



Assistance Animal Policy

I. Background

According to the Americans with Disabilities Act (ADA) and Housing and Urban Development (HUD), the definition of an assistance animal is “animals that are individually trained to complete work or perform tasks for people with disabilities”. ADA and HUD allows animals to accompany persons with disabilities to be on the CEASE, Inc. property. *This policy differentiates “assistance animals” from “pets”, describes types of assistance animals, and sets behavioral guidelines for animals.*

II. Responsibilities of CEASE, Inc.

A. CEASE, Inc. is not required to provide any reasonable accommodations that would:

1. Pose a direct threat to the health or safety of others
2. Result in physical damage of the property of others, unless the threat can be eliminated or significantly reduced by reasonable accommodations.
3. Pose an undue financial and administrative burden.
4. Fundamentally alter the nature of the CEASE, Inc. operations.

B. CEASE, Inc. is to allow a service animal onto CEASE, Inc. property, that affords a person with a disability an equal opportunity to use and enjoy lodging.

III. Definitions

A. Disability

1. There are certain statues recognized in the broad categories of disabilities. To qualify as having a “disability” under federal, state, and local fair, it is



a sensory, mental, or physical impairment that substantially limits one or more major life activities.

- a) Walking, seeing, hearing, speaking and breathing, working, learning, caring for one's self, or performing manual tasks, etc.)
- b) A sensory, mental, or physical condition that is medically cognizable or diagnosable

B. Partner/Handler

1. A person with an assistance animal
 - a) A Partner is a person with a disability
 - b) A Handler is a person without a disability

C. Pet

1. A pet is a domestic animal kept for pleasure or companionship
2. Pets are only allowed on the kennel portion, and dog walk of the CEASE, Inc. property.

D. Assistance Animal

1. An animal individually trained to do work, or perform tasks directly related to the disabilities that person (partner) has.

E. Team

1. A partner, or a handler, and his/her assistant animal.
2. The pair works as a cohesive team in accomplishing activities of daily living and tasks.



F. Therapy Animal

1. Animal has good disposition/ temperament, and is reliable/predictable in behavior. Can visit people with disabilities, and may be incorporated into treatment process.
2. Animal ***does not*** assist an individual with a disability in the activities of daily living.
3. Animal ***does not*** accompany an individual with a disability at all times, unlike an assistance animal.
4. ***Not covered*** by laws that protect assistance animals

IV. Types of Assistance Animals

A. Guide Animal

1. Animal trained to serve as a travel assistant partner by a person who is legally blind

B. Hearing Animal

1. Animal trained to alert a person with significant hearing loss, or who is deaf of vital life sounds.

C. Assistance Animal

1. Animal individually trained to assist a person, who has a said disability, directly by performing tasks or doing work.

D. Seizure Response Animal

1. Animal trained to assist a person suffering from seizures. The animal may alert the person of an oncoming seizure, or may go for help if a seizure occurs.



E. Companion Animal

1. May provide emotional support to a person to help alleviate psychological disabilities.
 - a. Depression
 - b. Anxiety
 - c. Stress
 - d. Social interactions
 - e. Does not assist with daily living activities
 - f. Not covered by same laws as service animals

V. Requirements for Staff Members and/or Volunteers

- A. Staff members and/or Volunteers of CEASE, Inc. cannot ask the nature of the person's disability.
- B. Staff member and/or Volunteers of CEASE, Inc. may inquire
 1. If the animal is required because of a disability
 2. What job the animal has been individually trained to accomplish.
- C. Staff members and/or Volunteers may not pet an assistance animal
 1. Petting an assistance animal while it is working distracts it from its duties at hand.
- D. Staff members and/or Volunteers are not permitted to feed or clean up after an assistance animal
 1. The animal may have special dietary needs, or habits that the staff member is unaware of. This can make the assistance animal ill.



