



## FAQ's REGARDING SERVICE AND EMOTIONAL SUPPORT ANIMALS (COMMONLY REFERRED TO AS ESAs)

Are faculty and/or staff permitted to ask an individual about the service animal's purpose should one enter their office, workspace, and/or classroom?

If there is a reason to question whether an animal accompanying a student to classrooms, workspaces, and/or offices is a service animal, faculty/staff may ask two questions:

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

Faculty and staff may not ask about a person's disability, require medical documentation, or ask that the service animal demonstrate its ability to perform the work or task.

If faculty or staff have any additional questions regarding a student with a service animal, please contact the Office of Disability Services at 479-968-0302.

What role should a member of the ATU community take when responding to animals on campus?

- Members of the campus community must allow emotional support animals to reside with their owners in their residence halls once they have been approved as a disability related accommodation. All animals approved as emotional support animals will have a university identification card.
- May only ask the two aforementioned questions when inquiring about a service animal. Contact the Office of Disability Services if any questions or concerns arise relating to emotional support animals.
- Report any emotional support or service animals who misbehave or any individuals who mistreat an emotional support animal or service animal to the Department of Public Safety at 479-968-0222 and to the Office of Disability Services at 479-968-0302.

What is the appropriate etiquette when encountering a service animal?

- Do NOT pet, touch or otherwise distract a service animal when it is working. Doing so may interfere with its ability to perform its duties.
- Do NOT feed a service animal. Their work depends on a regular and consistent feeding regimen that the owner is responsible for maintaining.
- Do NOT attempt to separate the owner from the service animal.
- Do NOT harass or deliberately startle a service animal.
- Avoid initiating conversations about the student's disability. Some people may not wish to discuss their disability as it may be sensitive in nature