

Enso Village Pet Policy

Enso Village acknowledges that pets are an important part of many people's lives, providing pleasure and companionship to their owners and often to others. With that in mind, we have established a pet policy which welcomes residents' pets while protecting all residents. This Pet Policy provides guidelines to ensure a harmonious environment for both pet owners and non-pet owners within the community. This Pet Policy contains general provisions for all pets, and specific provisions for dogs, cats and birds. Enso Village has a separate Service Animal Policy.

Forms, Assessment, and Documentation

1. Our policy for accepting a new pet into the community needs to be specific to ensure that our residents and pets are safe and live well together. Exceptions might be made in some circumstances due to the particulars of the pet or its owner. As used in this policy, pets are animals, including emotional support animals, that are not protected by The Americans with Disability Act, Fair Housing Act and/or other applicable state law relating to the accommodations for disabilities.
2. Exceptions to this policy may be made when considering pets that need special treatment as advised by their veterinarians or trainers. Exceptions to policy for new pets will be considered by a designated Enso staff person working with a representative of the appropriate pet committee- either the Dogs Parents group or the Cat and Bird Collective. These representatives will also be available to offer help and support to resolve issues.
3. A maximum number of 2 pets total per residence will be: 1-2 cats, 1-2 dogs, Birds: 1-2 parrots or 1 cage of birds or zebra finch bird cage, Fish:1 Aquarium of fish up to 40 pounds.
4. Pet owners applying for entrance to Enso must complete the ENSO PET ARRIVAL RECORD form and, for a dog, an in-person assessment (in-person assessments must be completed on an annual basis thereafter). The ENSO PET ARRIVAL RECORD form includes:
 - a. Name, photo, current veterinarian, record that appropriate vaccinations according to species are up to date and renewal date.
 - b. For dogs: the record asks whether the dog can walk on a leash, if it has problems barking too much, if it exhibits any aggression and when this occurs, and any other behavioral concerns. With few exceptions, dog owners must confirm their dogs are spayed or neutered.
5. If possible, dogs and cats should be microchipped and their number recorded on the form and system/800 number to call if the pet is lost.
6. In case of death of a cat, dog or bird, the pet owner should notify Enso within 14 days.
7. Enso will provide a sticker for each apartment with a pet, specifying the pet or pets inside to help raise awareness in case of the need for evacuation.

8. A non-refundable Animal Welcome fee will be set by the Enso Village administration. Certified Service Dogs and new pets who replace pets that have passed away are exempt from the Animal Welcome fee.
9. For a cat, dog or bird, residents must also complete the PET UPDATE AND EMERGENCY CARE FORM, keep it updated, share it with Enso and the appropriate pet committee, and keep a copy where it will be easily found, e.g., on the refrigerator door. This form contains the information needed for pet care if the resident dies, is not able to care for the pet for a short or extended period of time or is not available during an evacuation.
10. The PET UPDATE AND EMERGENCY CARE FORM will describe:
 - a. the name of pet, the names of places (if any) where the resident boards their pet, the names of pet sitters they would choose to stay with their pet, the names of other Enso residents, family members or non-resident they would choose to care for their pet. It should also list the pet's diet and medicines, and any advice that would be important to someone stepping in to care for their pet.
 - b. If there is a Trust for the pet and/or a will or other decision on who should adopt the pet if the owner dies or is permanently disabled and cannot care for the pet, this should be indicated on the form.
 - c. In the case of cats or dogs that are difficult to apprehend during an evacuation, the strategic information for capture and the location of pet carriers should appear on the form and posted on the front door.

