What PCC Staff and Faculty need to know about Service Animals

When you see an animal on campus

How is the dog behaving?

Try not to make assumptions about whether or not it is a service animal. Remember, disability is hidden more often than not. Let the animal's behavior dictate your course of action.

A service animal must be a dog (or in rare cases, a miniature horse). All other animals are excluded (unless part of PCC program such as vet tech).

Working Dog Behavior
No Need to Ask Questions

- Is in a harness or leash (unless obviously performing a task that requires being off leash)
- Follows verbal or hand commands and remains "at attention"

Untrained Dog Behavior
Appropriate Personnel May Ask Two Questions

- Is engaging in "normal dog" behavior such as sniffing around or greeting people
- Is off of leash or harness (for example in a purse or jacket)
- Is having difficulty following commands of handler (partner)

Questions One:
Is this animal needed on the basis of disability?

Question Two:
What specific tasks has this dog been trained to perform?

Out of Control Animal
Dean of Students or Public Safety can Exclude Animal

- Is barking, growling, jumping, snorting, etc
- Is running loose
- Is ignoring commands of handler (partner) or not being given direction

Exclusion process must be documented at time of event with rationale for decision

Individual who experiences disability has right to appeal

Exclusion review process must be individualized and should take into account relevant contextual aspects
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Remember, disability is hidden more often than not. Let the dog’s behavior dictate your course of action.

When you see a dog on campus (A service animal has to be a dog, or in rare cases, a miniature horse)

I. How is the dog behaving?
   A. Working Dog Behavior
      No Need to Ask Questions
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      2. Follows verbal or hand commands and remains "at attention"
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      Appropriate Personnel May Ask Two Questions
      1. Is engaging in "normal dog" behavior such as sniffing around or greeting people
      2. Is off leash or harness (for example inside a purse or jacket)
      3. Is having difficulty following commands of handler (partner)
         *Questions One: Is this animal needed on the basis of disability?
         *Question Two: What specific tasks has this dog been trained to perform?
   C. Out of Control Animal
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      1. Is barking, growling, jumping, soiling, etc.
      2. Is running loose
      3. Is ignoring commands of handler (partner) or not being given direction
         ▪ Exclusion process must be documented at time of event with rationale for decision
         ▪ Exclusion review process must be individualized and should take into account relevant contextual aspects
         ▪ Individual who experiences disability has right to appeal