

The Montana Family Center
127 N Higgins, Suite 301
Missoula, MT 59802



Phone 406-200-8459
Fax 406-493-0809
www.mtfamilycenter.org

Emotional Support Initial Interview Packet

Thanks for seeking more information for your Emotional Support and/or Service Animal. The Montana Family Center cannot train or certify your animal as either an Emotional Support animal or a Service animal. We can provide you with a list of local trainers if your animal has not yet been trained to meet your specific needs.

What we can do is certify your need to have your animal with you in your housing and other environments where such animals are allowed. Please note that while many businesses, landlords, and other public venues do allow you to have an animal with you that is capable of supporting you because of a disability, they are only required to do so when the animal, usually a dog, meets the criteria of a Service Animal.

Included in this packet is a description of the various roles that an animal can take assisting a person with a disability. Please remember that many disabilities are "invisible." That is to say that you may exhibit no outward signs of having a disability that requires the use of an animal for assistance. Such things as a seizure disorder, diabetes, depression or anxiety. You are not under any obligation to explain your disability to anyone AND it may be expedient to state a simple name or description of your disability such as, "I can become upset in public without my Dog," or "I need to have my cat with me in my home because she helps me feel safer."

The letter that we will provide you will provide a brief explanation of your disability and/or need for your animal and how that animal reduces your symptoms or protects your wellbeing.

In this packet are three brief questionnaires that we use to determine your needs for your animal. Please answer the questions as honestly as you can and give them to the staff member who is assisting you. Your interview will be completed by a Licensed Clinical Professional Counselor (LCPC) or a Licensed Clinical Social Worker.

The Montana Family Center is a tax-exempt non-profit and receives no government or other grant funding for this service. We welcome your free will donation to The Montana Family Center Inc. A suggested donation of \$35.00 for this service helps us provide our broad range of services. All our staff volunteer their time so your donation will be put to work directly in service to the needs of the other individuals and families that we serve.

A handwritten signature in cursive script that reads "Anne".

Anne Harris, LCPC
Clinical Director

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ESA Interview Packet

Your Name: _____ Preferred Gender pronouns: _____

Your Date of Birth: _____ Your animal's name and breed: _____

Your Current Address: _____

Phone: _____ Email: _____

Please describe the nature of your disability or condition that you expect will be assisted by having an Emotional Support Animal.

Please describe you your animal specifically reduces your symptoms or otherwise assists with your disability or condition.

How long have you had your animal? _____

Has your animal had specific training to assist you with your disability or condition?

PATIENT HEALTH QUESTIONNAIRE (PHQ-9)

NAME: _____

DATE: _____

Over the last 2 weeks, how often have you been bothered by any of the following problems?
(use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
	0	1	2	3
1. Little interest or pleasure in doing things				
2. Feeling down, depressed, or hopeless				
3. Trouble falling or staying asleep, or sleeping too much				
4. Feeling tired or having little energy				
5. Poor appetite or overeating				
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down				
7. Trouble concentrating on things, such as reading the newspaper or watching television				
8. Moving or speaking so slowly that other people could have noticed. Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual				
9. Thoughts that you would be better off dead, or of hurting yourself				

add columns + +

(Healthcare professional: For interpretation of TOTAL, TOTAL: _____ please refer to accompanying scoring card).

<p>10. If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?</p>	<p>Not difficult at all _____</p> <p>Somewhat difficult _____</p> <p>Very difficult _____</p> <p>Extremely difficult _____</p>
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PCL-C

The next questions are about problems and complaints that people sometimes have in response to stressful life experiences. Please indicate how much you have been bothered by each problem in the past month. For these questions, the response options are: “not at all”, “a little bit”, “moderately”, “quite a bit”, or “extremely”.

