



Assistance Animals and Accommodations

WORKBOOK

Course Disclaimer: This material has been prepared for educational and informational purposes only, and is not intended to provide and should not be relied on for legal advice. You should consult an attorney regarding particular sets of facts or circumstances, including your own company's policies and procedures or specific instances of conduct in the workplace.

Name

Date



ASSISTANCE ANIMALS AND ACCOMMODATIONS

Fill-in-the-Blank, True/False and Reflection Questions to demonstrate your knowledge.

Short Course Objectives



Write down the learning objectives for the course. Keep these objectives in mind as you go through the course to help you focus on what is most important.

Learning objective 1: _____

Learning objective 2: _____

Assistance Animal Basics

_____ : having a physical or mental impairment that substantially limits one or more major life activities; having a record of or being perceived as having such an impairment.

_____ : an animal that does work, provides assistance, or performs tasks for a person with a disability.

_____ : a change in any rule, policy, practice, or service so that a person with a disability has an equal opportunity to use and enjoy their home.

List four characteristics of assistance animals:

- _____
- _____
- _____
- _____



Reflect: Why might prospective residents ask to make an exception for an assistance animal?



Reflect: How do managers, corporate employees, or supplier partners evaluate requests for assistance animals?



Other Notes:

Responding to Requests for Assistance Animals

If you're not the person evaluating requests for assistance animals, your role is to _____.

The first step is to _____.

What are two important things to keep in mind regarding your responsibility for recognizing requests?

- _____
- _____

Next, follow your company's _____.



Reflect: What should you do if a person refuses to fill out your community's reasonable accommodation request form?

Last, _____ next steps. Keeping customers in the loop helps manage their expectations.



Other Notes:

Summary



Look back at the learning objectives from the beginning of the course and use what you have learned to complete the following activity.

In your own words, explain why a request for an assistance animal is a request for a reasonable accommodation.

Wrap Up



Use the space below to keep track of any questions you may have or any resources you want to visit.