



Queen's
UNIVERSITY

**HOUSING AND
ANCILLARY SERVICES**
Residence Life and Services

Service Animal Policy and Guidelines for Queen's University Residence

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Contents

Introduction.....	1
Definitions	1
Procedures	2
City By-Laws	2
Service Animals in Training.....	2
Service Animal Registration	2
Service Animal to be used on Campus and in Residence	2
Service Animal in Residence Only.....	3
Associated Fees.....	3
In the Case of Allergies or Fear of Animals	3
Service Animal Care and Conduct	4
Service Animal Wellbeing	4
Cage/Crate, Room & Service Animal Maintenance	4
Service Animal Waste	4
Roommate Agreements	4
Noise	4
Breeding	5
Fire Alarms/Emergencies/Evacuations	5
University Holidays & Breaks Service Animal Care	5
Service Animal Complaints.....	5
Exclusions from Residence	6
Reconsideration Process	6
Appendix 1: Handler Responsibilities.....	7
General Responsibilities	7
Licensing and Registration	7
Training and Control	7
Separation	8
Service Animals Leaving Residence	9
Service Animal Death in Residence	9
Noise and Damage	9
Hygiene and Waste Removal.....	9
Compliance	10

Appendix 2: Residence Etiquette - Student Community Members	10
Appendix 3: Service Animal Residence Contract	11
Appendix 4: Service Animal Checklist	12

Introduction

Queen's University is committed to the inclusion and accommodation of students with disabilities. This includes the presence of Service Animals within all aspects of university life, including residence. This document has been created pursuant to the University's Accessibility Policy and with reference to the principles supporting the presence of Service Animals on campus, as outlined in the [Service Animals on Campus Policy](#).

Definitions

Handler: Student/Service Animal owner.

Service Animal: The Accessibility for Ontarians with Disability Act (AODA), 2005, defines a Service Animal as:

- 1) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability as a result of visual indicators such as the vest or harness worn by the animal or
- 2) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability
 - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario
 - ii. A member of the College of Chiropractors of Ontario
 - iii. A member of the College of Nurses of Ontario
 - iv. A member of the College of Occupational Therapists of Ontario
 - v. A member of the College of Optometrists of Ontario
 - vi. A member of the College of Physicians and Surgeons of Ontario
 - vii. A member of the College of Physiotherapists of Ontario
 - viii. A member of the College of Psychologists of Ontario
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Emotional Support Animal: To avoid doubt, provided that the Handler with a disability provides documentation from one of nine regulated health professionals (listed above) confirming that the person requires the animal for reasons relating to the disability, an Emotional Support Animal shall be considered a Service Animal. This document will refer only to "Service Animal" to avoid any confusion.

Service Animal in Training: A Service Animal that is in the process of being trained to meet the needs of the Handler.

Documentation from an equivalent out of Province/Country Health Care providers will also be considered.

If an animal meets the Service Animal definition, it is considered a Service Animal, regardless of whether it has been licensed or certified that it has been trained.

Handlers use Service Animals for many reasons, including but not limited to vision loss, being culturally Deaf, orally deaf, deafened or hard of hearing, mental health disabilities, physical disabilities, epilepsy or other seizure-related disorders, autism or other developmental/intellectual disabilities.

Only Service Animals and their Handlers who meet the Service Animal definition will be exempt from the rules that otherwise restrict or prohibit animals in Residence.

Procedures

City By-Laws

Handlers are responsible for ensuring compliance with [City of Kingston By-Laws](#). In the event of a conflict with City By-Laws, the Handler will be responsible for initiating contact to apply for an exemption from the City of Kingston's current By-laws. The University will engage with City officials to discuss potential accommodation.

Service Animals in Training

In support of accessibility, the University may allow Service Animals in Training on campus. However, Service Animals in Training are not approved to live in Residences until their training is complete unless an exemption is sought and approved. Where determined, permission to bring a Service Animal in Training to campus must be sought from the [Department of Environmental Health and Safety](#).

