

## Rush University Medical Center Policies and Procedures

Policy Number: OP-0234  
Category Name: Personal Services  
Title: **Service Animals**  
Type: Operational  
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**Policy** It is the policy of Rush University Medical Center and Rush University to protect persons with disabilities from discrimination in the use of service animals, to provide access, wherever feasible, to service animals, as required by the Americans with Disabilities Act (ADA) and its implementing regulations.

**Definition**

1. "Service Animals" are (1) guide dogs, (2) signal dogs, or (3) other animals ( eg., seizure and hearing impairments) individually trained to provide assistance to a person with a disability. Service animals do not include household pets, therapy animals, laboratory animals, or resident pets (e.g., aquarium fish, caged birds, etc.).
2. "Guardian" is the individual with a disability who uses the service animal.
3. "Medically qualified personnel" (for purposes of these policies and procedures) include attending physicians, fellows, residents, and supervisory nurses.
4. "Clean" is the absence of visible sores, rashes, fleas, dirt, or other sources of infection.
5. "Well behaved" is the absence of growling, snarling, barking, or other uncontrollable or menacing behavior.

**Application of Policy**

1. Unless there is evidence that the presence or use of a service animal poses a health risk or that the animal's behavior will be disruptive to medical center or university programs, a service animal will be permitted to accompany its guardian wherever that person goes, provided that:
  - The animal is clean and well behaved; and
  - The animal has been trained for use as a service animal.
2. This policy applies to employees, outpatients, inpatients, students, visitors, and volunteers whose needs require the use of a service animal.
3. In a situation where the guardian is an inpatient, the unit director where the guardian is located shall be immediately

notified of the presence of a service animal.

4. If there is any question regarding whether an animal meets the qualifications in this section, the decision shall be made by an appropriate administrator or medically qualified personnel.

#### RESTRICTIONS ON SERVICE ANIMALS:

1. If the nature of the goods and services or accommodations offered at Rush University Medical Center or Rush University would be significantly altered or if the safe operation of the medical center or university would be jeopardized, a service animal shall not be allowed to enter or remain on Rush University Medical Center property.

2. A medical justification showing that the presence or use of a service animal would pose a health risk in certain parts of the institution can serve as the basis for the exclusion of a service animal from the areas of the institution directly involved. Such areas may include, but are not limited to, the following:

- Operating room suites and post-anesthesia rooms.
- Burn unit.
- Coronary care units.
- Intensive Care units.
- Transplantation units
- Oncology units.
- Psychiatric units.
- Isolation - infectious disease areas.
- Medication storage areas.
- Clean or sterile supply areas.
- Kitchen areas.

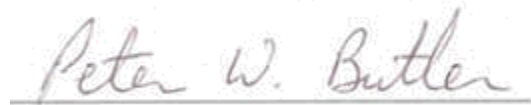
3. Medically qualified personnel shall make decisions concerning the restricted areas and shall decide on a case-by-case basis those situations not clearly covered. Non-medical administrators, security personnel, and admission staff shall not make such decisions but may assist in implementing them.

4. A service animal may be restricted from a semi-private room occupied by another patient, who, for any reason, requests not to have a service animal in the room.

5. In a situation to which Section 4 above applies, either patient may request and shall be granted another room. If a comparably priced room is not available, the patient requesting the change shall not be charged more for another room, regardless of the usual price.

#### CARE AND SUPERVISION OF SERVICE ANIMALS:

Responsibility	Procedure
Guardian	<p>1. Care and supervision of a service animal are the responsibility of the guardian. Guardian shall provide name and phone number of the person designated to assume responsibility of service animal if guardian is unable to care for animal. Rush University Medical Center and Rush University are not required to supervise or care for the service animal.</p> <p>2. Anyone other than the guardian or designee should refrain from petting, feeding, startling or separating the animal from the guardian/designee.</p>
Employee	<p>3. In the event that animal waste occurs, medical center staff should provide the guardian/designee with the necessary supplies to dispose of the waste and to complete clean-up. This process and the materials provided should include the use of rubber gloves, the provision of plastic bags or a toilet for the disposal of the waste, and germicidal cleanser to clean the floor.</p>
Guardian	<p>4. If a service animal must be separated from its guardian for a reason stated under Restrictions on Service Animals, it is the responsibility of the guardian/designee to arrange for the care and supervision of the animal during the period of separation.</p> <p>5. The guardian/designee should accompany the service animal at all times except when the individual is in a restricted area or temporary supervision has been turned over to another designated individual.</p> <p>6. A service animal should remain under control at all times.</p> <p>7. The guardian may be held liable for any damage done to the premises or facilities by a service animal.</p>



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