

CHAPTER 12: Health – Safety – Security

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Tulsa City-County Library

Conduct Expectations While in Library (updated June, 2020)

Thank you for visiting your Tulsa City-County Library. While visiting us, please remember to treat the building, the other customers, and the staff with respect.

As a show of respect to others and to keep the buildings safe the following activities are not allowed:

- Harassment – physical, sexual or verbal abuse of other library users or staff
- Abuse or destruction of library facilities, equipment or materials
- Noisy, unruly or offensive behavior – including excessively loud cell phone conversations or ring tones
- Intoxicated behavior
- Possession of alcoholic beverages or illegal drugs
- Loitering
- Soliciting, panhandling, begging
- Stalking
- Use of tobacco (including Electronic Vapor and E-cigarettes) within the building or within 25 feet of an entrance
- Inappropriate displays of affection
- Sleeping
- Excessive body odor or extremely unclean clothing
- Bathing, washing clothes, shaving, or cutting hair
- Wearing skates, cleats or other inappropriate attire (shoes & shirts are required.)
- Using wheels on shoes (such as with Heelys)
- Wearing masks, hoods, hats or caps which fully or partially obscure facial features, except as required for participation in library-sponsored events and programs or for religious or medical reasons which includes wearing of surgical masks and other items of personal protective equipment (PPE). Except as expressly permitted above, any items of clothing which fully or partially obscure facial features are to be removed upon request of library staff.

The Library encourages the use of PPE at all Tulsa City – County Library locations as recommended by the Centers for Disease Control and Prevention in response to the COVID – 19 pandemic.

The following may not be brought into the Library:

- Open containers of drinks and food
- Oversize bags, backpacks, bedrolls, suitcases, or other containers in excess of 22"x14"x9" or as measured by the baggage sizers available at the entrance of some library branches, stacked luggage, or excessive numbers of bags
- Pets (except service animals)
- Weapons (except by law enforcement officers)
- Bicycles, Scooters, and Skateboards

**Covered drinks and snack foods may be allowed
in some parts of libraries as long as no damage is incurred.**

Any person found to be in violation of one or more of the above rules and regulations may be asked to leave the library and could be banned from future library use. Failure to comply with a request to leave the premises will result in the filing of trespassing charges with local law enforcement.

All visitors to the library are expected to follow local, state, and federal laws. Any violations of the law will be reported to the appropriate authorities.

Consequences (Updated March, 2021)

Library management may suspend access to library property and services for those customers or guests in violation of the library's Policy and Rules of Conduct. Depending upon the severity and/or frequency of behavior, library management has discretion to take the following actions in response to inappropriate customer conduct:

- Immediately request customer leave library property;
- Suspend customer from library property and services for a designated term;
- Indefinitely suspend customer from all library property and services;
- If a weapon is involved, confiscate a weapon; and/or
- Contact law enforcement.

If the decision is made to indefinitely suspend a library customer, the library's Chief Strategy Officer will complete a "Notice of Library Suspension" letter ([See Appendix](#)). In the case of a minor, the library will attempt to notify the parent or guardian and provide them with a copy of the letter.

Any library customer suspended for an indefinite period of time can request reinstatement of library privileges by sending a written request to the Tulsa City-County Library's Chief Executive Officer, 400 Civic Center, Tulsa, Oklahoma, 74103 and schedule an in-person meeting with the Director of Security. The decision of the Library's CEO is final.

General Emergency and Security Policies

Emergency procedures have been developed to help staff deal with a fire, tornado, bomb threat, illness or accident, and physical violence. In addition, an emergency procedures manual has been written with detailed procedures for each TCCL building. All staff members are required to familiarize themselves with this manual. (See emergency procedures manual.)

- In the event of fire, tornado, bomb threat or other life-threatening situations, staff will direct customers to appropriate areas for safety.
- Staff must call fire department immediately in the event of a fire.
- If physical violence, threats of physical violence, armed behavior, sexual misconduct, bomb threat or willful damage to another's property or to TCCL property, etc. occurs, TCCL staff are required to report to the police immediately and then to appropriate building security and to one of the TCCL directors and the CEO.
- If staff perceive an emergency concerning an illness or accident in or around their TCCL building, they are required to contact emergency responders and report to one of the TCCL directors and the CEO.

