


STANDARD OPERATING PROCEDURE			
	SUBJECT:	DIVISION:	DISTRIBUTION:
	SERVICE ANIMALS SOP 2014-04	ALL	ALL PERSONNEL
ISSUING AUTHORITY:		EFFECTIVE DATE:	SUPERSEDES:
ROBERT MALDONADO CHIEF OF PUBLIC SAFETY (ELECTRONICALLY SIGNED)		MAY 12, 2014 REVISED DATE: MARCH 13, 2018	New

SERVICE ANIMALS

INDEX	PAGE
References, Attachments & Applicability	2
Purpose, Policy & Definitions	2
Procedures: General Guidelines re Status of a Service Animal/Dog	3
Proper Method to Identify a Service Animals	3
Resources to Assist with a Service Animal Incident	4

NO CALEA STANDARDS:

REFERENCES:

- SOP 2007-42 Nuisance Animals (other than bats).

The following sites offer resources and FAQ's regarding Service Animals:

- http://supolicies.syr.edu/studs/residence_life.htm
- <http://disabilityservices.syr.edu/prospective-current-students/services-accommodations/#service-animals>
- <http://www.deltasociety.org/> (Re therapy and service animals general information)

ATTACHMENTS:

- Summary SOP 2014-05 Service Animals

I. APPLICABILITY: This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety (DPS) employees.

II. PURPOSE: The purpose of this policy is to establish Departmental guidelines and procedures intended to provide helpful information to DPS personnel about the rights of persons with service animals as well as legal requirements associated with these animals under the federal Americans with Disabilities Act (ADA) and state statutes. This policy will assist DPS officers to understand and acknowledge of persons who utilize service dogs/animals, how to approach the service animal and its handler and that these animals have rights to access under the law that are not granted to domestic pets. In the past several decades the concept of a service animal has expanded greatly, with dogs and other animals helping the hearing impaired, people who use wheelchairs and those who have many other kinds of physical, emotional or mental challenges. The Americans with Disabilities Act made the rights of people who use service animals the law.

III. POLICY: Members of the DPS will recognize the right of persons with a disability who have a service animal with them to have the same right of access to public facilities, including buildings, food service and campus bus services as that person would have if they were without their service animal. If it is necessary to provide emergency services or police services, including transportation to a person with a service animal, the animal is to be transported with the person if at all possible. Great care must be exercised not to cause unnecessary harm to a service animal when attempting to provide services to a disabled person with a service animal.

IV. DEFINITIONS:

- A. Service Animal: Traditionally a dog providing assistance to a person with a disability, but may include other animals as well. This includes a Guide dog that has been or is being individually trained to do work or perform tasks for the benefit of a person with a disability, provided that the animal is or will be owned by that person or that person's parent, guardian or other legal representative.
- B. Guide Dog: Any dog that is trained to aid a person who is blind and is actually used for such purpose, or any dog owned by a recognized guide dog training center located within the state during the period such dog is being trained or bred for such purpose.

- C. Person with a Disability: Any person with a sensory, mental, or physical disability, as the term disability is defined in subdivision twenty-one of section two hundred ninety-two of the NYS Executive Law.

V. PROCEDURES: General Guidelines: Status of a Service Animal/Dog: When dealing with a person who has a dog or other animal, employees may ask the person if the animal is a service animal to assist the person with a disability, but no other related inquiry into the details of the disability is appropriate.

As an invitation to the person to identify their animal as a service animal, it is appropriate that the person be asked the question, "Is this your pet?"

- Do not touch the service animal or the person without asking permission. The animals are often protective of their handler.
- Do not feed the service animal without permission.
- Service dog handlers must be tactfully reminded to obey leash laws and that the animal must be under the control of their handler at all times.
- Service dogs require NYS Agricultural & Markets licensing and a valid certificate of rabies vaccination.
- There is currently no single certification or paper proof requirement for a service animal. The animal may be any breed of dog, or may be another animal that has been trained to assist the disabled person with his/her specific disability. Many service dogs have received a certification attesting to their training and qualifications as a service or guide dog. This is particularly true with service (Guide) dogs assisting visually or hearing impaired persons.
- The U.S. Department of Justice defines any guide dog, service animal, or other animal individually trained to provide assistance to an individual with a disability. If the animal meets this definition, it is considered a service animal under the Americans with Disabilities Act (ADA) regardless of whether it has been licensed or certified by a state or local government to provide services.

A. Proper Method for Identifying a Service Dog/Animal:

1. When dealing with a person accompanied by an animal that may be a service animal a DPS employee may ask the following types of questions:
 - a. "Is this a service dog/animal?" or "Is this animal your pet"?" or
 - b. "Is this service animal required because of a disability?"
2. The DPS employee may NOT ask about the nature or extent of the person's disability except as it relates to providing assistance or emergency care.
3. In cases of a disoriented, injured or unconscious person accompanied by an animal, employees should assume the animal is a service animal until further facts are known
 - a. Act as a liaison with other service providers attempting to assist the person with an animal by identifying the animal as a possible service animal.
 - b. Speak to the person, not the animal. Often, a well-meaning individual will pet and make comments to the animal, initially ignoring the person and their needs.

4. Regardless of the purpose of the animal, if the animal is a potential threat to the health or safety of anyone involved in response, the animal may with great care be excluded from contact with responders or transport if necessary.

B. Resources to assist with a service dog incident:

1. The responding patrol handling a problem related to a service animal will contact the ECC to request assistance from the City of Syracuse Animal Control Office at 315-473-6608.
2. If the service animal is causing a health and safety concern or becomes lost the patrol is to consider contacting Onondaga County 911 center and request the broadcast of a point of information. Refer to SOP 2007-42 Nuisance Animals (other than bats).
3. Syracuse University, Director of the Office of Disability Services (ODS) at 315-443-4498.

POLICY REVISION HISTORY

NO	SECTION REVISED	DATE ISSUED
1	Revised re: Titles	03/13/18
2		
3		
4		
5		