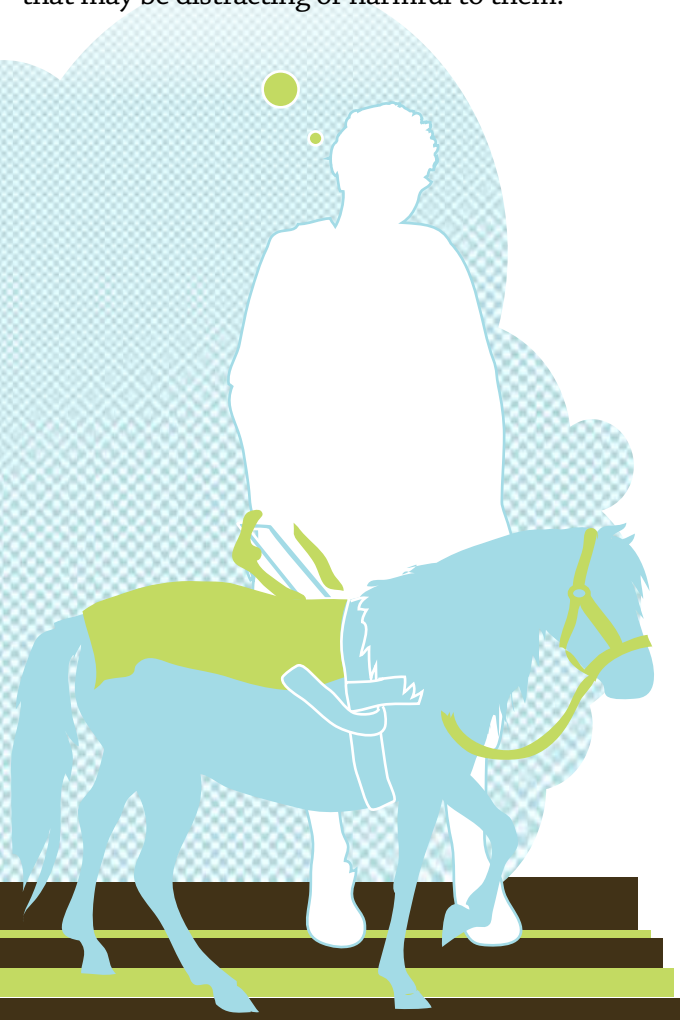
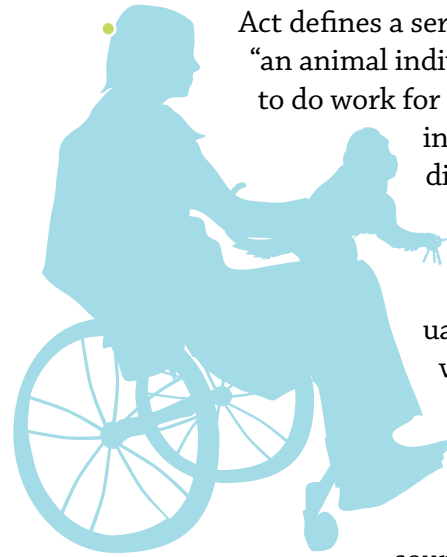


## What can service animals do?

- Serve as a travel tool or guide for a person who is blind.
- Alert a person who is deaf or hard of hearing when a sound occurs.
- Carry, fetch, open doors, ring doorbells and activate elevator buttons for a person who has a mobility impairment or a health-related disability.
- Stand guard over, bring help to or alert a person with a seizure disorder that a seizure is about to take place.
- Alert persons with autism to sensory output that may be distracting or harmful to them.



## What is a service animal?



The Americans with Disabilities Act defines a service animal as “an animal individually trained to do work for the benefit of an individual 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.” Service animals have traditionally been dogs, but other animals such as monkeys may be used as service animals. Some, but not all, service animals wear special collars or harnesses and have licenses, certificates or special identification papers. There is no legal requirement for service animals to be visibly identified or to have documentation, and service animals are permitted in all university facilities. There may be exceptions in certain areas.

