

Title	Emotional Support Animals		
<b>Parent Policy</b>	Animals in Buildings (#1104)	<b>Responsible Office</b>	Operations & Resilience
<b>Classification</b>	Administrative	<b>Effective Date</b>	2025-Jun-03
<b>Category</b>	Facilities & Properties	<b>Document No.</b>	1104-S
<b>Approval</b>	VP, Finance and Operations		

This standard is applied in a manner consistent with applicable statutory and legal obligations, including university collective agreements, terms of employment and the parent policy.

The most up-to-date versions of the university's standards are posted on the policy and procedure website. If you have printed this standard, check the website to ensure you have the current version.

The first appearance of terms in **bold** in this document (except titles) are defined terms – refer to the Definitions section.

## 1.0 PURPOSE

Royal Roads University (University) recognizes the role **emotional support animals** (ESAs) play in a person's management of their emotional well-being. The University aims to balance the accommodation of ESAs for some members of the **University community** within the needs of others and the reasonable use of buildings.

## 2.0 SCOPE AND COMPLIANCE

- 2.1 This standard applies to all **University campuses**, the University community, and members of the University Community requesting accommodation for an ESA.
- 2.2 ESAs are limited to dogs and cats. Requests for exceptions may be made to the Responsible Office.
- 2.3 The terms of this standard are monitored for compliance. Issues related to compliance are managed in accordance with applicable law and the University's policies, collective agreements, and contracts.

## 3.0 GUIDING PRINCIPLES

Royal Roads University is an institution for learning and working. Following are the guiding principles for bringing an ESA into a University building:

- a. Decisions on allowing ESAs will be made in a transparent and collaborative manner.
- b. Emotional and physical safety of the community and reasonableness of wear-and-tear on buildings are priorities.
- c. Attempts to understand the personal emotional and physical impacts on others who will be in the presence of an ESA will be evaluated prior to the ESA being approved to enter the building.
- d. The University will endeavor to explore all reasonable options toward resolving any ESA-related issue prior to rescinding access.
- e. Rules for bringing an ESA into a building are reviewed on a regular basis and revised as needed.

## 4.0 GENERAL TERMS

4.1 For the purposes of this standard, the Accessibility Services, Operations and Resilience, Indigenous Education, Events and Ceremonies, and People and Culture work units are approvers for the authorization to bring an EAS into a University building:

Requestor	Approver
Students	Student Accessibility Services
Employees	People and Culture
Academic Contractors	Student and Academic Services
Non-academic contractors, guests, and visitors	Operations and Resilience; Human Rights and Accessibility Office
External client events	Events and Ceremonies
Sneq'wa e'lun building	Indigenous Education

4.2 Prior to bringing an EAS into a University building, the ESA owner must complete the agreement process including receipt of the authorization letter from the appropriate approver.

4.3 The ESA owner presents the authorization letter, when requested by Campus Security or the Responsible Office, to confirm that the animal is an authorized ESA. Failure or refusal to provide such verification may result in the ESA being denied entry.

4.4 All ESAs must:

- have current licenses, vaccinations, and identification tags;
- be confined to their owner's office or workspace (for employees and academic contractors) or their owner's classroom (for students, faculty, and academic contractors);
- not enter shared spaces including kitchens and lunchrooms, restrooms, shower facilities, or meeting rooms; and
- are prohibited from areas of a University building in which food is prepared, processed, or stored.

4.5 If the ESA causes a disturbance, interrupts the learning or work of others, poses a health or safety risk to members of the University Community who are exposed to it, or damages the building, the ESA is to be immediately removed from the campus by its owner.

4.6 ESA owners are responsible for cleaning up and disposing of ESA shedding and bodily waste in a sanitary manner, both inside the building and outside on campus grounds. Fines will be levied against owners who do not clean up after their animal (see Appendix A).

4.7 Damage caused by an ESA is the financial responsibility of the ESA owner. This includes but is not limited to damage from chewing, scratching, rambunctious behaviour, and unreasonable odour.

## 5.0 AUTHORIZATION

Authorization for an owner to bring an ESA into a University building will only be considered if:

- it is determined by the appropriate approver that the ESA is necessary for accommodation of the owner's emotional need;
- the owner has provided documentation from a medical or accessibility professional verifying the need for such an ESA; and

- c. the owner has read and signed a University agreement for bringing an ESA into a University building.

