

08.01.02.S1 Civil Rights Protections for Individuals with Service Animals



Approved May 2, 2021
Next Scheduled Review: May 2, 2026

Rule Summary

System Policy *08.01.02, Civil Rights Protections for Individuals with Disabilities and Certain Other Employees*, provides civil rights guidance in complying with local, state and federal civil rights laws and regulations with regard to qualified individuals with disabilities (IWDs). This includes providing reasonable accommodations to IWDs with regard to employment and educational opportunities, as well as access to public events and services. Members must also provide reasonable workplace accommodations to certain other employees in accordance with applicable state and federal laws and this regulation.

The System Offices of The Texas A&M University System provides reasonable accommodations regarding employee service animals in accordance with System Regulation *08.01.02* and this rule. **Emotional support animals are excluded from this rule.**

Definitions

Click to view [Definitions](#) unique to this rule. Refer to System Regulation *08.01.02* for additional definitions.

Rule

1. SYSTEM OFFICES RESPONSIBILITIES

1.1 The director of human resources is the contact person for oversight of the System Offices civil rights protections program in accordance with System Regulation *08.01.02*. The director of human resources is responsible for the intake of requests for reasonable accommodations and engaging in the interactive process.

1.2 Contact for Director of Human Resources

System Offices Director of Human Resources
301 Tarrow St., 2nd floor, College Station, TX 77840
systemofficesemployment@tamus.edu
(979) 458-6174

- 1.3 Employees with disabilities are permitted to be accompanied by their service animals in all System Offices unrestricted areas, and the employee's service animal may accompany the employee at any trainings, meetings or other events occurring on premises assigned to another member, to the extent authorized by that member.
- 1.4 All employees and their service animals, as authorized in Section 1.3, must exhibit reasonable behavior while on System Offices premises or another member's premises.
- 1.5 The director of human resources may request that the service animal be removed from System Offices premises for any of the following reasons:
 - (a) The service animal acts out of control or behaves poorly so as to cause a disruption;
 - (b) The employee fails or is unable to take effective action to control the service animal;
or
 - (c) The service animal is unclean and/or not housebroken.
- 1.6 The deputy chancellor and chief financial officer (deputy chancellor) or designee is the System Offices administrator responsible for designating an investigative authority for each complaint filed under this rule and rendering a written decision on the merits of each complaint in accordance with System Regulation *08.01.01*.

2. RESPONSIBILITIES OF ALL EMPLOYEES

An employee who has a disability and is requesting an accommodation for a service animal must contact System Offices Human Resources and complete the proper documentation to request a reasonable accommodation.

- 2.1 All service animals must be registered with System Offices Human Resources.
- 2.2 All service animals must be licensed in compliance with local laws.
- 2.3 All service animals must be vaccinated against rabies and other diseases typically found in that animal and must wear a tag displaying its vaccinated status.
- 2.4 All service animals must be harnessed, leashed or tethered, unless these devices interfere with the service animal's work or the employee's disability prevents the employee from using these devices, in which case the employee must maintain control of the animal through voice, signal or other effective controls.
- 2.5 The employee must be in complete control of the service animal at all times.
- 2.6 The employee is solely responsible for the care and supervision of the service animal.
- 2.7 The employee must ensure that the service animal is properly groomed and maintained.
- 2.8 The employee is completely and solely liable for any injuries or damage to personal property caused by the service animal.
- 2.9 The employee is responsible for any repairs or extensive cleaning costs incurred by the service animal.

2.10 An employee who believes to have been subjected to discrimination should file a written complaint with the director of human resources. See Section 4. A complaint against the director of human resources should be filed with the deputy chancellor.

3. RESPONSIBILITIES OF THE SYSTEM ETHICS AND COMPLIANCE OFFICE

The System Ethics and Compliance Office, in coordination with the System Office of General Counsel, serves as the liaison between System Offices and any local, state or federal agency investigating a complaint of discrimination or conducting a civil rights audit or review.

4. CIVIL RIGHTS COMPLAINT PROCESSING

4.1 Complaints. The director of human resources must promptly notify the deputy chancellor or designee of the receipt of a complaint of discrimination in accordance with System Regulation 08.01.01.

4.2 Investigations. The deputy chancellor or designee must appoint an investigative authority to review the complaint, interview witnesses if applicable, and provide a report to the deputy chancellor or designee in accordance with System Regulation 08.01.01.

4.3 Decisions. The deputy chancellor or designee must render a written decision on the merits of the complaint in accordance with System Regulation 08.01.01.

4.4 Sanctions. If the allegation(s) are substantiated, the deputy chancellor or designee may render disciplinary sanction in accordance with System Regulation 08.01.01. Section 4.4 of System Regulation 08.01.01 describes the range of possible disciplinary sanctions.

4.5 Appeals. Appeals are permitted only under the terms specified by System Regulation 08.01.01.

4.6 Informal Resolution. At any time prior to the determination of a final decision, the parties may seek informal resolution to resolve the complaint in accordance with System Regulation 08.01.01.

Related Statutes, Policies, or Requirements

[System Policy 08.01.01, Civil Rights Compliance](#)

[System Policy 08.01.02, Civil Rights Protections for Individuals with Disabilities and Certain Other Employees](#)

Contact Office

System Offices Human Resources
(979) 458-6169