



## **523 POLICY – Service Animal (SA)**

### **523.1 Statement of Policy**

Redlands Community College recognizes the importance of Service Animals (SAs) as defined by the Americans with Disabilities Act Amendments Act (ADAAA), and of Emotional Support Animals (ESAs), supported by the Fair Housing Act Amended (FHAA).

Emotional Support Animals or “Assistance Animals” are animals that provide comfort and/or emotional support to individuals with disabilities. Assistance Animals are **NOT** Service Animals.

Service Animals (SAs) are working animals, not pets. The work or task an SA has been trained to provide must be directly related to the person’s disability.

Redlands Community College is committed to providing individuals with disabilities an equal opportunity and is committed to providing a supportive and inclusive work/educational environment, as well as for students residing in college housing.

### **523.2 Definitions**

The following definitions are applicable to this policy and related procedure.

Disability (42 U.S.C. § 12102): A “disability” is a documented physical or mental impairment that substantially limits one or more major life activities, or a record of such an impairment. The Americans with Disabilities Act also protects from discrimination someone who is “regarded as” having an impairment.

- Major life activities include, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
- It also includes the operation of major bodily functions, such as functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.
- Regarded as having an impairment means the individual has been subjected to an action prohibited under the ADA because of an actual or perceived impairment, whether or not it limits a major life activity. This does not apply to impairments that are transitory and minor (lasting six months or less).
- The definition must be construed broadly to provide maximum coverage, and an impairment that substantially limits one major life activity does not need to limit others. Episodic or remission conditions count if they would substantially limit a



major life activity when active.

Emotional Support Animal (ESA): An “Emotional Support Animal” (ESA) is a category of animals that may work, provide assistance, or perform tasks to alleviate one or more identified symptoms or effects of an individual’s existing disability. ESAs are not considered service animals under the ADAAA and no specific certification or formal training of ESAs is required. Any animal may constitute an ESA if its use constitutes a reasonable accommodation in a specific instance.

Service Animal: A “Service Animal” (SA) is individually trained to do work or perform tasks for people with disabilities. The ADA, as amended in 2008, defines an SA as “any dog that is individually trained to do work or perform tasks for an individual with a disability including a physical, sensory, psychiatric, intellectual, or other mental disability.” Miniature horses also fall within the ADA’s amended definition of “service animal”. An animal qualifies as an SA if (a) its assistance is required because of the user’s disability; and (b) it has been trained to perform specific work or tasks to provide assistance, even if it has not been certified as an SA by a state or local government. Owners are not required to show documentation that the animal has been trained.

A non-inclusive list of tasks or work performed by Service Animals includes:

- Alerting an individual with diabetes that his/her blood sugar reaches high or low levels
- Calming an individual with Post Traumatic Stress Disorder (PTSD) or anxiety
- Detecting the onset of a seizure and then helping the individual to remain safe during the seizure
- Assisting an individual with navigation that has low vision
- Retrieving items or turning on/off light switches
- Providing assistance with stability or balance
- Alerting an individual with hearing loss to the presence of people

Pet: A “pet” is an animal kept for pleasure and companionship. A pet is not considered an SA or ESA and therefore is not covered by this policy and related procedure. Pets are not allowed at Redlands Community College work/educational environment.

Owner: An “owner” is an employee and/or student who has an SA or who has requested an SA as an accommodation.

Bedroom/Workspace: This is the area that an ESA is allowed to be present. This includes in Redlands housing, the area you sleep in and is designated the student’s room. The workspace is limited to enclosed offices and does not include classrooms, laboratories, or other areas in which work may be performed.



Animals Owned by Redlands: Animals owned by Redlands Community College that are purchased and cared for by Redlands. These animals have been approved by Administration and may be allowed on authorized college property.

Adopted January 2026



## **523 PROCEDURE – Service Animal (SA)**

### **523.1:1 Statement of Procedure**

Redlands Community College is committed to providing equal access to College programs and services to all faculty, staff, and students with disabilities. The College fully complies with federal, state, and local laws regarding individuals with disabilities and Service Animals (SAs) and intends to provide the broadest possible access to SAs throughout its campus.

