California State University, East Bay  
Student Housing and Residence Life  
Assistance Animals Policy  

California State University, East Bay (“CSUEB” or “University” or “Student Housing and Residence Life”) recognizes the importance of “Service Animals” as defined by the Americans with Disabilities Act (ADA) and the broader category of “Emotional Support Animals” (ESA) under the Fair Housing Act that provides physical and/or emotional support to students with disabilities. CSUEB and Student Housing and Residence Life (SHRL) is committed to supporting students 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. CSUEB is also committed to allowing ESAs necessary to provide students with disabilities an equal opportunity to use and enjoy SHRL.

CSUEB will not charge any deposits or fees for assistance animals. However, the student may be charged for any damage caused by an assistance animal, to the same extent that the University would normally charge all students for damages incurred. Pets are not considered assistance animals.

Assistance Animals  
Assistance animal is a broad term to include animals classified as service animals by the Americans with Disabilities Act (ADA) and emotional support animals as defined by the Fair Housing Act (FHA). The term ‘assistance animal’ will be used throughout this document to include both.

Service Animals  
The ADA, as amended, defines a service animal as “dogs that are individually trained to do work or perform tasks for people with disabilities. . . . Service animals are working animals, not pets. The work or task a dog [and in some cases a miniature horse] has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.”*

Service animals are allowed to accompany a person with a disability in all places that students and members of the public are permitted to go, except where animals are specifically prohibited due to a safety or health hazard.

In order for a student to qualify for having a service animal on campus: 1) the student must have a qualifying disability as defined by the ADA, and 2) the accompanying animal must be trained to do tasks or work for the qualifying student.

Staff and faculty may not ask about the nature or extent of the person’s disability nor request documentation (such as proof that the animal has been trained or licensed). However, when it is not readily apparent that a dog is a service animal, the following two inquiries are allowed: 1) Is the dog required because of a disability? 2) What work or task has the dog been trained to perform?

While not a requirement to bring an assistance animal on campus, CSUEB recommends students contact Accessibility Services prior to attending classes to ensure smooth access and address any potential conflicts before a quarter begins.
**Emotional Support Animals**

In certain circumstances, per the Fair Housing Act, California State University, East Bay provides reasonable accommodations for a student with a disability to have an emotional support animal in Student Housing and Residence Life. An emotional support animal is an animal that is necessary to afford a person with a disability an equal opportunity to use and enjoy Student Housing and Residence Life because the animal ameliorates one or more identified symptoms or effects of the student’s disability. There must exist a documented link between the animal and a disability.

Emotional support animals are approved only for Student Housing and Residence Life, not for use in classrooms and/or other areas on campus.

**Approval Process for an Assistance Animal**

Students who seek to have an assistance animal in housing must notify Student Housing and Residence Life as soon as possible, ideally before the room contracting period and, at the very minimum, during room contracting period, for maximum consideration. The more time we have to prepare, the better the opportunity of identifying the accommodation needed.

Animals may not move into housing before formal approval is granted. Moving an animal in prior to approval will be considered a violation of the Housing Contract and the student may face disciplinary action and/or revocation of Housing Contract.

1. The student must submit the Housing contract and ensure that the request for an Assistance Animal is identified on the contract.
2. Student Housing will contact the student about the request per the inquiry and/or Housing contract.
3. Additional documents such as vaccinations and city and county licenses will be required.
4. Once Residence Life makes a determination, the student will be notified.
5. During move-in, Student Housing staff and the student will complete a walkthrough of the apartment.
6. At the end of the walk through, the student must fully complete the Assistance Animal Agreement and comply with its requirements.
7. Signage that an animal is in the students building will be created and posted on the students door and at the building entrance to ensure others living in the students hall are aware of the animal. It will also serve as notification to those needing to access the hall to provide service such as University Vendor(s), Facilities, University Police, and the Fire Department.

