

WALLA WALLA COMMUNITY COLLEGE
SERVICE ANIMALS
ADMINISTRATIVE PROCEDURE 2300

I. DEFINITIONS

- A. Disability - physical or mental impairment that substantially limits one or more major life activities. 28 CFR § 35.104.
- B. Service animal as defined by the ADA - Any dog (or miniature horse) that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.
 - 1. The work or tasks performed by a service animal must be directly related to the handler's disability.
 - 2. The animal is not required to wear a vest that indicates the dog is a service animal nor is the handler required to register the animal with someone on campus.
 - 3. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.
 - 4. The crime deterrent effects of an animal's presence and the provision of emotional support, wellbeing, comfort or companionship do not constitute work or tasks for the purposes of this definition.
- C. Handler - a qualified individual with a disability that a service animal assists as an accommodation.
- D. Pet - an animal kept for ordinary use and companionship. A pet is not considered a service animal and is not covered by this Policy or permitted on College premises.

II. USE OF SERVICE ANIMAL

- A. If the disability which requires the use of a service animal is not readily apparent, WWCC staff are permitted to ask the following:
 - 1. Is the animal a service animal required because of a disability, and
 - 2. What work or task has the animal been trained to provide?
- B. WWCC staff will not require documentation or demonstration to prove that the service animal has been certified, trained or licensed as a service animal.

III. ACCOMMODATION

- A. Students who would like to register as a student with a disability or request a reasonable accommodation should contact the Disability Support Services Coordinator:
 - 1. Walla Walla Campus: Kristen Duede, Advising & Counseling Center, Main Building D, Office 133C. Mailing Address: 500 Tausick Way, Walla Walla, WA 99362. Email: kristen.duede@wwcc.edu. Phone: (509) 527-4543.
 - 2. Clarkston Campus: Heather Markwalter, Office 115. Mailing Address: 1470 Bridge Street, Clarkston, WA 99403. Email: heather.markwalter@wwcc.edu. Phone (509) 758-1721.
- B. The Disability Support Services Coordinator will assist the student by providing advance notice to College personnel, such as faculty, advisors, and Campus Security.
- C. Employees may request disability accommodations pursuant to the College's [Reasonable Accommodations Administrative Policy 5605](#). The ADA Coordinator will evaluate the disability and make any appropriate recommendations.
 - 1. WWCC ADA/EEO Coordinator: Brooke Marshall, Vice President of Human Resources, Main Building D, Office 64. Mailing Address: 500 Tausick Way, Walla Walla, WA 99362. Email: brooke.marshall@wwcc.edu. Phone: (509) 527-4300.

- D. Visitors (excluding student, faculty, staff and employees) to the College who require the use of a service animal are not required to provide advance notice to anyone on campus prior to their visit but should contact the event planner to request any needed accommodations.

IV. HANDLER'S RESPONSIBILITIES

A. Control

The care and supervision of a service animal is the responsibility of the handler. The handler must maintain control of the animal at all times. The ADA also provides that service animals must be harnessed, leashed, or tethered; unless these devices interfere with the service animal's work, or the individual's disability prevents using these devices. In that case, the handler must maintain control of the animal through voice, signal, or other effective controls.

B. Cleanliness

The service animal must be housebroken and the handler is responsible for ensuring the clean-up of all animal waste in a safe and sanitary manner. If the handler is unable to collect and properly dispose of animal waste, an alternative person must be identified by the handler for this service. The College is not responsible for this service.

C. Health

The service animal must be in good health and have current vaccinations and immunizations against disease such as the general maintenance vaccine series, which includes rabies, distemper, and parvovirus. The service animal must wear a rabies vaccination tag and license in accordance with city and county regulations. It is the handler's responsibility to know and understand applicable animal control ordinances, laws, and regulations.

D. Safety

Some areas of instruction, including labs and shop areas, may have identified safety requirements to protect the service animal, handler, and others. It is the handler's responsibility to ensure the service animal complies with safety requirements.

E. Damage or Injury

The handler is personally responsible for any injuries and/or damage caused by the service animal.

V. WWCC EMPLOYEE RESPONSIBILITIES

A. Open Access

Allow a service animal to accompany its handler at all times and everywhere on campus, except where service animals are specifically prohibited due to health, environmental, or safety hazards (e.g., food preparation areas, medically sensitive patient and clinic areas, etc.).

B. Do Not Distract or Disturb

Service animals are work animals providing a needed service. Do not pet, feed, distract or deliberately startle a service animal.

C. Control

Immediately report any disruptive behavior such as excessive barking, being out of control, disrupting the activities of students, faculty or staff to Campus Security at (509) 526-7233.

D. Cleanliness and Health

Immediately report violations of this policy regarding cleanliness, mistreatment or abuse of a service animal to Campus Security at (509) 526-7233.