Service Animal Registration

Service Animal to be used on Campus and in Residence

All students requesting the use of a Service Animal on campus, including in residence, must first register with the [Queen's Student Accessibility Office](#) (QSAS). A registration package must be completed to provide the information required to assess the request and allow the University to establish expectations regarding the Service Animal, such as:

- a) The name, species and size of the animal
- b) Proof of up-to-date vaccination (if applicable) from a registered veterinarian
- c) Emergency contact information and/or an alternate caregiver on or near campus for the service animal
- d) Validity of animal registration where required
- e) Information to establish how the Service Animal addresses the Handler's particular accommodation needs

Once registered, QSAS will communicate relevant information to the Residence Life and Services Office (RL+S) for the purpose of implementing the required accommodation(s). RL+S will follow up directly with the Handler, who will be required to sign a behavioural contract specific to residence after move-in (see Appendix A).

Service Animal in Residence Only

All students requesting the use of a Service Animal in residence only are not required to register with QSAS and instead will register directly with Residence. For clarity, a Service Animal not registered with QSAS may not accompany their Handler to class and other academic activities.

To register a Service Animal in residence only:

1. Follow the instructions for submitting a [Residence Health Accommodation](#) request.
2. Upload:
 - i) Health Accommodation Form signed by healthcare provider to include information to establish how the Service Animal addresses the Handler's particular accommodation needs
 - ii) Documentation showing
 - (1) The name, species and size of the animal
 - (2) Proof of up-to-date vaccination (if applicable) from a registered veterinarian
 - (3) Emergency contact information and/or an alternate caregiver on or near campus for the service animal

Once the registration package has been received it will be reviewed by our team. The team may contact the Handler for additional clarifying information to support the request. Once your Service Animal has been approved you will be sent a copy of the Service Animals in Residence Contract and the Handler Responsibilities. The Handler is required to sign and return the Service Animals in Residence Contract prior to move-in.

As soon as is practically possible after the move-in date, the Handler is required to meet with their Residence Life Coordinator to review the Service Animal Policy and Guidelines for Queen's University Residence, the Handler Responsibilities, and the Service Animal Residence Contract.

Associated Fees

There is no fee to register a Service Animal. However, Handlers will be billed directly for any additional cleaning fees associated with their Service Animal, including biohazards and damage to University spaces and/or property.

In the Case of Allergies or Fear of Animals

In some cases, another student's allergies or phobia may be so severe that the presence of an animal may cause competing accommodation requests. Students with severe allergies or fears are encouraged to fill out a Residence Health Accommodation Form and have their health care provider confirm there is a functional limitation associated with living with an animal to enable the University to make appropriate room allocations to limit exposure to a Service Animal.

If documentation is not provided when special considerations are due, or allergies and phobias occur after move-in, each situation will be reviewed on a case-by-case basis that considers all relevant factors and options in trying to find a solution that meets the needs of everyone involved. All situations should be directed to the Manager, Residence Admissions and solutions may involve consultation with both the Accessibility Office as well as the Residence Life and Services Office.

Service Animal Care and Conduct

Failure to comply to the below standards may result in a Community Standards violation and may be investigated through the Residence Conduct Process.

Service Animal Wellbeing

Abandonment, negligence, or mistreatment of a Service Animal will not be tolerated. No warnings will be issued. Where abuse is alleged, the Service Animal may be removed from the situation in order to prevent contact with the person(s) responsible for the abuse. Person(s) alleged to be responsible for the abuse will be investigated via the Residence Conduct Process, and/or the Queen's Student Code of Conduct, and may be reported to municipal authorities as appropriate.

Cage/Crate, Room & Service Animal Maintenance

Handlers must perform regular room and crate cleaning in addition to grooming the Service Animal to prevent odour, if applicable. There is a pet/Service Animal wash station in the Endaayaan-Tkanónsote Residence; Handlers can contact resfcc@queensu.ca to request access. If a room has a noticeable odour due to a Service Animal, the room will be inspected by RL&S staff who will direct the next steps for the Handler (e.g., a requirement to clean the room). Handlers should expect to clean their rooms more often than in other residential spaces, as having a Service Animal in a residence room may create more of a mess/scent than it would within a house.