Security Cameras

The TCCL strives to maintain a safe and secure environment for all staff and customers. In pursuit of this objective, selected indoor and external areas of the TCCL premises are equipped with video cameras that are recording at all times. Signage will be posted disclosing this activity. TCCL's video security system shall be used only for the protection and safety of customers, employees, assets, property, and for assisting law enforcement.

Reasonable efforts shall be made to safeguard the privacy of customers and employees. Video cameras shall not be positioned in areas where there is a reasonable expectation of personal privacy such as restrooms, employee break rooms or changing rooms. The video security cameras will be positioned to record only those areas specified by the CEO or designee, and will complement other measures to maintain a safe and secure environment in compliance with library policies.

Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws. Video records may be used to identify the person or persons responsible for TCCL policy violations, criminal activity, or actions considered disruptive to normal TCCL operations. Upon a request by law enforcement or a member of the public, archived digital video images of TCCL external areas or indoor common areas will be released by the CEO, or authorized TCCL executive team member, without a court order provided the video footage does not disclose or lead to the disclosure of specific TCCL resources or materials loaned to or used by a TCCL customer.

Any video records indicating or which may lead to indicating which of the TCCL's resources or materials have been loaned to or used by an identifiable TCCL customer will only be released in compliance with a court order as required by law and pursuant to the TCCL's confidentiality of customer records policy. TCCL resources or materials consist of any TCCL resource available to customers, including, but not limited to, a customer's use of a specific TCCL computer, all printed materials, and all digital materials.

If customers experience damage to or theft of personal property in the course of using TCCL services, customers should file a report with the appropriate law enforcement agency. Law enforcement may follow up with TCCL in accordance with TCCL policy to obtain related camera footage if required.

Video records may be monitored by TCCL staff in real time while carrying out TCCL operations. Only authorized employees may retrieve camera footage. Only the CEO, or authorized TCCL executive team member, may release camera footage to any external source, including law enforcement.

Images from the TCCL video security system are stored digitally on hardware situated in the library and retained up to a minimum of 28 days. Any records produced by the video security system shall be kept in a secure manner, and managed appropriately by TCCL to protect legal obligations and evidentiary values. Video records of incidents can be retained and reviewed as long as considered necessary by the CEO.

Weapons Policy

This policy is applicable to any customer or guest of TCCL and all regular full-time, probationary, and part-time/temporary TCCL employees.

Dangerous weapons, including but not limited to firearms, are a threat to the safety of the customers and employees of TCCL. In addition, possession of dangerous weapons, or replicas or facsimiles of dangerous weapons, disrupts the normal operation of TCCL.

Library Buildings and Bookmobiles (updated April, 2019)

No person shall carry into a Library building, bookmobile, or any other TCCL property, any dangerous weapon, replicas or facsimiles of dangerous weapons, weapon accessories or ammunition. Additionally, use of any item or instrument by a customer or employee while on any TCCL property (including vehicle parking areas) to harm or threaten to harm to any person is prohibited.

A dangerous weapon includes, **BUT IS NOT LIMITED TO**, a pistol, revolver, shotgun or rifle whether loaded or unloaded or any dagger, bowie knife, dirk knife, switchblade knife, spring-type knife, sword cane, knife having a blade which opens automatically by hand pressure applied to a button, spring, or other device in the handle of the knife, blackjack, loaded cane, billy, hand chain, metal knuckles, or any other offensive weapon, whether such weapon be concealed or unconcealed. The use of items not normally considered weapons or dangerous instruments, such as pocket knives or tools, for intimidation or threat of bodily harm shall also be included, as a weapon, in violation of this policy. **THE FOREGOING LIST OF "DANGEROUS WEAPONS" IS DESCRIPTIVE AND BY WAY OF EXAMPLE ONLY AND IS NOT TO BE CONSIDERED AN EXCLUSIVE OR LIMITING LIST OF DANGEROUS WEAPONS.**

Vehicles

Unloaded pistols, shotguns, and rifles may be stored in a locked vehicle parked on TCCL property either in plain view, in a carrying case which is at least partially visible, in a gun rack mounted in the vehicle, or in an exterior locked compartment or a trunk of a vehicle. Shotguns and rifles may be concealed behind a seat of the vehicle or within the interior of the vehicle as long as it is not clip, magazine or chamber loaded. Any TCCL customer or employee holding a valid firearm license pursuant to the Oklahoma Self-Defense Act, OKLA. STAT. tit. 21, § 1291.1 *et al.*, must store the firearm in their locked vehicle in accordance with the Act. **This provision does not apply to convicted felons, who are by law prohibited from possessing or transporting any firearm.**

Exempted Persons

This policy does not apply to on-duty peace officers or other persons authorized by law to carry a weapon in the performance of official duties and in compliance with the rules of the employing agency.

