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| TitleAnimals on UK HealthCare Property | Identification NumberA11-050 |
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Policy Statement

UK HealthCare is committed to providing reasonable accommodations to persons with disabilities; fulfilling its responsibilities under federal, state, and local laws and regulations; ensuring the health and safety of its community; and preserving the integrity of its facilities. Diversional activities can not only improve a patient’s stay at the hospital but also provide comfort and support during ambulatory or clinic visits. The careful introduction of animals to patients can be therapeutic and educational. Pet visits can also provide therapeutic companionship to patients who miss their pets.

# Purpose

The purpose of this policy is to provide direction for visitation of patient owned pets and service animals, during a patient’s time on UK HealthCare properties. This policy also provides direction for Therapy Animals, which are animals that visit multiple patients and are owned and/or certified with their handler to perform this type of interaction. Emotional support animals are not permitted on UK HealthCare’s campus.

Scope

This policy supplements the University of Kentucky Administrative Regulation on [Animals on Campus, AR 6:11](http://www.uky.edu/regs/Administrative/ar6.11.htm).

# Definitions

## Domestic Animals or Pets

Domestic animal or pet means those species of animals that normally and customarily share human habitat and are normally dependent on humans for food and shelter, such as dogs, cats, and other common domestic animals, but not including feral or wild animals.

## Service Animals

“Service animal” means any dog[[1]](#footnote-1) 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 and meets the definition of “service animal” under the Americans with Disabilities Act (ADA) regulations at [28 CFR 35.104](https://www.govinfo.gov/content/pkg/CFR-2010-title1-vol1/pdf/CFR-2010-title1-vol1.pdf). The work or tasks performed by a service animal must be directly related to the individual's disability. Service Animal also includes a dog in training as described in [KRS 258.500](https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=12501). Other species of animals, whether wild or domestic, trained or untrained, are not service animals for purposes of this definition. Service Animals are not pets and are distinct from therapeutic animals.

## Therapeutic Animals

Therapeutic animals are those animals that have been specially trained to provide assistance to humans.

## Emotional Support Animals (ESA)

An animal that helps to alleviate a symptom or effect of a person’s disability. Emotional support animals are not required to receive any type of training.

# Procedures

Animals are not allowed in areas such as BMT unit, solid organ transplant units, operating rooms, ICUs, NICU, PICU, food preparation areas, medication preparation areas, and procedural areas where sterility must be maintained and distractions kept to a minimum, or any other place the patient caretaker or healthcare staff deems inappropriate, depending on the circumstances. Supervisors should contact the University of Kentucky ADA Coordinator and Technical Compliance Officer for assistance with case-by-case determinations.

## Pet Visitation

Pet visitation may take place at the discretion of the patient’s health care team. The health care team member shall review this policy with the patient and document such review in the patient’s medical record. The health care team member may contact the University of Kentucky ADA Coordinator and Technical Compliance Officer for guidance.

### Pet visitation may take place at the discretion of the patient’s health care team. The health care team member shall review this policy with the patient and document such review in the patient’s medical record. The health care team member may contact the University of Kentucky ADA Coordinator and Technical Compliance Officer for guidance.

### Proof of the pet’s current vaccinations shall accompany the pet. The owner or handler shall be able to provide written certification from a veterinarian that the animal is in good health and is infection- and parasite-free. The animal shall not be in a condition that presents risk of infection or other hazards to the patient or health care environment; including but not limited to a cast on a limb, stitches, or an Elizabethan collar (cone collar) on its neck. Female animals must not be in estrus (in heat).

### An area or room, ideally a room other than the patient’s room, shall be chosen for the visit. When possible, the pet visit shall take place in a suitable location outside the hospital. If no other options are available, the visit may take place in the patient’s room, with roommate’s permission.

### A family member or friend shall be present and stay with the pet at all times.

### The pet shall be transported to and from the visit site in a carrier or on a leash by a family member or friend.

### Any feces, urine, or other material left by the pet shall be removed by the family member or friend who brings the animal. If a mess occurs inside the hospital, staff on the floor shall contact Environmental Services so that the area may be cleaned with approved hospital disinfectants.

### The patient shall wash their hands thoroughly after the visit. Strict enforcement of hand hygiene for all staff or visitors coming in contact with the animal is of utmost importance.

### The patient or patient’s family member shall sign a pet visitation release form before the visit shall be allowed. [See Pet Visitation Release Form, CN-0001](https://clinical.ukhc.org/medicalrecordsforms/_layouts/15/WopiFrame2.aspx?sourcedoc=/medicalrecordsforms/Clinical%20Consents/Pet%20Visitation%20Release.pdf&action=default&DefaultItemOpen=1). The completed form is placed in the patient’s medical record.

## Service Animals

UK HealthCare is committed to providing reasonable accommodations to persons with disabilities and permits service animals on hospital property while they perform their duties. Please refer to the University of Kentucky Administrative Regulation on [Animals on Campus, AR 6:11](http://www.uky.edu/regs/Administrative/ar6.11.htm) and the [ADA guidance on Service Animals](https://www.ada.gov/resources/service-animals-2010-requirements/).

