

The following guidelines apply to all approved disability-related accommodation animals and their students who live in Central Arizona College housing.

### **Animal Behavior**

1. An Exception to the Residential Pet Policy is granted for accommodation animals provided that their behavior, noise, odor and waste do not exceed reasonable standards and that these factors do not create unreasonable disruptions for students, faculty or staff.
2. Dangerous, poisonous, and/or illegal animals are not permitted.
3. The approved accommodation animal must be contained within the private residential area (room, suite, apartment, or enclosed balcony) at all times. When being transported outside the private residential area, the animal must be in a carrier or controlled by leash or harness.

### **Animal Health and Well-Being**

1. Accommodation animals must have all veterinarian-recommended vaccinations to maintain the animal's health and prevent contagious diseases. Documentation of appropriate vaccinations are due at the time the Request. Central Arizona College reserves the right to request updated vaccination verification during the animal's residency. All animals must have a clean bill of health from a qualified veterinarian professional in order to live in CAC Housing.
2. Animals that live on CAC's campus fall under the licensure and health requirements for Pinal County. Proof of compliance with those rules and regulations is part of the documentation required for approval of an assistive animal. Please visit the following link for more information: <http://www.pinalcountyz.gov/animalcontrol/documents/animal%20control%20ordinance.pdf2>. All accommodation animals that reside on the CAC campus are required to register with the SAS department.

### **Animal Cleanliness**

Residents are responsible for properly containing and disposing of all animal waste, including but not limited to:

1. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in outside trash dumpsters. Litter boxes should be placed on mats so that feces and urine are not tracked onto carpeted surfaces. Animals are required to be housebroken.
2. Outdoor service animal waste, such as dog feces, must be immediately retrieved by resident, placed in a plastic bag and securely tied before being disposed of in outside trash dumpsters.
3. With respect to common areas, the college reserves the right to designate specific sites indoors/outdoors for elimination of animal waste and to prohibit (even if there is immediate clean up afterwards) animal waste in any other common area.

### **Resident Responsibilities**

1. The student is responsible for assuring that the accommodation animal does not interfere with the routine activities of their fellow resident students or cause unreasonable difficulties for student, faculty or staff. Residential community living requires respect for the needs of residents with allergies and those who may fear animals.
  2. The student is financially responsible for all consequences caused by the actions of the accommodation animal, including bodily injury or property damage which may necessitate replacement or repair of damaged furniture, carpet, drapes, or wall covering, etc. If an accommodation animal causes substantial physical damage to the property of others that cannot be reduced or eliminated by reasonable accommodation, the animal may be excluded from living in the residence.
  4. The college shall have the right to bill the student's account for unmet obligations arising for damage caused by an accommodation animal.
  5. The student's place of residence may be inspected for fleas, ticks or other pests once per semester or as needed. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a university-approved pest control service.
  6. The student must notify Student Accessibility Services in writing if the accommodation animal is no longer needed as an accommodation or is no longer in residence within 48 hours.
  7. Even if the student previously obtained permission for an accommodation animal, the student must file a new request for accommodations if s/he wishes to bring in a new/different accommodation animal in substitution of the previous accommodation animal.
  8. The college has the ability to relocate resident and accommodation animal as necessary provided the new site is consistent with the terms of the current contractual agreement.
  9. All roommates or suitemates of the student must sign an agreement allowing the accommodation animal to be in residence with them. In the event that one or more roommates or suitemates do not approve, either the student and pet or the non-approving roommates or suitemates, as determined by the Student accessibility Services and Residence Life, may be moved to a more suitable location.
  10. Student agrees to continue to abide by all other residential policies. An exception to a policy that otherwise prohibits having an animal does not constitute an exception to any other policy.
  11. Any violation of the above rules will be reviewed through the college's Code of Conduct and the resident will be afforded all rights of due process and appeal as outlined in that process.
- Resident students will be required to sign an acknowledgement of these guidelines with Student Disability Services.

### **Section 504 Grievance Procedure**

It is the policy of Central Arizona College not to discriminate on the basis of disability. Central Arizona College has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) of the U.S. Department of Education regulations implementing the Act. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. If you feel that you have been the victim of discrimination at Central Arizona College, please file a complaint and/or contact the Student Accessibility Services director, Cheryl Hernandez, at 520-494-5409. [Cheryl.Hernandez@centralaz.edu](mailto:Cheryl.Hernandez@centralaz.edu)  
[https://cm.maxient.com/reportingform.php?CentralAZCollege&layout\\_id=2](https://cm.maxient.com/reportingform.php?CentralAZCollege&layout_id=2)

procedure is subjected to retaliation as a result of that person's participation in the grievance process.

The University has both informal and formal mechanisms in place to resolve concerns about disability discrimination, denial of access to services, accommodations required by law, or an auxiliary aid they believe they should have received ("disability-related issues"), such as:

- Disagreements regarding a requested service, accommodation, modification of a University practice or requirement, or denial of a request
- Inaccessibility of a program or activity
- Violation of privacy in the context of a disability

### **Informal Process**

GCU encourages students and campus visitors with concerns about a disability-related issue to first discuss the matter with the Student Disability Services (SDS) Office, who will attempt to facilitate a resolution. The SDS Office can be reached at [disabilityoffice@gcu.edu](mailto:disabilityoffice@gcu.edu) or 602-639- 6342. Employees and applicants for employment, on the other hand, are encouraged to first contact the HR Service Center regarding disability-related issues at [hr@gcu.edu](mailto:hr@gcu.edu) or 602-639-6549.

If the SDS Office or HR is not successful in achieving a satisfactory resolution, within ten working days from the date the disability-related issue is raised, or the complaint is made against HR or the SDS Office, a formal grievance may be filed as described below.

The purpose of the informal process is to make a good faith effort to resolve the issue quickly and efficiently; however, the individual may ask to implement the formal process at any time during the informal resolution or instead of the informal resolution.

### **Formal Grievance**

A formal grievance must be filed with the SDS Executive Decision Board ([SDSEDC@gcu.edu](mailto:SDSEDC@gcu.edu)) within 21 working days of the date of the informal decision, if applicable, or within 30 calendar days of the occurrence of the disability-related issue. The grievance must be in writing and include the following:

- The grievant's name, address, email address and phone number
- A full description of the situation
- A description of the efforts which have been made to resolve the issue informally, if any
- A statement of the requested remedy, e.g. requested accommodation

If the grievance involves confidential medical information, the Board will maintain the confidentiality of that information and will not release that information without the student's permission, except as allowed by law.

The Board will review the grievance for timeliness and appropriateness under this grievance procedure and notify the grievant if the grievance has been accepted. If the complaint is against an identified individual, such as a student, faculty, or staff member, the board will also provide notice of their receipt of the complaint to the named individual.

The Board will select an investigator who will promptly initiate an investigation. The investigator will be an individual who is trained on disability or civil rights issues. In undertaking the investigation, the investigator may interview, consult with and/or request a written response to the issues raised in the grievance from any individual the investigator believes to have relevant information, including but not limited to faculty, staff, students, and visitors to Grand Canyon University. All parties will have an opportunity to provide the investigator with information or evidence that the party believes is relevant to his or her grievance. All parties involved will receive a fair and equitable process and be treated with care and respect. The investigator will respect the privacy of all parties.

Generally, the investigation will be completed within thirty calendar days of the filing of the written complaint. At the request of the grievant, the Board will determine whether the formal grievance process can and should be expedited. In certain situations, circumstances may require the investigation to extend beyond 30 days, and the grievant will be notified in writing if such a situation arises.

### **Findings and Notification**

Within five working days of the completion of the investigation,