



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: SERVICE ANIMALS

POLICY NO. 475A

CATEGORY: Administration	EFFECTIVE DATE: 1/83
POLICY CONTACT: Sergeant Ricardo Reta	UPDATE/REVISION DATE:
REVIEWED BY COMMITTEE(S):	

PURPOSE:

To support the rights of a qualified individual with a disability to be accompanied by a service animal.

POLICY:

Harbor-UCLA Medical Center will ensure that all workforce members have an understanding of and commitment to individuals with service animals. An individual with a disability requiring a service animal may be a visitor, patient, or workforce member.

DEFINITION:

Service animal: Defined as any dog or other common domestic animal individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including but not limited to:

- Guiding individuals who are blind or have low vision.
- Alerting individuals who are deaf or hard of hearing to the presence of people or sounds.
- Assisting an individual during a seizure, retrieving medicine or the telephone, providing physical support to assist with balance and stability to individuals with mobility disabilities, and assisting individuals, including those with cognitive disabilities, with navigation.
- Providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.
- Calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack or performing other duties.

A service animal does **not** include:

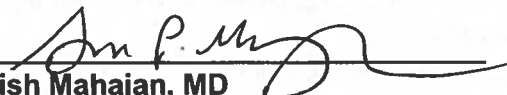
- Wild animals (including nonhuman primates born in captivity)
- Reptiles and amphibians
- Farm animals (including any breed of horse or pony, miniature horse, pig, rabbit, and goat)
- Ferrets and rodents

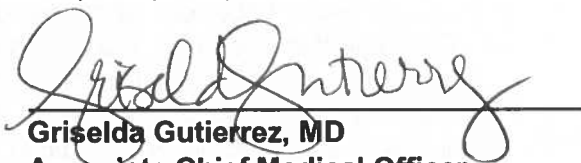
Animals whose sole function is to provide emotional support, comfort, companionship, or promote well-being are not service animals.

REVISED: 12/95, 2/99, 9/04, 7/07, 12/10, 6/14, 2/18, 3/22

REVIEWED: 9/86, 9/89, 10/92, 12/95, 2/99, 1/02, 9/04, 7/07, 12/10, 6/14, 2/18, 3/22

APPROVED BY:


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PROCEDURE:

Harbor-UCLA Medical Center has the following guidelines/procedures to assist all workforce members when addressing an individual with a service animal.

- A. A service animal accompanying an individual with a disability is allowed in the facility except for areas where:
 - The presence of the animal would pose a health/infection control risk
 - The animal's presence or behavior creates a fundamental alteration in the nature of the hospital's services, or
 - The animal poses a direct threat to other persons.
- B. Showing that health and safety will be jeopardized if an animal is present could serve as a basis for excluding a service animal. Safety risks must be based on actual risks, not perceived risks, rather than on mere speculations, stereotypes, or generalizations about an individual with disabilities.
- C. The service animal and healthcare situation should be evaluated on a case-by-case basis to determine whether reasonable modifications in policies and procedures will mitigate the safety risk.
- D. Petting and playing with the service animals by staff, patients, or visitors is prohibited.
- E. The care or supervision of a service animal is the responsibility of the owner/handler, not the facility or its staff.
- F. The service animal should not be fed in the hospital but may be offered water.
- G. The service animal should eliminate outside the building.
- H. Care and behavior management of the service animal and any clean-up that may be necessary remains the obligation of the owner, not the healthcare staff.
- I. Contact with animal saliva, dander, urine, and feces should be avoided.
- J. Hand hygiene should be performed after any contact with the animal, its equipment, or other items with which it has been in contact.
- K. If an incident of biting or scratching by a service animal occurs:
 - a. Scratches, bites, or other breaks in skin should be cleaned and treated immediately
 - b. The incident should be reported promptly to the unit supervisor and Employee Health
 - c. The animal should be permanently removed from the facility
 - d. Notify the Los Angeles County Sheriff's Department Dispatch at (424) 306-4450.
- L. If a patient must be separated from his/her service animal while in the facility, the owner/handler (with the assistance of Hospital Administration) will arrange for supervision/care of the animal during the absence of the service animal:
 - For supervision or care of the animal during this period of separation
 - To address the patient's needs in the absence of the service animal
- M. The service animal should be restricted in the following circumstances:
 - The patient is in contact, airborne, or droplet precautions
 - The patient is in an ICU, Operating Room, Labor and Delivery, a monitored bed or area containing equipment critical for life support.
 - The patient's roommate has an allergy to the service animal or a severe phobia
- N. If a service animal has an active infection or is epidemiologically linked to an infection or outbreak, the animal should be removed from the facility until examined and cleared by a veterinarian.



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REFERENCES:

- Association for Professionals in Infection Control and Epidemiology, Inc., 4th Edition (APIC 2014), Animals Visiting Health Care Facilities.
- Americans with Disabilities Act Title III, Technical Assistance Manual (Section 4.23000)
- Centers for Disease Control and Prevention (2003) Guidelines for Environmental Infection Control Practices Advisory Committee (HICPAC).
- Department of Justice's Regulation, Americans with Disabilities Act, Title II, Regulation 28, CFR Part 35, Subpart B, Section 35.136, Part 36, Subpart A, Section 36.104, and Subpart B, Section 36.301, (2010).
- Mayhall, Glen (2004) Hospital Epidemiology and Infection Control, 3rd edition.