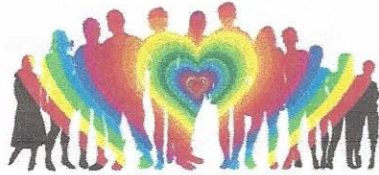
		Not at all	A little bit	Moderately	Quite A Bit	Extremely
PCL1	Repeated, disturbing memories, thoughts, or images of a stressful experience from the past?	1	2	3	4	5
PCL2	Repeated, disturbing dreams of a stressful experience from the past?	1	2	3	4	5
PCL3	Suddenly acting or feeling as if a stressful experience from the past were happening again (as if you were reliving it)?	1	2	3	4	5
PCL4	Feeling very upset when something reminded you of a stressful experience from the past?	1	2	3	4	5
PCL5	Having physical reactions (e.g., heart pounding, trouble breathing, sweating) when something reminded you of a stressful experience from the past?	1	2	3	4	5
PCL6	Avoiding thinking or talking about a stressful experience from the past or avoiding having feelings related to it?	1	2	3	4	5
PCL7	Avoided activities or situations because they reminded you of a stressful experience from the past?	1	2	3	4	5
PCL8	Having trouble remembering important parts of a stressful experience from the past?	1	2	3	4	5
PCL9	Loss of interest in activities that you used to enjoy?	1	2	3	4	5
PCL10	Feeling distant or cut off from other people?	1	2	3	4	5
PCL11	Feeling emotionally numb or being unable to have loving feelings for those close to you?	1	2	3	4	5
PCL12	Feeling as if your future somehow will be cut short?	1	2	3	4	5
PCL13	Having trouble falling or staying asleep?	1	2	3	4	5
PCL14	Feeling irritable or having angry outbursts?	1	2	3	4	5
PCL15	Difficulty concentrating?	1	2	3	4	5
PCL16	Being “superalert” or watchful or on guard?	1	2	3	4	5
PCL17	Feeling jumpy or easily startled?	1	2	3	4	5



While you were growing up, during your first 18 years of life:

1. Did a parent or other adult in the household **often or very often**... Swear at you, insult you, put you down, or humiliate you?
or
Act in a way that made you afraid that you might be physically hurt? If yes enter 1 _____
2. Did a parent or other adult in the household **often or very often**... Push, grab, slap, or throw something at you?
or
Ever hit you so hard that you had marks or were injured? If yes enter 1 _____
3. Did an adult or person at least 5 years older than you **ever**... Touch or fondle you or have you touch their body in a sexual way?
or
Attempt or actually have oral, anal, or vaginal intercourse with you? If yes enter 1 _____
4. Did you **often or very often** feel that no one in your family loved you or thought you were important or special?
or
Your family didn't look out for each other, feel close to each other, or support each other? If yes enter 1 _____
5. Did you **often or very often** feel that you didn't have enough to eat, had to wear dirty clothes, and had no one to protect you?
or
Your parents were too drunk or high to take care of you or take you to the doctor if you needed it? If yes enter 1 _____
6. Were your parents **ever** separated or divorced? If yes enter 1 _____
7. Was your mother or stepmother:
Often or very often pushed, grabbed, slapped, or had something thrown at her? **or**
Sometimes, often, or very often kicked, bitten, hit with a fist, or hit with something hard? **or**
Ever repeatedly hit at least a few minutes or threatened with a gun or knife? If yes enter 1 _____
8. Did you live with anyone who was a problem drinker or alcoholic or who used street drugs? If yes enter 1 _____
9. Was a household member depressed or mentally ill, or did a household member attempt suicide? If yes enter 1 _____
10. Did a household member go to prison? If yes enter 1 _____

Now add up your "Yes" answers: _____ This is your ACE Score.



Emotional Support and Service Animals

Know your Rights

The Fair Housing Act (FHA) protects a person with a disability from discrimination in obtaining housing. Under this law, a landlord or homeowner's association must provide reasonable accommodation to people with disabilities so that they have an equal opportunity to enjoy and use a dwelling. Emotional support animals that do not qualify as service animals under the ADA may nevertheless qualify as reasonable accommodations under the FHA. Service animals that assist persons with disabilities are considered to be auxiliary aids and are exempt from the pet policy and from the refundable pet deposit in federally funded housing. In cases when a person with a disability uses a service animal or an emotional support animal, a reasonable accommodation may include waiving a no-pet rule or a pet deposit. It would contravene the purpose of the statutory protections afforded people with disabilities to allow a landlord to charge a deposit at the outset, in the absence of any significant damage.

In Montana, a person with a disability who has a service animal or who obtains a service animal is entitled to full and equal access to all housing accommodations. The person with a disability may not be required to pay extra compensation for the service animal but is liable for any damage done to the premises by the service animal.

Emotional Support animals – Service Animals – What is the difference?