## What is a pet?

A pet is a domestic animal kept for pleasure or companionship. Pets are generally not permitted in university facilities unless an instructor or other university official has given permission for the pet to be there for a limited period of time and for a specific educational activity.



## VCU Disability Support Services

MCV Campus  
VMI Building  
1000 East Marshall Street, Room 301  
Phone: (804) 828-9782  
Fax: (804) 828-4609

Monroe Park Campus  
University Student Commons  
907 Floyd Avenue, Room 102  
Phone: (804) 828-2253  
Fax: (804) 828-1944



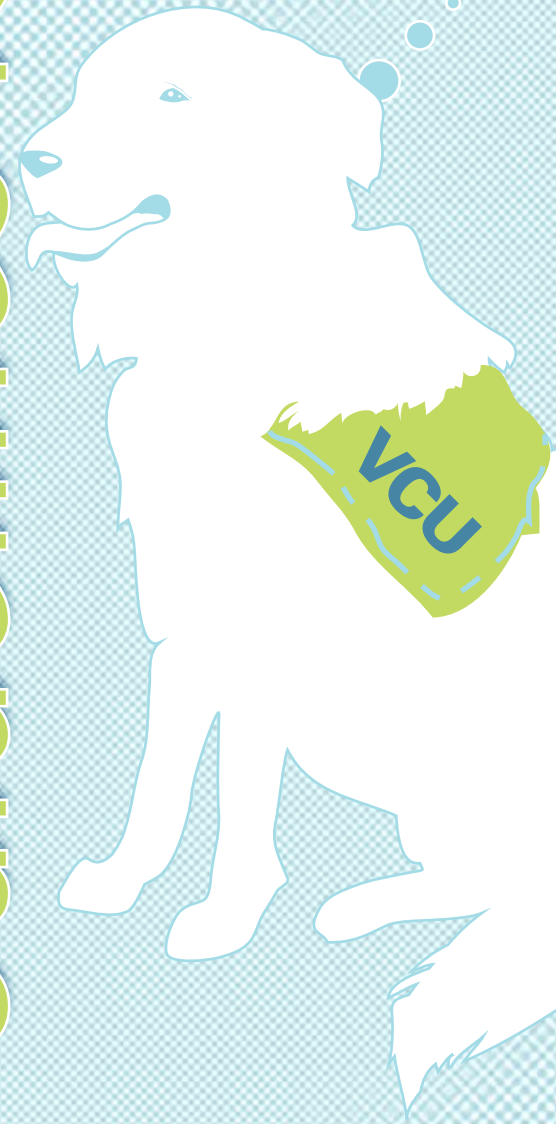
an equal opportunity/affirmative action university

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## VCU Disability Support Services

# service animals on campus

# Guidelines for



Virginia Commonwealth University

## Service animal etiquette

- Do not pet or touch a service animal. Petting a service animal when it is working distracts the animal from the task at hand.
- Do not deliberately startle a service animal.
- Do not feed a service animal. The animal may have specific dietary requirements. Unusual food or food at unexpected times may cause the animal to become ill.
- Avoid initiating conversations about the student's disability or the service animal. All disabilities are not visible. Be aware that some people do not like to discuss their disability.
- A person with a disability who uses a service animal is called a partner/owner.



