

**ACCEPTABLE INQUIRIES OF A PERSON USING A SERVICE ANIMAL**

To ensure compliance with legal protections for people with service animals, the only questions that may be asked are:

- A. Is the dog a Service Animal required because of a disability? (This is a "yes" or "no" question)
 - i. If the answer to Question A is "yes", proceed by asking Question B.
 - ii. If the answer to Question A is "no" the animal would not be considered a Service Animal and would not be allowed on campus where animals are generally not permitted.
- B. What work or task has the dog been trained to perform?

Do not ask any additional questions or request documentation. If you have questions, contact the Office of Disability Resources.

PUBLIC ETIQUETTE TOWARDS SERVICE ANIMALS

- Allow a Service Animal to accompany its handler at all times and in all places on campus, with exception only of burn units, operating rooms, and other places which have been determined to pose a significant health or safety risk.
- Do not touch or pet a Service Animal unless invited to do so.
- Do not feed a Service Animal.
- Do not separate or attempt to separate a Handler from their Service Animal.
- Do not inquire for details about the Handler's disabilities. The nature of a person's disability is a private matter.

RESPONSIBILITIES OF HANDLERS

- Service Animals shall be under the control of their handler at all times.
- Service Animals must have a harness, leash or other tether, unless either the individual is unable because of a disability or doing so would interfere with the Service Animal's safe, effective performance of work or tasks in which case the animal must be otherwise under the handler's control (e.g., voice control, signals or other effective means).
- Other students and/or University Personnel are not responsible for the care or supervision of a Service Animal.
- Cleaning up after the Service Animal is the sole responsibility of the handler. The person cleaning up after the Service Animal should: carry sufficient materials to clean up the animal's feces whenever the animal is on campus; properly dispose of any waste/litter; contact University Facilities at 215.895.1700 or facilities@drexel.edu if arrangements must be made to assist with clean-up. Any cost incurred by University Facilities for cleaning up after the Service Animal is the sole responsibility of the handler.
- The University shall not charge a surcharge for the Service Animal, even if people accompanied by pets are required to pay fees. If the University normally charges individuals for damages caused by a pet, an individual with a disability may also be charged for damage caused by the Service Animal.
- Failure to meet any of the above regulations will result in the removal of the Service Animal.

For more information about Drexel University's OED-5 Service and Assistance Animal Policy, please access the following link: <https://drexel.edu/oed/policies/overview/oed-5/>