay and/or denial of accommodations and/or Auxiliary Aids and Services, program and architectural inaccessibility, and/or failure to be reasonably accommodated in the educational setting.

Qualified visitors with disabilities who would like to request an accommodation should contact the Vice President of Finance and Administration using the information provided in Section 6. Responsibilities.

**8. Public Accommodations**

AJU will not discriminate against an individual or class of individuals on the basis of Disability directly or through contractual agreement. AJU is committed to the full and equal enjoyment of AJU’s campuses, goods, services, programs and events by all members of the greater community. Any vendors or contractors renting or using AJU’s space will be responsible for the cost of any Auxiliary Aids and Services needed for an event to meet their participant’s request for Reasonable Accommodations.

In the event that any visitor, vendor or contractor has a concern with the accessibility of AJU’s campuses, they should contact the Vice President of Finance and Administration.

**9. Transportation and Parking**

AJU does not offer shuttle service or regular transportation for students, prospective students, employees, job applicants, or visitors.

AJU offers parking on campus for students, prospective students, employees, job applicants, and visitors. All individuals parking on AJU’s campuses who wish to park in a handicap parking space must have a state issued handicap placard (or the equivalent).

## **10. Reporting Alleged Discrimination, Harassment, and Retaliation**

The University's Office of Equity, Compliance, and Title IX is responsible for receiving, reviewing, and responding to reports of alleged discrimination and harassment based on physical or mental Disability, and alleged retaliation for participating in University procedures related to requests for Reasonable Accommodations.

To inquire about or to report information about potential discrimination, harassment or retaliation, including making a complaint, please contact AJU's Director of Equity, Compliance, and Title IX. Individuals could also use the online reporting form on the University's [Equity, Compliance, and Title IX webpage](#) to make a report or complaint.

**Meng "May" Zhang**  
**Director of Equity, Compliance, and Title IX**  
**15600 Mulholland Drive**  
**Los Angeles, CA 90077**  
**Phone: 310-440-1571**  
**Email: [may.zhang@aju.edu](mailto:may.zhang@aju.edu)**

The University will address reports and complaints of alleged discrimination, harassment, and retaliation using the resolution process outlined in AJU's [Procedures on Prohibition of Unlawful Discrimination, Harassment, and Retaliation](#) ("Anti-DHR Procedures").

## **11. Anonymous Reporting**

Individuals who wish to make an anonymous Report could do so by using the reporting form on the University's [Equity, Compliance, and Title IX webpage](#). When the anonymous report lacks a Complainant or sufficient information for the University to act on, the University's ability to investigate, respond, and provide supportive measures or remedies is limited. On the other hand, the University reserves the right to enact measures intended to protect the AJU community when reported allegations indicate a potential threat to the community.

## **12. External Reporting**

Individuals are not required to utilize the procedures referenced in this Disability Accommodations Policy or any other internal remedies before pursuing remedies through state and federal agencies. These agencies are:

Office for Civil Rights  
U.S. Department of Education  
50 United Nations Plaza  
Mail Box 1200, Room 1545  
San Francisco, CA 94102  
Phone: 415.486.5555

TDD: 800-877-8339  
Email: [OCR.SanFrancisco@ed.gov](mailto:OCR.SanFrancisco@ed.gov)

California Civil Rights Division (CCRD)  
2218 Kausen Drive, Suite 100  
Elk Grove, CA 95758  
Phone: (800) 884-1684  
TTY: 800-700-2320  
Email: [contact.center@calcivilrights.ca.gov](mailto:contact.center@calcivilrights.ca.gov)

Equal Employment Opportunity Commission (EEOC)  
Roybal Federal Building  
255 East Temple St., 4th Floor  
Los Angeles, CA 90012  
Phone: 213-785-3090  
TTY: 1-800-669-6820  
ASL Video Line: 844-234-5122  
Email: [info@eoc.gov](mailto:info@eoc.gov)

### **13. Contacts**

Please direct any questions regarding this Policy to:

**Office of Equity, Compliance, and Title IX**  
**15600 Mulholland Drive**  
**Los Angeles, CA 90077**  
**Phone: 310-440-1571**  
**Email: [titleix@aju.edu](mailto:titleix@aju.edu)**

## **APPENDIX A: POLICY ON SERVICE AND EMOTIONAL SUPPORT ANIMALS**

### **1. Introduction**

The purpose of the Policy on Service and Emotional Support Animals (“Service Animal/ESA Policy”) is to communicate the conditions under which Service and Emotional Support Animals are permitted access to University grounds and facilities. This document explains AJU’s policy applicable to animals owned or used by individuals as Service or Emotional Support Animals as defined in Section 3. Policy Definitions.

