
**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS
MANAGEMENT POLICY AND PROCEDURE**

NO.: LD 4.05

EFFECTIVE DATE: March 16, 2020

APPROVAL DATE: March 16, 2020

SUBJECT: Service Animals

OBJECTIVE

To protect individuals with disabilities covered under the Americans with Disabilities Act (ADA) from discrimination in the use of service animals and to ensure access, wherever feasible, for service animals within University of Illinois Hospital and Clinics (Hospital) as required by ADA regulations.

DEFINITIONS

For the purpose of this policy, the following definitions apply:

Disability is defined as any physical, mental, or intellectual impairment that substantially limits one or more major life activities, including but not limited to a physical, sensory, psychiatric, intellectual, or other mental disability.

Service Animal is defined as a dog that is individually trained to do work or perform tasks for an individual with an ADA-recognized disability. The task(s) performed by the dog must be directly related to the person's disability.

Note 1: Under the ADA, **only dogs that are individually trained are eligible to be considered service animals.** Under certain circumstances miniature horses that are also individually trained to do work or perform tasks for the benefit of an individual with a disability, may be permitted as service animals. The University will determine whether a miniature horse should be permitted as a service animal on a case-by-case basis. Please see UIC's Service Animal and Assistance Animal Policy for further information.

Note 2: Emotional support animals, therapy animals, comfort animals, and companion animals are NOT considered service animals under the ADA.

Note 3: The Hospital has a separate Pediatric Clinical Care Guideline for its [PEDS 1.01 Animal Assisted Therapy Program](#).

Service Animal Work/Tasks are defined as specific actions that a trained dog, or under certain circumstances a miniature horse, provides to an individual with disabilities. Specific work and tasks include, but are not limited to, assisting the visually impaired, alerting health status, reminding the individual to take medications, or detecting sudden onset of sickness or symptoms related to the individual's disability.

Individual is defined as a person with a disability who relies on the assistance of a service animal for one or more major life activities including walking, talking, seeing, breathing, or hearing.

Guardian is defined as:

- A family member or friend entrusted by the Individual to control and care for the service animal;

**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS
MANAGEMENT POLICY AND PROCEDURE**

- Any third party contracted by the Individual to properly care for the service animal; or
- Any party designated by the Hospital to care for the service animal, e.g. as secured by Hospital Social Work, if the Individual is not able to care for the animal and has not designated a Guardian.

Direct Threat is defined as a significant risk to the health and/or safety of others that cannot be eliminated or 'mitigated by a modification of policies, practices, or procedures. Risks include, but are not limited to, the potential for infection, injury, or allergic reaction of patients, visitors, guests, employees, volunteers, or students.

POLICY

In compliance with the Americans with Disabilities Act (ADA), individuals with disabilities who are accompanied by service animals must be allowed access with their service animals in places of public accommodation, unless doing so creates a direct threat to other persons or a fundamental alteration in the nature of services.

A Guardian will be designated to control and care for a patient's service animal when it is determined that the Individual cannot care for or maintain control of their service animal.

This policy applies to patients, visitors, guests, employees, volunteers, and students who require the use of a trained service animal.

PROCEDURE

- A. Service animals are allowed to accompany patients, visitors, and guests in authorized areas within the Hospital facilities in accordance with the Americans with Disabilities Act, unless the presence of the service animal poses a direct threat to other persons or a fundamental alteration in the nature of services.
- B. In order to determine if an animal is a service animal, staff may ask:
 1. "Is the dog a service animal required because of a disability?", and
 2. "What tasks is the dog trained to perform?"

It is not permissible to ask about the nature of the individual's disability, to request any documentation for the service animal, or to request that the service animal demonstrate its task.

NOTE: The ADA does not require service animals to wear a vest, ID tag, or special harness.

- C. Service animals must be leashed or otherwise contained at all times while on the Hospital premises. The animal's ability to accompany their Individual may be restricted if there are any concerns about the animal regarding:
 1. **Physical condition**, e.g. visible sores, rashes, fleas, dirt, or other potential sources of infection;
 2. **Behavior**, e.g. snarling, growling, barking, or other aggressive, disruptive, or menacing behavior; or

