

Procedures and Guidelines for Students Requiring A Service Animal University of Prince Edward Island

SERVICE ANIMALS

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. Although not a legal requirement, the animal may wear specialized equipment such as a backpack, 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 from a medical practitioner as listed below confirming that the person requires the animal for reasons relating to a diagnosed disability or functional limitation.

Documentation Requirements for Students with Service Animals

- Medical Verification Form completed by licensed medical professional (See form A)
- A letter from a licenced veterinarian stating the animal is in good health including immunization records (see Form C) (to be submitted annually)
- Training log (show that the animal is able to demonstrate the tasks or duties to support the partner with and how it can assist with functional limitations)
- Service Animal Student Agreement (see Form B)

Service Animal	Key Tasks	Medical/Health Practitioner
Autism Assistance	Provides a calming effect when a sensory stimulus is heightened by being a physical and emotional anchor and alerts their partner to possible danger.	Medical/Health Practitioner
Guide	Serves as a travel aid for a partner who is legally blind.	Optometrist , Medical/health Practitioner, Ophthalmologist
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.	Audiologist
Psychiatric Response	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
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.	Medical/Health Practitioner, Physiotherapist, Speech Language Pathologist, Neurologist, Chiropractor, Rheumatologist
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.	Medical/Health Practitioner, Neurologist

Application Process for Students

1. Register your disability with UPEI Accessibility Services and request service animal as an accommodation. This will begin the process of requesting a service animal at UPEI.
2. Establish that the animal meets the service animal definition above and verify the need of a service animal for reasons of a disability by providing Accessibility Services with a completed Medical Verification Form (see form A).
3. If applying for residence, special requests should be made via Accessibility Services as early as possible. We cannot guarantee that we will be able to accommodate requests made after June 1st as most rooms are assigned by this point. The student should also submit a [Residence Application Form](#) as early as possible in addition to the letter of support provided by Accessibility Services.
4. Provide Accessibility Services with all other supporting documentation including:
 - Letter from a licenced veterinarian stating the animal is in good health including immunization records (see Form C)
 - Training Log (show that the animal is able to demonstrate the tasks or duties to support the partner with and how it can assist with functional limitations)
5. Accessibility Services will notify the student applicant in writing of the decision regarding the service animal request. If the application is approved the appropriate stakeholders will be copied on the approval letter to ensure that they are aware that the service animal is authorized to be on campus (including Facilities Management).
6. If the request is approved, the Service Animal Student Agreement Form (see Form B) must be reviewed and signed with the student with a member of the Accessibility Services team present.
7. If the student is living in Residence, Accessibility Services staff will communicate the recommendation to Residence staff and whether the student should be permitted to bring the animal into Residence.
8. The student will need to book an appointment with Residence Services to discuss specific procedures, guidelines and the option for an early move in date.
9. A service animal approved to live in a Residence must be controlled and supervised in adherence with Residential Life requirements (see [Residence Life Agreement Form](#)).
10. If the student has a roommate, the roommate will be notified of the service animal. If the roommate does not agree to this arrangement, another roommate may be assigned. The roommate will not be responsible for the care or cleaning of the service animal. Any roommate issues arising from the presence of the service animal will be mediated by Residence Services.
11. 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

Annual Requirements

If the service animal is approved each academic year the student must re-submit the following documentation:

- ❑ A letter from a veterinarian stating that the animal is in good health including immunization records (see Form C).

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 not effectively controlling it.
2. The service animal is left 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 clients 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 other research experiment.

The above prohibitions are determined on a case-by-case basis. 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 student decides to participate without the service animal, efforts must be made to reasonably accommodate the student.

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 animals behaviour is under control.

In the event of a disagreement about the appropriateness of an accommodation, service quality, or an 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 following requirements:

These requirements are included on the Service Animal Student Agreement Form (see Form B).

Requirements	Details
Local ordinances and Identification	<ul style="list-style-type: none">• The animal must have tags or some other method of indicating ownership and rabies clearances.• Local ordinances including requirements for immunization, licensing, noise, at-large animals and dangerous animals etc. must be obeyed.
Health and Vaccinations	<ul style="list-style-type: none">• The animal must be in good health.• They must have an annual check up with a licensed veterinarian.• Species-appropriate vaccinations must be current and proof of vaccinations must be filed with Accessibility Services annually.
Grooming	<ul style="list-style-type: none">• The animal must be clean and well groomed.• Appropriate measures should be taken at all times for flea and odour control.• The animal cannot be bathed or groomed using campus bathrooms or other facilities.
Physical Control	<ul style="list-style-type: none">• The student must be in full control of the animal at all times including the use of a leash, pen, cage, as appropriate for the animal, and the students disability.• The supervision of the animal is the sole responsibility of the student.• The animal must not create a safety hazard for other persons.• 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.