## 6.0 RIGHT TO REMOVE AN ESA

The University reserves the right to remove any ESA who has received authorization who is in violation of the *Animals in Buildings Policy* and this standard, including, but not limited to ESAs that are, or are perceived to be:

- a. aggressive or exhibiting behaviours that may pose a threat to the health or safety of others;
- b. damaging property;
- c. running freely (not under restraint);
- d. urinating or defecating in inappropriate areas; or
- e. disrupting members of the University Community or activities in the University building.

## 7.0 COMPLAINTS AND CONCERN

Complaints or concerns regarding an ESA can be made to the appropriate University work unit as follows:

If the ESA owner is a:	Contact:
Students	<a href="#">Student Accessibility Services</a>
Employees	<a href="#">People and Culture</a>
Academic Contractors	Student and Academic Services
Non-academic contractors, guests, and visitors	<a href="#">Operations and Resilience</a> ; Human Rights and Accessibility Office
External client events	Events and Ceremonies
Sneq'wa e'lun building	Indigenous Education

## 8.0 AUTHORITY, ROLES AND RESPONSIBILITIES

- 8.1 The Responsible Office:
  - a. administers and manages this standard;
  - b. monitors University campuses for compliance with this standard;
  - c. recommends the issuance of fines through Operations and Resilience to owners who do not comply with this standard; and
  - d. has the authority to enforce this standard including requesting owners remove their ESAs from University campuses and arranging for appropriate by-law enforcement to remove the ESA, if required.
- 8.2 Accessibility Services, Operations and Resilience, and People and Culture Work Units:
  - a. complies with relevant legislation and the terms of this standard;
  - b. monitors compliance of and provides corrective measures to the ESA owners they have authorized to bring an ESA into a University building; and
  - c. rescinds authorization for an ESA in a University building if the ESA owner does not comply with the *Animals in Buildings Policy* or this standard after corrective measures have been presented to the owner.

8.3 The ESA Owner:

- a. complies with the terms of the *Animals in Buildings Policy*, the standard for emotional support animals in buildings, and other applicable University policies, standards, procedures, and directions;
- b. keeps the authorization letter on their person at all times while on a University campus;
- c. ensures their ESA is in good health, remains reasonably clean, and is adequately treated for conditions such as fleas and ticks;
- d. provides verification that their ESA has received all vaccinations required by law and that the vaccinations are current at the time of seeking authorization.
- e. complies with all municipal and local laws regarding licensing;
- f. ensures their ESA is **under restraint** and does not leave the ESA unattended while in a University building;
- g. ensures the presence of their ESA does not inappropriately disrupt the normal business operations of the campus nor create undue safety concerns for the animal, the handler or other members of the campus community; and
- h. is responsible for all cleaning and repair costs incurred as a result of their ESA's presence in a University building.

## 9.0 DEFINITIONS

For the purposes of this standard,

**Emotional support animal (ESA)** means a companion animal that a medical or accessibility professional has determined provides a benefit for an individual to manage a disability-related condition.

**Under restraint** means the animal is under owner/handler control such as being on a leash not longer than 2m or secured in an animal carrier or crate.

**University campuses** means all of the buildings and grounds owned, leased, and operated by Royal Roads University.

**University Community** means members of the Board of Governors, students, employees, contractors, volunteers, guests, visitors, and others who participate in any activity, program, or operation on a University campus.

## 10.0 INTERPRETATION

Questions of interpretation or application of this standard is referred to the Vice-President, Finance and Operations.

## 11.0 RELATED DOCUMENTS

Royal Roads University Documents and Information

- *Accessibility for Students With a Disability Policy*
- *Animals in Buildings Policy*
- *Third Party Campus Use Policy*

Legislation and Information

- Animal Control Bylaw No. 1533, City of Colwood
- *Guide Dog and Service Dog Act*, British Columbia
- Keeping of Animals Bylaw No. 1465, City of Langford

## Review, Revision and Approval History

<u>Date</u>	<u>Action</u>
2025-May-29	Approved by Vice-President, Finance and Operations; effective date same as parent policy; first implementation
2026-Jun-03	Next Review (first-year post-implementation)