

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 87
VERSION: 3**

SUBJECT/TITLE: SERVICE ANIMALS

POLICY: All persons with disabilities who are accompanied by a service animal will be allowed access to Olive View-UCLA Medical Center, in accordance with Title III of the “Americans with Disabilities Act” of 1990.

PURPOSE: The purpose of this policy is to provide guidance to staff regarding the use of service animals at Olive View-UCLA Medical Center.

DEPARTMENTS: All

DEFINITIONS: **Service Animal:** Any dog or miniature horse that has been 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. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

Work/Tasks: The service animal’s work or task must be directly related to the handler’s disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. Animals present for the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Restricted Area: An area where a service animal shall generally not be permitted access, unless in a particular circumstance a service animal does not pose a direct threat and that the presence of the service animal would not require a fundamental alteration in OVMC’s policies, practices, or procedures.

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- PROCEDURE:**
- A. Security officers at Olive View-UCLA Medical Center will screen all animals accompanying patients and visitors.
 - B. An Animal Screening and Clearance form will be completed by security staff to determine if the animal qualifies as a service animal (Exhibit A).
 - C. Owners of animals may be asked if the animal is a service animal and what tasks the animal has been trained to perform, but cannot be asked for special ID cards for the animal.
 - D. For patients, security officers will ask for emergency contact person, in case patient cannot take care of animal based on a physician's order, or during medical treatment or procedure.
 - E. If patient cannot provide emergency contact person, an alternate means of care (e.g. boarding facilities) can be obtained by contacting Clinical Social Work at ext. 74236. Nursing staff and clinicians shall not provide care for service animals.
 - F. If the animal meets the criteria established in the Animal Screening and Clearance form, a clearance will be issued to allow the service animal entry to the medical center; and a service animal badge will be issued to the patient or visitor.
 - G. The service animal must be harnessed, leashed, or tethered while in the facility unless these devices interfere with the service of animal's work or the person's disability prevents use of these devices.
 - H. A service animal may not be excluded based on assumptions of stereotypes about the animal's breed or how the animal might behave. However, if a particular service animal behaves in a way that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler, that animal may be excluded. If an animal is excluded for such reasons, staff must still offer their goods or services to the person without the animal present.
 - I. The service animal may be in public areas that sell or prepare food even if state or local health codes prohibit animals on premises.
 - J. Olive View-UCLA Medical Center is not required to provide care or food for a service animal or provide a special location for it to relieve itself.
 - K. The owner will be responsible for cleaning up after their service animal; and the staff may provide gloves and a plastic bag.

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- L. Restricted areas where a service animal shall generally not be permitted access include: operating rooms, patient units where a patient is immunosuppressed or in isolation for respiratory, enteric, infectious precautions, or in areas in which the service animal’s presence may compromise a sterile field environment.
- M. Hand hygiene (using soap and water or alcohol based hand sanitizer) shall be the primary method of preventing the transmission of zoonosis.
- N. If an animal bite occurs, the service animal shall be considered out of control and will be removed from the premises; and will not be allowed to re-enter the facility. An incident report shall be filed with the on-site Sheriff Department by calling ext.73409 or (747) 210-3409.
- O. If an animal bite occurs to an employee, the wound must be cleaned immediately, and the employee will report to their supervisor to complete required documentation and be referred to an initial treatment center per Employee Health Policy.

References: APIC Text of Infection Control and Epidemiology 2 nd Edition Copyright 2005 1990 Americans with Disabilities Act (ADA) www.ada.gov Revised 2010 Authority 5 U.S.C. 301; 28 U.S.C. 509, 510; 42 U.S.C. 12186(b), www.ada.gov/regs2010/service_animal_qa.html	
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