Consequences

The following actions, under the discretion of TCCL staff, will be taken against those customers or guests in violation of this policy:

- Immediate request to leave library property;
- Suspension from library property for a designated term;
- Permanent removal from library property;
- Confiscation of weapon; and/or
- Involvement of local police.

The following actions, under the discretion of TCCL staff, will be taken against employees in violation of this policy:

- Immediate request to leave library property;
- Confiscation of weapon;
- Involvement of local police;
- Termination from employment.

Communicable Disease Policy (updated March, 2020)

This policy is intended to provide guidance for preventing the spread of communicable diseases in the library environment.

Communicable diseases, for purposes of this policy, are serious diseases that are capable of being transmitted to other individuals through the air or by direct physical contact between individuals or contaminants. Communicable diseases include, but are not limited to, contagious and infectious diseases such as measles, mumps, chicken pox, influenza, tuberculosis, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), and Severe Acute Respiratory Syndrome (SARS).

The library will not discriminate against any customer or employee based on the individual having a communicable disease. Customers and employees shall not be denied access to the library solely on the grounds that they have a communicable disease. However, notwithstanding the above, TCCL reserves the right to exclude a person with a communicable disease from the library facilities, programs and functions if the organization finds that, based on a reasonable determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within TCCL, including a significant risk that that such disease will be transmitted to other customers or employees.

The library will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

Employee and Customer Responsibility While in a TCCL Facility

- Each individual has a responsibility to prevent the spread of communicable diseases when they are aware or suspect that they are or could be a carrier of a communicable disease. Awareness is showing signs or feeling signs of illness, such as coughing, sneezing, fever, joint aches, overall ill feeling or a report of a communicable disease from a health care provider.
- Awareness also includes known exposure to someone with a known or suspected communicable disease or caring for someone with a known or suspected communicable disease.
- Good judgment skills by all are critical in safeguarding the health of the library customers and employees.
- Avoid public places if you have or suspect you have a contagious disease. See your healthcare provider for guidance on when you are no longer contagious.
- Practice proper hygiene by covering your mouth and nose when coughing or sneezing with a tissue. If this is not possible, then the elbow or hand can be used for coughs and sneezes, with immediate hand washing or sanitizing of hands. Avoid touching your eyes, nose, or mouth. Wash hands frequently.

TCCL Guidance

To help stop the spread of communicable diseases, TCCL will:

- Encourage infection control practices in the library by displaying posters that address and remind individuals about proper hand washing, respiratory hygiene, keeping hands away from nose and mouth, cough etiquette, and in the case of airborne diseases, maintaining appropriate distances.
- Require janitorial cleaning to wipe down with an appropriate sanitizer or disinfectant all public high-touch common areas, in addition to the standard janitorial cleaning. Employees may be required to sanitize or disinfect any library equipment or surface areas deemed appropriate.
- Provide sufficient facilities for hand washing with soap and water, and alcohol-based (at least 60%) hand sanitizers (or wipes) in common areas for customers and employees to clean work stations and work surfaces.
- Provide a healthy environment by following standard health and safety practices and procedures recommended by public health officials for handling body fluids.
- Require customers and employees demonstrating active symptoms of a communicable disease leave TCCL facilities if TCCL personnel reasonably believe the person is placing the welfare of themselves or others at risk.

Influenza Special Cases, Flu Pandemic or other Widespread Illnesses

In the event of any serious outbreaks of influenza or other widespread illness, as determined by the Tulsa City-County Health Department, State of Oklahoma, United States Centers for Disease Control and Prevention (CDC), or any other authorized public health official; the recommended or mandated protocols for such outbreak will be followed in addition to all the applicable library policy guidelines.

