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Author / Title: Angela Richards, Matron IPC & Vanessa Morris Lead Nurse IPC		Responsibility: Infection Prevention & Control team	
Replaces: Version 1.1, Assistance Dog Policy, Corp/Pol/081		Head of Department: Angela Richards, Matron IP&C	
Validated By: Infection Prevention Control Committee		Date: 28/04/2016	
Ratified By: Procedural Document and Information Leaflet Group		Date: 18/05/2016	
Review dates may alter if any significant changes are made		Review Date: 01/08/2019 (Extended – Form 027/2019)	
Which Principles of the NHS Constitution Apply? Please list from principles 1-7 which apply 1, 3, 4, 5 Principles		Which Staff Pledges of the NHS Constitution Apply? Please list from staff pledges 1-7 which apply 1, 2, 4 Staff Pledges	
Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes			
Document for Public Display: Yes			
Evidence Search Completed by.....Joanne Shawcross.....Date.....15.3.16..... To be completed by Library and Knowledge Services Staff			

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BEHAVIOURAL STANDARDS FRAMEWORK

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that values the contribution of everyone, shows support for staff as well as patients, recognises and celebrates the diversity of our staff, shows respect for everyone and ensures all our actions contribute to safe care and a safe working environment - all of which are principles of our Behavioural Standards Framework.

Behavioural Standards Framework – Expectations ‘at a glance’

Introduce yourself with #hello my name is... 	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care

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1. SUMMARY

The equality and disability law (specifically the Equality Act 2010¹, DDA 1995² and the elements which support the rights of assistance dog owners and their dog, especially when accessing goods, facilities and services) made it unlawful for disabled people to be treated less favourably than people to whom the disabilities do not apply. The Equality Act¹ recognises limited circumstances in which there may be 'justification', for example in healthcare premises.

University Hospitals of Morecambe NHS Trust is committed to providing services that are equally accessible and responsive to all sections of the community. To that effect Registered Assistance Dogs are welcome in all non-patient areas of the Trust without restriction.

The Equality and Human Rights Commission (2013) Assistant dogs – A guide for all businesses³ states that assistance dogs:

- Will not wander freely around the premises
- Will sit or lie quietly on the floor next to its owner and are trained to go to the toilet on command and so are unlikely to foul in a public place
- Are instantly recognisable by the harness or identifying dog jacket they wear

2. PURPOSE

This policy aims to:

- Minimise the restrictions of access to Registered Assistance Dogs
- Reduce the potential for distress to owners of and the Registered Assistance Dogs themselves
- Inform staff and other patients on the requirements for Registered Assistance Dogs
- Minimise the time that Registered Assistance Dogs and owners have to be separated

3. SCOPE

This policy is intended to guide practice of all members of staff within University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT).

4. POLICY

4.1 What is an assistance dog?

Thousands of disabled people rely on an assistance dog to help them with day to day activities that many people take for granted. It is not only blind people that are helped by assistance dogs.

Assistance dogs are also trained to help people with hearing difficulties, epilepsy, diabetes, physical mobility problems and more.

Assistance dogs carry out a variety of practical tasks for people as well as supporting their independence and confidence.

A Registered Assistance Dog is one that is registered with Assistance Dog UK. The user

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will carry an ID book giving information about the assistance dog, registration and training organisation together with other useful information.

4.2 What is Assistance Dog UK?

Assistance Dogs UK (ADUK)⁴ is a coalition of seven assistance dog charities. All ADUK⁴ dogs adhere to the highest training and welfare standards as set out by Assistance Dogs International and the International Guide Dogs Federation.

Every Registered Assistance Dog user has an ID book giving information about the assistance dog and training organisation together with other useful information.

4.3 How do I recognise an ADUK Registered Assistance Dog?

A Registered Assistance Dog, trained by member organisations of ADUK⁴, will have formal identification in the form of a white harness, organisation specific branded dog jackets, lead slips and ID tags/ discs on the dog's collar.

Assistance dog service users who have an assistance dog from an ADUK member organisation will also have a yellow ADUK branded ID book. This ID book has been designed to support assistance dog owners with their access to goods, facilities and services, as defined in the Equality Act 2010¹ in England, Scotland and Wales, and the Disability Discrimination Act (DDA) 1995² in Northern Ireland.

Currently the following organisations are registered full members of ADUK:

- Canine Partners
- Dog A.I.D
- Dogs for Good
- Guide Dogs
- Hearing Dogs for Deaf People
- Medical Detection Dogs
- Support Dogs

All Registered Assistance Dogs trained and placed by ADUK member organisations perform practical assistive tasks for their disabled partners, to avoid them being at a disadvantage and to enable them to be independent, or provide guiding skills in the case of blind or partially sighted people. For this reason it is reasonable to allow assistance dogs to accompany their owners into most situations where pet dogs would not be permitted, or for service providers to make reasonable adjustments in providing safe and secure accommodation and support for its handler in the dog's absence.

A disabled person should not be put at a disadvantage due to their assistance dog. For example, a disabled person should not be asked to sit in a specific area to keep the dog out of the way, or asked to pay an additional fee for cleaning.

