

# Service Animals in the Workplace: Request Process and Guidelines

## I. SERVICE ANIMAL REQUEST PROCESS

A service animal means 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. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button.

To initiate the request process, fill out the provided “Verification of a Service Dog Form” in its entirety and then submit the form to Human Resources in Stockton for review. Human Resources will respond in writing within ten business days.

Requests for allowing emotional support or comfort animals into the workplace will follow the [ADA Reasonable Accommodation process](#).

## II. TYPES OF SERVICE DOGS

In order for animals to fit the ADA’s definition of “service animal” they have to be have been specifically trained to perform a task for the person with a disability, for example:

**Guide Dog or Seeing Eye® Dog:** Is a carefully trained dog that serves as a travel tool for persons who have severe visual impairments or are blind.

**Hearing or Signal Dog:** Is a dog that has been trained to alert a person who has a significant hearing loss or is deaf when a sound occurs, such as a knock on the door.

**Psychiatric Service Dog:** Is a dog that has been trained to perform tasks that assist individuals with disabilities to detect the onset of psychiatric episodes and lessen their effects. Tasks performed by psychiatric service animals may include reminding the handler to take medicine, providing safety checks or room searches, or turning on lights for persons with Post Traumatic Stress Disorder, interrupting self-mutilation by persons with dissociative identity disorders, and keeping disoriented individuals from danger.

**SSigDOG (sensory signal dogs or social signal dog):** Is a dog trained to assist a person with autism. The dog alerts the handler to distracting repetitive movements common among those with autism, allowing the person to stop the movement (e.g., hand flapping).

**Seizure Response Dog:** Is a dog trained to assist a person with a seizure disorder. How the dog serves the person depends on the person’s needs. The dog may stand guard over the person during a seizure or the dog may go for help. A few dogs have learned to predict a seizure and warn the person in advance to sit down or move to a safe place.

### III. HANDLER OF SERVICE ANIMALS RESPONSIBILITY AND REMOVAL OF SERVICE ANIMALS

**Disruption:** The handler of an animal that is unruly or disruptive (e.g., barking, running around, bringing attention to itself) may be asked to remove the animal from University facilities. If the improper behavior happens repeatedly, the handler may be told not to bring the animal onto the University campus until the handler takes significant steps to mitigate the behavior. Mitigation can include muzzling a barking animal or refresher training for both the animal and the handler.

**Health:** Animals to be housed in University housing must have an annual clean bill of health from a licensed veterinarian. Service animals who are ill should not be taken into public areas. Only animals in good health will be permitted on campus. A handler with an ill animal may be asked to leave University facilities.

**Uncleanliness:** Handlers with animals that are unclean, malodorous and/or bedraggled may be asked to leave University facilities. An animal that becomes wet from walking in the rain or mud or from being splashed on by a passing automobile, but is otherwise clean, should be considered a clean animal. Animals that shed in the spring sometimes look bedraggled. If the animal in question usually is well groomed, the animal should be considered tidy even though its spring coat is uneven and messy appearing or it has become wet from weather or weather-related incidents. If a situation arises whereas the presence of a service animal threatens the health or safety of another individual (for example, in the case of a severe allergic reaction to animal dander), then the concerned parties must contact either Student Disability Services or Human Resources to mediate the situation on a case by case basis.

**Safety:** Service animals may be excluded from the campus if they pose either a direct threat to the University workplace.

**Destruction to Property:** If the service animal causes damage to University property the handler will be subject to the then current University policies for staff and faculty regarding damage to or destruction of University property.

### IV. GRIEVANCES

Any handler dissatisfied with a decision made concerning a service animal should follow the applicable Complaint and Grievance Procedures. Staff and faculty members should refer to the appropriate handbook or collective bargaining agreement.



## Verification of a Service Dog Form

Handlers will not be asked about the nature or extent of his or her disability. However, when it is not readily apparent that the dog identified by the handler is trained to do work or perform tasks for him or her, University designees may ask the handler the following two questions:

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

Documentation, such as proof that the dog has been certified, trained or licensed as a service or guide dog is not required.

Should you have any questions, please contact Human Resources at 209.946.2124 or [human\\_resources@pacific.edu](mailto:human_resources@pacific.edu).

### Service Dog Handler's Information

Name: \_\_\_\_\_  
 Pacific ID: \_\_\_\_\_  
 Department: \_\_\_\_\_

Email: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Supervisor: \_\_\_\_\_

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

Human Resources Approval: Yes   
 No

HR Signature: \_\_\_\_\_

Date: \_\_\_\_\_