Suspension of Privileges for Health and Safety Reasons

It is the responsibility of TCCL to maintain a healthy and clean environment for all library users and to protect the library's collection, equipment, and property. In order to fulfill this responsibility, TCCL may restrict a customer's ability to borrow material and/or visit TCCL facilities when such use may jeopardize the health and cleanliness of library facilities, collections, and users.

- Examples of situations where borrowing of materials may be suspended include, but are not limited to:
 - a. Evidence that items on loan to a customer have been returned with insects that are known to be damaging to TCCL materials, e.g. roaches, silverfish, and some types of beetles.
 - b. Evidence that items on loan to a customer have been returned with insects that can result in pest infestations in TCCL facilities, e.g. bed bugs or roaches.

- Examples of situations where a customer may be asked to leave TCCL facilities, and further access to TCCL facilities may be suspended include, but are not limited to:
 - a. Customers or customer possessions with fleas, lice, roaches, bed bugs, or other insects or pests.
 - b. Customers with clothing that is stained with urine or feces.

Should it become necessary to suspend the privileges of a customer in order to protect library collections, facilities, or other users, notification of the suspension will be made by the person in charge of the library branch in which the incident occurred. Access to facilities and borrowing will be restored when the suspended customer demonstrates that the situation that caused the loss of privileges has been remediated.

Any customer that has privileges suspended under the terms of this policy may request a re-evaluation of the suspension by calling Customer Care at 918-549-7323.

Returning Material That May Have Come in Contact with Pests or Other Infestations

If TCCL materials may have come into contact with bed bugs, roaches, or other insects or pests while in a customer's possession, the customer **SHOULD NOT** return the material through a book drop. Instead, place the items in a securely closed plastic bag and call you nearest TCCL location to make return arrangements to return the material.

Child Safety at TCCL

The TCCL mission is to provide a welcoming and inviting place for children. TCCL staff is here to help all customers in the best way possible. Many of their duties include providing programs and finding materials for children. As a result, the staff cannot also monitor the location, safety or behavior of children. Parents/caregivers are responsible for the safety, behavior and supervision of their children at all times in the library and on library property. Children left unattended in the library are expected to be mature enough to follow the library rules on their own and able to take responsibility for their own safety without an adult. The library is a public building where people enter and leave freely without monitoring. It should not be viewed as an alternative to long- or short-term child care. ([See Appendix.](#))

Reporting Child Abuse, Neglect, Exploitation, or Trafficking

Purpose

To comply with Oklahoma law requiring library personnel to report suspected cases of child abuse, neglect, exploitation, or trafficking.

Tulsa City-County Library Policies

Employees have a legal obligation under Oklahoma law to report child abuse, neglect, and exploitation to the Oklahoma Department of Human Services (DHS). Library employees are also obligated under Oklahoma law to report suspected child trafficking to the Oklahoma Bureau of Narcotics and Dangerous Drugs Control (OBNDDC). Library personnel having reason to believe that a child under the age of eighteen (18) years is a victim of abuse, neglect, or exploitation shall promptly report such to the Oklahoma Department of Human Services (OKDHS). Reports may be made personally by calling the OKDHS Abuse and Neglect Hotline at **1-800-522-3511**. Employees must report suspected child trafficking to OBNDDC at **1-800-522-8031**. Failure to report such information promptly, making false reports, or reporting with lack of factual foundation, shall be a misdemeanor. The law also grants immunity from any civil or criminal liability to a person who in good faith makes such a report. It is not the responsibility of Library personnel to prove the child has been abused, neglected, exploited, or subject to child trafficking. Evidence of child abuse, neglect, exploitation, or trafficking may consist of the child reporting such, physical marks on the body, signs of sexual abuse, exploitation or neglect.