### **2. Scope and Application**

In accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (“ADA”), the Fair Housing Act (“FHA”), the California Fair Employment and Housing Act (“FEHA”), other applicable federal, state, and local statutes, and American Jewish University (“AJU” or “University”) Policy on Accommodations for Persons with Disabilities (“Disability Accommodations Policy”), AJU will accommodate persons with disabilities who require the assistance of a qualified Service Animal or Emotional Support Animal. The Service Animal/ESA Policy does not apply to Pets, or those animals otherwise owned or controlled by the University.

### **3. Definitions**

**Assistance Animal:** See Emotional Support Animal.

**Companion Animal:** See Emotional Support Animal.

**Comfort Animal:** See Emotional Support Animal.

**Emotional Support Animal (ESA):** ESAs are separate and distinct from Service Animals. ESAs are not trained to perform specific tasks directly related to a person’s Disability but does provide emotional support which alleviates one or more identified symptoms of effects of a person’s Disability. ESAs may provide necessary emotional support to an individual with a mental or psychiatric Disability but are not considered a Service Animal under ADA. ESAs may also be identified as an assistance animal, comfort animal, companion animal, support or therapy animal.

ESAs are allowed on University Property as an accommodation for a Person with a Disability. They must be approved by the University to live in University-provided housing or enter work areas. An ESA is not restricted by species like a Service Animal. While ESAs are not limited to dogs or miniature horses, animals that are prohibited by state or local laws including but not limited to animals considered a zoonotic risk are typically not considered a reasonable ESA accommodation.

An ESA must have current vaccinations, be under control and be maintained in a manner that considers the health and hygiene of the animal and those who come in contact with the animal. Additional health and behavior requirements may be required. Typically, the presence of only one ESA is approved per individual unless that ESA is replaced with another animal, and a new request must be submitted. Emotional support animals are not protected by the ADA.

**Pet:** The University will consider an animal a Pet when it does not otherwise meet the definition of a Service or ESA. Pets may be permitted on campus pursuant with the University's Pet Policy. Otherwise, Pets are not permitted on campus without written approval from the University's Human Resources Department (HR).

**Resident** – A Resident is an individual living in housing on University Property.

**Service Animal:** A dog or, in limited circumstances, a miniature horse, that is individually trained to do work or perform tasks for the benefit of and to accommodate the functional needs of a Person with a Disability. Other species of animals are not Service Animals. Service Animals are trained to recognize and respond to a handler's need for specific service. The work or task performed by a Service Animal must be directly related to the individual's Disability and functional limitations.

Service Animals are allowed on University Property, including housing, classrooms, administrative offices, and libraries. The Service Animal must have current vaccinations, be well-groomed, trained, housebroken, and under control. Service Animals are protected by the ADA.

**Support Animal:** See Emotional Support Animal.

**Therapy Animal:** See Emotional Support Animal.

**University Property:** Includes the grounds and buildings of the Familian Campus, the Ziegler Campus, and the Brandeis-Bardin Campus, and any off-campus buildings owned, leased or operated by the University, as well as any vehicles owned by the University.

#### 4. **Policy Statement**

##### A. Service Animals and Authorized ESAs

The University permits the presence of trained Service Animals and authorized ESAs assisting persons with disabilities on University Property, consistent with the provisions of the Service Animal/ESA Policy and applicable law. A Service Animal or an authorized ESA is generally permitted to be on University Property in any place where the animal's owner/handler is permitted to be, although there are specific locations and activities on University Property where all animals are prohibited for health and safety reasons. Such prohibited areas may include, but are not limited to, the following:

- Meeting rooms during meetings with clients or external parties
- Campgrounds when events or camps are in session
- Areas where food is prepared
- Mechanical rooms/custodial closets
- Areas where protective clothing is necessary

- Areas where there is a danger to the animal

Exceptions to prohibited areas may be granted on a case-by-case basis by the University, upon consultation with the University administrative office responsible for the prohibited area, as appropriate.

A Service Animal or an authorized ESA must have a harness, leash, or tether unless the owner's/ handler's Disability precludes use of tethers, or in the case of Service Animals, the tether would interfere with the Service Animal's ability to safely perform its work or tasks. In these cases, the Service Animal or authorized ESA must be under the control of the owner/handler (i.e., voice commands, hand signals, or other effective means).

All animals shall be on a leash that does not exceed six feet in length. Owners/handlers of leashed animals may not tether the leash to an object except in special circumstances such as for a mother breast-feeding a child or for a person operating a wheelchair when accompanied by a Service Animal or authorized ESA.

It is the responsibility of the owner/handler to control the animal. The University is not responsible for the care or supervision of the animal.

Members of the University community and visitors are prohibited from interfering in any way with a Service Animal or the duties it performs.

## B. General Requirements

Service Animals and authorized ESAs on University Property must conform to the following requirements prior to being present on campus:

1. Must be free from offensive odors and infectious diseases.
2. Must conduct itself in a manner appropriate to a campus environment (for example, must be housebroken).
3. Must not engage in behavior that disrupts or interferes with campus purposes (for example, by barking).
4. Must not show signs of endangering the health or safety of others (for example, by biting).
5. Must have all current vaccinations.