Service Animal Waste

Handlers must exercise proper care and control of their Service Animal, which includes cleaning up their Service Animal's waste material and disposing of it properly. Handlers are required to always have waste bags or plastic bags with them and dispose of waste in any exterior dumpster. All cage and litter box waste must be removed at least twice a week, but should be removed as often as necessary to maintain an odour-free, clean living environment for the Service Animal and community members. Solid waste must be double bagged, tied securely, and brought to the exterior dumpster immediately. Handlers who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance. Handlers are responsible for disposing of all disposable cages or crate bedding in the exterior dumpsters. It is the handler's responsibility to maintain the appropriate upkeep for their Service Animal.

Roommate Agreements

Handlers who have a roommate will be required to complete a Service Animal Roommate Agreement within one week of move-in. Handlers/roommates should request a meeting with their Residence Life Coordinator to revise their original agreement if changes are needed during the year. Handlers remain solely responsible for the care and control of their Service Animal; it is not the responsibility of a roommate to provide care.

Noise

Handlers are responsible for ensuring their Service Animal will not cause noise that will disturb other residents and/or their Service Animals. Noise violations may include: the Service Animal being heard

outside the room during quiet hours, or excessive noise during the day when courtesy hours are in effect. Handlers with noisy Service Animals will be given a two-week grace period at the beginning of the semester to get their Service Animal adjusted to life in residence. If, at the end of the two-week grace period, the Service Animal is still causing disruption to the living community, the Handler will be invited to discuss the suitability of the residence environment for their Service Animal.

Breeding

Handlers are not permitted to breed any Service Animal for sale, food, or any other purposes.

Fire Alarms/Emergencies/Evacuations

In the event of an evacuation of the residence, the Handler must vacate with the Service Animal where safe to do so. If the Handler is not present, a roommate can assist. The Service Animal must be in a portable cage or pet carrier during an evacuation unless otherwise appropriately secured. Handlers may not re-enter the building to retrieve their Service Animal in the event of an evacuation of the residence.

Students and their respective Service Animals are added to a centralized record shared with Campus Security and Emergency Services and Residence Life and Services staff to identify the presence of a Service Animal.

In the event of an emergency in residence, every effort will be made to keep the animal with its Handler. The first effort will always be toward the Handler; this may necessitate leaving an animal behind in certain emergency situations. If the Handler is not in the room when an evacuation takes place, the First Responder will evacuate the animal if it is safe to do so and if it does not interfere with the First Responder's priorities of rescue of students, fire control, and property conservation.

University Holidays & Breaks Service Animal Care

During any university holiday or break in which the Handler will be away from campus (Reading Weeks, December closure, long weekends, etc.), the Handler must remove the Service Animal from residence. See the Handler Responsibilities below for specific details.

Service Animal Complaints

Notwithstanding the options available within the Service Animals on Campus Policy, anyone who believes the requirements of this Policy have been violated may direct complaints to a member of the Residence Life and Services team. This may include the Don or Residence Life Coordinator (RLC) for the student's assigned floor/building or any staff member in the Residence Life and Services main office (D001 Victoria Hall).

All complaints about Service Animals will be investigated by Queen's Residence Life & Services. Every effort to resolve the issue within the community will be made. If all efforts to correct the issue have been exhausted and the Handler does not comply with the Handler's responsibilities, the Service Animal may be asked to leave residence.

Exclusions from Residence

Any animals prohibited from living in Kingston as outlined in the [City of Kingston By-Laws](#) will not be allowed to live in Residences. The University reserves the right for certain species to require clearance by Queen's Environmental Health & Safety to ensure the animal is not a potential carrier of a harmful disease/bacteria that can affect humans.

Certain restrictions are in place for reasons of health and safety requirements. Service Animals are not permitted in some areas on campus, with the exception of residence, such as, but not limited to, where food preparation is being undertaken; or as otherwise disallowed by law.

If the Service Animal is disruptive and, the Handler is not effectively controlling it and/or the Handler is considered to be in contravention of the [Handler Responsibilities](#), Residence Life and Services may determine that the animal can no longer live in residence.

If the Service Animal's presence, behaviour or actions pose a demonstrable threat to property or the health or safety of others, Residence Life and Services may determine that the animal can no longer live in residence. This does not include perceived or speculative concerns. Allergies and general fears are not sufficient reasons to exclude a Service Animal.

See the [Service Animals on Campus Policy](#) for a full list of Conditions for Exclusions.