### **523.1:2 Disability Support Services**

Redlands Community College has two (2) Disability Coordinators on campus. We have one for employees and one for students. Listed below is their contact information:

Disability Coordinator for Employees (DCE):	Ms. Kim Andrade Office Phone: (405) 422-1267 Email: <a href="mailto:andradek@redlandsccl.edu">andradek@redlandsccl.edu</a> Office Location: AFCC-114
Disability Coordinator for Students (DCS):	Ms. Kacey Daniels Office Phone: (405) 422-1203 Email: <a href="mailto:Kacey.Daniels@redlandsccl.edu">Kacey.Daniels@redlandsccl.edu</a> Office Location: SS-005
The Director of Resident Life (DRL) will also assist in situations involving housing.	Mr. Brent Johnson Office Phone: (405) 422-1454 Email: <a href="mailto:Brent.Johnson@redlandsccl.edu">Brent.Johnson@redlandsccl.edu</a> Office Location: CCC-116

### **523.1:3 Requesting a Service Animal (SA)**

An employee that wishes to use a Service Animal (SA) must be registered with the Disability Coordinator for Employees (DCE) at Redlands Community College. A student that wishes to use an SA must be registered with the Disability Coordinator for Students (DCS) at Redlands Community College.

The individual requesting an SA is not required to disclose the nature of their disability. The only thing they are required to disclose is (1) If the SA is required due to their disability, and (2) What work or task has the SA been trained to perform?



The following form is required to be completed and turned into a Disability Coordinator to request an SA. The form to request an SA for disability accommodations can be found by going to [www.redlandsccl.edu/animals](http://www.redlandsccl.edu/animals).

- Request for Accommodation

Redlands Community College will consider requests for reasonable accommodations using service animals any time. However, in order to provide the College the greatest opportunity to accommodate a housing-related request, before the students move into housing, SA requests should ideally be received by the deadlines specified below:

- For returning resident students, this request should be submitted to the DCS by March 1 for the upcoming academic year.
- For incoming resident students, this request should be submitted to the DCS by June 15 for the upcoming academic year.
- For current resident students for whom the need for an SA arises during the course of a semester, this request should be made as soon as possible.

The college does not guarantee housing space availability for a student and their SA if the request is not submitted by the specified deadlines.

The specific steps for requesting a Service Animal are as follows:

1. For students, a signed housing contract with the applicable housing fee must first be completed and on file with the DRL.
2. For students, including non-resident students, and employees, a "Request for Accommodations" must be submitted to the appropriate Disability Coordinator.
3. The appropriate Disability Coordinator will notify the individual requesting the SA in writing about the disposition. They will also communicate with the employee/student if more information is needed or about next steps if an SA request has been denied.
4. Incomplete forms are not considered. Questions about the forms or information required should be addressed to the appropriate Disability Coordinator.

#### **523.1:4 Owner Rights and Responsibilities**

The College is not responsible for the care or supervision of a Service Animal (SA). The individual utilizing the SA is responsible for:

- The health, well-being, and cleanliness, which includes the odor/smell of the animal.
- The cost of any damages incurred as a result of the animal beyond ordinary wear and tear.



- The immediate clean-up after, and proper disposal of, the animal's waste.
- Maintaining full control of the animal at all times through voice, signal, or other effective controls.
- Harnessing, leashing, or tethering the SA is strongly encouraged unless an individual's disability precludes the use of a restraint or the restraint interferes with the animal's safe, effective performance of work or tasks. Under the Americans with Disabilities Act (ADA), employers are not allowed to require service animals to be harnessed, leashed, or tethered in public locations. Therefore, not harnessing, leashing or tethering is allowed as long as the service animal is under the control of the handler at all times.

Additional responsibilities include, but not limited to:

- Approval – Prior to bringing the SA on college property, including college apartments, the owner must apply for and obtain approval of use of the SA using the process set forth in this policy and related procedure. For housing purposes, the student and SA must be placed in an appropriate housing assignment by the DRL.
- Care – The owner is required to ensure the animal is well cared for and in good health at all times. Any evidence of mistreatment or abuse may result in immediate removal of the SA and/or discipline for the owner. If the College has reason to believe that an animal is being abused or animal welfare laws are being violated, the College reserves the right to notify appropriate animal control or law enforcement authorities.
- Harnessing, Leashing, or Tethering - The SA is strongly encouraged to be harnessed, leashed or tethered unless an individual's disability precludes the use of a restraint or the restraint interferes with the animal's safe, effective performance of work or tasks.
- Supervision – SAs may not be left overnight in College housing or office space to be cared for by any individual other than the owner. If the owner is to be absent from his/her residence overnight or longer, the animal must accompany the owner. The owner is responsible for ensuring the SA is contained appropriately (e.g. crate, carrier, kennel) when the owner is not present. This will allow college staff to routinely access the residential/office facilities for maintenance and other tasks without the entry posing risk to the safety of either the animal or the employees.
- Alternate Caregiver – The owner will provide emergency contact information for another individual should the owner be unable to care for the SA at any time. Neither current College students nor College personnel (unless the College personnel are the parents/guardians of the student) may act as an Alternate Caregiver.



