

# ASSISTANCE, THERAPY AND COMPANION ANIMALS PROCEDURE



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<b>Indicate whether the document is for public access or internal access only</b> <b>Indicate whether the document applies to collaborative provision?</b> <i>(Strikethrough text, as appropriate)</i>	<b>Public Access</b> <del><b>Internal Access Only</b></del> <b>Applies to Collaborative Provision</b>
<b>Summary:</b> This procedure defines the authorisation and management of assistance, therapy and companion animals on campus and should be read in conjunction with Dogs on Campus Policy.	

# Assistance, Therapy and Companion Animals Procedure

## 1. Introduction

The University has a no-pet policy in its halls of residence and campus facilities, except under the [University's Dogs on Campus Policy](#) for staff, which should be referred to with this procedure. Exceptions are made for assistance animals and under certain conditions for companion and therapy animals.

The University reserves the right to withdraw permission for therapy and companion animals on campus whose owner fails to follow the requirements set out in the procedure below.

Requests for assistance, therapy and companion animals in halls of residence and campus facilities will be reviewed under the University's procedures and requests that do not provide evidence of the necessity for the animal will be denied.

## 2. Definitions

### Assistance Animals

An assistance animal is a dog or other animal who has been professionally trained and registered with ADUK to provide assistance to an individual with a disability. Assistance animals include, but are not limited to, guide dogs for the blind, hearing dogs for the deaf/hard of hearing, and assistance animals for people with physical disabilities and seizure disorders. Assistance dogs are not considered 'pets'. Assistance animals in training must be appropriately marked. Assistance dogs should not be petted when wearing their cape/harness.

### Therapy Animals

A therapy animal is an animal owned by a therapist and selected to play an integral part of a person's treatment process that demonstrates a good temperament and reliable, predictable behaviour. A therapy animal is prescribed to an individual with a disability by a healthcare or mental health professional. A therapy animal is not an assistance animal. A therapy animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times.

### Companion

A companion animal is a pet that is owned by an individual with a disability. A companion animal is not an assistance animal and unlike assistance animals, in some cases, will not need to accompany the individual with the disability at all times.

## 3. Requirements of Animals and User/Owners

Individuals with disabilities using assistance, therapy and companion animals are responsible for their animals at all times and must comply with the following requirements:

- The user/owner must have completed the requirements outlined in this procedure.
- The user/owner must register the assistance or therapy animal by completing the Animal Registration Form included in these procedures.
- The user/owner must acknowledge and sign the User/Owner Statement for assistance and therapy animals included in these procedures.
- The animal must wear a lead, collar, cape or other appropriate visible identification that identifies in writing that the animal is an assistance or therapy animal.
- The user/owner of the animal must be in full control of the animal at all times

- The user/owner must ensure that animals are on a lead at all times. The user/owner must take responsibility for the behaviour of the animal in private and public places, and for due care and diligence in the use of the animal on campus.
- The animal must be accompanied by the user/owner at all times while in University facilities.
- The user/owner must clean up after the animal, including the sanitary disposal of animal wastes. Guide dogs should be taken to a designated spending area at specific times throughout the day. <https://www.guidedogs.org.uk/media/7794429/guide-to-spending-facilities.pdf>
- Use of the animal shall not constitute a direct threat to the health and safety of others.
- The user/owner must ensure that dogs are microchipped and provide an in-date vaccination certificate and insurance certificate on application.
- If an owner/user obtains a new/different therapy or companion animal, this animal must be registered and approved.

#### **4. Approval Process**

##### Students

Student Services Wellbeing (SSW) are responsible for including the requirement for an assistance, therapy or companion animal in any University facility into the Student's Learning Agreement. Students planning to bring an assistance, therapy or companion animal to Halls of Residence must notify the EFS Student Housing Services Manager, and comply with this procedure. The student must provide evidence from the approved organisation or diagnostician/therapist for therapy or companion animals, that they are necessary. The written evidence together with the completed registration form should be sent to the University Health & Safety and Business Continuity Manager. Requests that lack evidence of the animal's necessity to the student can be denied by them.