Exclusions will be determined on an individual basis. If the Service Animal is excluded, the student will be given the option of withdrawing from residence and receiving a pro-rated refund of residence fees or given the option of living in residence without the Service Animal, in which case reasonable efforts will be made to accommodate the student through alternative means. If the animal has been excluded due to disruptive behaviour, the Handler will have the option of bringing the animal back into residence once its behaviour is under control. The Handler must be able to demonstrate that the disruptive behaviour has been resolved.

Reconsideration Process

Notwithstanding the options available in the Service Animals on Campus Policy, a Handler asking for reconsideration for either of the following reasons may submit their request in writing to the Manager, Residence Admissions:

- a) If the Service Animal has been denied the option to live in residence.
- b) If the animal has been asked to leave residence.

The Manager, Residence Admissions or designate will present the request to a committee to discuss and resolve the issue. The committee will be comprised of members of the Queen's community who have relevant expertise regarding the request. Committee members will include representation from all or a subset of the following Queen's University offices: Housing and Ancillary Services, Student Accessibility Service, Student Wellness Services, The Human Rights and Equity Office, Legal Counsel and Environmental Health and Safety.

Once a decision has been reached, the Manager, Residence Admissions or designate will communicate the final decision to the student.

Appendix 1: Handler Responsibilities

Queen's University Residences is committed to supporting all students who require accommodation, including the use of Service Animals. In doing so, however, we must consider the rights, safety and security of Service Animals and other students living in residence as well as those of the Handler. Handlers must fully cooperate with Queen's Residence Life & Services personnel regarding this policy and, where requested, develop procedures for Service Animal care (e.g., cleaning the Service Animal, feeding/watering the Service Animal, disposing of feces and toileting materials, etc.). In order to maintain a safe and secure environment for all, Handlers have the following responsibilities:

General Responsibilities

- 1) Handlers must comply with the Health Protection and Promotion Act, 1990, and the Provincial Animal Welfare Services Act, 2019 to ensure appropriate animal care, that animals are not treated in a way that will cause distress, and ensure animals are treated in a humane manner.
- 2) Handler negligence or mistreatment of a Service Animal will not be tolerated and may result in disciplinary action against the Handler and/or external reporting.
- 3) Handlers of Service Dogs must comply with the Dog Owners' Liability Act, 1990, which restricts ownership of pit bulls in Ontario and requires dog owners to take reasonable precautions to prevent dogs from behaving in a menacing or aggressive manner toward people and other domestic animals.
- 4) While not a legal requirement, it is highly recommended that the Service Animal wear some type of easily recognized symbol (e.g., harness, backpack, special collar or scarf) that identifies it as a Service Animal. If this is not possible, the Handler will, as necessary, be provided with a Service Animal identification card to present if the animal's presence is questioned. If provided this card should be carried by the Handler at all times when they are accompanied by the animal on Campus grounds.
- 5) Handlers are responsible for setting expectations and boundaries with other members of the community. The Handler's Don will be notified of the presence of the service animal and is available to facilitate communication with other members of the community e.g., in floor meetings. Members of the community will be provided with the etiquette guidelines found in Appendix 2.

Licensing and Registration

- 6) Service Cats and Dogs must wear a license tag and a current rabies vaccination tag from its home municipality.

Training and Control

- 7) While the AODA customer standard does not require that all Service Animals be formally trained, it is an expectation that all Service Animals are appropriately socialized to live in communal residential settings. The Handler must ensure the Service Animal can interact safely with diverse populations and other animals. As residence is a high-density communal living

environment, service animals are required to demonstrate, upon request by Residence Life and Services staff that they can handle public access situations.

