

Assistance Animal Request Guidelines

Introduction

The University of Nottingham is committed to fostering an inclusive and equitable teaching and learning environment to the benefit of all students.

This guidance aligns with the University of Nottingham's Student Animal Code of Conduct and is designed for students and applicants who are seeking to request an assistance animal. Each assistance animal request will undergo individual assessment on a case-by-case basis.

What is an Assistance Animal?

An assistance animal, often referred to as a service animal, is typically a dog professionally trained to perform tasks for a disabled person (as defined by the Equality Act 2010).

These tasks may include aiding individuals who are blind, deaf, physically disabled, or those with autism spectrum conditions or specific mental health diagnoses, such as PTSD.

Unlike pets, assistance animals are highly trained and have specific duties related to mobility and daily living assistance.

Presence on Campus

Assistance animals are permitted access to all University premises and hopper buses under the control of their handler, or if necessary, under the supervision of another individual for a short period.

Owners must respect general access restrictions established by the University. A risk assessment may be carried out to identify if access needs to be restricted for health or safety reasons, for example some wet laboratories, medical facilities or areas where protective clothing is required. There are also special restrictions which apply to the Vet School.

ADUK accredited assistance dogs may be identifiable through formal means, such as branded jackets or lead slips, as well as possessing a yellow booklet issued by the Assistance Dogs (UK) member organisation. While it is not required by law for assistance animals to wear or carry identification, we highly recommend owners to consider using identification when their animal is on duty, wherever they feel comfortable to do so.

A student's support plan will identify that they have an agreed assistance dog.

Owner Rights and Responsibilities

Insurance:

Owners must ensure their assistance animal is covered by full Public Liability Insurance. The insurance should provide cover for claims arising for injury or property damage caused by the animal which have arisen from negligence.

Animal Behaviour:



Owners are responsible for preventing and correcting misbehaviour of their assistance animal, ensuring that they do not harm others or cause damage to property.

Cleanliness:

Owners must clean up after their assistance animal and use designated waste bins for disposal. If an owner is unable to clean up after their assistance animal, they should report this to the Estates Helpdesk for assistance.

Animal Care and Supervision:

Owners must meet their assistance animal's needs for feeding, watering, and spending, and ensure the assistance animal is kept on a lead or safely restrained while on campus. Please remain mindful of any risks to wildlife on campus, potential harm or injury to others, or their property.

The University of Nottingham will provide toileting facilities in a location appropriate for the owner.

All assistance animals must be kept in a good state of health, be regularly checked by experienced veterinarians, and have up to date vaccinations and worming and flea treatments.

If the assistance animal needs to be left alone in university accommodation and there is an emergency situation, there is no expectation of the University to bring the animal outside.

An assistance animal should never be left alone in a vehicle.

Animal Training:

Owners are responsible for any additional training needs to ensure their assistance animal performs duties correctly and safely. Familiarisation training can be facilitated with Disability Support Services prior to the start of term.

Damage:

Owners are liable for any damage caused by their assistance animal to persons or University property. Any damage to persons or University property caused by an assistance animal whilst on University premises should be reported by the owner immediately to an appropriate staff member. If you do not know who this is you can contact Security. In the event that your assistance animal causes damage to University property, the University may seek to recover the cost of such damage from you. For support in understanding these procedures you can access support via SU Advice who can offer independent and confidential advice.

Communication to Other Students:

The owner authorises communication by appropriate university staff to other students to inform them of the presence of the assistance animal in university spaces, including residential halls where applicable. Such communications will emphasise the importance of respecting the assistance animal's role when accompanying the owner.

Complaints and Concerns

Initial concerns should be informally discussed with the owner, or raised by the owner, and followed up through the university's student complaints procedure. For owners living in



university accommodation, any concerns regarding animal care will be addressed directly with the owner. If necessary, Hall Management may seek guidance from an animal welfare agency.

Review

A review may be carried out to assess whether the continued presence of the assistance animal remains in the best interests of both the owner and the animal. Such a review may be triggered, for instance, by a complaint regarding animal welfare. Owners will be notified in writing of the request to review.

How to Apply for an Assistance Animal

Step 1: Inform Disability Support Services that you would like to bring an assistance animal on to campus by completing our [Assistance Animal Request Form](#)

Step 2: Provide supporting documentation via NottinghamHub or email to disability-supportservices@nottingham.ac.uk

Required Documentation:

- Medical evidence confirming the status of your disability/medical condition and the need for an assistance animal.
- ADUK registration and training details **or** equivalent documentation
- Evidence of Public Liability Insurance
- Evidence of up-to-date vaccination record, including kennel cough
- Evidence of regular flea and worm treatment, in line with veterinary guidance

The request will undergo review by a panel of university staff to determine if an assistance animal can be approved as a reasonable adjustment.

We will aim to notify you of any decision within one calendar month of receiving your supporting documents.

You must have an agreed outcome email which states that your request to bring an assistance animal is considered a reasonable adjustment before the animal is brought into campus buildings.

Please do not make requests directly to Accommodation Services or an academic department.

Contacts

For any questions, please contact Disability Support Services: disability-supportservices@nottingham.ac.uk

Assistance Animal Request Process