<p>Responsibility of Campus Property</p>	<ul style="list-style-type: none"> ● 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, carpets, wall coverings etc. ● The student is responsible to cover the costs of repair or cleaning. ● The student may be asked to remove the animal if the damage is excessive or the result of negligence.
<p>Cleanup</p>	<ul style="list-style-type: none"> ● The student is responsible for the proper disposal of the animals feces. ● The student should always carry equipment and bags sufficient to clean and to properly dispose of the animal waste. ● The student must not dispose of faeces in shared garbage cans inside any buildings on campus.
<p>Required Registration</p>	<ul style="list-style-type: none"> ● All animals must be registered with Accessibility Services. ● Students who are applying for UPEI Residence must allow sufficient time to process the application, review the medical documentation and notify the student applicant in writing of the decision.
<p>Rules and Regulations</p>	<ul style="list-style-type: none"> ● 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.
<p>Noise and Quiet Hours</p>	<ul style="list-style-type: none"> ● The student will be expected to be in control of the noise of the animal. ● The animal should not be a distraction to the learning of other students. This includes respecting quiet hours in Residence. If the animal is loud during these hours, the student will be subject to the residence conduct process. Repeat offenses may lead to

	<p>a review of living arrangements. In residence, there is no such thing as “loud hours” so the noise of the animal must be controlled at all times.</p>
<p>Daily Care</p>	<ul style="list-style-type: none"> ● The student is responsible for providing fresh food and water on a daily basis. ● 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.
<p>Using Campus Space</p>	<ul style="list-style-type: none"> ● While on University property the student must have the animal on a leash or otherwise appropriately secured at all times, while in public or common areas and while moving through hallways. ● The animal should be as unobtrusive as possible and not interfere with the access and use of facilities by other students. This includes in Residence. ● An animal is not permitted in shared spaces unless accompanied by the student. ● Animals are not permitted on furniture.
<p>Restrictions</p>	<ul style="list-style-type: none"> ● The student cannot have an animal that requires a heat lamp. Heat lamps can pose a risk to everyone. ● The student cannot have an animal that requires a live feed. This includes but is not limited to, animals that eat bugs, small rodents, etc. ● The student cannot have an animal that is venomous. ● Animals, like cats and dogs, must be neutered or spayed. ● Confining environments, including but not limited to a kennel, cage, and tanks must not violate fire codes. For example, they cannot block an exit. ● If living in residence, all of the animals belongings (e.g. cage, food, dishes,

	<p>etc) must fit inside the students residence room. Resident storage rooms are not available for any equipment.</p>
<p>Switching Service Animals</p>	<ul style="list-style-type: none"> • If the student wishes to switch their animal, they must repeat the process to get approval for the new animal. • Each set of forms is animal specific and cannot approve an animal different from the one for which the contract is completed. • 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.
<p>Removing Service Animals</p>	<ul style="list-style-type: none"> • If the student will no longer be accompanied by the animal, either in class or living in Residence, the student must submit a formal letter if the animal is no longer living in the student's residence room. • The letter must include: (1) the reason the animal is no longer living in the residence room; (2) the date of the removal of the animal. • This letter must be filed with Accessibility Services and Residence Services. • If the animal remains in the room past the date outlined in the letter, the student may be fined.
<p>Inspection of Student's Room</p>	<ul style="list-style-type: none"> • If living on residence, all students rooms are inspected regularly for cleanliness. If these inspections reveal that the room needs more than the usual maintenance or cleaning as a result of the animal, the student will be responsible for any fees incurred from cleaning, damage or pest treatment.
<p>Roommate Approval</p>	<ul style="list-style-type: none"> • If living in Residence and with a roommate, that individual must sign

	<p>an agreement acknowledging that the animal is to live with them.</p> <ul style="list-style-type: none"> ● In the event of disapproval, either the partner and the animal, or the non-approving roommate may be moved to a suitable location. ● The roommate is not financially or otherwise responsible for the animal.
<p>Leaving Campus</p>	<ul style="list-style-type: none"> ● If living in Residence, when the student leaves campus for weekends, breaks, or any other lengthy periods of time, the animal must not be left in the room alone for an extended period of time. The specific timeframe will need to be clarified on the letter from the licensed veterinarian (see Form C).
<p>Leaving Residence Room</p>	<ul style="list-style-type: none"> ● If living in Residence and the student does not require the animal's services outside of the residence, when the student leaves their room the animal will be left in the student's room in a confining environment.

