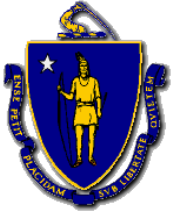




GUIDE TO ASSISTANCE ANIMALS IN THE EA SHELTER PROGRAM

AttachmentB: Forms and Worksheet



Commonwealth of Massachusetts

DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT

Charles D. Baker, Governor ♦ Karyn E. Polito, Lt. Governor ♦ Jennifer Maddox, Undersecretary

Precautionary Conditions/Restrictions for Assistance Animal(s) **In the EA Shelter Program**

The following precautionary conditions/restrictions will apply to the assistance animal(s). Failure to abide by the below may result in the denial or revocation of your reasonable accommodation request and possible removal of the animal.

➤ The Animal must be leashed and under control at all times that it is in the common areas or grounds of the hotel/shelter.

- ❖ *If the assistance animal is not an animal that can be leashed, the animal should be kept in a carrier or other alternative.*
- ❖ *DHCD does not distinguish between "outdoor" and "indoor" cats. Cats are not allowed to roam on the grounds of the EA shelter unattended at any time.*

➤ The EA Household must ensure timely and appropriate removal of the animal's waste.

- ❖ *Dogs must go to the bathroom outside as the primary way to relieve themselves. The use of pee pads as a primary source for the animal to relieve itself is not reasonable within the EA program. Pee pads will be allowed under certain circumstances, with certain requirements and with the approval of the ADA coordinator.*
- ❖ *Litter boxes and cages should be cleaned on a daily basis as not to cause excess odor especially when placed in a unit that is shared with other EA participants.*

➤ The EA Household must comply with any and all orders that are issued by an animal control hearing authority local City ordinances and Massachusetts state law.

- ❖ *The participant must abide by all applicable MA state laws governing vaccinations. All relevant animals must have their rabies vaccination and participants must present verification of this vaccination to maintain the animal in the EA placement.*
- ❖ *Dogs must be licensed with the current city and participants must present this verification to maintain the animal in the EA placement*

➤ The EA Household member must have the animal leashed/caged and under control during all meetings that occur within the EA unit.

- ❖ *Room Inspection/maintenance: If an EA household member is not present in the unit during room inspection/maintenance (with adequate notice) the animal must be secured in a place that staff does not need access to for purposes of the visit i.e., a cage or crate.*

➤ The animal is not to be left alone overnight within the EA shelter unit.

- ❖ *This condition will be reconsidered if "good cause" can be established in regards to the need. A request will need to be submitted to the ADA Coordinator for approval of this request, with restrictions and conditions to be determined on a case by case basis.*

➤ EA Household may not permit the animal to interact with another shelter guest at any time.

- ❖ *Even with the permission of a shelter guest animals should not have any contact with anyone other than the persons within the EA household.*

➤ DHCD reserves the right to impose reasonable conditions relating to the control and care of the animal, including for purposes of room access and room cleaning by hotel/shelter staff, safety of other residents, hotel/shelter staff and hotel/shelter property, and other applicable hotel/shelter rules.

Precautionary Conditions/Restrictions for Assistance Animal(s)
In the EA Shelter Program

I have been explained and agree to the above precautions and conditions relative to Assistance Animals as outlined by DHCD and my shelter provider. I understand that violating the above precautions and conditions may lead to removal of my assistance animal and/or denial of my reasonable accommodation request.

Participant signature _____

Date: _____

Shelter ADA Coordinator Signature _____

Date: _____



DHS does not discriminate on the basis of any protected status, including disability, in the admission of or access to, or treatment in its programs and activities. DHS provides persons with disabilities the opportunity to request a Reasonable Accommodation in order to apply to and participate in such programs and activities. DHS also provides people whose primary language isn't English and as a result have limited English proficiency the opportunity to request free language assistance in order to apply to or participate in its programs and activities. For reasonable accommodation requests and needs please contact Caro Narby, 617-833-3150. For Language Access needs please contact Deborah Shields. All can be reached by using Relay #711, TTY (617) 573-1140 or at DHS/DHCD 100 Cambridge St. Boston, MA 02114. If you have trouble reading or understanding this notice, please feel free to call DHS at 1-877-418-3308. We can help explain it to you.

Assistance Animal Determination Worksheet:

Please use the following as a guide to determine if the animal that is being presented is a Service animal or Support animal. This is not a formal decision notice and should only be used to assist in the determination making process.