Pet Behavior Once at Enso

1. Residents will have responsibility for the feeding and care of their pets. Staff will not assume responsibility for pet care except when the resident is in Assisted Living or receiving care in their apartment. Care Companion assistance with cat care and dog walking can be arranged for a fee. Or arrangements can be made to have the emergency pet caretaker on file come in to assist.
2. Pets are not permitted in the Sky Hall Dining Room, *Tierra Cocina*, the Assisted Living Dining Room during meals, any open food preparation area, the Zendo, the Tea Room, the kitchen garden, the pool, locker rooms, gym, yoga room, and any medicine preparation area at any time. Pets are allowed in outdoor dining areas—Pet owners must keep their pets calm and under control in public areas. Dogs should remain on the floor and not be on chairs or the owner's laps in *Tierra Cocina* or outdoor dining.
3. All pets must be always kept under immediate control of their humans when outside their apartment. Pets may not run free anywhere on the Enso grounds.
4. Residents will be responsible for arranging the care of their pets when the resident is away from Enso or is unable to care for the pets themselves. The pet(s) may be taken care of

outside the residence or cared for in the residence by another resident or a pet sitter.

5. Pet sitters who are engaged by the resident to care overnight for a pet when the resident is away must pass a TB test and a background test and be registered with Enso management. This testing is the responsibility of the pet owner.
6. Resident pet owners accept responsibility for and liability for any damage or injury caused by their pets either within the Enso buildings or on the grounds. Medical treatment and repairs or replacement of property will be at the resident's expense. Residents agree to indemnify Enso Village against any losses incurred by the Community or claims brought against the Community as the result of the actions of their pets.
7. Management reserves the right to remove the pet from the premises if the pet impedes normal business operations, poses a threat or interferes with the health or safety of residents or staff, disrupts the quiet enjoyment of the community, or if the owner fails to comply with any obligations under this Policy. In the case of dogs, there is a remedy process described below that precedes the dog's removal from these premises under this policy.
8. Management reserves the right to amend this Pet Policy at any time.

Policy specific for pet dogs:

9. There will be an in-person assessment and orientation done by a representative of staff and a representative of the Dog Parents group. The focus of the assessment will be whether the dog owner can control the dog and whether the dog expresses aggression, jumps up on strangers, or barks excessively. If there are concerns in any of these areas, the dog owner will be asked to work on the training needed. If issues are not resolved, there is a process below for "Remedies". However, if that process is exhausted, this policy provides that such pet dogs are not allowed on the premises, and the pet dog may be asked to leave.
10. When there has been an incident caused by a dog and/or the owner that requires a change in behavior of the dog or the owner, a staff member and a representative of the Dog Parents group will be assigned to work with the dog owner to find a "remedy" to reduce the chance that a similar incident will occur in the future. This may entail hiring a trainer, buying a new leash, or avoiding walking in a certain area, for example. If the problem recurs, the dog and its owner will be given up to 3 warnings about the problem which will include actions that need to be taken within a specific time span and clear consequences if those actions are not taken by the third warning.
11. Enso grounds are designed for the use and pleasure of all residents. Because dogs' poop and pee will harm many plants and waterways, owners and other custodians must not allow dogs to eliminate in outdoor areas designated as No Poop/No Pee. Solid waste elsewhere on the grounds is to be immediately picked up and disposed of properly in outdoor trash bins. Residents should carry a supply of waste bags. If needed, residents or guests walking a dog may get a pet waste bag at the Enso front desk.
12. Residents must obtain licensure of dogs as required by the city of Healdsburg within 30 days

of residence at Enso Village and maintain licensure while the dog remains at Enso. This requires evidence of rabies vaccination.

13. Whenever outside their apartment, dogs must be maintained on a leash not to exceed six feet in length or on a retractable leash not to exceed 8 feet in length.
14. Dogs must wear collars with appropriate identification, including the owner's telephone number.
15. Residents must take adequate precautions to eliminate odors and maintain sanitary conditions.
16. If the dog has been left unattended for more than 24 hours or if Enso management determines that the owner is unable to care for a dog, for any reason, Enso has the right, but not the obligation, to arrange for the dog to be temporarily cared for by another Dog Parent or for the dog to be delivered to the person designated to care for the dog at the owner's expense, which shall be a market rate.
17. We strongly encourage dog owners to purchase liability insurance.

