

Service Animal Procedure

University Housing
La Sierra University

Service Animal Procedure

All Service Animal requests must be submitted to the Office of Disability Services (ODS) located in Sierra Vista Hall, Room 101. After ODS has approved the accommodation of a Service Animal, the student is responsible for submitting the approval to University Housing along with any other required documentation.

No animal will be permitted in residence halls or apartments that:

- Is not approved by the ODS office
- Is not approved by University Housing
- Poses a direct threat to the health or safety of others
- Would cause substantial physical damage to the property of the University and other residents
- Would pose an undue financial and administrative burden to the University
- Would fundamentally alter the nature of the University's housing operations

Standards for Approved Service Animals

All approved service or assistance animals must comply with applicable laws regarding animals and their treatment and care, and must also meet the following standards:

Dogs (Service and Emotional Support Animals)

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with the University Housing Office. Dogs must be licensed and a copy of the license must be on file with the University Student Housing Office (Riverside County Ordinance 630 Section 2 Mandatory dog licensing and vaccination).
- Dogs must be spayed or neutered. A copy of the veterinarian's report must be on file with the University Student Housing Office.
- A Certificate of Health signed by a veterinarian certifying the dog is healthy and free from any signs of infectious or contagious diseases, parasites, etc. must be on file with the University Student Housing Office.
- Collars and tags must be worn at all times. The dog must be kept on a leash at all times when outside the residence hall or apartment. Dogs must never be allowed to run freely.
- Dogs must possess friendly and sociable characteristics. A specific dog can be restricted from the premises by the University Housing Director or designee based on any confirmed threatening or territorial behavior. Dogs that are classified as "Vicious Dogs" (Riverside County Ordinance 771, Section 2) and "Dangerous Dogs" (Ord. Chapter 6.16) will not be allowed.
- Dog obedience and training programs are highly recommended.

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Domestic Cats (Emotional Support Animal Only)

- All required immunizations must be up-to-date and a copy of the immunizations must be on file with the University Student Housing Office.
- Cats must be licensed and a copy of the license must be on file with the University Student Housing Office.
- Cats must be spayed or neutered. A copy of the veterinarian's report must be on file with the University Student Housing Office.
- A Certificate of Health signed by a veterinarian certifying the cat is healthy and free from any signs of infectious or contagious diseases, parasites, etc. must be on file with the University Student Housing Office.
- Collars and tags must be worn at all times. The cat must be kept on a leash at all times when outside the residence hall or apartment. Cats must never be allowed to run freely.

Any Other Animal

To be considered on a case-by-case basis by the University Housing Director or designee. Animals defined as “Exotic Animals” in the Riverside County Ordinance Code 680, section 2.q (Exotic animal is defined as any animal which is not normally domesticated in the United States including, but not limited to, any lion, tiger, bear, non-human primate (monkey, chimpanzee, etc.), wolf, coyote, cougar, bobcat, ocelot, wildcat, skunk, boa, python, reptile, amphibian, bird, or venomous snake, irrespective of its actual or asserted state of docility, tameness or domesticity) are not allowed.

Standards of Behavior by Animal and Animal Owner

Health, sanitary, safety, and disruptive standards must be maintained as follows:

- Animals require daily food and attention, as well as a daily assessment of their general health, behavior and overall welfare.
- Animals cannot be left unattended overnight at any time. If the owner must be away, they must either take the animal with them, or make arrangements for them to be cared for elsewhere, which does not include other residence hall or apartment spaces.
- Emotional support animals must not be taken into the residence hall or apartment offices, administrative offices, common space or student living areas.
- Animal feces, defined as cat litter box contents and any solid animal waste, must be disposed of properly. It is the owner's responsibility to remove feces from University grounds, dispose of it in a plastic bag, and then place that bag in the garbage dumpsters outside. Cleanup must occur IMMEDIATELY. Animal feces may not be disposed of in any trash receptacle or through the sewer system inside any building on the La Sierra University campus. Waste MUST be taken to any residence hall or apartment dumpster for disposal.
- Residents with cats must properly maintain litter boxes. In consideration of the health of the cat and occupants of the apartment or the residence hall room, cat litter box contents must be disposed of properly and regularly. The litter box must be changed with new cat litter regularly as outlined by the manufacturer.
- Animal-accidents within the residence hall room or apartment must be promptly cleaned up using appropriate cleaning products.

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- Regular and routine cleaning of floors, kennels, cages, and litter boxes must occur. The odor of an animal coming from the residence hall room or apartment is not acceptable. (see Cleaning Section below)
- Any flea infestation must be attended to promptly by the University Housing contracted professional extermination company at animal owner's expense. Animal owners are expected to promptly notify University Housing staff and arrange for extermination when a flea problem is noted. Animal owners may take some precautionary measures such as: flea medications prescribed by veterinarians, flea and tick collars, taking your animal to the veterinarian for flea and tick baths. Because not all of the precautions listed above can prevent flea and tick infestations, the animal owner is responsible for extermination costs after vacating the residence hall room or apartment.
- Animals must not be allowed to disrupt others (e.g., barking continuously, growling, yowling, howling, etc.). Animals which constitute a threat or nuisance to staff, residents or property, as determined by the University Housing Director or designee, must be removed within seven (7) days of notification. If University Security Department personnel determine an animal poses an immediate threat, animal control may be summoned to remove the animal. If the behavior of an animal can be addressed by the owner and the owner can change the behavior of an animal so the pet does not have to be removed, then a written action plan must be submitted by the owner. The action plan must outline the action to take place to alleviate the problems and also must give a deadline as to length of time the plan will take to complete. Any action plan must meet the approval of the University Housing Director or designee. The day after the deadline for removal from the apartment, University Housing staff will do a residence hall room or apartment inspection to check damages and infestation and then the mandatory cleaning and extermination will be scheduled. Any animal owner found not adhering to the removal directive will be subject to disciplinary action, which could include contract cancellation.
- An animal must not be involved in an incident where a person experiences either the threat of or an actual injury as a result of the animal's behavior. The animal owner will take all reasonable precautions to protect university staff and residents, as well as the property of the University and of the residents.
- The owner will notify University Housing staff if the animal has escaped its confines and is unable to be located within eight (8) hours.
- All liability for the actions of the animal (bites, scratches, etc.) is the responsibility of the owner. Violations concerning any of the aforementioned may result in the resident having to find alternative housing off-campus for the animal and, as warranted, may also result in a resident being in breach of their housing contract.

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Cleaning and Damages

- When the resident moves out of his/her apartment or residence hall room, or no longer owns the animal, the apartment or residence hall room will be assessed to determine if damage to department property has been attributed to the animal. The University maintains the right to conduct apartment or residence hall room inspections annually for the purpose of assessing damage caused by the animal or otherwise determines the resident's compliance with this procedure.
- The animal owner has an obligation to make sure that the apartment or residence hall room is as clean as the original standard. If the apartment or room has carpeting, this also includes regular vacuuming and spot cleaning. Damages and extraordinary cleaning caused by the animal are the responsibility of the resident. Replacement or repair of damaged items will be the financial responsibility of the owner and assessed by members of the University Housing staff.