A Registered Assistance dogs trained by ADUK⁴ member organisations are recognised by the Chartered Institute of Environmental Health⁵ and The Royal Environmental Health Institute of Scotland⁶, which states that assistance dogs should be allowed access to restaurants, food retailers and other premises where food is available.

The Chartered Institute of Environmental Health⁵ have declared that the very specific

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training and regular health tests that assistance dogs go through means they are unlikely to be a risk to hygiene in these premises. There is no conflict with food hygiene laws in allowing access for assistance dogs.

4.4 What are my legal obligations?

The Equality Act 2010¹ says it is unlawful for a service provider to discriminate against a disabled person in the following ways:

- Direct discrimination – treating a person less favourably than others because of their disability, or because of a perceived disability. For example, offering a service on worse terms.
- Indirect discrimination – where a neutral policy or rule is applied to everyone but puts those with a disability at a disadvantage.
- Discrimination arising from disability – discrimination for any reason connected to the person’s disability that is not covered by other forms of discrimination.
- Failure to make reasonable adjustments – where a physical feature, provision or practice puts a disabled person at a substantial disadvantage the service provider has a duty to take reasonable steps to alter, remove or avoid that disadvantage. This includes providing auxiliary aids and services such as an induction loop or Large Print materials.

4.5 What are the health risks from assistance dogs?

Assistance dogs are highly trained, have regular veterinary treatments and are tested on a regular basis to make sure they don’t present a health risk. The Chartered Institute of Environmental Health⁵ has determined that they are unlikely to present a risk to hygiene and should be allowed access to restaurants, cafe’s, hotels, food shops and other food premises.

4.6 Management of patients with Registered Assistance Dogs

The Registered Assistance Dog may visit non-clinical areas, for example:

- Main hospital waiting area
- Reception
- Shop
- Café
- Restaurant
- Offices
- Bereavement office

The registered Assistance Dog is NOT allowed within any clinical area, for example:

- Wards
- Treatment rooms
- Theatres
- And all other areas where patient care is given

Planned admissions

Arrangements should be made ahead of the hospital appointment to ensure the

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Registered Assistance Dog is cared for with the support of family, friends and relevant associations.

Unplanned admission

If the patient needs to attend a clinical area then the dog's owner should either contact a friend or relative to care for the dog.

Patient support

If a patient is in a clinical area, ie without the dog, a member of staff must remain with the patient and provide necessary support in the absence of the dog

Emergency situations

Each Registered Assistance Dog has an ID disc with an ID number on one side and a telephone number on the other side for use in an emergency. This number can be accessed 24 hours a day / 7 days a week. This number may be used to contact a volunteer to support the dog.

Useful web address

<http://www.assistancedogs.org.uk/>
<http://www.guidedogs.org.uk/>

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5. ATTACHMENTS	
Number	Title
1	Assistance Dogs algorithm
2	Equality & Diversity Impact Assessment Tool

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library

7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
No	References
1	Great Britain (2010) Equality Act 2010 [Online] Available at: http://www.legislation.gov.uk/ukpga/2010/15/contents (accessed 15.3.16)
2	Great Britain (1995) Disability Discrimination Act 1995. [Online] Available at: http://www.legislation.gov.uk/ukpga/1995/50/contents (accessed 15.3.16)
3	Equality and Human Rights Commission (2013) Assistance dogs: A guide for all businesses. How to enable assistance dog owners to use your service. [Online] Available at: https://www.strath.ac.uk/media/ps/sees/equality/EHRC_assistance_dogs_guide_June_2013.pdf (accessed 15.3.16)
4	Assistance Dog UK website http://www.assistancedogs.org.uk/ (accessed 15.3.16)
5	Chartered Institute of Environmental Health Available at: http://www.cieh.org/ (accessed 15.3.16)
6	The Royal Environmental Health Institute of Scotland. Available at: http://www.rehis.com/ (accessed 15.3.16)
Bibliography	
Great Britain (2009) Organisations' responses to the Disability Discrimination Act 2009 study (RR685) Available at: https://www.gov.uk/government/publications/organisations-responses-to-the-disability-discrimination-act-2009-study-rr685 (accessed 15.3.16)	

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition

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9. CONSULTATION WITH STAFF AND PATIENTS		
Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name	Job Title	Date Consulted
Katie Ballard Katie.ballard@guidedogs.org.uk	Local Guide Dog Team – Manchester, UK	
Dee Speight	Hearing Dogs for the Deaf UK	

