**MEET BELLA**

Bella, A Psychiatric Service Dog

After undergoing extensive training, Bella performs a variety of tasks to assist her handler in everyday life. A few of these tasks include waking up her handler in the morning and bringing her medication, acting as a buffer or shield for the handler in crowded places, and always alerting her handler of an approaching person so that the handler does not become startled. In order to lessen or help alleviate a panic attack due to PTSD, Bella will use her body to apply pressure to her handler’s body producing a calming effect. Bella is also trained to provide comfort and affection to her handler.

**CONTACT INFORMATION**

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**California State University, Long Beach**  
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ABOUT SERVICE & EMOTIONAL SUPPORT ANIMALS

SERVICE ANIMAL

A Service Animal is an animal that is individually trained to perform tasks for people with disabilities including a physical, sensory, psychiatric, intellectual, or other mental disability, such as: guiding people who are blind, alerting people who are about to have a seizure, or performing other special tasks. Service Animals are working animals, not pets.

EMOTIONAL SUPPORT ANIMAL

An Emotional Support Animal (ESA) is an animal that provides comfort to a person with a disability but are not trained to perform specific tasks to assist them. Emotional Support Animals, unlike Service Animals, are not limited to dogs. These support animals provide companionship, relieve loneliness, help with depression, anxiety, and certain phobias, but do not have special training.

OUR PROGRAM

Service dogs are permitted on the CSULB campus. Individuals with disabilities who utilize service dogs on campus grounds are strongly encouraged to connect with Disabled Students Services.

Emotional Support Animals may be permitted on the CSULB campus on a case-by-case basis. Before bringing a support animal onto campus, the requesting student must submit a request and appropriate supporting documentation to DSS: Emotional Support Animals may not reside in University Housing without prior notification and registration. Requests for a support animal will be evaluated by the Disabled Student Services office.

SERVICES

- Educates the students and university faculty/staff of the differences between Emotional Support and Service animals.
- Provides CSULB IDs for the dogs that are Service and Emotional Support Animals.
- Keeps track and documents all Service and Emotional Support Animals on campus.
- Explains the Fair Housing Amendment Act to the students and university faculty/staff.
- Hosts therapy animal events on campus.
- Educates students and university faculty/staff of proper Service and ESA etiquette.

ETIQUETTE

- According to the law, only two questions may be asked: “Is this dog a Service Animal required because of a disability?”, and “What has the dog been trained to do?”
- Disability does not have to be revealed if questioned about the service dog.
- Do not approach, distract, pet, or talk to a service dog without the owner’s consent.
- Please be aware that some individuals using Service Animals do not have an obvious disability.

CSULB POLICIES

- Service dogs are permitted on campus (Americans with Disability Act Title II and III).
- At CSULB, a Service Animal can only be a dog.
- Emotional Support Animals are allowed to live in on-campus housing through a case-by-case basis (Fair Housing Amendments Act of 1988, Rehabilitation Act of 1973 Section 504, Americans with Disabilities Act Title II).
- For more information, visit: http://web.csulb.edu/divisions/students/dss/programs/service_animals/