

Service Animal Accommodation and Response Procedures

1. Types and Classifications of Animals

Service Animals (defined by the ADA)

- A service animal is a dog trained to perform specific tasks for a person with a disability.
- Miniature horses may also qualify in rare cases.
- The key requirement is task-training — the animal performs work directly related to the person's disability (guiding, alerting, bracing, responding to medical episodes, etc.).

Assistance Animals (Emotional Support / Therapy / Companion)

- These are not service animals.
- They provide comfort, emotional benefit, or companionship, but are not trained to perform disability-related tasks.
- Because they are not task-trained, they do not qualify as service animals under the ADA.
- They are not permitted in public campus spaces or performance venues without prior MSM approval.
- Use of assistance (non-service) animals on campus may be permitted by the School as a reasonable accommodation (upon request and proper documentation by the individual seeking to bring the animal onto campus). This requires prior review and action by Human Relations.

2. When MSM Personnel May Ask About Animal

Two ADA-approved Questions

- MSM Personnel may only ask two ADA- approved questions when it is **not** obvious that the animal is a service animal.
 - "Is the animal required because of a disability?"
 - "What work or task has the animal been trained to perform?"
- MSM Personnel may **not** ask about the person's disability, training documentation, or certification.

Examples of when it is obvious (do NOT ask):

- Animal wearing harness, vest, or working gear
- Animal clearly performing a task (guiding, bracing, alerting, etc.)
- Handler using the animal in a way that relates to a disability
- Animal behaving in a focused, trained, working manner

Examples of when it is not obvious (you MAY ask):

- Animal not wearing gear
- Animal looks or behaves like a pet (carried, stroller, sniffing, wandering)
- Animal's purpose unclear from context
- Animal's role not evident from behavior

3. Service Animal Access on Campus

- Service animals are allowed anywhere patrons are allowed, unless restricted for safety.
- MSM Personnel should not pet, feed, or distract the animal.

4. Separation & Handling

Service animals must remain with their handler at all times.

- Must stay under handler's control (leash, harness, tether, other effective means).
- Handler cannot leave the animal unattended anywhere onsite.
- MSM personnel must never take possession of the animal:
 - Do not hold the leash
 - Do not "watch" the animal
 - Do not take it elsewhere
- Interaction should be limited to what is necessary for safety.

If a patron tries to leave the animal behind, say:

- "Service animals must stay with their handler at all times. We are not permitted to take possession or supervise the animal."

5. When Removal May Be Required

A service animal may be asked to leave only if:

- It is out of control and the handler does not correct it
- It is not housebroken
- It poses a direct threat to others

If removal is necessary:

- The handler must remove the animal.
- MSM personnel cannot take custody or supervise it.

6. Conflict Situations (Allergies, Fear, Disruption)

- Step 1 — Separate parties if possible.
 - Move one party to another seating area.
 - Do not require the handler to move unless they volunteer.
 - For serious allergies, the School must accommodate both the individual using the service animal and the individual with the allergy.
- Step 2 — Stay neutral.
 - Do not discuss disability or legitimacy beyond the two permitted questions.
- Step 3 — Apply the behavior standard. Prioritize safety and ADA compliance.
 - Calm, Controlled, housebroken animals stay.
 - Unsafe or uncontrolled animals must be removed by the handler.
- Step 4 — Document the incident after the event.
- Step 5 — Contact the Human Relations office after any incident to relay documentation and get assistance in these difficult situations.