Ten Things You Should Know About Service and Support Animals at UCSC

Service Animals

- Service animals are dogs that are individually trained to do work or perform tasks for the benefit of an individual with a disability. Some of these tasks include:
  - Assisting partner with low vision;
  - Alerting partner who is deaf or hard of hearing;
  - Pulling a wheelchair;
  - Retrieving items such as medicine or the telephone;
  - Recognizing and assisting during seizures;
  - Reminding partner to take medication;
  - Detecting, preventing, or interrupting the onset of a panic attack, or unwanted behaviors;
  - Assisting with balance or stability.

- Service animal partners are not required to provide medical documentation or proof that their service dog has been trained. There is also no requirement that the service animal wear a vest or other type of identifying label.

- Service animals are allowed to accompany people with disabilities in all public areas.

- Service animals are working animals; do not interact with them unless you’ve asked the animal’s partner for permission.

Support Animals (Emotional Support Animals)

- Support animals are animals that individuals with disabilities utilize for emotional support, well-being, or comfort. Because they are not individually trained to perform disability-specific work or tasks, they are not service animals.

- Support animals may be permitted on campus in residences or workplaces only on a case-by-case basis. Support animal partners must first submit a request and appropriate supporting documentation to the department listed in the UCSC Service and Support Animal Procedures before bringing their animal to campus.

Important Information

- Service and support animals must be under the control of their partners at all times.

- Many individuals using service animals do not have an obvious disability. If it is not obvious that a dog is a service animal, and there is a concern about the animal’s presence on campus (e.g., the animal is not under the partner’s control), UCSC employees may remind the partner that pets are not allowed on the UCSC campus. If the partner says the animal is a service or support animal, thank them and move on.

- If any animal is exhibiting aggressive behavior, please contact the Campus Police Department at (831) 459-2231, extension 1.

- Information about the Americans with Disabilities Act (ADA) at UCSC, including the UCSC Service and Support Animal Policy, can be found at http://ada.ucsc.edu.