

<b>University of Prince Edward Island</b>	
<b>Procedure</b>	Procedures and Guidelines for Students Requiring A Service Animal
<b>Applicable Policies</b>	Academic Accommodations for Students with Disabilities Service Animal Policy
<b>Effective Date</b>	<b>31 October 2023</b>
<b>Authority</b>	VP, Administration & Finance VP, Academic & Research
<b>Responsibility</b>	Director, Student Affairs Manager, Accessibility Services

The University of Prince Edward Island Academic and Accommodations for Students with Disabilities Policy states:

Students with a disability who seek accommodations at the University of Prince Edward Island are responsible for bringing the request to the attention of the appropriate personnel in Accessibility Services, and for providing the relevant documentation of their disability in a timely manner. Delays in notifying Accessibility Services personnel may result in accommodation requests not being processed in time for the current term/course in which accommodation is sought.

**Service Animal** refers to a guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of the individual with a disability. These tasks must be directly related to the disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders and sounds, activating an alert system in the event of a seizure or sudden drop in the Partner's blood sugar, opening and closing doors, or reducing stress commonly experienced in public places for individuals with Autism. It is strongly recommended that the animal wear specialized equipment such as a vest, harness, or collar.

**Partner** refers to a person with a disability who uses a Service Animal to obtain assistance with daily tasks.

For the purposes of these guidelines, an animal is a service animal for a student with a disability if the person provides documentation (see Form A) from a medical practitioner as listed below confirming that:

- 1) The animal is indeed a service animal.
- 2) The person requires the animal for reasons relating to a diagnosed disability or functional limitation.

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### **Documentation Requirements for Students with Service Animals**

- Medical Verification Form completed by a licensed medical professional (see Form A)
- A letter from a licensed veterinarian stating the animal is in good health including immunization records (see Form C)
- Training log (show that the animal can demonstrate the tasks or duties to support the partner with and how it can assist with functional limitations) (See Appendix A for an example, however, this is not the only form of a training log we will accept)
- Service Animal Student Agreement (see Form B)

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<b>Service Animal</b>	<b>Key Tasks</b>	<b>Medical/Health Practitioner</b>
<b>Autism Assistance</b>	Provides a calming effect when a sensory stimulus is heightened by being a physical and emotional anchor and alerts their partner to danger.	Medical/Health Practitioner
<b>Guide</b>	Serves as a travel aid for a partner who is legally blind.	Optometrist, Medical/health Practitioner, Ophthalmologist
<b>Hearing or Signal</b>	Alerts the partner with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door.	Audiologist
<b>Psychiatric Response</b>	Retrieves and prompts the partner to take medications retrieves or activates medical alerts and leads the partner out of crowds, etc.	Psychologist, Psychiatrist, Medical/Health Practitioner
<b>Mobility Assistance</b>	Helps the partner who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady the partner while walking, help the partner get up after a fall, etc.	Medical/Health Practitioner, Physiotherapist, Speech Language Pathologist, Neurologist, Chiropractor, Rheumatologist
<b>Seizure Response</b>	Warns the partner of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the partner.	Medical/Health Practitioner, Neurologist

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## Application Process for Students

1. Register your disability with UPEI Accessibility Services and request a Service Animal as an accommodation. This needs to happen before any documentation for a Service Animal will be reviewed.
2. Establish that the animal meets the Service Animal definition above and verify the need for a service animal for reasons of a disability by providing Accessibility Services with a completed Medical Verification Form (see Form A).
3. Provide Accessibility Services with all other supporting documentation including:
  - Letter from a licensed veterinarian stating the animal is in good health including immunization records (see Form C)
  - Training Log (show that the animal can demonstrate the tasks or duties to support the partner with and how it can assist with functional limitations) (See Appendix A)
4. Accessibility Services will notify the student applicant in writing of the decision regarding the service animal request.
5. If the request is approved, the Service Animal Student Agreement Form (see Form B) must be reviewed and signed by the student with a member of the Accessibility Services team present.
6. The student will need to contact Residence Services to discuss specific procedures and guidelines for having a service animal in residence.
7. If consensus cannot be reached between the student and the designate of Accessibility Services about the request for a Service Animal, the following process for dispute resolution will be followed:
  - See [Service Animal Policy](#) - Section 5.4 Appeals

## Exclusions on Campus

### A service animal may be prohibited under any of the following conditions:

1. The service animal is not behaving in an acceptable manner, is exhibiting violent or disruptive behavior and the partners are not effectively controlling it.
2. The service animal is unattended or unrestrained.
3. The presence of the service animal would fundamentally change the nature of a program, service, or activity.
4. The service animals' presence, behavior, or actions pose an unreasonable or direct threat to the property and/or health and safety of other people in the vicinity. The risk may not be remote or speculative in nature.
5. Areas of research, teaching, or frequented by client-owned animals, such as the Atlantic Veterinary College, where the physical presence of a service animal poses any possibility of transfer of pathogens to or from the service animal or disruption of other research experiments.