- E. Staff members and/or volunteers are not to intentionally separate, or attempt to separate, a partner/handler from his/her assistance animal.
- F. Staff members and/or Volunteers should take every precaution not to deliberately startle a service animal.
- G. Staff and/or Volunteers should perform a proper assessment if the service animal is a miniature horse. (http://www.ada.gov/service_animals_2010.htm)
 - Normal height of miniature horses are 24 to 34 inches (measured to the shoulders).
 - Normal weight of miniature horses are 70 to 100 pounds.
 - Is he miniature horse housebroken?
 - Is the miniature horse under the owner's control?
 - Will the miniature horse's presence compromise the legitimate safety requirements necessary for the safe operation of the facility?

VI. Requirements for Assistant Animals and their Partners/Handlers

A. Vaccinations

1. Assistant animal should be in good health.
2. Up to seventy-two hours after arrival, CEASE, Inc. asks that the partner/handler allow staff members/volunteers to take the assistant animal to the veterinarian. This allows the animal to receive a wellness check, assure shots are up to date, and address any issues that need attention at the moment for the safety of the animal's health and others who may come in contact with said animal.

B. Leash

1. Partner/handler must be on shelter premises with animal at all times.



- a. Emergency situations are addressed below (VII).
2. Animal should be on a leash at all times, unless there is a viable reason in relation to the partner or handler's disability that the animal cannot be on a leash. If leash interferes with the tasks the animal performs to assist partner/handler, then the animal has to be under the partner/handler's control using voice commands, signals, or an alternate effective means.

C. Under Control of Partner/Handler

1. Full control of animal is required at all times by the partner/handler.
2. If the partner/handler plans to be separated from the animal, proper arrangements need to be made by partner/handler for the supervision of the animal during said time of separation.
3. A plan should be in place, and staff made aware of plan, in case of emergency separation situations.

D. Cleanup Rules

1. The Hamblen County dog walk area, is located behind brick house
2. *DO NOT* allow animals to relieve themselves in any playground area, as this is prohibited.
3. If animal relieves themselves in an inconvenient location it is the partner/handler's responsibility to pick up and dispose of waste properly.
4. If assistant animal stays in kennel, partner/ handler must assist other residents in the care of keeping the kennel clean.
5. At the Claiborne County shelter, the animals are to relieve themselves in the fenced in back yard area.



E. Feeding and Other Care

1. Partner/handler is to ensure animal is properly fed each day and fresh water is provided.
2. Tend to the needs of the animal
3. If partner/handler is not able to care for animal other arrangements need to be made by partner/handler to ensure care is provided. This cannot include staff.

VII. When an Assistant Animal can be asked to leave

A. Disruption

1. If the animal barks, runs around uncontrollably and/or brings attention to it.

B. Poor Behavior

1. If the health or safety of others are threatened by the presence of the animal.

C. Ill Health

1. Steps will need to be taken by partner/handler to address the health issues of the animal.
2. It is the responsibility of the partner/handler to arrange medical examinations and treatments
3. Animal will need to be place in a safe area until it can regain its health, giving it time to heal and preventing illness with other animals on the property.



D. Uncleanliness

1. Animal should be bathed and brushed to maintain cleanliness, attempt to prevent illnesses, and promote wellbeing of said animal, other animals on the property and persons they come in contact with.

VIII. Emergency Situations

A. Evacuation

1. Animal may become disoriented in case of an evacuation. Emergency Response Teams (ERT) first effort is for the partner/handler.
2. Every attempt will be made to ensure ERT are aware of the service animal's training and that it's training.
3. Every attempt will be made to keep service animal with partner in an emergency situation.
4. There may be situations where partner and service animal are separated. The contact person will be contacted to assist in caring for the service animal.

B. Contact Person and/or information

1. If partner/handler is not able to care for animal other arrangements need to be made by partner/handler to ensure care is provided. This cannot include staff.
2. Staff members need to be aware of contact persons and numbers in case of an emergency arises with client or animal.



IX. Complaints

A. Any complaints or appeals should be submitted to the Executive Director of

CEASE, Inc :

Donna Kelly

CEASE, Inc.

193 E. Louise Ave.

Morristown, TN 37815

(423)-581-7029 Voice

(423)-586-0692 Fax