Form A
Medical Verification Form

Name of Student: _____

Name of Licensed Medical/Health Practitioner: _____ **Professional Designation:** _____

Student Consent for Release of Information: I give consent for

_____ (name of licensed medical/health practitioner) to provide the information requested below.

Student Signature: _____ **Date:** _____

Instructions for Medical/Health Practitioner

Please respond to the following questions with respect to:

1. *A service animal accompanying a student while participating in academic, extracurricular, sports, social, recreational activities in campus classrooms, buildings and on campus grounds.*

And/Or:

2. *A service animal living in a communal residential setting, where bedrooms, washrooms, common living and cooking areas are shared, space is limited, and a variety of cultural and allergic responses exist in close proximity. These conditions pertain to all students and staff living in the residence, 24 hours a day. The needs of the individual must be considered in relation to the realities of the entire residence community.*
(See p. 1 for UPEI Service Animal definition.)

Please answer the following:

1. **What is the student's condition or disability specific to the need for a service animal?**

2. **How long has the student been under your care?**

3. What are the functional implications of the student's condition?

a. **In Residence:** Does the condition affect the student's participation in residence life?
Yes No If yes, explain:

b. **In Academic Life:** Does the condition affect the student's participation in classes, other academic activities or settings? (Exams, labs, fieldwork, group work, etc)
Yes No If yes, explain:

c. **In Student Life:** Does the condition affect the student's participation in extracurricular, sports, recreation, social activities, etc.?
Yes No If yes, explain:

4. What specific action or function does the animal perform to facilitate the student's participation in each of the following domains? If the animal is not needed to accompany the student in a, b, or c. please mark as NOT NEEDED.

a. **Residence:**

b. **Academic Life:**

c. **Student Life:**

5. Is this an animal that you specifically prescribed as part of a treatment for the student, or is it a pet? If a pet, please explain.

6. What are the consequences of not having the animal?

7. Is there evidence that the animal has been used as a successful accommodation for the student?

8. Are there alternative means to accommodate the student's needs?

a. Residence:

b. Academic Life:

c. Student Life:

9. Is the student's need for the service animal temporary or permanent?

If temporary, please explain why and indicate how long you anticipate the animal will be required.

10. Are you aware of any training that the animal has received? Yes 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.

11. 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:
Nicole Wadden Garland, Coordinator, UPEI Accessibility Services, 550 University Ave, Charlottetown, PE C1A 4P3
E:Mail: nwadden@upei.ca Fax: 902-628-4319 Telephone: 902-628-4364*

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. Although not a legal requirement, the animal may wear specialized equipment such as a backpack, 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, alert to possible 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.

Form B
Service Animal Student Agreement Form

Student Name: _____ **Student ID:** _____

UPEI Email: _____ **Phone:** _____

Animal Name: _____ **Animal Type:** _____

Emergency Contact: _____

Requirement	Details	Initials
Local ordinances and Identification	<ul style="list-style-type: none"> ● The animal must have tags or some other method of indicating ownership and rabies clearances. ● Local ordinances including requirements for immunization, licensing, noise, at-large animals and dangerous animals etc. must be obeyed. 	
Health and Vaccinations	<ul style="list-style-type: none"> ● The animal must be in good health. ● They must have an annual check up with a licensed veterinarian. ● Species-appropriate vaccinations must be current and proof of vaccinations must be filed with Accessibility Services annually. 	
Grooming	<ul style="list-style-type: none"> ● The animal must be clean and well groomed. ● Appropriate measures should be taken at all times for flea and odour control. ● The animal cannot be bathed or groomed using campus bathrooms or other facilities. 	
Physical Control	<ul style="list-style-type: none"> ● The student must be in full control of the animal at all times including the use of a leash, pen, cage, as appropriate for the animal, and the students disability. ● The supervision of the animal is the sole responsibility of the student. ● The animal must not create a safety hazard for other persons. ● If the animal is not behaving in an acceptable manner, is exhibiting violent or disruptive behavior and the student is not effectively controlling it, the animal may be prohibited. 	
Responsibility	<ul style="list-style-type: none"> ● The student is financially responsible for the actions of 	