- 8) Handlers are solely responsible for their Service Animal, which must remain under the direct control of the Handler while in any common areas in residence. Handlers may not transfer daily care responsibilities for their Service Animal to others. Handlers are not permitted to give their residence keys to others to aid in Service Animal care.
- 9) Under no circumstances are Service Animals allowed to be unsupervised while outside of the Handler's residence room.
- 10) The Service Animal must be on a leash not exceeding 6 feet in length (no extendable leashes) or otherwise appropriately secured at all times while in public and common areas in residence and while moving through hallways. Exceptions to this will be if the restriction prevents the animal from performing their required tasks, in which case it is expected that the Handler is in close proximity and the animal can be kept fully under control using voice commands or hand signals. Exceptions may also be made for Handlers living in multi-occupancy units where the Service Animal may be in common shared living space(s). The Handler must be respectful to all roommates and ensure agreement between all roommates for the use of common shared areas.
- 11) Gates across bedroom doors, front doors, hallways, and stairwells, or gates that could impede egress in the event of an emergency are prohibited. This is to maintain a clear path for fire egress and safety as required by local fire codes.
- 12) Where the nature of the service being provided to the Handler by the animal does not necessitate direct contact at all times, approval may be granted for the animal to be left in a residence room unattended. While physically separated from the Service Animal, the Handler remains accountable for ensuring the animal behaves in a manner consistent with the Residence Contract. Approval to leave a Service Animal unattended does not constitute an acceptance of behaviour that is contrary to the Handler responsibilities, or the Residence Contract and approval may be revoked.

Separation

- 13) Service Animals may not be left overnight in residence to be cared for by any individual other than the Handler. If Handlers are to be absent from residence overnight or longer, the Service Animal must accompany the Handler or the Handler must make accommodations to board the Service Animal off campus. The Handler is responsible for ensuring that the Service Animal is contained, as appropriate, when the Handler is not present.
- 14) If left unattended in a residence room, the Service Animal will be secured in a crate or carrier to ensure the safety and well-being of University staff in the event they need to enter the room for maintenance requests. (Handlers will be notified of dates and times this will apply). For the safety of staff and Service Animals, Facilities staff may reschedule work orders if Service Animals are not crated, caged, or appropriately stationed while unattended. Facilities staff may not enter a room to make repairs or spray for bugs if a pet is inside without being properly secured. Handlers should contact the Facilities Control Center (FCC) to make arrangements in this case.

Service Animals Leaving Residence

- 15) Handlers must notify Residence Life and Services within 48 hours if a Service Animal leaves residence for any reason, including death. Handlers must register any new Service Animal, per above. The Handler is not required to leave their room if their Service Animal is no longer living there.

Service Animal Death in Residence

- 16) In the event that a Service Animal dies while living in Residence, the Handler should contact their front desk. Once informed, Residence Life & Services will assist the Handler in the process of handling the Service Animals' remains while on campus, should the Handler be unable to take it home. Deceased Service Animals are not permitted to stay in residence.

Noise and Damage

- 17) Handlers must ensure the Service Animal is not disrupting others with noise and does not inappropriately respond to external stimuli. Examples of disruption include the Service Animal being heard outside the room during quiet hours or excessive noise during the day when courtesy hours are in effect. Handlers will be given a two-week grace period from the date of move-in to facilitate their Service Animal's adjustment to life in residence.
- 18) Handlers understand they may be charged for any damage caused by the Service Animal to the same extent other individuals are charged for damages. Handlers' bedspaces may also be inspected for fleas, ticks, or other pests, if necessary, as part of Residence Life and Services' standard or routine inspections. If pests are detected through inspection, the residence will be treated using approved fumigation methods by a university-contracted pest control service. The Handler's SOLUS account will be billed for the expense of any pest treatment beyond the standard pest management in residence.
- 19) Handlers must ensure the Service Animal is not a nuisance or a threat to anyone living in the community, including other Service Animals or pets. Examples of disruptive behaviour include but are not limited to, excessive meowing or continuous noise, destruction of property, roaming hallways/common areas, aggression or injury including but not limited to biting or scratching other animals or persons, etc.

Hygiene and Waste Removal

- 20) Service Animals must be housebroken before arriving on campus.
- 21) Service Animal food must be stored tidily in sealed plastic containers to discourage pests. Service Animal bedding, toys, litter/litterboxes, and other supplies must be kept neat, organized, and stored appropriately.
- 22) Handlers are required to immediately clean up animal waste and properly dispose of it. Handlers who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance.
- 23) Handlers are responsible for managing the hygiene of the animal and its environment. Animals are not to be bathed, and animal enclosures (e.g. tanks or cages) are not to be cleaned in private, semi-private or common student washrooms as these are not suitable for such activities.

- 24) The Handler is solely responsible for regular and routine cleaning including but not limited to floors, crates, and cages.
- 25) The odour of a Service Animal emanating from a Handler's residence room is not acceptable.
- 26) Residence may set aside designated cleaning areas for Service Animals if appropriate facilities are available. If the Handler is unable to access this area, it is their responsibility to use a grooming/cleaning service should regular bathing/cleaning be necessary.

