

Why Does This Matter to You?

There is legislation protecting those with disabilities.

Any person or housing provider who denies or interferes with assistance animal admittance and legal guidelines may be subject to civil or criminal liability.

Word spreads. It's good business if the community knows your housing is accessible and welcoming.



The **City of Columbia** established its **Disabilities Commission** to review and monitor accessibility of public and private facilities, and educate the business community as to concerns of disabled residents. In collaboration with the **Human Rights Commission**, the aim is to encourage equal access and opportunity, and to minimize or eliminate any unlawful discriminatory practices through information and mediation.

Contact Information:

If you have any questions, concerns, or are interested in more information on assistance animals, then please contact:

City of Columbia - Diversity, Equity and Inclusion Administrator

701 E. Broadway, 2nd Floor
P.O. Box 6015
Columbia, MO 65205-6015
573.874.6259

HumanRights@CoMo.gov

Resources:

Fair Housing Act (See 42 USC 3604)
State RSMo Chapters 209, 213 (See 209.190 & 213.040)
Columbia City Code Chapter 12 (See Section 12-38)

Service Animals and Assistance Animals for People with Disabilities in Housing and HUD-Funded Programs. HUD, Office of Fair Housing and Equal Opportunity. FHEO-2013-01. Issued 4/25/13.

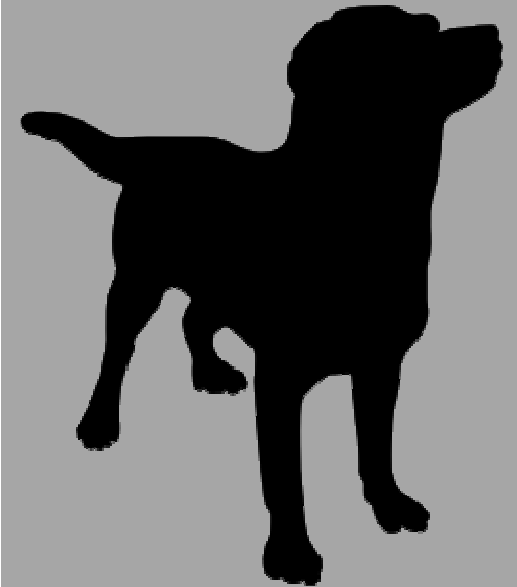
Pet Partners. Service Animals & Housing. Retrieved from <http://www.petpartners.org/page.aspx?pid=489>



**City of Columbia,
Missouri**

Brochure Funded by the
Columbia Disabilities Commission

Assistance Animal Etiquette for Housing...



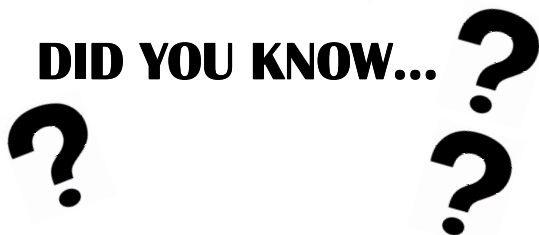
It's the LAW!

*An informational guide regarding
assistance animals in housing*

Disabilities Commission
City of Columbia, Missouri



DID YOU KNOW...



A 'No Pets' policy does not apply to assistance animals for individuals with a disability.

An assistance animal is not required to have any particular training or certification.

Assistance animals are most commonly dogs but can be other animals.

An assistance animal may include animals used for emotional support.

You cannot charge a pet deposit, pet fee, or pet rent for assistance animals.

Assistance Animal Defined

An assistance animal is not a pet under federal law. Under the Fair Housing Act (FHA), an assistance animal is an animal that (1) works, provides assistance or performs tasks for the benefit of a person with a disability, or (2) provides emotional support that alleviates one or more identified symptoms or effects of a person's disability.

Excluding Assistance Animals

It is unlawful - under federal, state and local law - to discriminate in the sale or rental of a dwelling to an individual with a disability. Discrimination includes a refusal to reasonably accommodate for assistance animals in rules, policies, or services, when the animal may be necessary to allow the individual an equal opportunity to use and enjoy a dwelling.

Service Animal - Businesses

The laws on service animals for public accommodations (under the Americans with Disabilities Act) are different than the laws on assistance animals for housing (under the FHA).

Proper Etiquette

1. Do not deny a reasonable accommodation because you are uncertain; if the disability or need for an assistance animal is not apparent or known, then you may request an individual submit reliable documentation of
 - (1) a disability, and
 - (2) a related need for an assistance animal.
2. Do not request that an individual provide access to medical records or detailed and excessive information about physical or mental impairments.
3. Do not charge an individual with an assistance animal any deposits, fees or rents associated with pets. If an assistance animal causes property damage, then the property owner may recover the damage costs from the individual.

Tasks Assistance Animals Perform

Assistance animal duties include, but are not limited to:

- Assisting those with vision loss
- Assisting with mobility
- Assisting those with hearing loss
- Providing protection or rescue assistance
- Fetching items
- Alerting persons to impending seizures
- Providing emotional support to persons who have a disability-related need for such support