E. Damage

Contact Campus Security at (509) 526-7233 if an animal causes injury to students, employees or members of the public.

F. Questions

Direct questions regarding students and their use of service animals to the Disability Support Services Coordinator at (509) 527-4543 or regarding employees and their use of service animals to the ADA Coordinator at (509) 527-4300.

G. Campus Security

1. If necessary, Campus Security will escort the handler and service animal off campus and may prohibit the handler from bringing the service animal to the College until any issues which violate this policy are remedied. No attempt should be made to separate a handler from the service animal.
2. Nothing in this policy is intended to limit the authority of WWCC Campus Security in the assessment or handling of any emergency situation involving any animal, including service animals, on the WWCC campus or facilities.

VI. EXCLUSION OR REMOVAL

- A. A service animal may be excluded if it would fundamentally alter the nature of WWCC programs, services or activities or if accommodating the animal would impose an undue financial and/or administrative burden.
- B. The handler may be required to remove the animal from WWCC premises for any one of the following reasons based on the behavior of the particular animal:
 1. Lack of Control - a handler may be directed to remove an animal that is out of control if the handler does not take effective action to control it.
 2. Lack of Cleanliness and Health - a handler may be directed to remove an animal that is not housebroken, is not vaccinated as required by local ordinances, or if the handler fails to collect and properly dispose of the animal's waste.
 3. Threat to the Health and Safety, Property or College Work - the College retains the right to remove or suspend the service animal from the grounds and/or facilities if it is a direct threat to the health or safety of others, if the animal causes substantial damage to the property of others, or if the service animal substantially interferes with the work of the College.
 - a. In the event the animal causes injury to any person or animal, the handler will comply with all requirements of the City of Walla Walla Animal Control Officer, Police Department, Walla Walla County department of Health or other related agency.
 - b. No dangerous dog or potentially dangerous dog as defined in Walla Walla Municipal Code 6.09 will be allowed on any WWCC campus.
- C. If a service animal is excluded or removed from WWCC premises, WWCC will work with the handler to determine reasonable alternative opportunities to participate in the service, program, or activity without having the service animal on the premises.

VII. CONFLICTING DISABILITIES

- A. An individual with a disabling condition that involves an allergic reaction to a service animal, should contact the Disability Support Services Coordinator (students) or the ADA Coordinator (employees) to request accommodations.
 1. The needs of both the individual with the service animal and the individual with the allergy will be addressed to resolve the conflict as efficiently and expeditiously as possible.

VIII. MISREPRESENTATION OF AN ANIMAL AS SERVICE ANIMAL

- A. The misrepresentation of an animal as a service animal trained to perform specific work or tasks constitutes a disservice both to persons who rely on the use of legitimate service animals, as well as places of public accommodation and their patrons.
 - 1. Misrepresentation may result in the barring or removal of both person and animal from the campus. It may also result in a civil infraction under RCW 7.80.

IX. GRIEVANCE

- A. Discrimination Grievance

Any student, applicant, employee, or visitor who believes they have been the subject of discrimination based on disability protected class status may file a grievance with the ADA/EEO Coordinator according to WWCC [Discrimination, Harassment & Grievance Administrative Policy 2400](#).
- B. Other Discrimination Complaint Resources

Discrimination complaints may also be filed with the following federal and state agencies:

 - 1. Washington State Human Rights Commission: <http://www.hum.wa.gov/index.html>.
 - 2. US Department of Education Office for Civil Rights: <http://www2.ed.gov/about/offices/list/ocr/index.html> [8.2.3 Equal Employment Opportunity Commission: http://www.eeoc.gov/](#).

X. CONFIDENTIALITY AND RECORDKEEPING

- A. Any information or documentation regarding a student or employee’s disability is confidential and access to the information and documentation is limited to individuals specifically designated to determine and implement the request for reasonable accommodations.
 - 1. In processing requests for reasonable accommodations, WWCC will take all steps required by federal, state, and/or local law to protect the confidentiality of any information or documentation disclosed in connection with disability accommodation requests. These individuals will disclose the information only to the extent necessary to determine whether to grant the request, determine if the request is unreasonable, and implement any request granted.
 - 2. All written requests and accompanying documentation will be kept in a secure area to which only those designated individuals have access, except as otherwise required by law.
- B. In responding to inquiries regarding the presence of an animal on the College premises, WWCC may acknowledge the presence of a service animal and explain that a service animal may be permitted as a reasonable accommodation.

IX. NON-RETALIATION

WWCC will not retaliate against any individual because that individual has requested or received a reasonable accommodation.

<p>Policy Contact: <u>Vice President of Human Resources</u></p> <p>Approved by (Department/Body): <u>Dr. Chad E. Hickox, President</u></p> <p>Date Originally Approved: <u>July 18, 2022</u></p> <p>Last Reviewed/Revised on: _____</p>