##### Employees

The written evidence and completed registration form for the approval of assistance, therapy and companion animals for employees should be forwarded to Human Resources (HR). HR will evaluate the request using documentation of disability from the employee and determine if the animal is a reasonable accommodation. The written evidence together with the completed registration form will be sent by HR to the University Health & Safety and Business Continuity Manager for final approval. Requests that lack evidence of the animal's necessity to the student can be denied by them.

##### Visitors to Campus

Visitors to the University campus who require an assistance, therapy or companion animal inside a campus facility must complete the Animal Registration Form and User/Owner Statement and forward it to the EFS Conference and Reception Services Manager, who will issue the visitor's animal user/owner temporary identification. Campus visitors may also be asked to provide verification of the individual's disability and an assessment may be made as to whether the animal is necessary as a reasonable modification to allow the individual to participate.

##### Exclusion of Therapy and Companion Animals

- A therapy or companion animal may be excluded from a facility, including a classroom, if that animal poses a direct threat to the health and safety of others, or conflicts with an assistance animal.
- A therapy or companion animal may be excluded from a facility, including a classroom, if that animal's behaviour, such as barking or displaying aggressive behaviour, is disruptive to the other participants within the facility.
- A therapy or companion animal will be excluded from a facility where the animal is prohibited due to safety or health restrictions, where the animal may be in danger, or where the animal's use will compromise the integrity of research or other programmes. For example, food preparation areas, research laboratories and areas requiring protective clothing.

## **5. Conflicts over the use of Assistance, Therapy and Companion Animals**

The use of assistance, therapy or companion animals may negatively affect others with allergies, respiratory impairments and other relevant disabling conditions. Conflict resolution will be managed by SSW, HR and the Conference and Reception Services Manager for students, employees and visitors respectively. Evidence of disability and its impact may be required of those negatively affected by the use of the animals by these authorities.

## **6. Complaints by Assistance, Therapy and Companion animal owners**

If a student or member of staff with an assistance, therapy or companion animal wishes to make a complaint about the treatment of themselves or their animal, they should raise this issue with the department in which the problematic treatment occurred. For example if problems occur in student accommodation, the complaint should be raised with Student Housing Services. If the problem occurs in the learning environment the complaint should be raised with the relevant Faculty or academic department, who will investigate the complaint.

Every attempt will be made to resolve the matter informally.

## **7. Complaints about Assistance, Therapy and Companion animal owners**

If a student or member of staff wishes to make a complaint about an assistance, therapy or companion animal or notices any breaches of this procedure, they should raise the issue with the department in which the problem occurred.

Every attempt will be made to resolve the matter informally with the animal's owner. If the matter cannot be resolved informally, or if the request to resolve the complaint is not complied with, the issue will be escalated and dealt with through staff or student disciplinary procedures.

**Animal Registration Form for Assistance, Therapy & Companion Animals**

*\*Animal user/owner must complete all information*

Animal User/owner's Name	
Contact Number	
Address	
Postcode	
Animals Name	
Type of Animal (e.g. assistance, therapy or companion)	
Dog	Colour:  Breed:
Cat	Colour:  Breed:
Other	Type:  Colour:  Breed:
If the animal is Assistance for registration with ADUK please list the registering organisation and registration number:	

Please read and sign the owner statement. If your therapy or companion animal fails to conform to all the standards listed in the statement, it may not be allowed in a University of Winchester facility.



**User/owner Statement for Therapy & Companion Animals**

As the user/owner of a visiting therapy or companion animal, I confirm that I have read and understood the following statements:

I have provide a copy of the animal's current vaccination and insurance certificates.

I understand that my animal must wear a lead, collar, cape or other appropriate visible identification identifies in writing that the animal is a therapy or companion animal.

My animal is house trained, well groomed, odour free and not infected with external parasite (ticks, fleas or lice).

I will not bring my animal onto campus if it is in oestrus.

I understand that my animal must be on a lead at all times while on campus and additionally must be controlled by verbal commands.

I understand that I am responsible for the sanitary disposal of my animal's waste while on campus.

I understand that my animal will not be in areas where food is being prepared, research labs, and areas requiring protective clothing.

I understand that I am liable and responsible for my animal's behaviour and activities while on campus, including property damage.

I understand that I must follow all procedures and requirements for an animal user/owner as outlined in the Therapy and Companion Animal Procedure.

User/Owner's signature	
Date	
User/Owner print name	
University Approval signature	
Title	
Department	
Date	