

Service Animals on Property

Applies to:

All Institute departments, schools and programs.

Policy Compliance Responsibility:

Offices of Facilities & Information Technology

Policy and Procedures:

1. **POLICY**

1.1. Whenever possible, service animals are permitted to accompany and assist their handlers throughout the course of their education, employment and client session while minimizing risk to other students, employees, clients or visitors.

1.1.1. No other animals other than service animals are allowed within The MGH Institute of Health Professions (MGH Institute) campus locations.

2. **DEFINITION**

2.1. Disability- An “individual with a disability” means a person who has a physical or mental impairment that substantially limits one or more major life activities including, but not limited to, walking, talking, seeing, breathing, and hearing.

2.2. Service animals - The Americans with Disabilities Act (ADA revised 2010) define service animals as dogs individually trained to do work or perform tasks for people with disabilities. (Examples provided in the Appendix A)

3. **RESPONSIBILITY**

3.1. Service Animal Handler

3.1.1. Will be directly responsible for all aspects of their service animal's care while in the MGH Institute campus locations. This will include walking and controlling the animal, providing food and water, and cleaning up, promptly after the service animal.

3.1.2. In cases where students, employees, clients or visitors are unable to care for their service animals, they are responsible for making arrangements through family members, friends or personnel assistants (not including MGH Institute students or employees). Contact information for the attendant will be in the student, employee or client 's records, a copy of which will be located at the B36 and 2CC Security Desks

3.1.3. Service animals are to be walked outside and allowed to relieve themselves in designated area as needed by the owner, attendant and consistent with local

ordinances.

3.1.4. If the service animal becomes out of control and the owner has not brought the animal under control within a reasonable time, the owner or attendant must immediately remove the animal from the MGH Institute.

3.2. MGH Institute Students and Employees

3.2.1. All MGH Institute students and employees coming in contact with the service animal, or service animal equipment, will use proper hand hygiene techniques.

3.2.2. If a MGH Institute student or employee is not sure if an animal is a service animal, they may ask the service animal owner or attendant if the animal is used because of a disability (see Appendix B)

4. **PROCEDURE**

4.1. A service animal must be permitted to accompany a person with a disability into MGH Institute facilities; those can include: offices, classrooms, labs, examining and diagnostic rooms, cafeteria and vending areas, restrooms and all other areas of the facility where faculty, staff, students, clients and visitors are permitted without taking added precautions.

4.2. If anyone is bitten or injured by the service animal, they must report to MGH Police & Security located in the Shouse Building (B36) and Two Constitution Center (2CC).

5. **Education and access**

5.1. A copy of this policy shall be provided to all service animal users upon request

5.2. MGH Institute should educate all students and employees about this policy.

6. **References:**

6.1. Massachusetts General Laws c. 151b (reasonable accommodation of employees)

6.2. Massachusetts General Laws c. 272 s. 98 (reasonable accommodation of visitors in place of public accommodation)

6.3. American with Disabilities Act of 1990, 2010

6.4. Questions about this policy may be directed to the Chief Information & Facilities Officer who if necessary will work with the Office of General Council

Approved: March 19, 2013

By: Executive Council

Appendix A:

Informational Guidelines on Service Animals

1. What is a service animal?

Service animals are defined as animals that are individually trained to do work or perform tasks for people with disabilities.

2. What are their roles or tasks?

- a. Guiding people who are blind
- b. Alerting people who are deaf or hard of hearing
- c. Pulling a wheelchair
- d. Alerting and protecting a person who is having a seizure
- e. Reminding a person with mental illness to take prescribed medications
- f. Calming a person with Post traumatic Stress Disorder (PTSD) during an anxiety attack.

3. Service animals are working animals not pets. The work or task an animal has been trained to provide must be directly related to the person's disability.

4. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

5. Miniature horses- In addition to service dogs, the revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. Four assessment factors to assist in determining whether miniature horses can be accommodated in their facility.

a. Miniature horses must be:

- i. Housebroken
- ii. Under the owner's or attendant's control
- iii. Within a certain size and weight (generally range 24-34 inches measured to the shoulders in height and weigh 70-100 pounds)
- iv. Not interfere with safe operations within the hospital.

b. The use of a miniature horse as a service animal should be coordinated through the Chief Information & Facilities Officer.

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Appendix B

Permissible requests for information regarding service animals

1. MGH Institute employees may not request or require a person to provide medical documentation, special identification cards, licensing or certification documents or a demonstration proving that the animal is a service animal trained to engage in particular work or tasks on the person's behalf.
2. MGH employees may request two pieces of information from an individual bringing a service animal into the facility to determine whether or not the animal is a service animal:
 - a. Whether the service animal is required because of the person's disability without eliciting details about the nature of the disability
 - b. What work or task(s) the service animal has been trained to perform
3. The ADA regulations indicate that it would be improper for an educational institution to pose questions if the animal's status as a service animal is "readily apparent" (e.g., where the animal is observed pulling a wheelchair or leading an individual who is blind).

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