## C. Obtaining Approval for a Service Animal

### *Employees*

Employees who wish to bring a Service Animal to work should contact HR and request the use of a Service Animal as a Reasonable Accommodation because of their Disability. To better understand the need for a Service Animal, AJU may ask for documentation from a qualified treating provider that explains the need for the



Service Animal, the tasks it performs, and to describes the need for the Service Animal as it relates to the employee. If approved and necessary, HR may notify the owner/handler's immediate or adjacent co-workers, supervisors, building managers, and others where appropriate.

Employees living in housing on University Property who request the use of a Service Animal as a housing accommodation should contact HR to request a reasonable housing accommodation. If approved and necessary, HR may notify other Residents within the residential building (as well as maintenance and security staff, as needed) that the Service Animal will be residing in an assigned living space. The University retains the right to relocate the owner/handler and approved Service Animal as necessary on a case-by-case basis.

Please see the Disability Accommodations Policy and Employee Handbook for how to make a request, and applicable procedures governing this process.

### *Students*

A student does not need to request a Reasonable Accommodation to bring their Service Animal onto University Property. It is strongly recommended that students with disabilities who intend to bring a Service Animal onto University Property notify the University of the need for a Service Animal's presence in advance of bringing the Service Animal to campus. This allows the University to provide the student with relevant information about the campus and any potential challenges. A student with a Disability may be asked whether the Service Animal is needed because of a Disability and what work or task the Service Animal has been trained to perform. The appropriate University official may work with the student with a Disability to ensure that they have the proper information to provide care for the Service Animal, such as identification of relief areas, storage, and emergency care plans.

The University's Section 504 Coordinator may ask the student to voluntarily register their Service Animal. When a student voluntarily registers their Service Animal, the owner/handler will be provided a courtesy document that confirms their right to be accompanied by the Service Animal on campus. The student may choose, but is not required, to share the document with members of the campus community.

### *Visitors*

A visitor does not need to request a Reasonable Accommodation to bring their Service Animal onto University Property. It is strongly recommended that visitors with disabilities who intend to bring a Service Animal into campus buildings notify the University of the need for a Service Animal's presence in advance of bringing the Service Animal to campus. This allows the University to provide the visitor with relevant information about the campus and any potential challenges. A visitor with a Disability may be asked whether the Service Animal is needed because of a Disability and what work or task the Service Animal has been trained to perform. The appropriate University official may work with the visitor with a Disability to ensure that the individual has the proper information to provide care for the Service Animal, such as identification of relief areas.

## D. Obtaining Approval for an ESA

### *Employees*

Employees who wish to bring an ESA to work should contact HR and request the use of an ESA as a necessary accommodation because of their Disability. Employees requesting approval of an ESA must submit to HR the required documentation of their need for an ESA and documentation of the ESA's fitness for approval. If approved and necessary, HR may notify the owner/handler's immediate or adjacent co-workers, supervisors, building managers, and others where appropriate.

Employees who are Residents and who request the use of an ESA as a housing accommodation should contact HR to request a reasonable housing accommodation. Employees wishing to keep an ESA in University provided housing must submit to HR the required documentation of their need for an ESA and documentation of the ESA's fitness for approval. If approved and necessary, HR may notify other Residents within the residential building (as well as maintenance and security staff, as needed) that the ESA will be residing in an assigned living space. The University retains the right to relocate the owner/handler and approved ESA as necessary on a case-by-case basis.

Please see the Disability Accommodations Policy and Employee Handbook for how to make a request, and applicable procedures governing this process.

### *Students*

A student may request an ESA as a necessary accommodation in a classroom because of their Disability. The request should be made to the University's Section 504 Coordinator via the normal accommodation process outlined in the Disability Accommodations Policy and the Procedures on Accommodations for Students with Disabilities ("Student Accommodations Procedures"). The Section 504 Coordinator will initiate an Interactive Process to assess a student's need for the animal and if the animal is appropriate and trained for the classroom setting. After that is completed, the Section 504 Coordinator will assess whether the requested accommodation should be granted or if another accommodation can be provided to the student in lieu of having an animal in the classroom.

Please see the Disability Accommodations Policy and Student Accommodations Procedures for how to make a request, and applicable procedures governing this process.

### *Visitors*

A visitor may request an ESA as a necessary accommodation because of their Disability via the normal accommodation process outlined in the Disability Accommodations Policy. The appropriate University official will respond to the request according to the process outlined in that Policy. Please see the Disability Accommodations Policy for how to make a request, and applicable procedures governing this process.

