

Name of Policy: Visitors/Patients with Disabilities Using a Service Animal Policy Number: 3364-100-85-02 Approving Officer: Chief Executive Officer Chief of Staff Responsible Agent: Director, Customer Service Scope: The University of Toledo Medical Center		 Effective date: Original effective date: August 1981	
Key words: visitors, patients, disabilities, service animal			
☐	New policy proposal	☐	Minor/technical revision of existing policy
☐	Major revision of existing policy	☐	Reaffirmation of existing policy

(A) Policy statement

Service animals accompanying any visitors or patient with disabilities are permitted within the hospital facility.

(B) Purpose of policy

~~To meet the needs of disabled visitors and patients using service animals, to maintain patient safety and security, and to comply with the provisions of the Americans with Disabilities Act (“ADA”). To support the needs of individuals who use service animals, ensure a safe and secure environment for all patients and visitors, and maintain compliance with the Americans with Disabilities Act (ADA).~~

(C) Procedure

1. Under ADA, businesses and organizations that serve the public generally must allow people with disabilities to bring their service animals into all areas of the facility where customers are normally allowed to go. This federal law applies to hospitals.

~~The visitor and the animal will be allowed to visit in the patient's room unless the room is under isolation precautions. Visitors accompanied by service animals may visit patients in their rooms, except when the patient is under isolation precautions or in sterile environments such as operating rooms. In such cases, staff may exercise discretion based on infection prevention protocols.~~

2. UTMC staff are not responsible for supervising, handling, feeding, or caring for service animals. The care and supervision of a service animal is solely the responsibility of the individual with the disability or their designated caregiver.

3. For semi-private rooms, as a courtesy to the patient's roommate, approval of the visit must be obtained prior to the visit and if needed, other accommodations will be made. Each clinical floor will designate an area where patients can meet with visitors who are accompanied by service animals.
4. The animal will appear clean.
5. The animal is to have its vaccination tag (rabies) on the collar.
- ~~6. The animal will be on a leash at all times and be confined to the intended area of visitation. Service animals must always be under the control of their handler while on hospital premises. This includes:
The animal must be harnessed, leashed, or tethered, unless the handler's disability prevents the use of such devices or if they interfere with the animal's ability to perform its trained tasks. In such cases, the handler must maintain control of the animal through voice commands, signals, or other effective means.
The animal must remain responsive to the handler and behave in a manner that does not disrupt hospital operations or pose a risk to others.
The handler is responsible for ensuring the animal does not cause damage or injury and must clean up after the animal or arrange for appropriate cleanup if unable to do so.~~
- ~~7.6.~~ The animal will not be allowed in any medication or food preparation areas.
- ~~8.7.~~ The owner/handler is responsible for any activities related to the animal's hygiene. The hospital is under no obligation to feed, groom and exercise or in any other way care for the service animal.
- ~~9.8.~~ Entry of the animal to special care units must be approved by the unit manager or designee.
- ~~10.9.~~ The owner/handler of a service animal will be asked to remove the animal from UTMC if the animal's behavior is disruptive, inappropriate or poses a direct threat to the health or safety of others.
- ~~11.10.~~ In the event a service animal's behavior is disruptive or inappropriate, any supervisor may ask the animal owner/handler to remove the animal from the premises. HSC Security may also be called to handle the situation and/or escort the owner and/or animal from the premises.
- ~~12. In accordance with Infection Control recommendations, NO birds, reptiles, or primates will be allowed to visit at any time.~~
- ~~13.11.~~ Staff will not ask the owner/handler of a service animal about their disability, require them to show certification or special ID card as proof of their animal's training nor ask that the service animal demonstrate its work or task.

14.12. When it is not obvious what service an animal provides, two questions can be asked: 1) is the animal required because of a disability, and 2) what work or task has the animal been trained to perform.

(D) Definition: Service Animal

Service Animal will be defined as an individually trained dog which performs tasks for people with disabilities, such as guide animals for the blind, hearing animals for the hearing impaired or assistance animals for the physically disabled. ADA also defines a miniature horse as a service animal if the miniature horse has been individually trained to do work or perform tasks for the people with disabilities. These service animals must be permitted access to the facility with the same provisions that apply to service dogs provided that the miniature horse is housebroken, the facility can accommodate the type, size and weight of the miniature horse and the presence of the miniature horse does not compromise the legitimate safety requirements necessary for safe operation of the facility. Service Animals are not required to wear a vest, ID tag, or specific harness identifying them as service animals, nor are individuals required to provide documentation or certification proving that the animal is a service animal.

U.S. Department of Justice, Civil Rights Division, Disability Rights Section,
http://www.ada.gov/service_animals_2010.htm

Approved by: _____ Daniel Barbee Chief Executive Officer _____ Date _____ Puneet Sindhwani, MD Chief of Staff	Policies Superseded by This Policy: • <i>7-85-02 Visitors/Patients Accompanied by an Assistance Animal</i> Initial effective date: August 1981 Review/Revision Date: <i>February 9, 1982</i> <i>June 25, 1984</i> <i>June 14, 1985</i> <i>October 28, 1986</i> <i>October 1, 1987</i> <i>October 1, 1988</i> <i>November 8, 1989</i> <i>March 30, 1990</i> <i>March 24, 1993</i> <i>August 16, 1996</i> <i>January 25, 1999</i>
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Date Tara Parker Director, Customer Service Date <i>Review/Revision Completed by:</i> <i>Customer Service</i> <i>Risk Management</i> <i>Infection Control</i> <i>Hospital Administration</i>	<i>March 27, 2002</i> <i>March 11, 2005</i><i>itor</i> <i>May 28, 2008</i> <i>May 21, 2011</i> <i>May 1, 2014</i> <i>May 1, 2017</i> <i>April 1, 2020</i> <i>May 1, 2021</i> Next review date:
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