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The above prohibitions are determined on a case-by-case basis. Health, Safety, and Environment may be called on to assist in assessing spaces on campus for safety and risk.

In making any of these determinations, consideration must be given to the provision of reasonable alternate accommodation.

If the service animal is to be excluded for any of the above reasons, the student must be given the option of participating in an activity or receiving services without the service animal on the premises.

If the animal has been excluded because of disruptive behavior, the student must be allowed to participate in the activity with the service animal once the animal's behavior is under control.

In the event of a disagreement about the appropriateness of an accommodation, service quality, or animal exclusion, the following process for dispute resolution will be followed:

- See [Service Animal Policy](#) - Section 5.4 Appeals

**All service animals must abide by the requirements outlined in the Service Animal Student Agreement Form (see Form B).**

**Form A**  
*Medical Verification Form*

**Name of Student:** \_\_\_\_\_

**Name of Licensed Medical/Health Practitioner and Professional Designation:**  
\_\_\_\_\_

**Student Consent for Release of Information:**

I give consent for \_\_\_\_\_ (*name of licensed medical/health practitioner*) to provide the information requested below and share with UPEI Accessibility Services.

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Instructions for Medical/Health Practitioner**

**Definitions**

**Service Animal** refers to a guide dog, signal dog or other animal individually trained to do work or perform tasks for the benefit of the individual with a disability. These tasks must be directly related to the disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders and sounds, activating an alert system in the event of a seizure or sudden drop in the Partner's blood sugar, opening and closing doors, or reducing stress commonly experienced in public places for individuals with Autism. It is strongly recommended the animal wear specialized equipment such as a vest, harness, or collar.

**Partner** refers to a person with a disability who uses a Service Animal to obtain assistance with daily tasks.

**What do service animals do?**

Service animals perform various tasks and provide services for people with disabilities (who may train their own service animals or acquire one from a training facility), including but not limited to the following:

- **Autism Response** - provides a calming effect for sensory stimuli, provides an emotional and physical anchor, and alerts to dangers.
- **Guide** – serves as a travel aide for the partner who is legally blind.

- **Hearing or signal** – alerts the partner with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door and may perform other assistive tasks for the partner who is deaf or hard of hearing.
- **Psychiatric Response** - retrieves and prompts the partner to take medications, retrieves or activates medical alerts, leads the partner out of crowds, etc.
- **Mobility assistance** – helps the partner who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady the partner while walking, help the partner get up after a fall, etc.
- **Seizure response** – warns the partner of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the partner.

**Please answer the following:**

1. Does this animal meet the definition of a Service Animal?
  - Yes
  - No

**If yes, please continue.**

**If no, this animal is not eligible for approval as an accommodation under UPEI's Service Animal Policy.**

2. What are the functional limitations of the student's condition?
  
  
  
  
  
  
  
  
  
  
3. What is the Service Animal trained to aid with?
  
  
  
  
  
  
  
  
  
  
4. Is this Service Animal prescribed as part of a treatment for the student? Please note, emotional support animals, pets and therapy animals are ineligible for approval under UPEI's Service Animal Policy.

5. What are the consequences of not having the Service Animal?
  
  
  
  
  
  
  
  
  
  
6. Are there alternative means to accommodate the student's needs?
  
  
  
  
  
  
  
  
  
  
7. Are you aware of any training that the Service Animal has received?
  - o Yes
  - o No

If yes, please elaborate.

**Please note that as part of the agreement at UPEI, all Service Animal requests must be accompanied by a training log, vet checklist, and complete vaccination record.**

8. Is there additional information that you feel is relevant to the student's request for a Service Animal at UPEI?

Medical/Health Professional Signature: \_\_\_\_\_

Office Stamp:

**Thank you for providing the information requested above. Return completed form to the student to submit to an Accessibility Advisor for review. Questions can be directed to**

**UPEI Accessibility Services**

**E: Mail: [accessibility@upei.ca](mailto:accessibility@upei.ca)**

**Fax: 902-628-4319**

**Telephone: 902-566-0668**



**Form B**  
*Service Animal Student Agreement Form*

Student Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

UPEI Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Animal Name: \_\_\_\_\_ Animal Type: \_\_\_\_\_