1. Is the animal a dog? ☐ YES ☐ NO
 - If “YES,” proceed to question 2.
 - If “NO,” STOP HERE: the animal is not a service animal but may be another type of assistance animal for which a reasonable accommodation is needed;
If “NO” Next Steps: Inform the participant that the animal is *not* deemed a service animal and submit a request for reasonable accommodation to the Central ADA Coordinator.
2. **In Person:** Is it readily apparent that the dog is trained to do work or perform tasks for the benefit of an individual with a disability? ☐ YES ☐ NO
By Phone: Precede to question 3
 - If “YES” STOP HERE: further inquiries are unnecessary and inappropriate because the animal is a service animal;
If “YES” Next Steps: Grant the requested accommodation by permitting the animal, provide an approved reasonable accommodation form to the participant and the Central ADA Coordinator.
 - If “NO,” proceed to question 3
3. Limit your inquiries to the following two questions:
 - Ask :
 - (i) “Is the dog required because of a disability?” ☐ YES ☐ NO
 - (ii) “Is the dog trained to perform work or a task?” ☐ YES ☐ NO
 - (iii) What work or task has the dog been trained to perform?” “work or tasks” means that the dog is trained to take a specific action when needed to assist the person with a disability, please describe:

In response to question #3, Chose one:

☐ **Service Animal:** The answer to question (3.i) (“Is the dog required because of a disability”) and (3.ii) (“Is the dog trained to perform work or a task?”) is “yes” **and** a specific work or a task is identified in response to question (3.iii);

Next steps: Grant the requested accommodation by permitting the animal, provide an approved reasonable accommodation form to the participant and the Central ADA Coordinator.

☐ **Support Animal:** The answer to question (3.i) is “yes” but the answer to question (3.ii) is “no” and **OR** no work or task is identified in response to question (3.iii);

Next Steps: inform the participant that the animal is *not* deemed a service animal and submit the request for reasonable accommodation to the Central ADA Coordinator

Wednesday, June 12, 2024

Warning notice to the precautionary conditions/restrictions for Assistance Animal(s) in the EA shelter program

Dear –

It has been brought to DHCD's attention that the following condition/restriction(s) have been violated by either yourself or your assistance/service animal in the EA shelter placement.

- ☐ The Animal must be leashed and under control at all times that it is in the common areas or grounds of the hotel/shelter
- ☐ The EA household must ensure timely and appropriate removal of the animal's waste.
- ☐ EA household may not permit the dog to interact with another shelter guest or staff member
- ☐ The EA Household must comply with any and all orders that are issued by an animal control hearing authority local City ordinances and Massachusetts state law.
- ☐ The EA Household member must have the animal leashed/caged and under control during all meetings that occur within the EA unit.
- ☐ The animal is not to be left alone overnight within the EA shelter unit.
- ☐ DHCD reserves the right to impose reasonable conditions relating to the control and care of the animal, including for purposes of room access and room cleaning by hotel/shelter staff, safety of other residents, hotel/shelter staff and hotel/shelter property, and other applicable hotel/shelter rules.

Explanation:

You have _____ days to abide by or correct the behavior as outlined above.

Participant Signature: _____

Date: _____

Central ADA Coordinator Signature: _____

Date: _____

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Resolution and outcome regarding warning notice to the precautionary conditions/restrictions for Assistance Animal(s) in the EA shelter program

☐ This warning notice is **moot** as mitigating measures/further accommodation(s) have been provided and abided by, resolving the violation(s) as stated above. No further action is required at this time.

☐ I agreed to follow mitigating measures/further accommodation(s) in response to the violation of the above outlined conditions and restrictions. I understand that Failure to abide by these conditions or correct the behavior may result in removal of the animal.

I agree to the following mitigating measures/further accommodation(s):

☐ This warning notice is **upheld** has mitigating measures/further accommodations have been provided and not abided by OR there are no further mitigating measures/accommodations that can be provided to resolve the violation.

Explain:

☐ This warning notice **does not** constitute removal of the assistance animal.

☐ This warning notice **does** constitute removal of the assistance animal.

You will have _____ days to remove the animal from the EA unit.

I have been explained to and understand that DHCD no longer recognizes my animal as an assistance animal, this animal is now considered a pet and is now subject to the pet policy as outlined in the USR's. I have been explained to and understand that DHCD is not revoking my reasonable accommodation for an assistance animal, only that this particular animal is no longer recognized by DHCD as an assistance animal.

The animal no longer allowed to reside within the EA unit shall be:

Animal name:

Animal type:

Animal breed:

Participant Signature: _____

Date: _____

Central ADA Coordinator Signature: _____

Date: _____

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