



UNIVERSITY OF
WINCHESTER

Assistance and Emotional Support Animal Policy

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Responsible Role and Department:	Health, Safety and Business Continuity Manager EFS
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<p>Indicate whether the document is for public access or internal access only.</p> <p>Indicate whether the document applies to collaborative provision?</p> <p><i>(Strikethrough text, as appropriate)</i></p>	<p>Public Access</p> <p>Internal Access Only</p> <p>Applies to Collaborative Provision</p>
<p>Summary: This policy defines the authorization and management of assistance and emotional support animals on campus.</p>	

Equality Impact Assessment	
Summary of process undertaken to determine equality impacts:	Reviewed by SSaS and EFS Housing
University Committee (name/ date) where equality impacts discussed (may be Committee of approval, or another):	As above
Identified equality impact(s) on colleagues and students (i.e. any specific impacts related to this policy that may cause disadvantage for people due to one or more particular protective characteristic)	
Protected Characteristic	Impact(s) identified and any action(s)/mitigation(s) to address these impact(s), as necessary.
Age	
Disability	
Gender Identity	
Marriage/Civil Partnership	
Pregnancy and Maternity	
Race (incl. nationality)	
Religion and Belief	
Sex	
Sexual Orientation	

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1. Introduction

The University has a no-pet policy in its halls of residence and campus facilities, except under the [University's Dogs on Campus Policy](#) for staff, which should be referred to with this procedure. Exceptions are made for assistance animals and emotional support animals.

The University reserves the right to withdraw permission for assistance and emotional support animals on campus whose owner fails to follow the requirements set out in the procedure below.

Requests for assistance and emotional support animals in halls of residence and campus facilities will be reviewed under the University's procedures and requests that do not provide evidence of the necessity for the animal will be denied.

2. Definitions

Assistance Animals

An assistance animal is a dog or other animal which has been professionally trained to assist disabled people (including physical and/or psychological disabilities) and has been duly accredited by the appropriate organisation. For example, an assistance dog will be accredited by one of the organisations registered as a member of Assistance Dogs (UK) or an equivalent organisation in another country, to provide assistance to an individual with a disability. Assistance animals include, but are not limited to, guide dogs for the blind, hearing dogs for the deaf/hard of hearing, and assistance animals for people with physical disabilities and seizure disorders. Assistance dogs are not considered 'pets'. Assistance animals must be trained. Assistance dogs should not be petted when wearing their cape/harness.

Emotional Support Animal

An emotional support animal is not a pet; they are vital components of ongoing mental health treatment and support for hidden disabilities. These animals are acknowledged and prescribed by licensed therapists, psychologists, doctors (GPs), and other medical professionals who understand their profound impact. Emotional support animals must be registered with Emotional Support Animal Registry UK (ESA).

Consideration can only be given to small animals that can be appropriately, safely and hygienically kept in a student's bedroom.

3. Requirements of Animals and User/Owners

Individuals with disabilities using assistance and emotional animals are responsible for their animals at all times and must comply with the following requirements:

- The user/owner must have completed the requirements outlined in this procedure.
- The user/owner must register the animal by completing the Animal Registration Form included in these procedures.
- The user/owner must acknowledge and sign the User/Owner Statement for assistance and emotional support animals included in these procedures.
- The animal must wear a lead, collar, cape or other appropriate visible identification that identifies in writing that the animal is an assistance or emotional support animal.
- The user/owner of the animal must be in full control of the animal at all times.
- The user/owner must take responsibility for the behaviour of the animal in private and public places, and for due care and diligence in the use of the animal on campus.
- The animal must be accompanied by the user/owner at all times while in University facilities.
- The user/owner must clean up after the animal, including the sanitary disposal of animal wastes. Guide dogs should be taken to a designated spending area at specific times throughout the day. <https://www.guidedogs.org.uk/media/7794429/guide-to-spending-facilities.pdf>
- Use of the animal shall not constitute a direct threat to the health and safety of others.

- The user/owner must ensure that dogs are microchipped and provide an in-date vaccination certificate and insurance certificate on application.
- If an owner/user obtains a new/different assistance or emotional support animal, this animal must be registered and approved.

4. Approval Process

Students

The Disability and Inclusion Team are responsible for including the requirement for an assistance or emotional support animal in any University facility into the Student's Learning Agreement. Students planning to bring an assistance or emotional support animal to Halls of Residence must notify the EFS Student Housing Services Manager, and comply with this procedure. The student must provide evidence from the approved organisation or diagnostician/therapist for assistance or emotional support animals, that they are necessary. The written evidence together with the completed registration form should be sent to the University Health & Safety and Business Continuity Manager. Requests that lack evidence of the animal's necessity to the student and registration will be denied.