Requirements	Details	Initial
<b>Local ordinances and Identification</b>	<p>The animal must have tags or other methods of indicating ownership and rabies clearances.</p> <ul style="list-style-type: none"> <li>Local ordinances including requirements for immunization, licensing, noise, at-large animals, and dangerous animals, etc. must be obeyed.</li> </ul>	
<b>Health and Vaccinations</b>	<ul style="list-style-type: none"> <li>The animal must be in good health.</li> <li>They must have an annual checkup with a licensed veterinarian.</li> <li>Species-appropriate vaccinations must be current.</li> </ul>	
<b>Grooming</b>	<ul style="list-style-type: none"> <li>The animal must be clean and well-groomed.</li> <li>Appropriate measures should be taken for flea and odor control.</li> <li>The animal cannot be bathed or groomed using campus bathrooms or other facilities.</li> </ul>	
<b>Physical Control</b>	<ul style="list-style-type: none"> <li>The student must be always in full control of the animal including the use of a leash, pen, and cage, as appropriate for the animal, and the student's disability.</li> <li>The supervision of the animal is the sole responsibility of the student.</li> <li>The animal must not create a safety hazard for other persons.</li> <li>If the animal is not behaving in an acceptable manner, is exhibiting violent or disruptive behavior and the partner is not effectively controlling it, the animal may be prohibited.</li> </ul>	
<b>Responsibility of Campus Property</b>	<ul style="list-style-type: none"> <li>The student is financially responsible for the actions of the animal that lead to bodily injury or property damage, including but not limited to, any replacement of furniture,</li> </ul>	

	<p>carpets, wall coverings etc.</p> <ul style="list-style-type: none"> <li>• The student is responsible for covering the costs of repair or cleaning.</li> <li>• The student may be asked to remove the animal if the damage is excessive or the result of negligence.</li> </ul>	
<b>Cleanup</b>	<ul style="list-style-type: none"> <li>• The student is responsible for the proper disposal of the animal's waste.</li> <li>• The student should always carry supplies sufficient to clean and properly dispose of the animal's waste.</li> <li>• The student must not dispose of animal's waste in shared garbage cans inside any buildings on campus.</li> </ul>	
<b>Required Registration</b>	<ul style="list-style-type: none"> <li>• All animals must be registered with Accessibility Services.</li> </ul>	
<b>Rules and Regulations</b>	<ul style="list-style-type: none"> <li>• The student agrees to all other regulations, including but not limited to, residential, University of Prince Edward Island Student Code of Conduct, fire codes, health/food codes.</li> </ul>	
<b>Daily Care</b>	<ul style="list-style-type: none"> <li>• The student is responsible for providing fresh food and water daily.</li> <li>• The student is responsible for the well-being of the animal. The request to have the animal on campus will be reviewed and may be revoked if negligence towards the animal is suspected.</li> </ul>	
<b>Using Campus Space</b>	<ul style="list-style-type: none"> <li>• While on University property the student must have the animal on a leash or otherwise appropriately always secured, while in public or communal areas, and while moving through hallways.</li> <li>• The animal should be as unobtrusive as possible and not interfere with the access and use of facilities by other students.</li> <li>• An animal is not permitted in shared spaces unless accompanied by the student.</li> <li>• Animals are not permitted on furniture unless providing service to the student.</li> </ul>	
<b>Restrictions</b>	<ul style="list-style-type: none"> <li>• The student cannot have an animal that requires a heat lamp. Heat lamps can pose a risk to everyone.</li> <li>• The student cannot have an animal that requires live feed. This includes but is not</li> </ul>	

	<p>limited to, animals that eat bugs, small rodents, etc.</p> <ul style="list-style-type: none"> <li>● The student cannot have an animal that is venomous.</li> <li>● Animals, like cats and dogs, must be neutered or spayed.</li> <li>● Confining environments, including but not limited to a kennel, cage, and tanks must not violate fire codes. For example, they cannot block an exit.</li> </ul>	
<p><b>Switching Service Animals</b></p>	<ul style="list-style-type: none"> <li>● If the student wishes to switch their animal, they must repeat the process to get approval for the new animal.</li> <li>● Each set of forms is animal-specific and cannot approve an animal different from the one for which the contract is completed.</li> <li>● If the student fails to provide the necessary forms and documents to approve a new animal, the student will be asked to remove the animal from campus.</li> </ul>	

**Student:**

If requested, I give Accessibility Services permission to share the Service Animal Agreement and Veterinarian Checklist with Residence Staff.

- Yes
- No

If requested, I give Accessibility Services share the Service Animal Agreement and Veterinarian Checklist with Health, Safety and Environment

- Yes
- No

***I have read and understood all that is expected of me regarding my Service Animal and agree to the terms outlined above.***

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Accessibility Advisor:**

***By signing this form, I am indicating that I have gone through this document with the student, and I believe that this student will benefit from a Service Animal.***

Advisor Name: \_\_\_\_\_

Accessibility Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Form C**  
*Veterinarian Letter Checklist*

**LETTER MUST BE COMPLETED BY A LICENSED VETERINARIAN**

This letter must include the following:

- General description of the size and weight of the animal
- An overview of the animal's health.
- Whether the animal has been spayed, neutered, etc.
- A list of appropriate vaccinations and dates received.
- A list of any medications the animal is on, as well as the reason for taking these medications and any side effects that the animal may experience.
- The next date of renewal of these vaccinations.
- Any other appropriate treatments the animal requires.
- A description of the animal's temperament and how they interact with other people.
- A description of any particular care that the animal may need, including particular care regarding its limited environment (Residence room) and how long the animal can be left alone.

