

## Guidelines and Agreement For Maintaining A Service or Support Animal in University Housing

### INTRODUCTION

The following guidelines apply to all approved animals and their Partner who lives in the residential community, unless the nature of the documented disability of the Partner precludes adherence to these guidelines and permission for a variance from the guidelines has been granted. In accordance with the Code of Student Conduct, Partners may be subject to the Student Conduct process when it has been reported that alleged violations of these Guidelines have occurred.

When it is not readily apparent that an animal is a Service Animal, the Partner is NOT permitted to have the animal in University Housing until Housing has indicated full approval.

A Partner is not permitted to have a support animal (non-service animal) in University Housing until Housing has indicated full approval. This also applies to dogs that are not readily apparent as a Service Animal. This will include notification and consent required from roommates/suitemates. If roommate/suitemate consent is not received, Housing will work to identify an alternative room for the Partner with the support animal to move to.

### ANIMAL HEALTH & WELLBEING

1. All service/support animals must meet the following requirements, in addition to those outlined in the *UCSC Service/Support Animal Policy and Procedures, DSS-003*, to be eligible to live in University Housing. Prior to the animal's arrival on campus, the Partner will provide the following information:
  - a) For dogs: Proof, in the form of a dated receipt from an authorized licensing agency, that the dog has a current, valid dog license. Licensing must be updated annually. Dogs must display the tag issued by the licensing agency. Currently, in Santa Cruz County, there is no expectation for species other than dogs to be licensed.
  - b) Proof from a licensed veterinarian that all mandatory vaccinations are up-to-date. In Santa Cruz County, dogs and cats must be current on their vaccinations for rabies with proof of expiration demonstrated prior to the animal's first arrival on campus. Other species of animals should be vaccinated as recommended by a licensed veterinarian.
  - c) Proof of spaying/neutering for dogs and cats 4-months of age or older. Note: Santa Cruz County may grant an exception to this requirement for service dogs. The Partner must provide proof of such an exception.
  - d) Partner must provide a current color photo of the animal that will be kept on file in the Housing Office of the community in which the Partner resides.
  - e) The University reserves the right to request verification of these records at any time during the animal's residency.
2. Both dogs and cats must wear a collar with an identification tag bearing the Partner's name, address and cell/home/work phone number. Animals that do not tolerate a collar may be micro-chipped. An exception may be made for animals that live primarily in a cage. Animals found without proper identification may be considered strays and taken to a local animal shelter.
3. Emergency contact information: The Partner must provide the name, phone number, and email address of at least one non-campus resident to be contacted in the event that Partner is unable to care for the animal. This individual must be capable of removing the animal from campus within 24 hours of notification.
4. If a Partner is unable to care for their animal, Housing will release the animal to the Partner's provided emergency contact. If the emergency contact is not available to pick up the animal, Santa Cruz County Animal Shelter may be contacted to pick up the animal.

## **ANIMAL BEHAVIOR**

5. The Partner is at all times responsible for the behavior of their animal. The Partner must ensure their animal's behavior, noise, odor and waste does not exceed reasonable standards and that these factors do not create unreasonable disruptions for residents, residential operations and residential staff. Dangerous, poisonous or illegal animals are not permitted.
6. UC Santa Cruz may require the removal of a service/support animal from campus for the following reasons, including, but not limited to:
  - a) **Creating a Nuisance:** If the animal is repeatedly exhibiting behavior that is disturbing to, detrimental to, or interfering with the activities of people in the vicinity. Nuisance behaviors include, but are not limited to, frequent barking or other noises, being at-large (off leash) in the community, or damaging private or University Property.
  - b) **Posing a Health Risk:** If the animal is incontinent or not housebroken, is flea-infested or has other transmittable parasites.
  - c) **Posing a Threat:** If the animal's behavior is perceived as threatening the safety of people or animals. Threatening behaviors include, but are not limited to, baring teeth with ears back, growling, snapping, biting, nipping, scratching, jumping up and knocking a person off balance or down, and chasing people or other animals.
  - d) **Neglect or Abuse:** Actions constituting neglect or abuse of an animal including but limited to failing to provide proper nutrition, shelter, medical care and/or proper supervision.

Concerns about the removal or relocation of a service/support animal may be submitted for review via the appropriate complaint procedures: students, please see Section 110 of the Student Code of Conduct; for staff, please see [https://diversity.ucsc.edu/eeo-aa/eeo/speak\\_to\\_someone.html](https://diversity.ucsc.edu/eeo-aa/eeo/speak_to_someone.html).

## **ANIMAL CLEANLINESS**

7. Animals must be housebroken. Partners are responsible for properly containing and disposing of all animal waste.
8. Indoor animal waste, such as cat litter, must be placed in a sealed bag and disposed of in outside trash dumpsters.
9. Outside animal waste, such as dog feces, should take place on grassy areas within a 100' perimeter of the Partner's building of residence. The Partner must immediately clean up after their animal, placing feces in a plastic bag then throwing them into an outdoor trash receptacle.
10. Waste resulting from animal grooming, such as excess hair, toe-nail trimming, etc. must be kept out of sinks and drains and properly disposed of in trash receptacles.