**Care and Control**

The student with the assistance animal, i.e., the person with a disability, is responsible for the cost, care and supervision of the animal. The student is responsible to comply with the same University rules regarding safety, noise, disruption, and cleanliness as other students. If the animal’s behavior is disruptive, aggressive or destructive, or if the student does not clean up after the animal or provide a clean living environment for the animal, the student will be held responsible and may be asked to remove the animal from campus.

The Student is required to ensure the animal is well cared for at all times. Any evidence of mistreatment, neglect, or abuse may result in immediate removal of the Assistance Animal and/or eviction of the student, and/or referral of the student to the Office of Student Conduct Rights and Responsibilities (SCRR).
for potential violation of University policy.

The Student must fully cooperate with University personnel with regard to meeting the terms of the Assistance Animal Agreement and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, designating an outdoor relief area, disposing of feces, etc.).

An Assistance Animal may not be left overnight in SHRL to be cared for by any student other than the approved Student. If the Student is to be absent from their residence hall overnight or longer, the animal must accompany the Student. The Student is responsible for ensuring that the Assistance Animal is crated or otherwise contained, as appropriate, in an enclosed and secure space when the Student is not present (not loose in a single room).

SHRL personnel shall not be expected to provide care or food for any Assistance Animal including, but not limited to, removing the animal during emergency evacuation. Emergency personnel will determine whether to remove the animal and will not be held responsible for the care, damage to, or loss of the animal.

**Assistance Animal General Expectations**

- Animals must be in good health. Animals must be properly vaccinated and/or licensed as required by Alameda County and/or the City of Hayward.
- The assistance animal is generally free to roam the apartment when the student is home. The student is encouraged to speak to their roommates about keeping their bedroom doors shut should they worry about the assistance animal entering their bedrooms. When the student is not home, the assistance animal must be crated or otherwise contained in the student’s room with the door shut.
- The student will not allow the assistance animal to be in any location of the building or SHRL community spaces other than their apartment without prior approval from SHRL staff.
- Should the student decide to take the assistance animal outside for a walk, it must be on a leash, trained and under the control of the student at all times. The student will use the same route each time: utilizing the staircase closest to their apartment, or taking the elevator.
- Should the assistance animal be on the patio, it must be in the control of the student at all times and on a leash.
- Should there be additional vaccinations during the academic year, the student will drop it off to Student Housing so that the information can be updated.
- The student agrees to purchase appropriate cleaning products should there be any assistance animal related accidents in the apartment.
- The student agrees to take care of all hygienic needs of the assistance animal such as trimming nails, hair cut (if needed), teeth cleaning, and bathing.
- The student agrees to use protective measures to ensure animal waste collection is sufficiently away from other roommates, not harming SHRL property, and emptied on a daily basis.
- The student agrees to dispose of all waste in one of the green dumpsters located in the trash enclosures after the assistance animal has generated waste.
- The assistance animal may roam in the living room if agreed upon with roommates. The student understands that should there be damage to the couch or apartment furniture, the student will be charged accordingly.
- The Student agrees to abide by all equally applicable residential policies that are unrelated to the student’s disability such as assuring that the animal does not unduly interfere with the routine activities of the residence or cause difficulties for others who reside there.
**Allergies and other conflicts**

In the case of allergies with roommates, faculty, staff or other students, or other conflicts that might arise such as fear of the animal, an attempt to find alternate accommodations will be made to assist in meeting the needs of all individuals involved. If alternate accommodations are unable to be made then a decision to not approve the assistance animal may be made on a case by case basis by SHRL staff.

**Appeal**

If a requested accommodation is not approved, or a student is required to remove the assistance animal due to a violation of the Assistance Animal Agreement, the student may contact the Director of Housing to seek informal resolution to the complaint.

* [http://www.ada.gov/service_animals_2010.htm](http://www.ada.gov/service_animals_2010.htm)

**Approved:** August 30, 2017