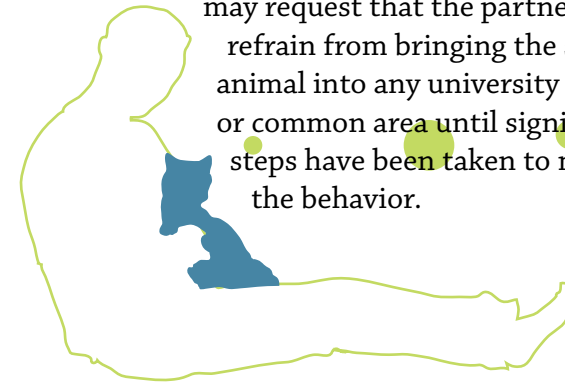
## Service animal care

Partners/owners (persons using a service animal at VCU) are required to adhere to the following:

- All animals need to be immunized against rabies and/or other diseases common to the type of animal.
- All dogs and cats four months old or older that reside in the city of Richmond are required to have a license.
- Animals must be in good health.
- Animals need to be maintained on a leash, harness or other type of restraint in university buildings and public areas. However, exceptions are granted in an emergency situation, when the animal is in the partner's/owner's private residence, when the animal needs to perform a task requiring it to travel beyond the length of the restraint or when the partner/owner is unable to retain an animal on a leash due to a disability.
- The partner/owner must be in full control of the animal at all times. The care and supervision of the service animal is solely the responsibility of the partner/owner.
- The partner/owner is responsible for independently removing or arranging for the removal of the service animal's waste at least once a week, placing the waste in a closed container and then disposing of the container in an outdoor trash bin.
- Partners/owners who live in university housing with their service animals may need to designate an individual to assist with clean up.
- Partners/owners need to make sure that their animals are kept as clean as possible so as not to interfere with the educational environment. Regular bathing and grooming may be necessary for flea and tick control.

## Removal of a service animal

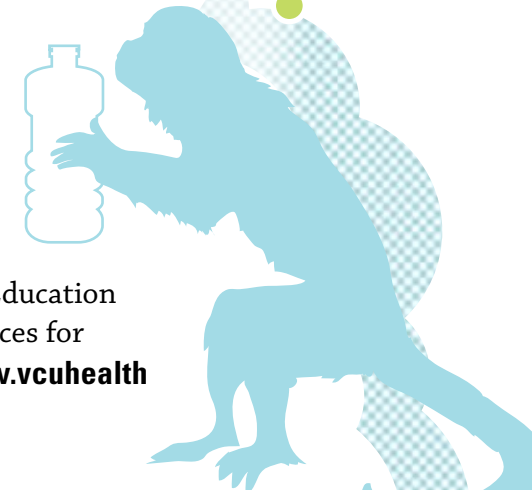
If a service animal is unruly or disruptive enough to interfere with the educational environment, the partner/owner may be asked to remove the animal from a university facility. If the improper behavior happens repeatedly, university officials may request that the partner/owner refrain from bringing the service animal into any university facility or common area until significant steps have been taken to mitigate the behavior.



## Additional information

For additional information or to self-identify as a student with a disability or to request an academic adjustment or a modification of these guidelines, please visit the Monroe Park Campus Office of Disability Support Services Web site at [www.students.vcu.edu/dss](http://www.students.vcu.edu/dss).

If you are in an academic program on the MCV Campus, please visit the Web site for the Office of Health Careers/Education and Special Services for Students at [www.vcuhealth.org/vp/sasds](http://www.vcuhealth.org/vp/sasds).



## Resources

### City dog and cat licenses

Richmond Animal Care and Control  
1600 Chamberlayne Avenue  
Richmond, Virginia 23222  
Phone: (804) 646-5573

### Vaccinations/rabies shots/vet services

Fan Veterinary Clinic  
307 North Robinson Street  
Richmond, Virginia 23221  
Phone: (804) 358-3779  
[www.fanvet.myvetonline.com](http://www.fanvet.myvetonline.com)

Cary Street Veterinary Hospital  
3210 West Cary Street  
Richmond, Virginia 23221  
Phone: (804) 355-9144  
[www.carystreetvet.com](http://www.carystreetvet.com)

## Please note

Only Richmond, Virginia residents are required to obtain dog/cat licenses. Students who are attending VCU, but whose permanent residence is in another state, are not required to obtain a dog/cat license in Richmond.

All rabies/vaccination information for service animals residing in university housing must be placed on file in the appropriate DSS office.