What is an Emotional Support Animal? (also known as: Comfort – Companion)

(NOT ALLOWED IN MOTELS)

An Emotional Support Animal is a pet that provides disability-relieving emotional support to an individual but is not necessarily trained to do so. Unlike with service dogs, service dog laws do not allow emotional support animals (ESAs) to go out in public to places dogs are normally prohibited. ESA owners do have certain legal rights in housing situations and when flying (see further FAQ questions below), though ESAs are supposed to be public access trained for flight access (reference below).

Emotional support animals can be important residential companions for people with disabilities ESAs can mitigate. Some may even have the temperament to undergo the training needed to work as a psychiatric service dog.

What is a Therapy Dog? (NOT ALLOWED IN MOTELS)

A Therapy Dog is a dog trained to provide affection and comfort to people in hospitals, retirement homes, nursing homes, schools, people with learning difficulties, and in stressful situations, such as disaster areas.

Unlike a service dog, a therapy dog is a pet trained to interact with many people other than its handler to make those people feel better. Therapy dogs are also trained to

behave safely around all sorts of people and are often certified.

A therapy dog handler is not given public access rights by any service dog laws to take the dog out everywhere like service dog users, because the handler does not have a disability the dog is individually trained to mitigate. Therapy dogs are only allowed into places like hospitals, skilled nursing facilities, and libraries by prior agreement (again, not by service dog laws).

Service dogs are generally trained to ignore other people—the opposite of therapy dogs.

What is a Service Animal? (Also Known as: Psychiatric) (ALLOWED IN MOTELS)

Service Animals are animals that are individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets.

With Service Dogs and dogs in training (allowed in Montana), the dog is expected to be safe in a public, and the person is liable for any damages caused by the dog. A service dog can be any breed and the person may have an invisible disability.

What is a Skilled Companion Dog? (NOT ALLOWED IN MOTELS)

Companion Dogs are calm tempered, loving, and highly trained companions that provide therapeutic, physiological and psychological support to children and adults with special needs, under the direction of a facilitator. A facilitator is generally a parent or partner who is solely responsible for

handling the Skilled Companion Dog and the provision of all care and ongoing training needs.

Service Animal Defined by Title II and Title III of the ADA

A service animal means any 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. Tasks performed can include, among other things, pulling a wheelchair, retrieving dropped items, alerting a person to a sound, reminding a person to take medication, or pressing an elevator button.

In Montana, a service animal is a dog or other animal individually trained to provide assistance to an individual with a disability. Emotional support animals, comfort animals, and therapy dogs are not service animals under Title II and Title III of the ADA. The work or tasks performed by a service animal must be directly related to the individual's disability. A doctor's letter does not turn an animal into a service animal. Emotional support animals are not service animals. Under Title II and III of the ADA, service animals are limited to dogs. However, entities must make reasonable modifications in policies to allow individuals with disabilities to use miniature horses if they have been individually trained to do work or perform tasks for individuals with disabilities.

Handler's Responsibilities

The ADA requires the animal to be under the control of the handler. The handler is responsible for the care and supervision of his or her service animal. If a service animal behaves in an unacceptable way and the person with a disability does not control the animal, a business or other entity does not have to allow the animal onto its premises.

This information is copied from the Disability Rights Montana
<https://www.disabilityrightsmt.org/resources/service-animals/>

Uncontrolled barking, jumping on other people, or running away from the handler are examples of unacceptable behavior for a service animal. A business has the right to deny access to a dog that disrupts their business. Businesses, public programs, and transportation providers may exclude a service animal when the animal's behavior poses a direct threat to the health or safety of others. The animal must be housebroken.

Handler's Rights Public Facilities and Accommodations

Titles II and III of the ADA makes it clear that service animals are allowed in public facilities and accommodations. A service animal must be allowed to accompany the handler to any place in the building or facility where members of the public, program participants, customers, or clients are allowed. Even if the business or public program has a "no pets" policy, it may not deny entry to a person with a service animal.

When a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of his disability. Only two questions may be asked:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

A public accommodation or facility is not allowed to ask for documentation or proof that the animal has been certified, trained, or licensed as a service animal. Local laws that prohibit specific breeds of dogs do not apply to service animals.

A place of public accommodation or public entity may not ask an individual with a disability to pay a surcharge.