## E. Required Documentation for ESAs

Individuals requesting an ESA as a necessary accommodation based on their disabilities must provide a written request for a Reasonable Accommodation, along with appropriate supporting documentation from the individual's licensed medical or mental healthcare provider.

The documentation should include an original letter that must be submitted on official letterhead from a license medical or mental healthcare provider dated within the last 30 days, and must include the following:

1. The provider's professional opinion that the condition qualifies as a Disability; and
2. The provider's opinion that the ESA has been prescribed for treatment purposes and is necessary to mitigate symptoms associated with the Disability; and
3. Any other information that would help the University determine the appropriateness and need for the ESA. AJU may require additional information or documentation.

Unacceptable forms of documentation include, but are not limited to, notes written on prescription pads, vague statements that a licensed medical or mental healthcare provider is "prescribing" an ESA, letters written by online agencies or individuals having no therapeutic relationship with the person requesting an ESA.

## F. General Expectations for ESAs

ESAs should not be brought onto University Property prior to approval. For students, employees and returning visitors, a request must be submitted each year with recent medical documentation. If the animal will be replaced, a new request must be submitted. If the animal is no longer required, the University must be notified promptly.

The University may deny approval of an ESA, or may withdraw approval, when the animal user fails to ensure their ESA complies with the requirements outlined in Section 4.B of this Policy.

The University also reserves the right to deny a specific ESA (not an entire species of animal) if the animal poses a direct threat to the health and safety of others, would cause substantial physical damage to the property of others, would pose an Undue Hardship or Fundamental Alteration for the University, and/or is out of control (e.g., excessive barking).

## G. Responsibilities of Animal Owners/Handlers

Animal owners/handlers are responsible for complying with the Service Animal/ESA Policy and all applicable laws relating to their animal(s), including:

1. Controls the animal at all times. May not leave a Service or ESA unattended in or on any University property, other than ESAs left in an individual's University-provided housing for a reasonable period of time. Animals must be taken with the owner/handler if the owner/handler leaves University Property for a prolonged period of time. A student or employee may not designate another individual to care for their animal.
2. Appropriately disposes of animal waste. Must toilet the animal in areas designated by the University consistent with the reasonable capacity of the owner/handler. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and securely tied up before being disposed of in outside trash dumpsters. Litter boxes must be placed on mats so that waste is not tracked onto carpeted surfaces. The animal's waste must be managed to prevent odors from disrupting others in the environment.
3. Keep the animal sufficiently cleaned or groomed. Is responsible for the overall health and well-being of the animal, including compliance with all state and local laws concerning animals (e.g., registration, vaccinations, and tags). Owners may be asked to provide annual documentation of the health of the animal from a licensed veterinarian.
4. Is financially responsible for the actions of the animal, including bodily injury or property damage. Compensates the University for any damage to University's property caused by the animal. The owner/handler is expected to cover these costs at the time of repair or cleaning. The University will bill the student owner's/handler's student account for unmet obligations.
5. Refrains from bringing ESAs onto University Property without following the procedures outlined in this Policy.

#### H. Denial of Access or Removal of Services Animals and ESAs

The University reserves the right to deny access to University Property, or remove from University Property, any Service Animal or ESA if:

1. The animal is disruptive or out of control and its owner/handler does not take action that effectively control or restrain it;
  - Disruptive or out of control behavior includes but is not limited to-growling, snarling, biting, attacking, barking, running around, nipping, jumping on individuals, bringing attention to itself.
2. The animal is not housebroken (i.e., cannot control waste elimination);
3. The animal is not being sufficiently cleaned or groomed (e.g., the animal smells or has fleas or ticks);
4. The animal poses a direct threat to the health or safety of others that

cannot be eliminated or reduced to an acceptable level by a reasonable modification to other policies or procedures; or

5. The owner/handler fails to comply with their responsibilities under this Policy.

Should the animal be removed from the premises for any reason, the owner/handler is expected to pay for any associated costs to remove and care for the animal. This includes any fees associated with the impounding or boarding of an animal and/or any fees required to secure the release of their animal.

#### I. Violations of Policy

A violation of the Service Animal/ESA Policy may result in immediate removal of the animal from the University and, if appropriate, referral to HR or Student Conduct for disciplinary action. While not a typical scenario, if a Service Animal or ESA is banned from University Property, the Person with a Disability will have the right to engage in an Interactive Process to determine other appropriate accommodations that could be provided in lieu of the animal.

It is also a violation of this Policy for a person to fraudulently and knowingly represent themselves to be the owner or handler of any animal qualifying as a Service Animal, or to fraudulently represent an animal as a Service Animal when that animal attacks a person or animal on campus.

### **5. Grievances, Complaints, and Reports**

For individuals who wish to make a grievance, complaint, or report of being unfairly denied the ability to bring a Service Animal or ESA onto University Property, or of alleged discrimination, harassment, retaliation, please refer to the Disability Accommodations Policy.