



JACKSONVILLE UNIVERSITY

2800 University Blvd. N.

Jacksonville, FL 32211

Phone: (904) 256-7538 – Email: housing@ju.edu

Documentation Guidelines

The following guidelines are provided in the interest of assuring that professionals' statement is appropriate to document eligibility for support services. The student with a disability must provide the Residential Life office written documentation from a licensed professional in the field concerning the specific diagnosis and the need for such request.

- This documentation must be completed and signed by the medical professional who has prescribed the accommodation.
- The request must be made in advance to the Residential Life office, to allow for a thorough review. The request should be made prior to any support animal is present on campus.

After this documentation is filled out by a licensed medical professional, it should be provided to the JU Student. The student should submit the documentation and any other required information directly to Residential Life through the Emotional Support Form on the Residential Life webpage. Any questions by the provider or student can be directed to housing@ju.edu.

Student's Signature:	Date:
Student JU ID Number:	



Emotional Support Animal Request Packet

Important: To avoid room for misinterpretation of the following documentation, we request for it to be handwritten not typed if possible.

1. Diagnosis:

2. Date at which the diagnosis was first made:

3. Dates of treatment:

4. Symptoms for which treatment was needed:

5. Evidence of the connection between the diagnosis/symptoms and the need for a service or emotional support animal:



Professional Credentials:

Professional Signature:	Date:
Print Name, Title, Degree:	
Professional License Number: This form is not valid without the license number	
Contact Information:	

Jacksonville University

Residential Life

2800 University Blvd. N

Jacksonville, FL 32211

Phone: (904) 256-7538 – Email: housing@ju.edu



Residential Life Policy for Emotional Support Animals

1. Emotional Support Animals approved must be able to reside in the residential facilities while meeting general Residential Life Policies, such as survival without a heat lamp or continuous heating element.
2. ESA's approved cannot be younger than 9 months and must be first house broken before coming on campus.
3. A designated JU PET sticker will be provided to every student who has been approved to have an ESA in their residence by the Department of Residential Life. This sticker will allow University personnel to easily identify the room where the ESA is permitted. Should the student move rooms due to an emergency or relocation, it is the responsibility of the student to request a new JU PET sticker and remove the old one when they leave.
4. The ESA is only permitted in the assigned Residence Hall room or apartment. In the case of suites, the ESA is allowed in the designated room and should not be in the adjoining room unless adjoining suitemates have signed the ESA roommate agreement. The ESA is prohibited from all other buildings and all food venues on campus.
5. The ESA may be left in the care of another student for up to 48 hours only if that student is listed as one of the animal's emergency contacts. This may be used for the emergency contact to help with daily care of the ESA, including walks. Emergency contacts must follow all ESA policies.
6. Animals must be taken with the student if they leave campus for a prolonged period. If the student is unable to care for the animal, emergency contacts will be called.
7. Primary care, feeding and supervision of the animal are the responsibility of the individual who received the approved ESA.
8. The owner/handler is responsible for assuring that the ESA does not unduly interfere with the routine activities of the residence hall or cause difficulties for students who reside there. This includes but is not limited to barking, urinating indoors, and/or biting.
9. If an ESA bites any member of the University community, the ESA will be immediately removed and will not be approved in the future.
10. Every time there is a roommate change, a new "Roommate Agreement" must be signed and submitted to the Residential Life office.
11. ESA's are not permitted on Apartment Balconies or patios unattended. Anytime an ESA is taken out of the owner's room, they must be on a harness, leash, or in the owner's arms if not able to be leashed. This should only be in the case of transportation or walking.
12. The owner is financially responsible for the actions of the ESA including bodily injury or property damage. The owner will be expected to cover the costs of any damage at the time of repair and/or move-out. The owner/handler's residence may be inspected for fleas, ticks or other pests once per semester or as needed. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved fumigation methods by a college-approved pest control service.
13. The owner/handler will be billed for the expense of any pest treatment that goes beyond normal required pest management.
14. Indoor animal waste, such as cat litter, must be placed in a sturdy plastic bag and tied securely before being disposed of in outside trash dumpsters. Litter boxes should be placed on mats so that feces and urine are not transferred onto carpeted surfaces.
15. Outdoor animal waste, such as dog feces, must be immediately retrieved by owner, placed in a plastic bag and securely tied before being disposed of in outside trash dumpsters.
16. Housing has the ability to relocate owner and ESA as necessary according to current contractual agreements. i.e., when and if the student is moving to a different residence hall.
17. If the student is determined to be in violation of any of the above guidelines, the infraction will be treated on an individual basis through the Student Affairs Office and Residential Life.
18. Any violation of the above rules may result in immediate removal of the ESA from the University.
19. Should the ESA be removed from the premises for any reason, the owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.
20. The Owner agrees to continue to abide by these and all other Residential Life Department policies.

Student's Name

Student's Signature

Date



Emotional Support Animal Roommate(s) Agreement

This document must be signed by all residents in the assigned living space/suite. If all parties do not agree with the presence of the ESA, Housing will work to relocate owner & ESA.

Select Building of assigned living space: Botts Williams Oak North Village Room # _____

I _____ agree to the presence of an Emotional Support Animal in my residential facility. I understand that the care of the animal is the responsibility of the owner.

Roommate's Signature _____ Date: _____

I _____ agree to the presence of an Emotional Support Animal in my residential facility. I understand that the care of the animal is the responsibility of the owner.

Roommate's Signature _____ Date: _____

I _____ agree to the presence of an Emotional Support Animal in my residential facility. I understand that the care of the animal is the responsibility of the owner.

Roommate's Signature _____ Date: _____

Every time there is a roommate change, a new "Roommate Agreement" must be signed and submitted to the Residential Life Office.



ESA- Warning & Appeals Process

This process applies to any violations to the Emotional Support Animal policies that each student signs when bringing an animal on campus.

Warning 1: Email from Building Coordinator detailing policy violation and detailing the next warning/procedures. ESA policies signed and attached to email.

Warning 2: Email from Building Coordinator detailing policy violation, formal warning letter with notice of ESA loss as next step, \$75 fine.

Final notice: ESA must be safely removed from campus within 48 hours.

The appeal process is as follows:

All students have the right to appeal- the ESA will need to be removed from the campus during the appeals process.

If you wish to appeal this decision you should direct your appeal in writing within (3) business days of your receipt of the removal notice to the Housing Office via housing@ju.edu. It is your responsibility to confirm that the office has received your appeal by the deadline. The Housing Office may be contacted via telephone at 904-256-7538, weekdays from 9am- 4pm.

Your appeal will be sent to the Appeals Committee and a response will be sent back within 3-5 business days.

This document serves as a notice of the process not a notice of violation.

Student Signature & ID number

Date



Emotional Support Animal Emergency Contact Form

In the event of an Emergency in which I, the owner, am unable to care for my approved Emotional Support Animal, the contact person(s) below will be responsible for the care of my Emotional Support Animal.

Local Emergency Contact			
Name:		Relationship to owner:	
Phone:		Email:	
Address:			

Secondary Emergency Contact			
Name:		Relationship to owner:	
Phone:		Email:	
Address:			

Our Staff will reach out to the individuals listed to verify their contact information. If the above individuals are not able to be reached in the event of an emergency, I understand that the University may seek alternative arrangements to place the animal in care of a professional agency at my expense.

Student's Name

Student's Signature

Date