The following State definitions give guidance on what constitutes Child Abuse, Neglect, Exploitation or Trafficking:

- "Abuse" – harm or threatened harm to a child's health, safety or welfare by a person responsible for the child's health, safety or welfare including sexual abuse and sexual exploitation;
- "Exploitation" means an unjust or improper use of the resources of a child for the profit or advantage, pecuniary or otherwise, of a person other than the child, through the use of undue influence, coercion, harassment, duress, deception, false representation or false pretenses.
- "Harm or threatened harm to a child's health or safety" includes, but is not limited to:
 - a. nonaccidental physical or mental injury,
 - b. sexual abuse,
 - c. sexual exploitation,
 - d. neglect,
 - e. failure or omission to provide protection from harm or threatened harm, or
 - f. abandonment;
- "Neglect" means failure or omission to provide:
 - a. adequate food, clothing, shelter, medical care, and supervision,
 - b. special care made necessary by the physical or mental condition of the child, or
 - c. abandonment;
- "Sexual abuse" includes, but is not limited to, rape, incest and lewd or indecent acts or proposals made to a child, as defined by law, by a person responsible for the child's health, safety or welfare;
- "Sexual exploitation" includes, but is not limited to, allowing, permitting, or encouraging a child to engage in prostitution, as defined by law, by a person responsible for the child's health, safety or welfare or allowing, permitting, encouraging, or engaging in the lewd, obscene, or pornographic photographing, filming, or depicting of a child in those acts as defined by the state law, by a person responsible for the child's health, safety or welfare.
- Trafficking is defined as modern-day slavery and involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. Child trafficking is defined by the Oklahoma Statutes at OKLA. STAT. tit. 21 § 866 and includes, but not limited to, the acceptance, solicitation, offer, payment or transfer of any compensation, in money, property or other thing of value, at any time, by any person in connection with the acquisition or transfer of the legal or physical custody or adoption of a minor child, except as ordered by the court or except as otherwise provided by law.

The child abuse, neglect, exploitation, or trafficking reporting obligations are individual, and no employer, supervisor, or administrator shall impede or inhibit the reporting obligations of any employee or other person or in any manner discriminate or retaliate against the employee or other person who in good faith reports suspected child abuse or neglect, or who provides testimony in any proceeding involving child abuse or neglect. Any employer, supervisor, or administrator who discharges, discriminates, or retaliates against the employee or other person shall be liable for damages, costs, and attorney fees. Every Library employee who reports child abuse, neglect, and/or exploitation to the OKDHS or child trafficking to OBNDDC via the hotline(s) shall immediately thereafter advise the CEO or the chief operating officer. The aforementioned individuals should be immediately contacted via cell phone and an online incident report must also be filed.

To facilitate the reporting process, upon receiving notification by the Library employee who made the original report to the OKDHS or OBNDDC, of any suspected case of child abuse, neglect, exploitation, or trafficking, regardless of the identity of the alleged abuser, the CEO, chief operating officer or designee will immediately confer with the employee to confirm the suspicion and if it is believed the child is in imminent threat of harm, also phone the dispatcher at the Tulsa City Police Department (911).

Internet Safety

We strongly recommend that parents supervise their child's Internet sessions and let them know if there are materials which they should not access. Parents should also advise their children of safety and security issues when using the Internet, and warn them against the disclosure of personal information when using electronic mail, chat rooms and other forms of direct electronic communications. Parents should urge their minor children to keep in mind the following safety guidelines:

- Never give out identifying information such as home address, school name, or telephone number.
- Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.
- Never respond to messages that are suggestive, obscene, threatening, or make one uncomfortable.
- Have parents or guardians report an incident to the National Center for Missing and Exploited at 1-800-843-5678 if one becomes aware of the transmission of child pornography.
- Remember that people online may not be who they say they are.
- Remember that everything one reads may not be true.

Parental Preference Option for Internet Access

- The TCCL provides access to the Internet via computers in every library location. Although the library uses an Internet filter on all library computers, this global electronic network may contain materials which are out-of-date, controversial or offensive to individuals. By default, all minors have access to the Internet on library computers.
- For the reasons noted above, parents/guardians may choose to block the access of their minor (under age 18) child(ren) to the Internet. To sign up for the Parental Preference Option, the parent or legal guardian must "opt in" for the minor in person at one of our 25 library locations.

If obtaining a library card for a minor for the first time, the library card application form has a space for the parent to request that their child not be allowed to access the Internet via library computers. For those minors who already have library cards, the parent may request the removal of Internet access from the child's card. The parent may also change that status back to allowing the minor Internet access. Changes must be made in writing.

Americans with Disabilities Act (ADA)

Statement of Policy

The Tulsa City-County Library complies with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local governmental services, programs, or activities.

