

Babson & Associates Primary Care, P.C.

Service Animal Policy

Policy Definitions

- Service Animal: According to the Americans with Disabilities Act (ADA) a dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. The work or task the service animal has been trained to provide must be directly related to the person's disability.
- Emotional Support or Companion/Assistance Animal: A companion or emotional support animal may help persons with psychological impairments, but performs no physical task or activity of daily living. **Companion, Assistance and Emotional Support animals are not covered by laws protecting Service Animals. Babson & Associates Primary Care does not accommodate access to the facility for these animals** for reasons of public, staff and facility safety.
- Handler: The person responsible for the service animal. This is most often the person with the disability, however, if at any time the disabled person cannot be responsible for the stewardship of the animal or a treatment course requires separation, they must designate another adult handler for the animal (not Babson & Associates Primary Care staff).

Procedure Staff Responsibilities

Staff Responsibilities

- When a person, including a patient, has an animal present you may ask if the animal is required because of a disability. Do not inquire about the nature of the disability.
- When it is not obvious what service an animal provides, you may ask what task it has been trained to do.
- Do not ask for "proof" of training. The service animal is not required to be identified in any way (i.e. vest, tags, certification).
- Do not pet a service animal.
- Do not feed or clean up after a service animal.
- You may ask the handler to reposition or move a service animal if it is interfering with a healthcare task you are doing (i.e. the animal is in the way).

Service Animal Owner and Handler Responsibilities

- The animal must be leashed or harnessed, per ADA, unless these devices interfere with the task it is trained to perform or the individual's disability prevents using these devices. In that case, the handler must maintain control of the animal through voice, signal or other effective controls.
- The animal must be under control at all times.
- Stewardship, food, water, toileting and clean-up is the responsibility of the handler.

Access within the Facility

- Per ADA, business and organizations that serve the public shall allow people with disabilities to bring their service animal into all areas of the facility where customers are normally allowed to go.
- Due to a reasonable risk to the health and safety of others, service animals are not permitted in areas where its presence may compromise a clean or sterile environment.

Removal of a Service Animal

- An unruly or disruptive service animal may be asked to leave (i.e. barking, jumping, running around). The handler should take steps to correct the behavior. If the behavior happens repeatedly and cannot be corrected the animal should be removed.
- If the service animal is not housebroken the animal should be removed.

References:

ADA Title III [Online], Available: https://www.ada.gov/regs2010/titleIII_2010/titleIII_2010_regulations.pdf