Policy specific for cats and birds:

18. Whenever outside the buildings, a cat must have a harness and a leash not to exceed six feet or be carried in a backpack or other portable enclosure from which it cannot escape but has adequate ventilation. If outside, be careful that cats do not approach a dead bird, due to the danger of H5N1 in wild birds.
19. Residents are responsible for arranging for cat/bird care if cats/birds are left alone for more than 3 days in their apartment. Please join and contact the Cat and Bird Collective to make arrangements with another resident for care or arrange for a pet sitter registered with Enso (see above).

Guest and Visitor Policy

1. Visiting pets and strays are not permitted without prior written approval from management.

Non-Pet Owner Considerations.

1. The community strives to maintain a peaceful, clean and safe environment for all residents.
2. Residents without pets have a right to enjoy common areas free of pet-related disturbances such as excessive noise, odor or waste.
3. Because some residents may be allergic to dogs or may have anxieties or phobias around dogs, the residents should not assume that everyone loves them or wants to be approached by or sit next to a dog. E.G, In Friendship Hall, pets with their owners could agree to sit on the left (when facing the stage) to allow those with dog phobias or allergies to seat themselves on the right. In small meeting rooms, pet owners should be aware if other participants have dog allergies or phobia

4. Management will promptly address pet-related concerns, such as allergies, fears or disturbances, and act to resolve them respectfully and efficiently.
5. Common areas and amenities will be maintained with consideration for both pet owners and non-pet owners' comfort and safety.
6. Regular reviews of the policy will be made.

Complaint Procedure/Concerns

In the event of any complaints or concerns please reach out to the Healthcare Navigator.

I have received, read, understand and will follow the Enso Village Resident Pet Policy and vaccination requirements. I will fill out a Pet Update and Emergency Care form once settled at Enso and keep it updated.

Name: _____

Date: _____

Enso Village Service Animal Policy

Enso Village's Service Animal Policy addresses the Enso Village community areas in Part A, and the Zendo in Part B.

A Service Animal is defined as an animal that is individually trained to do work or perform tasks (e.g. recognizing and responding to needs) for people with disabilities.

PART A- ENSO VILLAGE (EXCEPT FOR ZENDO)

1. ENSO VILLAGE SHALL PERMIT AND EXCLUDE/REMOVE SERVICE ANIMALS IN ACCORDANCE WITH THIS POLICY.

All individuals with a disability (e.g. a physical or mental impairment that substantially limits one or more major life activities, or has a record of such impairment, or is perceived by others as having such an impairment) who is a resident or authorized visitor or worker (collectively a "patron") at the Village and accompanied by a Service Animal (defined below), shall be permitted to have the Service Animal accompany the disabled patron in all areas of the Village that are open to the general public and have the same rights as other patrons of the Village, except as set forth herein. In addition, a disabled resident at the Village shall be permitted to have the Service Animal accompany the disabled resident in his or her own living quarters.

Service Animals shall be permitted in all areas of the Village that are open to the public, unless the Service Animal is prohibited by this Policy. This Policy prohibits a Service Animal in any or all of the following circumstances, and in such cases (after an individualized assessment), the Village shall exclude and/or remove the Service Animal from public spaces:

- a. A Service Animal is prohibited where it poses a threat to the health or safety of others that cannot be eliminated or mitigated by a reasonable modification of practices or procedures;
- b. A Service Animal is prohibited where it fundamentally alters the Village's operations, policies, practices or procedures;
- c. A Service Animal is prohibited where it is not leashed;
- d. A Service Animal is prohibited where it is out of control and the handler does not or cannot take effective action to control it (e.g. the dog causes a disruption such as by barking, running, jumping or the dog exhibits aggressive behavior such as lunging or growling or biting);
- e. A Service Animal is prohibited where it is not housebroken;
- f. A Service Animal is prohibited where it has poor hygiene; and/or
- g. A Service Animal is prohibited where it is ill (e.g. foaming at the mouth or handler reports diarrhea/illness in 24 hours prior to Village visit).

