



Assistance Animal FAQ

Question

What is an "Assistance Animal?"

Answer

An assistance animal is an animal that works, provides assistance, or performs tasks for the benefit of a person with a disability, or that provides emotional support that alleviates one or more identified effects of a person's disability. An assistance animal is not a pet. The term "assistance animal" is used by the U.S. Department of Housing and Urban Development (HUD) as an umbrella term to include both service animals and emotional support animals.

Question

What is the difference between a Service Animal and an Emotional Support Animal?

Answer

A service animal is an animal 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 only animal breeds currently approved under Title III of the Americans with Disabilities Act (ADA) to perform the functions of a service animal are dogs and miniature horses.

An **emotional support animal**, otherwise known as a comfort animal and/or therapy animal, are not considered service animals under Title II and Title III of the ADA. These animals can provide companionship, relieve loneliness, and can help with depression, anxiety, and other symptoms of mental illness. Emotional support animals provide benefits just by being present, however, they do not receive special training to perform tasks that assist people with disabilities. There are currently no restrictions on what type of animal can be considered an emotional support animal.

Question

How do I get my service animal or emotional support animal approved to live with me at City Heights or Lynx Crossing?

Answer

In order to have your service or emotional support animal approved to live with you at City Heights or Lynx Crossing, you must complete an [Animal Request Form](#). As part of this form, you must provide the following

- Documentation from a licensed medical provider (e.g., licensed therapist, psychology, psychiatrist) substantiating the need for your animal.
- A copy of the animal's most up-to-date veterinary records, including all vaccination records
- A clear picture of your animal for emergency management purposes
- An off-campus emergency contact who will assume responsibility and possession of your animal in cases where you are not able to care for your animal

All requests and documentation are then extensively reviewed by the Associate Director of Residence Life and/or designated Housing representative.

Question

Is a deposit required for my service animal or emotional support animal?

Answer

There is no deposit required for a service animal or emotional support animal. Please note that residents who are approved to have an assistance animal will be responsible for any cleaning or damage fees related to the animal upon moving out of CU Denver Housing & Dining.

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Question

How long does the assistance animal approval process take?

Answer

The approval process for an assistance animal can take between 10 – 14 business days.

All official communication regarding the status of your request will be sent to your CU Denver email address.

Question

When do I have to complete the Animal Request Form?

Answer

You must complete the Animal Request Form before you intend to bring your animal to City Heights or Lynx Crossing. Please note that Housing & Dining policy dictates that your animal cannot be present at City Heights or Lynx Crossing until your request is officially approved. We recommend that you complete a request form at least two weeks before you plan to bring your animal to City Heights or Lynx Crossing.

Question

What if I need to bring an assistance animal to live with me after I move in?

Answer

We encourage our residents to take advantage of all aspects of their life at City Heights or Lynx Crossing and we understand that having an assistance animal may help with that goal. Assistance animals can be approved throughout the academic year as long as all proper documentation is submitted in the timeline stated above.

Question

What should I do if my animal request is denied?

Answer

If your animal request is denied, you should contact the Associate Director of Residence Life. The AD of Residence Life will be able to provide more information on why the request was denied and will work with you to determine appropriate next steps for getting your animal request approved.

More information regarding Housing & Dining's official policies for assistance animals at City Heights or Lynx Crossing can be found in our Resident Handbook. If you have any questions regarding the request process or the animal policies, please do not hesitate to contact housing@ucdenver.edu for more information