- **Cleanliness** – Your residence room must be kept at a reasonable standard of cleanliness, as set forth in the housing contract, as well as the office area. SAs must be housebroken and relieve themselves outdoors. Owners must immediately retrieve outdoor animal waste, securely tie in a plastic bag, and dispose in outside trashcans. An SA must be clean and well groomed, and measures should be taken at all times for flea, tick and other infestations and odor control. If fleas, ticks or other pests are detected through inspection, the residence/workspace will be treated using approved fumigation methods by a college-approved pest control service and the owner may be billed for any such services.
- **Damages** – The owner bears sole legal and financial responsibility for the actions of the SA. This includes responsibility for any odors, noise, excess damage, or other SA conduct that harms others or damages the premises or personal property. Although no routine fees are required for maintaining an SA in College housing/workspace, the owner is required to pay cleaning fees or fees for repairs should the SA inflict damage upon others' property or College property beyond reasonable wear and tear. Such issues will be addressed on a case-by-case basis.
- **Residence Life** – The owner agrees to abide by all residence life policies. The owner is responsible for assuring that the SA does not interfere with the operation of the residence, cause undue difficulties for other residents, or fundamentally alter the living environment. Where an owner fails to abide by residence life policies regarding proper use of SAs, the College will attempt to resolve the matter without removing the SA or the owner; but, in aggravated circumstances, failure to comply with this policy and related procedure may constitute grounds for removal of the owner from housing and/or for discipline. Such situations, including questions of the assessment or waiver of fees or penalties, will be addressed on a case-by-case basis.
- **Employees** - The owner agrees to abide by all College policies. The owner is responsible for assuring that the SA does not interfere with the operation of the office, cause undue difficulties for other employees, or fundamentally alter the office environment. Where an owner fails to abide by College policies regarding proper use of SAs, the College will attempt to resolve the matter without removing the SA or the owner; but, in aggravated circumstances, failure to comply with this policy and related procedure may constitute grounds for disciplinary actions of the owner and will be addressed on a case-by-case basis.
- **Roommates** – The DRL, when assigning a room for you and your SA, will ensure that all roommates or suitemates of the SA owner agree to live with the approved SA in the college apartment. If one or more roommate(s) or suitemate(s) does not approve of the SA, then a decision will be made on a case-by-case basis which resident(s) will relocate.



- Conflicting Health Conditions and Aversions – Students with medical or mental condition(s) affected by animals (e.g. allergies, asthma, respiratory conditions, zoophobia, etc.) or with other concerns about sharing a room with an SA should contact the DRL. This may, but need not, require providing medical or other documentation of a disability that affects the student’s ability to share a room with the SA. The DRL will work in collaboration with students to resolve any conflicts related to an SA by considering the needs and/or concerns of all residents involved and will determine on a case-by-case basis whether an alternative housing placement of either student is appropriate. This applies to employees within the College, as well. The DCE will work in collaboration with the employees to resolve any conflicts related to an SA by considering the needs and/or concerns of all employees involved and will determine on a case-by-case basis whether an alternative office placement of either employee is appropriate.
- Discontinuation – The owner must notify the DRL and/or DCE/DCS in writing if the SA is no longer located in College housing/workspace. To request a replacement of a previously approved SA, please notify the DCE/DCS by email for approval of the replacement SA.
- Liability - Redlands Community College is not liable for any animal that becomes missing, is injured, or dies while on property; owner assumes full responsibility while on campus. College staff is not responsible for removing an SA during emergency evacuation or to aid in search or retrieval if the SA escapes or becomes lost.

Additional Information for the owner of the Service Animal (SA):

- The DCE/DCS has the right to notify Administration regarding the request for, and the presence of an SA, as well as to anyone with a need to know or who may be impacted by the presence of an SA. These include, but are not limited to resident life, other residents/employees in the apartment/workspace, public safety, and facilities management. The DCE/DCS will not disclose underlying medical information, if given.
- A service animal is not required to wear a vest, ID tag, or specific harness.
- An individual can have more than one service animal that performs different tasks.

### **523.1:5 College Right and Responsibilities**

Redlands Community College cannot ask about the nature or extent of a person’s disability, require medical documentation, require a specific identification card or training documentation for the animal, or ask that the animal demonstrate its ability to





perform the work or task to determine whether a person's animal qualifies as a Service Animal (SA). However, when it is not readily apparent that a dog is an SA, Redlands Community College staff may make two inquiries to determine whether the animal qualifies as an SA and the owner is responsible for answering the questions:

1. Is the SA required because of a disability?
2. What work or task has the SA been trained to perform?

Under the Oklahoma Landlord Tenant Act, 41 O.S. § 113.2, the College cannot deny housing or impose additional fees because of a service animal or require pet deposits or monthly pet rent for a service animal.

