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		AWPP007
Adopted: 02/04/15		Version: 1.1

The policies set forth herein are directives adopted by the Allure Waikiki AOUO Board of Directors to be carried out accordingly by the Allure Front Desk Ambassadors and the Management Office. If you have any suggestions on how to improve a policy or procedure, please put them in writing and they will be reviewed by the Board. Unless and until the Board votes to revise them, you must comply with current policies and procedures, otherwise notifications and/or fines may be issued to your Unit. The purpose of this policy is to establish a uniform set of guidelines and procedures which will be used by the Management Office and Front Desk Ambassadors to decrease the likelihood of issues and to promote the safety and security of all Employees and Residents since our resources are limited. The rules and regulations set forth in this policy supersede and replace all rules and regulations set forth previously.

Assistance Animal Registration:

To register an assistance animal, please complete the Assistance Animal Registration Form. You must also submit the Reasonable Accommodation Request Form. If your disability is not known or readily apparent, be sure to include proper documentation as described below.

Hawaii Civil Rights Commission:

ASSISTANCE ANIMALS AS REASONABLE ACCOMMODATIONS IN HOUSING

An assistance animal is a type of aid that a person with a disability may need. A person with a disability can request the use of an assistance animal as a reasonable accommodation, which may involve making an exception to a “no pets” or “no animals” rule. The requested accommodations may be necessary to afford the person with a disability equal opportunity to use and enjoy a housing accommodation, including public and common use areas.

WHAT IS AN ASSISTANCE ANIMAL?

Assistance animals are animals that work, assist, or perform tasks for the benefit of a person with a disability. They can also be animals that provide emotional support. They are not pets.

Assistance animals can include: service animals, support animals, therapy animals, and comfort animals. An assistance animal does not have to be a dog. Cats, birds, rabbits and other animals have been recognized as assistance animals.

DOES AN ASSISTANCE ANIMAL NEED TO BE CERTIFIED OR FORMALLY TRAINED?

No. There is no federal, state, or county certification (or training requirement) for assistance animals.

WHO IS A PERSON WITH A DISABILITY?

A person with a disability who can request the use of an assistance animal is a person who has a physical or mental impairment which substantially limits one or more major life activities. This person can be a resident, or a guest (also referred to as “handler”).

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WHAT INFORMATION MAY ONE REQUEST FROM A PERSON REGARDING AN ASSISTANCE ANIMAL?

A housing provider, including an AOA, may ask a resident or guest to provide information from a treating health care professional that verifies the person has a disability (as defined above), and that there is a disability-related need for the assistance animal.

A resident cannot be asked to provide access to the health care professional, or any details regarding the diagnosis, nature of the disability, symptoms, medical records, proof of training, or insurance coverage for the animal.

WHAT ABOUT A PET DEPOSIT?

No. Residents cannot be charged a higher security deposit, higher monthly rent, or be required to obtain liability insurance for an assistance animal. However, the resident can be held accountable for any damage to property, and must comply with established policies regarding maintenance, cleaning and noise, or any other reasonable restriction that would leave the housing accommodation in the condition it was prior to the resident’s occupancy (except for reasonable wear and tear).

WHAT IS THE HANDLER’S RESPONSIBILITY REGARDING THE ASSISTANCE ANIMAL?

The handler is required to supervise and maintain control of the animal at all times when in the public and/or common use areas.

The handler is required to immediately remove the animal’s waste from common areas.

In addition, the handler must follow any other reasonable restrictions placed on the animal, such as having the animal registered with the manager, licensed (if required by the county), or vaccinated.

WHERE MUST ONE ALLOW THE ANIMAL ON THE PROPERTY?

The assistance animal must be allowed to accompany the handler at all times, and everywhere on the property except where the animal may pose significant health or safety hazards. Such designations may not interfere with the handler's right to fully enjoy the amenities of the housing complex.

CONTACT INFORMATION:

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Excerpt from Federal Law:

JOINT STATEMENT OF THE DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT AND THE DEPARTMENT OF JUSTICE REASONABLE ACCOMMODATIONS UNDER THE FAIR HOASING ACT (Washington, D.C. May 17, 2004)

1. What kinds of information, if any, may a housing provider request from a person with an obvious or known disability who is requesting a reasonable accommodation?

A provider is entitled to obtain information that is necessary to evaluate if a requested reasonable accommodation may be necessary because of a disability. If a person's disability is obvious, or otherwise known to the provider, and if the need for the requested accommodation is also readily apparent or known, then the provider may not request any additional information about the requester's disability or the disability-related need for the accommodation.

2. If the requester's disability is known or readily apparent to the provider, but the need for the accommodation is not readily apparent or known, **the provider may request only if a disability is not obvious**, what kinds of information may a housing provider request from the person with a disability in support of a requested accommodation?

A housing provider may not ordinarily inquire as to the nature and severity of an individual's disability. However, in response to a request for a reasonable accommodation, **a housing provider may request reliable disability-related information** that (1) is necessary to verify that the person meets the Act's definition of disability (i.e., has a physical or mental impairment that substantially limits one or more major life activities), (2) describes the needed accommodation, and (3) shows the relationship between the person's disability and the need for the requested accommodation. Depending on the individual's circumstances, information verifying that the person meets the Act's definition of disability can usually be provided by the individual himself or herself (e.g., proof that an individual under 65 years of age receives Supplemental Security Income or Social Security Disability Insurance benefits or a credible statement by the individual). A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may also provide verification of a disability. In most cases, an individual's medical records or detail information about the nature of a person's disability is not necessary for this inquiry.

Once a housing provider has established that a person meets the Act's definition of disability, the provider's request for documentation should seek only the information that is necessary to evaluate if the reasonable accommodation is needed because of a disability. Such information must be kept confidential and must not be shared with other persons unless they need the information to make or assess a decision to grant or deny a reasonable accommodation request or unless disclosure is required by law (e.g., a court-issued subpoena requiring disclosure).