**\*Please note that incomplete letters or lack of necessary information may result in the denial of the Service Animal.**

**Appendix A**  
Training Log Samples and Templates

**SAMPLE**

**Dog's name:** *Service dog in training*

**Date:** *12/5/14*

**Handler's name:** *Anonymous*

**Duration:** *3 clicker sessions, 3 min each, ½ hour at the store*

**Location(s):** *Home, outside big box store*

**Basic obedience commands used and notes on performance:**

*Adding a command to sit. Adding a command to down. Practicing touch more. Several single steps of the heel.*

**Competence:** 1 2 3 4 5 6 7 8 9 10

**Public access skills practiced and notes on performance:**

*Practiced lying on lap in wheelchair outside big box store. Nervous, but had moments of relaxation and play.*

**Competence:** 1 2 3 4 5 6 7 8 9 10

**Assistance skills demonstrated and notes on performance:**

*"Hug" and "Lick"*

**Competence:** 1 2 3 4 5 6 7 8 9 10

**Reaction of the animal to their environment:**

*Still nervous on outings.*

**Comfort level:** 1 2 3 4 5 6 7 8 9 10

**Major success:**

*Really coming along with the basics. 24 days no accidents!*

**Needs improvement:**

*Socialization and Exposures*

**TEMPLATE**

**Dog's name:**

**Handler's name:**

**Date:**

**Duration:**

**Location(s):**

**Basic obedience commands used and notes on performance:**

**Competence:**        1        2        3        4        5        6        7        8        9        10

**Public access skills practiced and notes on performance:**

**Competence:**        1        2        3        4        5        6        7        8        9        10

**Assistance skills demonstrated and notes on performance:**

**Competence:**        1        2        3        4        5        6        7        8        9        10

**Reaction of dog to their environment:**

**Comfort level:**        1        2        3        4        5        6        7        8        9        10

**Major success:**

**Needs improvement:**

Student Information	
<b>Name:</b> Click or tap here to enter text.	<b>Contact:</b> Click or tap here to enter text.
Laboratory Information	
<b>Department/Building:</b>	<b>Course Number:</b> Click or tap here to enter text.
<b>Lab Room Number:</b>	<b>Lab Instructor:</b> Click or tap here to enter text.

**Purpose:**

UPEI is committed to providing equal opportunities for students with disabilities, within a supportive and challenging environment and consistent with academic principles. To ensure the safety of all students within a laboratory setting, the University requires a laboratory risk assessment before the service animal is permitted to attend the laboratory session. The handler must be aware of all risks associated with the lab activities and environment. Specific criteria have been developed to create a safe environment for the students and the service animal. These criteria must be adhered to and approved as such by the handler's signature below.

**Special circumstances:**

Please note that changes may be made to the laboratory assessment depending on the behaviour of the service animal and if the risks increase due to lab alterations or activities. If so, modifications to the assessment will be communicated with the handler. If, at any time, the service animal misbehaves (barking, snapping, defecating, or whining excessively) the handler may be asked to remove the service animal from the lab.

**Laboratory Risks and Criteria:**

Lab Associated Risks	
1. Tripping hazard	
2. Chemicals	
3. Biological material	
4. Broken glass	
5. Exposure to sharps	
6. Other	
Lab Service Animal Criteria	
1. Location while in lab	
2. Personal Protective Equipment	
3. Animal holding	
4. Exposure control	
5. Behavior	
6. Other	

**Laboratory visit:**

The student is encouraged to visit the laboratory before start of semester, if possible. The instructor can be reached at the email provided to arrange a time. During the visit, the instructor will go over the risk assessment and show the location where the service animal will reside during the lab session. Any questions or concerns can be discussed at this time.

**Approvals:**

Approval Signatures:	
Student print <small>Click or tap here to enter text.</small>	Signature
Lab instructor print <small>Click or tap here to enter text.</small>	Signature
HSE Manager print Liz MacArthur (lrostant@upei.ca)	Signature

**\*\*Signed copies to be distributed to the instructor, department Chair, Health, Safety, and Environment Department at [HSE@upei.ca](mailto:HSE@upei.ca), and Accessibility Services at [accessibility@upei.ca](mailto:accessibility@upei.ca).**