

<b>Pets/ Service Animal Policy</b>	<b>Department:</b> Pharmacy, Clinical, Billing/Contracts, Finance/ Accounting, Research, General Operations	
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<b>Policy Contact:</b> Compliance	<b>Version:</b> #1	
<b>Written By:</b> Savannah Simmons, Compliance Coordinator		

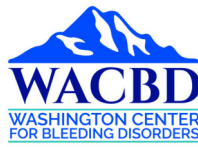
**PURPOSE:** The purpose of this policy is to provide Washington Center for Bleeding Disorders (WACBD) guidance on the laws and rules regarding service animals, emotional support animals (ESA), and pets allowed on premise.

**SCOPE:** The scope of this policy applies to WACBD and its patients

**POLICY STATEMENT:** WACBD does not allow patients or staff to bring pets or ESA onto its premise but does abide by the laws and rules set forth by the ADA and Washington State regarding the use of service animals. While service animals are legally recognized by Washington State and the Americans with Disabilities Act (ADA), ESAs are not. WACBD has the right to refuse ESAs and pets on premise and will enforce this fairly amongst all staff and patients.

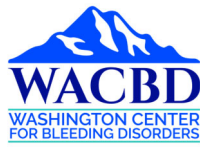
**DEFINITIONS:**

<u>Term</u>	<u>Definition</u>
Americans with Disabilities Act (ADA)	Civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.
Disability	A physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment.
Emotional Support Animal (ESA)	An emotional support animal, or ESA, is an animal that improves the emotional well-being of their handler simply by being there
Perform a Task	The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.
Pet	A domestic or tamed animal kept for companionship or pleasure.
Service Animal	A dog or miniature horse that is trained for the purposes of assisting or accommodating a disabled person's sensory, mental, or physical disability
Under Control	The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. Under control also means that a service animal should not be allowed to bark repeatedly in a lecture hall, theater, library, or other quiet place. However, if a dog barks just once, or barks because someone has provoked it, this would not mean that the dog is out of control.

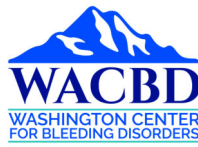


**PROCEDURES:**

Procedure 1-Service Animals	
ADA	<p>The ADA defines service animals as:</p> <ul style="list-style-type: none"> <li>• A dog</li> <li>• Any size or breed</li> <li>• Trained to perform a task directly related to a person’s disability.</li> </ul> <p>Service animals are not:</p> <ul style="list-style-type: none"> <li>• Required to be certified or go through a professional training program.</li> <li>• Required to wear a vest or other ID that indicates they’re a service dog.</li> <li>• Emotional support or comfort dogs, because providing emotional support or comfort is not a task related to a person’s disability.</li> </ul> <p>Service animals are not required to wear vests, an animal that is wearing a vest is not necessarily a service animal. The animal still needs to be trained to perform a task for a person with a disability to be a service animal.</p> <p>Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility. People with disabilities who use service animals cannot be isolated from other patients, treated less favorably than other patients, or charged fees that are not charged to other patients without animals.</p>
Washington State Law	<p>In the State of WA, a service animal is defined as: any dog or miniature horse that is 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.</p> <p>Below are Washington State laws that outline what service animals are, what they do, and what can be asked of the owner.</p> <ul style="list-style-type: none"> <li>• As explained in RSW 49.60.040(25)- The work or tasks performed by the service animal must be directly related to the individual'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 nonviolent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of</li> </ul>