Employees

The written evidence and completed registration form for the approval of assistance and emotional support animals for employees should be forwarded to Human Resources (HR). HR will evaluate the request using documentation of disability from the employee and determine if the animal is a reasonable accommodation. The written evidence together with the completed registration form will be sent by HR to the University Health & Safety and Business Continuity Manager for final approval. Requests that lack evidence of the animal's necessity to the employee and registration will be denied by them.

Visitors to Campus

Visitors to the University campus who require an assistance or emotional support animal inside a campus facility must complete the Animal Registration Form and User/Owner Statement and forward it to the EFS Conference and Reception Services Manager, who will issue the visitor's animal user/owner temporary identification. Campus visitors may also be asked to provide verification of the individual's disability and an assessment may be made as to whether the animal is necessary as a reasonable modification to allow the individual to participate.

Exclusion of an Emotional Support Animals

- An emotional support animal may be excluded from a facility, if that animal poses a direct threat to the health and safety of others, or conflicts with an assistance animal.
- An emotional support animal may be excluded from a facility, if that animal's behaviour, such as barking or displaying aggressive behaviour, is disruptive to the other participants within the facility.
- An emotional support animal will be excluded from a facility where the animal is prohibited due to safety or health restrictions, where the animal may be in danger, or where the animal's use will compromise the integrity of research or other programmes. For example, food preparation areas, library, IT suites, research laboratories and areas requiring protective clothing.

5. Conflicts over the use of Assistance and Emotional Support Animals

The use of assistance and emotional support animals may negatively affect others with allergies, respiratory impairments and other relevant disabling conditions. Conflict resolution will be managed by the Disability and Inclusion Team, HR and the Conference and Reception Services Manager for students, employees and visitors respectively. Evidence of disability and its impact may be required of those negatively affected by the use of the animals by these authorities.

6. Complaints by Assistance and Emotional Support animal owners

If a student or member of staff with an assistance or emotional support animal wishes to make a complaint about the treatment of themselves or their animal, they should raise this issue with the department in which the problematic treatment occurred. For example, if problems occur in student

accommodation, the complaint should be raised with Student Housing Services. If the problem occurs in the learning environment the complaint should be raised with the relevant Faculty or academic department, who will investigate the complaint.

Every attempt will be made to resolve the matter informally.

7. Complaints about Assistance and Emotional Support animal owners

If a student or member of staff wishes to make a complaint about an assistance or emotional support animal or notices any breaches of this procedure, they should raise the issue with the department in which the problem occurred.

Every attempt will be made to resolve the matter informally with the animal's owner. If the matter cannot be resolved informally, or if the request to resolve the complaint is not complied with, the issue will be escalated and dealt with through staff or student disciplinary procedures.

Animal Registration Form for Assistance and Emotional Support Animals

**Animal user/owner must complete all information*

Animal User/owner's Name	
Contact Number	
Address	
Postcode	
Animals Name	
Type of Animal (e.g. assistance or emotional support)	
Dog	Colour: Breed:
Cat	Colour: Breed:
Other	Type: Colour: Breed:
Assistance Dogs UK or Emotional Support Animal UK registration details. Please list the registering organisation and registration number:	

Please read and sign the owner statement. If your assistance or emotional support animal fails to conform to all the standards listed in the statement, it may not be allowed in a University of Winchester facility.

User/owner Statement for Assistance and Emotional Support Animals

As the user/owner of a visiting assistance or emotional support animal, I confirm that I have read and understood the following statements:

I have provided a copy of the animal's current vaccination, insurance certificates and registration certificates.

I understand that my animal must wear a lead, collar, cape or other appropriate visible identification identifies in writing that the animal is an assistance or emotional support animal.

My animal is house trained, well groomed, odour free and not infected with external parasite (ticks, fleas or lice).

I will not bring my animal onto campus if it is in oestrus.

I understand that my animal must be on a lead at all times while on campus and additionally must be controlled by verbal commands.

I understand that I am responsible for the sanitary disposal of my animal's waste while on campus.

I understand that my animal will not be in areas where food is being prepared, research labs, and areas requiring protective clothing.

I understand that I am liable and responsible for my animal's behaviour and activities while on campus, including property damage.

I understand that I must follow all procedures and requirements for an animal user/owner as outlined in the Assistance and Emotional Support Animal Procedure.

I understand that the university may ask a vet or welfare professional if a concern has been raised regarding my animal's welfare.

User/Owner's signature	
Date	
User/Owner print name	
University Approval signature	
Title	
Department	
Date	