## **PARTNER RESPONSIBILITY**

11. The Partner agrees to be solely responsible for any and all damage or injury caused by their animal and must take appropriate precautions to prevent property damage or injury. The care, supervision and well-being of a service/support animal are the sole responsibility of the Partner at all times. The Partner is financially responsible for the cost(s) to repair any damage to or restoration of any building, hallway, room, equipment, fixtures or furnishings. Potential costs include those incurred during the Partner's residency on campus as well as those costs assessed for damage discovered after the Partner has departed from campus.
12. Partners must ensure animals are under control. The Partner must be in full control of the animal (e.g., dog is on a leash or compliant with voice commands) at all times. Tying the animal to an object and leaving it does not meet the definition of the animal being under control. The Partner must ensure that the animal is not posing a threat, health risk, or creating a nuisance. When an animal exhibits any of these behaviors, the Partner must take effective action to correct the situation.
13. The Partner agrees to secure the animal when notification of entry is received or for scheduled maintenance.
14. Approved support animals must be contained within the Partner's private residential area (room, suite, apartment) at all times, except when transported outside the private residential area in an animal carrier or controlled by a leash or harness for the sole purpose of toileting or travel away from the residence. Any exceptions to this policy will be considered on a case by case basis.
15. The Partner is responsible for any expenses the University incurs for cleaning that are above and beyond normal cleaning procedures, including removal of stains and/or the source of odors caused by the animal or for repairs to any University premises. Potential costs include those incurred during the Partner's residency on campus as well as those costs assessed for damage discovered after the Partner has departed from campus.

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16. As a necessary and agreed upon service, University Housing may, on terms outlined in the resident's Terms & Conditions (Housing Contract), enter the Partner's residence to determine the need and extent of management of fleas, ticks, or other pests introduced by service/support animals. A University-approved pest control service will perform any necessary treatment to eliminate pests, and the Partner will be billed for the expense of any pest treatment above and beyond normal required pest management.
17. The Partner will notify the Associate Director of their residential community in writing if the animal is no longer needed as a service or support animal, or is no longer in residence. When substituting one animal for another, the Partner will complete and submit a new copy of this form, *The Guidelines and Agreement: Service or Support Animal in University Housing*, and provide all supporting documentation. The Partner will again need to schedule an appointment with that community's Associate Director College Student Life or Associate Director ARCH to review and sign the new agreement. If the Partner wishes to replace the animal with an animal of a different type/species, the Partner must receive approval for the new animal (see Introduction, above); this is not necessary if the animal is being replaced with the same type/species; however, verification of vaccinations for the new animal still apply.
18. In the absence of its Partner, the animal may not remain in residence for more than a total of three (3) consecutive days, three (3) nights at any time; and may not remain for more than a total of fifteen (9) days during one fiscal year (July through June). For purposes of short-term care of the animal while the Partner is away, Partner may request temporary access for a caregiver. Caregiver must be a UCSC student, staff, or faculty member. Advance arrangements and approval must be coordinated through the Housing Office in the Partner's living area and be communicated in advance with roommate(s) if living in a shared apartment or living space. Making these arrangements is the sole responsibility of the Partner or the UCSC student if the animal's partner is a non-affiliate living with the student in the Family Student Housing community.
19. This agreement is required to be updated annually OR when the Partner changes campus housing communities, whichever is sooner.
20. Violation of the terms of this agreement may result in referral to the Student Conduct Office under section 102.37 of the Code of Student Conduct and Partner will receive all rights of due process and appeal as outlined in that process. Findings of violation may include but are not limited to removal of an ESA or Service animal from housing or other University property and a prohibition on future animals.

By my signature below, I verify that I have read, understand and will abide by the guidelines outlined here.

\_\_\_\_\_  
 Partner Signature \_\_\_\_\_

\_\_\_\_\_  
 Date \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_  
 Associate Director College Student Life/Associate Director Affiliated Residential  
 Community Housing

Date \_\_\_\_\_

# Service/Support Animal Documentation for University Housing

PARTNER NAME: \_\_\_\_\_

NAME OF STUDENT/EMPLOYEE IF DIFFERENT FROM PARTNER NAME: \_\_\_\_\_

PARTNER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

RESIDENTIAL  
COMMUNITY: \_\_\_\_\_

BUILDING: \_\_\_\_\_

APARTMENT \_\_\_\_\_  
ROOM :

Service Animal

Support Animal

Name of Animal: \_\_\_\_\_

Type (e.g., dog, cat, etc.): \_\_\_\_\_

Breed (if pertinent): \_\_\_\_\_

Sex: \_\_\_\_\_

Age: \_\_\_\_\_

Brief description of animal including hair-length (short, medium, long), color, distinctive markings, approximate height, length, and weight: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Rabies Vaccination Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ or  Not Applicable

Spayed/Neutered:  Yes  No  Not Applicable

License Number (Dog only): \_\_\_\_\_

County of Licensure: \_\_\_\_\_

License Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_/

Photo of Animal:

Emergency Contact: In the event that the Partner is unexpectedly unable to care for the animal, the name, phone number, and email of at least one emergency contact who is not a resident of University Housing and who is willing and capable of removing the animal from campus within 24 hours of notification must be provided.

Emergency Contact Name : \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Name : \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Name : \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

*Housing Office: Attach copies of vaccination and licensure records and keep them in file.*