Compliance

- 27) Not meeting any of the above requirements and responsibilities is reasonable grounds for requiring the Service Animal to leave Residence. If the Service Animal is to be excluded from living in residence, the protocol listed in the exclusion section will apply.

Appendix 2: Residence Etiquette - Student Community Members

Students who reside in residence and Residence Life and Services staff will be notified of the following etiquette requirements.

- Maintain a respectful distance from the Service Animal. It is not appropriate to pet, feed or startle a Service Animal. Ask permission before touching the Service Animal, as this might distract from its work.
- Allow a Service Animal to accompany the Handler at all times and in all areas of residence where students customarily have access (i.e., common room, hallways).
- Speak to the Handler before giving attention to the Service Animal.
- Ensure that a person using a Service Animal is included and not isolated from others.

Appendix 3: Service Animal Residence Contract

Handler Name

Animal Name

Animal Species/Breed/Description

Handler Cell #

Emergency Contact Name and Cell#

Move-In Date (if known)

Building/Room # (if known)

- ☐ I understand and agree to the requirements of the Service Animal Policy and Guidelines for Queen's University Residences including the Handler responsibilities.
- ☐ I have disclosed all relevant information to Residence Life and Services and understand that withholding information may constitute a breach of the Handler Responsibilities or the Residence Contract.
- ☐ I understand that at the end of my occupancy in residence, my Service Animal must leave residence at the same time.
- ☐ I understand I may be charged for any damage or pest control treatment caused by or arising from my Service Animal.
- ☐ I understand that not meeting any of the Handler Responsibilities would be reasonable grounds for the University to rescind its permission for the admission of my Service Animal in residence.
- ☐ I understand that staff, including the community Don, Residence Life Coordinator, Assistant Manager (Residence Life and Services) for the building, Assistant Manager (Facilities) for the building, Residence Support Coordinator, Campus Security and Emergency Services, Admissions Assistant, Residence Support Coordinator, Manager (Residence Admissions) and others as necessary will be advised of the presence of my service animal in order for them to perform their required duties.

Student Name (please print)

Student Signature

Date

Residence Life Coordinator Name (please print)

Residence Life Coordinator Signature

Date

Appendix 4: Service Animal Checklist

This checklist is for internal use by Residence Admissions and may be shared with other members of the Residence Life and Services team to ensure the appropriate steps have been completed.

- ☐ Documentation submitted by student via the Residence Health Accommodation process
 - ☐ The name, species and size of the animal
 - ☐ Proof of up-to-date vaccination (if applicable) from a registered veterinarian
 - ☐ Emergency contact information and/or an alternate caregiver on or near campus for the service animal
 - ☐ Validity of animal registration where required
 - ☐ Information to establish how the Service Animal addresses the Handler's particular accommodation needs
- ☐ Documentation reviewed by Residence Admissions team
- ☐ Service Animal identification card issued (Yes / No / N/A)
- ☐ Residence Support Coordinator has spoken with the Residence Life Coordinator (RLC)
- ☐ RLC has reviewed the Service Animal Residence Contract with the student
- ☐ Service animal has license tag (Yes / N/A)
- ☐ Service animal has a current rabies vaccination tag (Yes / N/A)
- ☐ Student has signed the Service Animal Residence Contract
- ☐ RLC has signed the Service Animal Residence Contract
- ☐ RLC has shared signed Service Animal Residence Contract and Service Animal Policy and Guidelines for Queen's University Residence with student
- ☐ RLC has shared the signed Service Animal Residence Contract and Service Animal Policy and Guidelines for Queen's University Residence with the Residence Support Coordinator
- ☐ RLC has notified Don of the presence of a Service Animal in the community
- ☐ Etiquette guidelines shared with Don/community
- ☐ Animal washing plan confirmed (e.g., access to ENTK) or alternate plan with groomer
- ☐ Plan for waste disposal confirmed (e.g., where dogs will park and/or how student will dispose of cat litter/shavings, etc.)
- ☐ Manager, Residence Admissions has shared presence of animal with CSES/Facilities, etc. for awareness in event of maintenance or emergency