

Section 1: POLICY

This policy addresses the process under which employees may request the use of service animals as a reasonable accommodation in accordance with the rights afforded to employees with disabilities under the City of Manteca Policies. These policies include The Americans with Disability Act and Disability Discrimination Policy. The City of Manteca will accommodate those individuals who demonstrate the necessity of a qualified service animal while simultaneously being mindful of the health and safety interests of other employees.

Section 2: DEFINITIONS

- A. "Disability" is a physical or mental impairment that substantially limits one or more major life activities, such as walking, seeing, hearing, speaking, breathing, working or learning.
- B. "Service Animal" is any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability. Such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with post-traumatic stress disorder during an anxiety attack, and performing other duties. The work or task that a dog has been trained to provide must be directly related to the person's disability.

The provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purpose of the definition of a service animal.

Section 3: RESPONSIBILITY OF INDIVIDUALS USING SERVICE ANIMALS**A. Care and Supervision**

Care and supervision of the animal are the sole responsibility of the person who benefits from the animal's use. The person is required to maintain full control of the animal at all times. The person is solely responsible for the cost of care, arrangements, and responsibilities for the well-being of the animal. The person is also responsible for ensuring the cleanup of the animal's waste.

B. Licensing

The animal must meet all applicable city, state and county licensing requirements.

C. Health

The animal must be in good health and be immunized against diseases common to that type of animal. Preventive measures should be taken at all times for flea and odor control.

D. Leash

Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal or other effective controls.

E. Damage

The owner of a service animal is solely responsible for any damage or injury to persons or damage to City or another person's property beyond normal wear and tear caused by his or her service animal.

F. Appropriate Animal Behavior in Public Settings

The animal must not:

- Be allowed to sniff people, tables in eating areas, or the personal belongings of others;
- Initiate contact with someone without the owner's direct permission;
- Display any disruptive or aggressive behaviors or noises (such as barking, whining, growling, or rubbing against people);
- Block an aisle or passageway;
- Be attracted to food in common areas

The City may exclude a service animal from all or part of its property if an individual fails to comply with these restrictions in a manner that poses a

threat to the health or safety of others, or a significant distraction to others' ability to perform their work.

G. Other conditions

The City may place other reasonable conditions or restrictions on a service animal depending on the nature and characteristics of the animal.

Section 4: PROCEDURE FOR REQUESTING THE USE OF A SERVICE ANIMAL

An employee must submit a request for reasonable accommodation along with a medical certification for a support animal to the Human Resources Department. The medical certification must document the employee's restrictions and need for accommodation. The support animal accommodation must be reasonable, effective, and not overly burdensome, and must be the product of a good-faith mutual interactive process. The accommodation analysis should address three issues:

1. Reasonableness: Is the requested accommodation reasonable?
2. Effectiveness: Is the request effective? Will this requested accommodation effectively allow the employee to perform his or her job functions?
3. Undue hardship: Does the request pose an undue hardship? With regard to support animals, this analysis requires that employers weigh issues related to other employees or customers, such as fears of the animal, allergies or other issues.

Section 5: COMPLAINT PROCEDURE

If an employee wishes to grieve a decision or action taken by the City, the employee must contact Human Resources for information about filing an appeal.