

IDAHO STATE UNIVERSITY
Psychology Clinic
Service and Comfort / Emotional Support Animals

I. PROCEDURE STATEMENT

The ISU Psychology Clinic is committed to conducting business in accordance with the highest ethical and legal standards. This procedure is intended to guide clinic personnel in providing services to patients who require the presence of a service animal and comply with the requirements governing service animals as outlined in the Americans with Disabilities Act Amendments Act of 2008 (ADA), Idaho Code (56-701A, 703, 704 and 704A) and other applicable laws and regulations.

II. PROCEDURE

This procedure establishes guidelines to ensure that service animals and dogs-in-training, are allowed, where public access is normally allowed, to accompany patients, in the Psychology Clinic and to provide guidelines for clinic personnel to identify service and/or emotional support animals when they are encountered in the clinic setting and conditions regarding their removal.

III. IDENTIFICATION

III.1 Service Animals. Only dogs and miniature horses that are individually trained to do work or perform tasks for people with disabilities qualify as service animals. Such tasks may include, but are not limited to:

- Guiding vision impaired
- Alerting hearing impaired
- Pulling wheelchair
- Retrieving items
- Stability and ambulation
- Alerting or protecting person having seizure
- Reminding person to take medication
- Sensing an anxiety attack and calming a person with Post-Traumatic Stress Disorder during the anxiety attack
- Preventing or interrupting impulsive or destructive behavior
- Removing disoriented individuals from dangerous situations

The ADA does not require service animals to wear a vest or patch, or to obtain any certification. In situations where it is not obvious that the dog is a service animal, clinic personnel, with consultation with Disability Services at Idaho State University, are permitted to ask two specific questions:

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

Under the ADA, clinic personnel must rely upon the patient and or handler's word that the dog is a service animal and the description of service, task or work it performs.

III.2 Comfort / Emotional Support Animals. Animals that solely provide companionship, comfort, and emotional support are *not considered service animals* under the ADA. These animals, while they may provide comfort and emotional support, have not been trained to perform a specific job or task. Therefore, they do not qualify as service animals under the ADA.

III.3 Service Animals in Training. Animals in training to become service animals *are not protected* under the ADA. However, Idaho State law, pursuant to Idaho Code 56-704A, does provide protection to dogs-in-training. Businesses, public programs, and workplaces have a legal obligation to allow access to these dogs. Idaho Code requires that a dog-in-training is required to wear a jacket, collar, scarf or other similar article to identify it is a service animal in training. In addition, the person accompanying the dog-in-training shall carry and upon request display an identification card issued by a recognized school for assistance dogs or organization that serves disabled persons.

IV. HANDLER'S RESPONSIBILITIES

The care and supervision of the service animal is the responsibility of the handler. Service animals must be under the handler's control at all times through the use of one of the following:

1. Harness
2. Leash
3. Tether
4. Voice control
5. Motion / Signal control
6. Other effective controls
7. **Exception.** The devices may not be used if they interfere with the service animal's work or the person's disability prevents using these devices.

V. REMOVAL FROM CLINIC

Given that the ISU Psychology Clinic serves a variety of clients (e.g., young children, those with limited mobility, and those with physical health concerns) with diverse presenting concerns (e.g., animal phobias), we do not allow the use of emotional support animals in the clinic environment, in order to ensure the safety and comfort of all of our clients and their animals.

There also are legitimate reasons for removing a service animal from the clinic including:

1. The dog poses a threat to the health or safety of patient, staff and/or other visitors.
2. The dog is out of control and handler does not take appropriate action to control it. For example: barking, running, jumping, biting and/or lunging.
3. Not housebroken.
4. Poor hygiene.

Clinic personnel or patients and other visitors may contact the Disability Services office at Idaho State University for assistance or further information regarding Service Animals and Comfort / Emotional Support Animals, (208) 282-3599 or disabilityservices@isu.edu