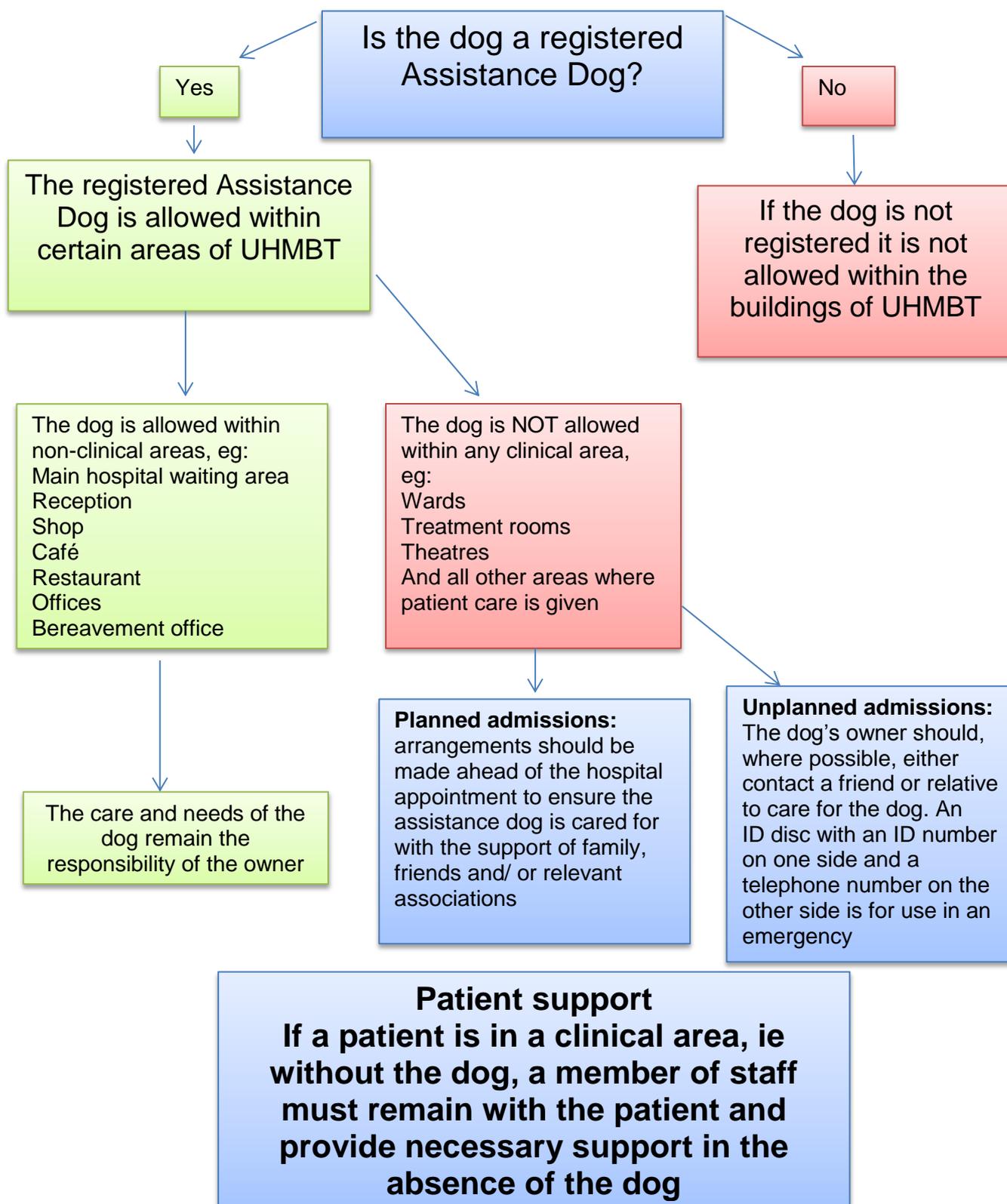
10. DISTRIBUTION PLAN	
Dissemination lead:	Angela Richards Matron IPC
Previous document already being used?	No
If yes, in what format and where?	N/A
Proposed action to retrieve out-of-date copies of the document:	N/A
To be disseminated to:	
Document Library	
Proposed actions to communicate the document contents to staff:	Include in the UHMB Weekly News – New documents uploaded to the Document Library

11. TRAINING		
Is training required to be given due to the introduction of this policy? No		
Action by	Action required	Implementation Date

12. AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
1.1	06/10/2017	Page 3	BSF Page added	01/04/2019
1.2	13/02/2019	Page 1	Review Date extended – form 027/2019	01/08/2019

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ASSISTANCE DOGS



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Appendix 2: EQUALITY & DIVERSITY IMPACT ASSESSMENT TOOL

		Yes/No	Comments
1.	Does the policy/guidance affect one group less or more favourably than another on the basis of:	No	
	• Age		
	• Disability		
	• Race		
	• Sex		
	• Religious belief – including no belief		
	• Sexual Orientation		
	• Gender reassignment		
	• Marriage and civil partnership		
	• Pregnancy and maternity		
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination are there any exceptions - valid, legal and/or justifiable?		
4.	Is the impact of the policy/guidance likely to be negative?	No	
4a	If so can the impact be avoided?		
4b	What alternative are there to achieving the policy/guidance without the impact?		
4c	Can we reduce the impact by taking different action?		

For advice in respect of answering the above questions, and / or if you have identified a potential discriminatory impact of this procedural document, please contact the relevant person (see below), together with any suggestions as to the action required to avoid/reduce this impact.

For Service related procedural documents: Lynne Wyre, Deputy Chief Nurse & Lead for Service Inclusion and Diversity

For Workforce related procedural documents: Karmini McCann, Workforce Business Partner & Lead for Workforce Inclusion and Diversity.

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