Accordingly, the library will:

- Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communication with others.
- Make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result.
- Operate its programs so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

How to Request Reasonable Accommodations

Individuals who need an accommodation in order to receive the benefits of a library service, program or activity should inquire as to the library's accessibility services, which are also listed on the library's website (<http://www.tulsalibrary.org/about/accessibility>). If an accommodation is not already provided, please complete a "reasonable accommodation request form" or contact the library administration, at 918-549-7323. ([See Appendix](#))

Grievance Procedure

Enforcement of this policy is the responsibility of all library supervisors. Individuals who believe they have been discriminated against based on their disability should file a discrimination complaint form, which is an attachment to this policy. ([See Appendix](#))

ADA Grievance Process

How to File a Discrimination Complaint

If you feel that you have been treated differently or denied service because of your disability, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination. You may file a complaint with your service provider, or you may file a complaint with Civil Rights Division. No one may threaten or harass you for making a complaint.

To file a complaint request a discrimination complaint form by calling the library administration at 918-549-7323. Send the completed form to the address on the form. ([See Appendix](#))

Appeal Process

If not satisfied with the response of the library administration, you may appeal to the Tulsa City County Library Commission, 400 Civic Center, Tulsa, Oklahoma, 74103. If still not satisfied, you may file your complaint with the federal agency described below.

For Further Information:

In accordance with Section 35.106 of the ADA's Title II regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from this local government and from the U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Ave. NW, Disabilities Rights Section – NYAV, Washington, DC 20530 (800) 514-0301 (Voice) or (800) 514-0383 (TTY)

Service Animals

Purpose

The purpose of this policy is to establish procedures for the use of service animals in TCCL facilities.

Policy

TCCL acknowledges its responsibility to permit individuals with disabilities to be accompanied by a service animal in its facilities and programs and intends to comply with all state and federal laws, rules and regulations regarding the use of service animals by TCCL patrons with disabilities.

Definitions

"Service animal" is defined by the Americans with Disabilities Act (ADA) as any service dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability. Service animal is limited to the animals defined under the ADA and does not include any other species of animal, wild or domestic, trained or untrained. Service animal does not include an animal used or relied upon for crime deterrence, emotional support, well-being, comfort, or companionship.

Procedures/Requirements

Any TCCL customer requiring the accompaniment of a service animal for purposes of this policy is welcome in all areas of TCCL facilities and programs that are open to the public (except in situations determined to apply under item D. below).

- Animals, other than service animals assisting persons with disabilities or service animal trainees accompanied by a trainer, are not permitted inside TCCL facilities.
- When it is not obvious what service an animal provides, TCCL staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff will not ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. TCCL is not responsible for providing any staff member to walk the service animal or provide any other care or assistance to the animal. Issues related to the care and supervision of service animals will be addressed on a case-by-case basis in the discretion of the building administration.
- Pursuant to federal law, TCCL retains discretion to exclude or remove a service animal from TCCL property if:
 - a) The service animal is out of control and/or the service animal's handler does not effectively control the service animal's behavior;
 - b) The service animal is not housebroken;
 - c) The service animal poses a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications; or,
 - d) Permitting the service animal would fundamentally alter the nature of the service, program, or activity.

Liability

The customer will be responsible for any damage to TCCL or personal property and any injuries to individuals caused by the service animal. The customer who uses a service animal on TCCL property will hold the TCCL harmless and indemnify TCCL from any such damages.

Appeals and Grievances

Any person dissatisfied with a decision concerning a service animal can file a grievance, using TCCL's grievance procedures. ([See Appendix.](#))

Special Provisions for Miniature Horses

Requests to permit a miniature horse to accompany a TCCL customer with a disability will be handled on a case-by-case basis, considering: (a) the type, size, and weight of the animal and whether the facility can accommodate its features; (b) whether the animal is sufficiently controlled by the handler; (c) whether the animal is housebroken; and, (d) whether the animal's presence in the facility compromises the legitimate safety requirements for safe operation. Other requirements which apply to service animals shall also apply to miniature horses.

Ozone Alert

When an Ozone Alert Day is announced by the Oklahoma Department of Environmental Quality, the staff will receive e-mail to inform them of the alert. Meetings that involve extensive staff travel will be cancelled or postponed. Staff are encouraged to use buses or to car pool on Ozone Alert Days.