of Campus Property	<p>the animal that lead to bodily injury or property damage, including but not limited to, any replacement of furniture, carpets, wall coverings etc.</p> <ul style="list-style-type: none"> • The student is responsible to cover the costs of repair or cleaning. • The student may be asked to remove the animal if the damage is excessive or the result of negligence. 	
Cleanup	<ul style="list-style-type: none"> • The student is responsible for the proper disposal of the animals feces. • The student should always carry equipment and bags sufficient to clean and to properly dispose of the animal waste. • The student must not dispose of faeces in shared garbage cans inside any buildings on campus. 	
Required Registration	<ul style="list-style-type: none"> • All animals must be registered with Accessibility Services. • Students who are applying for UPEI Residence must allow sufficient time to process the application, review the medical documentation and notify the student applicant in writing of the decision. 	
Rules and Regulations	<ul style="list-style-type: none"> • 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. 	
Noise and Quiet Hours	<ul style="list-style-type: none"> • The student will be expected to be in control of the noise of the animal. • The animal should not be a distraction to the learning of other students. This includes respecting quiet hours in Residence. If the animal is loud during these hours, the student will be subject to the residence conduct process. Repeat offenses may lead to a review of living arrangements. In residence, there is no such thing as “loud hours” so the noise of the animal must be controlled at all times. 	
Daily Care	<ul style="list-style-type: none"> • The student is responsible for providing fresh food and water on a daily basis. • 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. 	
Using Campus	<ul style="list-style-type: none"> • While on University property the student must have the 	

<p>Space</p>	<p>animal on a leash or otherwise appropriately secured at all times, while in public or common areas and while moving through hallways.</p> <ul style="list-style-type: none"> ● The animal should be as unobtrusive as possible and not interfere with the access and use of facilities by other students. This includes in residence. ● An animal is not permitted in shared spaces unless accompanied by the student. ● Animals are not permitted on furniture. 	
<p>Restrictions</p>	<ul style="list-style-type: none"> ● The student cannot have an animal that requires a heat lamp. Heat lamps can pose a risk to everyone. ● The student cannot have an animal that requires live feed. This includes but is not limited to, animals that eat bugs, small rodents, etc. ● The student cannot have an animal that is venomous. ● Animals, like cats and dogs, must be neutered or spayed. ● Confining environments, including but not limited to a kennel, cage, and tanks must not violate fire codes. For example, they cannot block an exit. ● If living in residence, all of the animals belongings (e.g. cage, food, dishes, etc) must fit inside the students residence room. Resident storage rooms are not available for any equipment. 	
<p>Switching Service Animals</p>	<ul style="list-style-type: none"> ● If the student wishes to switch their animal, they must repeat the process to get approval for the new animal. ● Each set of forms is animal specific and cannot approve an animal different from the one for which the contract is completed. ● 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. 	
<p>Removing Service Animals</p>	<ul style="list-style-type: none"> ● If the partner will no longer be accompanied by the animal, either in class or living in Residence, the student must submit a formal letter if the animal is no longer living in the student's residence room. ● The letter must include: (1) the reason the animal is no longer living in the residence room; (2) the date of the removal of the animal. ● This letter must be filed with Accessibility Services and Residence Services. ● If the service animal remains in the room past the date outlined in the letter, the student may be fined. 	

Inspection of Student's Room	<ul style="list-style-type: none"> • If living on residence, all students rooms are inspected regularly for cleanliness. If these inspections reveal that the room needs more than the usual maintenance or cleaning as a result of the animal, the student will be responsible for any fees incurred from cleaning, damage or pest treatment. 	
Roommate Approval	<ul style="list-style-type: none"> • If living in Residence and with a roommate, that individual must sign an agreement acknowledging that the animal is to live with them. • In the event of disapproval, either the partner and the animal, or the non-approving roommate may be moved to a suitable location. • The roommate is not financially or otherwise responsible for the animal. 	
Leaving Campus	<ul style="list-style-type: none"> • If living in Residence, when the student leaves campus for weekends, breaks, or any other lengthy periods of time, the animal must not be left in the room alone for an extended period of time. The specific timeframe will need to be clarified on the letter from the licensed veterinarian.(see Form 1) 	
Leaving Residence Room	<ul style="list-style-type: none"> • If living in Residence and the student does not require the animal's services outside of the residence, when the student leaves their room the animal will be left in the student's room in a confining environment. 	

I have read and understood all that is expected of me regarding my Service Animal, and agree to the terms outlined above. I understand this contract is only valid for one academic year and that it must be renewed annually.

Student Signature: _____ Date: _____

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.

Accessibility Signature: _____ Date: _____

Form C
Veterinarian Letter Checklist

LETTER MUST BE COMPLETED BY A LICENSED VETERINARIAN

This letter must include the following:

- 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 special care that the animal may need including special care regarding it's 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.**