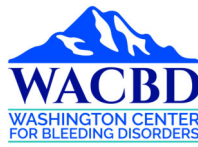


	<p>allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks.</p>
<p>Confirming a Service Animal</p>	<p>Under ADA and Washington State (RCW 49.60.241(b)), WACBD may ask <b>two questions</b> if it is unclear whether someone's animal is a service animal:</p> <ul style="list-style-type: none"> <li>• Is the service animal required because of a disability?</li> <li>• What work or task has the animal been trained to perform?</li> </ul> <p>WACBD is <b>not</b> allowed to:</p> <ul style="list-style-type: none"> <li>• Request any documentation that the animal is registered, licensed, or certified as a service animal.</li> <li>• Require that the animal demonstrate its task or inquire about the nature of the person's disability.</li> </ul> <p>If the handler answers that the animal is trained to guide them, help with balance or mobility, alert them to a condition (either physical or situational), pick up or carry items, remind them to take medication, get help, stabilize them during a seizure, redirect their attention from a trigger, or do some other task or provide some service that the person is unable to do themselves or helps with a disability, then the animal is a trained service and must be allowed. (This is not an all-inclusive list)</p>
<p>When a Service Animal Can be Refused Entry/Removed</p>	<p>According to ADA, a business or state/local government does not need to allow a service animal if the animals' presence would fundamentally alter the nature of the goods, services, programs, or activities provided to the public. (In most settings, a service animal will not fundamentally alter the situation. But in some settings, a service dog could change the nature of the service or program. For example, it may be appropriate to keep a service animal out of an operating room or burn unit where the animal's presence could compromise a sterile environment. But in general, service animals cannot be restricted from other areas of the hospital where patients or members of the public can go.)</p> <p>A business can ask someone to remove their service animal if:</p> <ul style="list-style-type: none"> <li>• the animal is no housebroken.</li> <li>• the animal is out of control, and the person cannot get the animal under control.</li> </ul>



	<p>A business can refuse entry for an animal if:</p> <ul style="list-style-type: none"> <li>• the handler refuses to answer or answers “No” to the two questions mentioned above.</li> <li>• the handler discloses their disability but refuses to disclose what the animal is trained to do for them</li> <li>• the handler provides documentation or certification that the animal is a service animal, but neither the documentation nor the handler can explain what the animal is trained to do, the business can exclude the animal. (There is no state or federal service animal registry or certification process, so such documentation has no legal meaning and can be purchased on the Internet by anyone.)</li> <li>• the handler answers only that the animal can sit, stay, lie down, come when called, or do something else related to obedience and good manners, this does not indicate the animal is trained to provide services for a disability.</li> <li>• the handler answers that the animal makes them feel better, helps them calm down, eases their depression, or something similar, this would indicate that it is the animal’s presence alone that helps the handler, and that the animal is not trained to do a task or provide a service. The animal does not meet the training task requirement.</li> </ul> <p>Staff are not required to provide care for or supervision of a service animal.</p>
<p>Miniature Horses</p>	<p>Washington State and the ADA recognizes that miniature horses can be trained to perform tasks for people with disabilities. The ADA has supplied the following information:</p> <p>Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds. Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility.</p> <p>The assessment factors are:</p> <ul style="list-style-type: none"> <li>• whether the miniature horse is housebroken;</li> <li>• whether the miniature horse is under the owner’s control;</li> <li>• whether the facility can accommodate the miniature horse’s type, size, and weight; and</li> <li>• whether the miniature horse’s presence will not compromise legitimate safety requirements necessary for safe operation of the facility.</li> </ul>

<p><b>Procedure 2- Emotional Support Animals</b></p>	
<p>Emotional Support Animals</p>	<p>Both Washington State and the ADA do not legally recognize ESA. Therefore,</p>



(ESA)	<p>WACBD does not allow the use of ESA within the premises.</p> <p>Patients who are present with an ESA will be asked to remove the ESA for the duration of their visit.</p> <p>If a patient is unable or unwilling to remove an ESA during their visit, the patient will be rescheduled or be switched to a virtual visit.</p>
Distinction Between Service Animals and ESA	<p>The ADA makes a distinction between psychiatric service animals and emotional support animals. If the dog has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact, that would qualify as a service animal. However, if the dog's mere presence provides comfort, that would not be considered a service animal under the ADA.</p>

<b>Procedure 3- Pets</b>	
Pets	WACBD does not allow pets of any kind.

**RELEVANT REFERENCES:**

- RCW 70.84.021
- RCW 49.60.040
- <https://usserviceanimals.org/blog/emotional-support-animal-laws-in-washington-state/#:~:text=Washington%20state%20doesn%27t%20legally,pursuit%20of%20an%20ESA%2C%20however.>
- <https://www.ada.gov/topics/service-animals/>
- <https://www.ada.gov/resources/service-animals-2010-requirements/#miniature-horses>
- The Rehabilitation Act of 1973 [45 CFR Part 84](#)
- <https://www.hum.wa.gov/sites/default/files/public/publications/Service%20Animals%20and%20the%20Washington%20Law%20Against%20Discrimination-032019.pdf>

**APPROVING COMMITTEE(S):**

Policy and Compliance Committee (PCC)

**REVISION HISTORY**

	Final Approval by	Date	Brief description of change/revision
Revision			
Revision			