


Name of Policy: <u>Visitors/Patients with Disabilities Using a Service Animal</u> Policy Number: 3364-100-85-02 Department: Hospital Administration Approving Officer: Chief Executive Officer - UTMC Responsible Agent: Director, Service Excellence Scope: The University of Toledo Medical Center	 Effective Date: 05/01/2021 Initial Effective Date: August, 1981
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	
<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> 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”).

(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.
2. The visitor and the animal will be allowed to visit in the patient's room unless the room is under isolation precautions.
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.
7. The animal will not be allowed in any medication or food preparation areas.
8. 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. Entry of the animal to special care units must be approved by the unit manager or designee.
10. 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.

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.
11. In accordance with Infection Control recommendations, NO birds, reptiles, or primates will be allowed to visit at any time.
12. 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.

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.