Examples of work or tasks that a service animal can be individually trained to do include, but are not limited to, guiding vision impaired, alerting hearing impaired, pulling wheelchair, retrieving items, assisting with stability and ambulation, alerting or protecting persons having a seizure, reminding a person to take medication, calming a person with post-traumatic stress disorder during an anxiety attack, preventing or interrupting impulsive or destructive behavior, and/or removing disoriented individuals from dangerous situations.

Service Animals are not required to wear a vest, identification tag, patch, or harness identifying them as a Service Animal (although the Village prefers this for residents). Patrons with a Service Animal

shall not be required or requested to provide documentation that evidences registration, licensing, or training. When it is not obvious what service an animal provides, the Village staff may only ask the person accompanied by a service animal whether the animal is required because of a disability and what work or task the animal has been trained to perform.

For the avoidance of doubt, emotional support animals are not Service Animals. Animals that solely provide companionship, comfort, and emotional support are not Service Animals and shall be excluded or removed from the Village if otherwise not authorized under the Pet Policy. Companionship, comfort and emotional support do not constitute work or tasks within the meaning of this Policy that need to be accommodated.

While all who perform services for the Village shall follow this Policy, the receptionist, front desk person, or other person charged with monitoring the entry and exit of persons from the Village shall be trained and have initial responsibility for Policy compliance with respect to visitors to the Village. In the case of any doubt about this application of this Policy in a particular circumstance, such persons at the Village shall consult with the Executive Director and/or Enso Village Team member liaison who is the Healthcare Navigator, Andrea Terry at 707-237-7517 and aterry@enso.kendal.org, and if neither of them is available, then the next most senior person on site at the Village for further guidance.

2. VILLAGE INQUIRY OF INDIVIDUAL WITH PURPORTED SERVICE ANIMAL

- a. **Permitted Village Inquiry of Individual with Animal** - When it is not obvious or apparent what service, task or work an animal who is accompanying a person with the disability performs, the Village staff may ask the only following two questions to clarify whether the animal is a Service Animal: (1) Is the animal a service animal required because of a disability? And (2) What work or task has the animal been trained to perform for an individual with a disability?
- b. **Prohibited Village Inquiry of Individual with Animal** – Upon request for entry, the Village shall not challenge the patron's responses as to whether the animal is required because of a disability and as to whether the animal has been trained to perform work or a task for a person with a disability. Specifically, the Village shall not: (1) Ask about the nature or extent of the person's disability; (2) Require documentation to support Service Animal status (e.g., ID card, proof of certification and training); (3) Ask the Service Animal to demonstrate its ability to perform its service, task or work; and/or (4) Be required to, or accommodate, a request from the handler of the Service Animal to feed, clean, toilet, watch, pet or care for the Service Animal.

3. MODIFIED ACCOMMODATIONS IF THREAT TO HEALTH OF OTHERS OR FEAR

In cases where an individual with a disability is accompanied by a Service Animal and wants to access an area of the Village where another person or persons are present who are believed to have potentially applicable animal allergies, health limitations, or a fear of animals, and where the Village determines a threat to the health or safety of others could exist, then the Village shall try to mitigate the direct threat (by, for example, designating an alternate location for the person with the Service Animal). If, however, the Village cannot mitigate the direct threat, then the Service Animal may be prohibited.

PART B- ZENDO

1. The Zendo is a part of the Village's operations that would be fundamentally altered due to the presence of Service Animals that have not been trained to be in the Zendo with those meditating and sitting zazen. Enso Village is prepared to make accommodations for Service Animals who have been trained to exhibit the stillness required to facilitate meditating and sitting zazen inside the Zendo.¹ To request an accommodation for a Service Animal that will not fundamentally alter the Zendo's operations to accompany a disabled patron into the zendo, please contact the Enso Village Team member liaison who is the Healthcare Navigator. Currently, that person is Andrea Terry, and can be reached at aterry@enso.kendal.org or 707-237-7517. Otherwise, Service Animals are welcomed outside the Zendo.

¹ There is a religious exemption to the Americans with Disabilities Act. Enso Village reserves the right to modify this policy of being willing to grant accommodations and decide to refuse to make any accommodations to allow service animals to enter the zendo under the Americans with Disabilities Act.