Title I of the ADA covers employment.  Under Title I, service animals are considered a reasonable accommodation.  An employee must request that the service animal be present as an accommodation for their disability.  Employees and students who are working or volunteering in UK HealthCare are not able to bring a service dog (for training or otherwise) into any workplace setting without requesting an accommodation from the ADA Coordinator or designee in the Office of Institutional Equity and Equal Opportunity (IEEO). An employee or volunteer may contact the ADA Coordinator at [https://ieeo.uky.edu/](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fieeo.uky.edu%2F&data=05%7C01%7Csara.camic%40uky.edu%7C46ecf78973c54f8d815208dac8e7b638%7C2b30530b69b64457b818481cb53d42ae%7C0%7C0%7C638043194761477198%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=TSFFZP5h2NZVokjVQQiwCXXamfVo8ucrq8QfDGsd8e8%3D&reserved=0) or 859-257-8927.

Visitors can have a service dog in any public space. Per [ADA guidelines](http://www.ada.gov/service_animals_2010.htm), when it is not obvious what service an animal provides, only limited inquiries are permitted. Staff may not ask about the person’s disability, require medical documentation, require a special identification card or training documentation of the dog, or ask that the dog demonstrate its ability to perform the work or task. Staff may only ask these three (3) questions:

### Is the dog a service animal required because of a disability?

### What work or tasks has the dog been trained to perform?

### Is the dog vaccinated?

An owner or handler of a service animal shall comply with all state laws, local licensure and vaccination requirements, and University regulations. All trainers accompanied by an assistance dog shall have in their personal possession identification verifying that they are trainers of assistance dogs ([KRS 258.500](https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=12501)).

Please note that service animals may be limited from certain areas of the clinical enterprise due to health or safety restrictions, such as: BMT unit, solid organ transplant unit, operating rooms, medication preparation and food preparation areas, and procedural areas where sterility must be maintained and distractions kept to a minimum.

A person with a disability may not be asked to remove his service animal from the premises unless:

### The dog is out of control[[2]](#footnote-2): disruptive (barking, wandering), or the dog shows signs of aggression and the handler does not take effective action to control it; or

### The dog is ill, unhygienic or unsanitary; or is not housebroken.

When there is legitimate reason to ask that a service animal be removed, UK HealthCare staff shall offer the patient with the disability an opportunity to obtain treatment services with the animal absent.

## Therapeutic Animals

Therapeutic animals are those animals that have been specially trained and certified to provide assistance to humans. Therapeutic animals may be limited from certain areas of the clinic enterprise due to health or safety restrictions, such as: BMT unit, solid organ transplant unit, operating rooms, medication preparation and food preparation areas, and procedural areas where sterility must be maintained and distractions kept to a minimum.

## Volunteer Services

Owners and handlers of therapy animals shall be registered as a UK HealthCare volunteer with Volunteer Services. As a registered volunteer the owner or handler shall meet the same criteria as any volunteer as outlined in the [Employee Health Program policy (A03-005)](https://ukhealthcare.mc.uky.edu/policies/enterprise/_layouts/15/WopiFrame.aspx?sourcedoc=/policies/enterprise/Enterprise/A03-005%20Employee%20Health%20Program.docx&action=default), HIPAA agreements, and volunteer orientation. Both owner/handler and animal records are kept updated and kept on file in Volunteer Services. Volunteer Services and Integrative Medicine and Health shall coordinate animal assisted therapy with all appropriate areas.

### Therapy dogs and their owners shall be registered and certified with an approved pet therapy organization, as determined by the Animal Assisted Therapy Program and the Manager of Volunteer Services. Therapy dogs in training are not permitted.

### Therapy Dog owners shall follow the certifying organization’s member guidelines and carry liability insurance.

### The owner shall be able to prove that the animal has received appropriate training.

### Therapy dog owners should provide up to date vaccination records that include immunization against the rabies virus. Negative rabies titers will also be accepted.

### All therapy animals will be on a routine flea and tick control program and have annual fecal exams to ensure the absence of internal parasites.

###  Animal hygiene-All therapy animals will be cleanly groomed and absent of odor when working within the hospital environment.

## Emotional Support Animals

Emotional support animals are not allowed on UK HealthCare property.

## Publicity

Photographs may not be taken of any patient except instant photos that are given to the patient or family. All media, television, radio, newspaper, or newsletter interviews or pictures need approval by UK Public Relations and Marketing before the event. Written permission of the patient or guardian shall be obtained before the picture is taken. The original Authorization for Photographs form is filed in the patient record and a copy is sent to UK Public Relations and Marketing.

**A**pproval

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| Name and Credentials:Sara Camic, MATitle: Manager, Volunteer Services | Name and Credentials:Amanda BiddleTitle:Practice Manager, Integrative Medicine and Health |
| Signature | Date |
| Signature | Date |

1. Under particular circumstances set forth in the ADA regulations at [28 CFR 35.136(i)](https://www.govinfo.gov/content/pkg/CFR-2011-title28-vol1/pdf/CFR-2011-title28-vol1-sec35-136.pdf), a miniature horse may qualify as a service animal. [↑](#footnote-ref-1)
2. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. [↑](#footnote-ref-2)