**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS
MANAGEMENT POLICY AND PROCEDURE**

3. **Containment**, e.g. the animal is not able to be controlled or escapes the individual's oversight.
- D. Service animals are never permitted in restricted areas. These include, but are not limited to: food preparation areas; medication preparation areas; clean or sterile supply areas; preoperative holding areas; operating rooms; post-anesthesia care units; and procedure rooms;
- E. In the psychiatric units if a service animal is required, an individual assessment will be made of the patient and the situation (See letter F below)
- F. When a decision must be made regarding a service animal's access to other areas of the Hospital, the Individual, service animal's, and health care situation should be evaluated on a case-by-case basis by the supervisor of the area in question in coordination with the Office of Access and Equity to determine whether significant risk of harm exists and whether reasonable modifications will mitigate this risk. Three types of harm that must be considered are the risk of (1) infections, (2) allergic reactions, and/or (3) other medical issues that the service animal's presence could pose to patients, guests, volunteers, students, or staff.
NOTE: The Patient & Guest Experience Office (312-355-0101), Administrator on Call (312- 519-3402), and/or Infection Control (312-996-8953, and pager 3707) should be consulted if additional input or assistance is needed.
- G. When an Individual with a service animal requires admission as an inpatient, the Individual and their service animal must be placed in a private room. The immediate supervisor and Nursing Resource Office (312-996-3725 or pager 2401) will be immediately notified of the presence of the service animal. The immediate supervisor or NRO will notify Infection Control (312- 996-8953, pager 3707) and, if appropriate, the Administrator on Call (312-519-3402).
- H. Care and supervision of a service animal is the responsibility of the Individual; this includes the provision of water, food, toileting, and other related care. The Hospital employees are not expected to assist with the care or control of a service animal.
- I. The service animal must remain in the patient's private room except when being taken outside for toileting.
- J. If the service animal has an accident inside a Hospital facility, the Individual or Guardian is responsible for cleaning up after the service animal, placing the animal's waste in a plastic bag, and ensuring that a staff member discards it in a trash container in the dirty utility room. Environmental Services should be notified immediately so they can disinfect the area after the clean-up is complete.
- K. The Individual shall provide the name and phone number of a Guardian for the service animal if he/she is unable to care for or control the animal.
- L. Hospital Social Work (312-996-0293) will assist in making arrangements for a Guardian for the service animal if the Individual is unable to care for the animal and

**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS
MANAGEMENT POLICY AND PROCEDURE**

has not designated a Guardian in a timely manner. All costs associated with guardian services will be the responsibility of the Individual.

- M. Incidents or concerns involving service animals should be promptly reported to the immediate supervisor or Nursing Resource Office (312-996-3725, pager 2401). The immediate supervisor or NRO will notify Infection Control (312-996-8953, pager 3707) and will make a determination about notification of the Administrator on Call (312-519-3402) and/or the Safety & Risk Hotline (312-413-4775) as appropriate
- N. When interacting with service animals, all persons should wash their hands with soap and water before and after any contact with the animal.
- O. Service Animals for Employees and Students, Volunteers:
1. Hospital employees who require the use of a service animal in their workplace must make a request for reasonable employment accommodations through the Office of Access and Equity.
 2. Students who require the use of a service animal while providing clinical care to patients at the Hospital must make a request for reasonable accommodation through the Disability Resource Center.
 3. Volunteers who require the use of a service animal while volunteering at the Hospital should contact the Office of Access and Equity prior to bringing their service animal to the Hospital.
 4. When addressing a request for reasonable accommodation from a Hospital employee, student providing care to Hospital patients, or a volunteer at the Hospital, the Office of Access and Equity or Disability Resource Center will work with representatives from University Health Service and Infection Control to ensure compliance with all state, federal, and the Hospital regulations related to service animals in the workplace. This conversation will result in a written agreement detailing:
 - a) verification of vaccination and veterinary records;
 - b) the specific areas on Hospital premises where the animal is allowed;
 - c) how long the animal will accompany the employee (temporarily or permanently);
 - d) where the animal will excrete waste;
 - e) how the waste will be disposed of;
 - f) where the animal 's food and water will be stored; and
 - g) how often the animal will be bathed & groomed.

This arrangement will be revisited at least annually, or more frequently if issues arise.

**UNIVERSITY OF ILLINOIS HOSPITAL AND CLINICS
MANAGEMENT POLICY AND PROCEDURE**

Key Word blind

References

Hospital Management Policy and Procedure

[HR 1.01 University Health Services \(UHS\)](#)

[LD 1.06 Patient Safety Event Reporting Process](#)

[LD 1.13 Resolution of Issues Related to Patient Care Utilizing the Chain of Command](#)

Department of Pediatrics Clinical Care Guideline

[PEDS-1.01 Animal Assisted Therapy Program](#)

University of Illinois Student Handbook

<http://www.housing.uic.edu/files/Student-Handbook-14-15.pdf>

UIC Service Animal and Assistance Animal Policy

Americans with Disabilities Act, 2010 and 2016 Regulations

28 C.F.R. Parts 35 and 36

75 Fed. Reg. 56164, 56177 (Sept. 15, 2010); 81 Fed. Reg. 53204 (Aug. 11, 2016).

Addendum none

Rescission Date

June 2019

September 2016

February 2014

May 2010

April 2007

Reviewed by

This policy was reviewed and endorsed by the following individual(s):

Chief Quality Officer

Policy Owner-Medical Director, Infection Prevention