

FAQs

When can service animals be excluded?

If admitting service animals would fundamentally alter the nature of the service or program, or if there is a legitimate safety requirement, service animals may be prohibited.

Service animals may be excluded from certain areas, such as operating rooms where the animal's presence may compromise a sterile environment, or in teaching labs where hazardous materials may harm a service animal.

If you are concerned about a service animal's presence, please contact AAS for assistance.

In the event an animal is excluded, the individual with a disability must be given the opportunity to participate in the service, program, or activity without having the service animal on the premises.

Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

Does the ADA require that service animals be certified as service animals?

No. University faculty/staff may not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal, as a condition for entry.

There are individuals and organizations that sell service animal certification or registration documents online. These documents do not convey any rights under the ADA, and the Department of Justice does not recognize them as proof that the dog is a service animal.

Jonesboro requires all dogs to be vaccinated. Does this apply to my service animal?

Yes. Individuals who have service animals are not exempt from local animal control or public health requirements.

Can service animals be any breed of dog?

Yes. The ADA does not restrict the type of dog breeds that can be service animals.

What can faculty/staff do when a service animal is being disruptive?

If a service animal is out of control and the handler does not take effective action to control it, faculty/staff may request that the animal be removed from the premises. Faculty/staff may also request the animal be removed if it is not housebroken.

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