

Washington Hospital Service Animal Policy Summary

Washington Hospital Welcomes Service Animals.

A service animal is a dog individually trained to do work or perform tasks for a person with disability, directly related to that person's disability.

Patients and visitors who handle Service Animals have a right, under the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and related state laws, to full and equal access to all areas of the Hospital generally open to the public. Service animals may visit any patient room unless the Service Animal's presence in a particular circumstance would pose a direct threat to the health and safety of others, or alter the essential nature of Hospital services.

Patients and visitors who handle Service Animals are not required to provide documentation that the dogs are service animals nor are the animal's vaccination records required.

Restricted Areas

The Hospital's essential service is to treat patients and protect their health. The Hospital therefore requires Infection Control Measures such as wearing protective clothing and paying strict attention to hand-hygiene in certain Restricted Areas.

Because of the potential health risk, Service Animals are generally not permitted in Restricted Areas where Infection Control Measures are always in place, such as perioperative service areas, rooms of immunocompromised patients who are unable to receive visitors without using protective garments or equipment, rooms or areas holding patients with open wounds, areas requiring isolation for infection precautions, and other areas where visitors are only permitted when observing Infection Control Measures.

Infection Control Measures may also occasionally preclude Service Animals from restricted areas in the Emergency Department, Critical Care Unit(CCU), the Birthing Center, Center for Wound Healing and Hyperbaric Medicine.

If a patient or visitor with a Service Animal would like to visit a Restricted Area, Washington Hospital will assess the situation on a case-by-case basis, and work to try and accommodate the visit if possible, such as by arranging an alternate location where the visit can take place in the presence of the Service Animal.

Other Restrictions

In rare circumstances, Washington Hospital may exclude a Service Animal from the Hospital, entirely, if it poses a direct threat to the health and safety of other patients, visitors, or staff. These circumstances may include where the Service Animal appears to

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have gastroenteritis (diarrhea, vomiting), fleas or ticks, or skin lesions, where the Service Animal is not under the control of its handler, or where the Service Animal is not housebroken (more than one elimination accident). They may also include other situations where the Hospital determines, on a case-by-case basis, that a Service Animal's presence in an area would pose a significant health and safety risk to others that cannot be reduced to an acceptable level through reasonable modifications of policies and procedures.

Service Animal Handler Responsibilities

When visiting Washington Hospital's, Patients and Visitors must ensure their Service Animals:

- Remain on a leash and/or under effective control of the person with a disability or another accompanying person capable of controlling and directing the Service Animal at all times; and
- Have their physical needs for food, water, exercise, and toileting met by the patient or another responsible person provided by the patient. The patient/responsible person must provide food and dishes for the Service Animal.

Are properly cleaned up after. If a Service Animal has an elimination accident in the Hospital, the patient or responsible person provided by the patient must use protective gloves, with any waste properly disposed of as bio-waste.

Questions?

The Washington Hospital Patient Representative can answer your questions about the Hospital's service animal policies and procedures. The Patient Representative also coordinates the Hospital's efforts to implement the ADA and Section 504. If you have questions or concerns about how the Hospital is meeting its obligations under these laws or for information about our grievance process, you may contact the Washington Hospital Patient Representative at 510-797-1111.