Redlands Community College allows a person with a disability to be accompanied by an SA in all places where employees, students and members of the public are permitted to go. In areas where there are chemical or mechanical hazards, the owner and DCS/DCE will discuss if alternative accommodations will be needed in these types of environments.

Subject to limited restrictions, the College will permit an SA on campus unless the animal poses a direct threat to the health or safety of others, the owner cannot effectively control it, whether the facility cannot accommodate the animal's type, size, and weight (miniature horse), or the animal is not housebroken. The College reserves the right to exclude an SA from the College housing and/or campus when:

- The SA shows aggression towards its owner or other members of the campus community, or its conduct endangers the owner or other students/campus members.
- The SA is out of control or disruptive and the owner does not take effective action to control it (an example being where the owner allows the SA to wander, roam, or approach other situations in situations where the SA is not performing an expected task).
- The SA would fundamentally alter the nature of a job, service, or activity.
- The SA is not housebroken or trained appropriately.
- The SA is physically ill or unreasonably dirty.

Should an SA be denied or removed from the premises for any reason, the College will, as further discussed below, engage in an interactive process with the owner about alternative accommodation; however, the owner may be expected to fulfill his/her remaining housing obligations notwithstanding removal of the SA for failure to comply with this policy and related procedure, and may be assessed fees or penalties as determined on a case-by-case basis.



### **523.1:6 Denial of Accommodation/Available Appeal**

A request for a Service Animal (SA) may be denied or may be removed from campus for violation of the policy and related procedure, or if the presence of the SA does any of the following:

1. The animal poses a direct threat to the health or safety of others or causes substantial property damage;
2. The animal's presence results in a fundamental alteration of the living or working environment;
3. The owner does not comply with the owner's responsibilities set forth in this policy and related procedure; or
4. The SA or its presence creates an unmanageable disturbance or interference with the college community.

If a request for a Service Animal (SA) is denied or an SA is removed from campus for reasons outlined in this policy, the following steps will occur:

1. Interactive Process - Upon denial or removal, the College will engage in an interactive process with the individual, at their request with the appropriate Disability Coordinator, to explore alternative reasonable accommodations. This process ensures compliance with the Americans with Disabilities Act (ADA) and related regulations.
2. Filing a Grievance - An individual may appeal the decision by submitting a written grievance to the appropriate Administrator within 10 business days of the denial or removal decision.
  - Students: Vice President for Academic Affairs
  - Employees: Executive Vice President

The grievance must include:

- A statement of the decision being appealed.
- The basis for the appeal (e.g., why the decision is believed to be incorrect or inconsistent with policy).
- Any supporting documentation.



### 3. Grievance Review

- The designated Administrator will review the grievance in consultation with the Disability Coordinator and other relevant personnel.
- The review will consider whether the denial or removal was consistent with policy, ADA requirements, and whether alternative accommodations were adequately explored.
- The Administrator may request additional information or schedule a meeting with the individual to clarify concerns.

### 4. Decision and Notification

- A written decision will be issued within 15 business days of receiving the grievance.
- The decision will state whether the denial/removal is upheld, modified, or reversed, and outline any next steps or accommodations approved.

### 5. Status During Grievance

During the grievance process, the Service Animal must remain off campus until a final decision is rendered.

### 6. Further Appeal

If the individual is dissatisfied with the outcome, they may pursue additional remedies by submitting an appeal to the Redlands Community College Board of Regents within 10 business days of receiving the Administrator's decision. The Board of Regents will review the appeal and all supporting documentation and issue a final determination. The decision of the Board of Regents shall constitute the final decision of the College.

## **523.1:7 Guidance to the College Community**

As valued members of the college community, students/employees with Service Animals (SAs) are afforded the same privacy and courtesy as those not requiring assistance. College community members should adhere to the following guidelines:

1. Do not question the SA owner about their SA or disability.
2. Do not ask the name of the SA.
3. Do not touch or feed an SA.
4. Do not deliberately distract or disturb an SA.
5. Do not attempt to separate an SA from its owner.
6. Notify the DCE/DCS with any questions, problems, or concerns you have regarding SAs on campus.



### **523.1:8 Confidentiality**

The Disability Coordinators will maintain as confidential (1) requests for use of Service Animals (SAs); (2) documentation and information exchanged regarding student/employee disabilities and accommodation requests; and (3) other documents, notes, or information generated during an accommodation request, interactive process, or appeal. Only College representatives with a need to know will have access to underlying medical information or documentation about requests for accommodation, student/employee disabilities, or service animals.

### **523.1:9 Non-Retaliation**

Redlands Community College will not retaliate against any individual because that individual has used a Service Animal (SA) on campus, requested use of an SA, used an SA within a college apartment/workspace, or otherwise requested or received a reasonable accommodation.

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