



SERVICE ANIMALS AND ASSISTANCE ANIMALS IN THE JOB CORPS PROGRAM

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Service Animals

What are service animals?

A service animal is any **dog** that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals. The work or tasks performed by a service animal must be directly related to the person's disability. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship, without more, do not constitute work or tasks.

Can a service animal be denied access to the center?

A center cannot deny an individual with a service animal access to the center. Such access is legally mandated.

What are some tasks that a service animal may perform for a person with a disability?

Examples of tasks that a service animal may perform include, but are not limited to:

- Pulling a person's wheelchair
- Fetching or picking up an item for a person
- Assisting a person who is blind or has low vision with navigation and other tasks
- Alerting a person who is deaf or hard of hearing to the presence of people or sounds (e.g., when there is a knock at the door)
- Reminding a person with a psychiatric disability to take medicine or retrieving medicine



Service animal performing a task

- Interrupting impulsive or destructive behaviors for a person with psychiatric or neurological disorders (e.g., interrupting self-mutilation for people with dissociative identity disorders)
- Providing safety checks, or room searches, or turning on lights for a person with post-traumatic stress disorder
- Distracting repetitive movements for a person with autism (e.g., hand flapping)
- Assisting a person during a seizure (e.g., stand guard over the person during a seizure, go for help, or predict a seizure and warn the person in advance to sit down or move to a safe place)
- Alerting a person to the presence of allergens
- Providing physical support and assistance with balance and stability to a person with a mobility disability



These service animals are trained to assist a person with autism by applying deep pressure by lying on the person or pressing on certain areas of the body.

What documentation can be requested related to a service animal?

A Disability Coordinator (DC) must not ask about the nature or extent of a person's disability, but may make two inquiries to determine whether an animal qualifies as a service animal:

1. Is the animal required because of a disability?
 2. What work or task has the animal been trained to perform?
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A center cannot require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal. Generally, a center may not make these inquiries about a service animal when it is readily apparent that an animal is trained to do work or perform tasks for an individual with a disability (*e.g.*, the dog is observed guiding an individual who is blind or has low vision, pulling a person's wheelchair, or providing assistance with stability or balance to an individual with an observable mobility disability).

Who is responsible for the care and supervision of the service animal?

The student is responsible for the care or supervision of the service animal.

What expectations can the center have for the service animal?

The center can expect that the service animal:

- is currently vaccinated against rabies;
- is within the student's control at all times, either by means of a harness, leash, or other tether unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (*e.g.*, voice control, signals, or other effective means); and
- is housebroken.

Can a student's service animal accompany the student in all areas of the center?

A student with a service animal must be permitted to be accompanied by his/her service animal in all areas of the center where students are allowed to go. A student who needs to use a service animal in a food preparation area must be allowed to do so unless it is determined that the presence of the service animal presents a direct threat to health or safety that cannot be eliminated or reduced by a reasonable accommodation to the student.

What if other students or center staff are allergic to or fearful of the service animal?

Allergies and fear of dogs are not valid reasons for denying access to a student using a service animal. Suggestions for addressing issues related to allergies include:

- Try to keep the animal and staff/students who are allergic in different areas of the center and establish different paths of travel for each student
- Provide the student with a private room
- Use a portable air purifier
- Avoid use of common areas at the same time
- Ask the student if s/he is willing to use dander care products on the animal and bathe it regularly
- Ask the student/employee who is allergic to the animal if s/he wants to, and would benefit from, wearing an allergen/nuisance mask
- Add HEPA filters to the existing ventilation system
- Have areas where the animal is present - including carpets, walls, and window treatments - cleaned, dusted, and vacuumed regularly



For more information on service animals and allergies, visit <http://askjan.org/corner/vol02iss01.htm>.

Staff or students claiming allergies or phobias so severe that they cannot be around the animal should present medical documentation to this effect.

When may a service animal be excluded?

A service animal may no longer be allowed if the animal:

- is out of control and the student does not take effective action to control it; or
 - is not housebroken.
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In the event that the service animal is excluded, the student who uses the animal should be allowed to remain in Job Corps and may suggest alternative accommodations in lieu of the excluded animal.

How can center staff make sure they are prepared for the arrival of a service animal?

While the center cannot deny an individual with a service animal access to Job Corps as such access is legally mandated; a DC can contact the student prior to his/her arrival on center to discuss the Job Corps environment and related behavior expectations of the animal, ensure s/he is comfortable with the care and supervision of the animal, and discuss any accommodations that will be needed to allow the student to attend to these necessary tasks. This will allow for a smooth transition and help to avoid any unexpected issues.

Service Animal Resources

The following resources may be helpful in teaching staff/students how to interact appropriately with a service animal.

Entity	Resource
Guide Dog Foundation	Etiquette and guide dog information, this page also links to other resources including resources for students, teachers and researchers, brochures, newsletters and a video are available.
PETJOY	Proper Service Dog Etiquette
Center for Independent Living	Your local center for independent living may have a community resource that would provide the center training related to service animals.

Assistance Animals

What are assistance animals?

Assistance animals provide companionship, relieve loneliness, and sometimes help with depression and certain phobias, but do not have training to perform specific tasks that assist people with disabilities. Consequently, these animals do not meet the definition of service animal.

Does Job Corps allow assistance animals?

Job Corps will consider assistance animals¹ as a reasonable accommodation on a case-by-case basis. This process is outlined in Job Corps' Policy and Requirements Handbook (PRH) at Appendix 605. Consideration will be given to the specific needs and request of the individual with the disability, the type of animal, and type of assistance it provides. Center staff who need guidance should contact their Regional Disability Coordinator.

What documentation can be requested related to an assistance animal?

If the disability is not obvious and/or the reason the animal is needed is not clear, then documentation may be required to establish the existence of a disability, the manner in which the animal alleviates one or more symptoms or effects of the disability, and the necessity of the animal in order for the student to participate in Job Corps. It will not be enough for the student to present a prescription or a letter from their doctor summarily stating that they require the animal while in Job Corps. See Job Corps PRH at Appendix 605 for more information on documentation.

Who is responsible for the care and supervision of the assistance animal?

The student is responsible for the care and supervision of the assistance animal.

¹ "Assistance animals" is a term that includes "emotional support" or "comfort" animals.

What expectations can the center have for the assistance animal?

The center can expect that the assistance animal:

- is currently vaccinated against rabies, when appropriate;
- is within the student's control at all times (e.g., harness, leash, carrier) and that the animal's behavior is appropriate; and
- is housebroken.

What should the RAC consider when reviewing a request for an assistance animal?

During the RAC it is important to discuss behavior expectations, the details of how the assistance animal will be cared for and monitored and any accommodations that will be needed to allow the student to attend to these necessary tasks. Other specific accommodations that are needed by the student should also be discussed. This meeting should be documented, and an accommodation plan should be created for the student. The center may want to consider developing a plan of what was agreed to as far as care, behavior, and monitoring related to the animal. This will help ensure center staff and the student are clear about the expectations and responsibilities of everyone and allow for focused discussion should any issues arise.

Can a center recommend the denial of a request for an assistance animal?

Each request should be evaluated on a case by case basis. The process of recommending denial of an accommodation request is outlined in Appendix 605. The DCs should contact their Regional Disability Coordinator if considering recommending the denial of a request for an assistance animal.

What if other students or center staff are allergic to or fearful of the assistance animal?

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