



## Policy and Procedure

<b>Title:</b>	Animals in Hospital Facilities	<b>Number:</b>	FE-IC
<b>Applies to:</b>	All Departments	<b>First Created:</b>	5/18
<b>Issuing Dept:</b>	INFECTION CONTROL	<b>Last Revised:</b>	
<b>Approved by:</b>	Deborah Mings, RN		

**PURPOSE:** This policy is intended to address access to Ferrell Hospital facilities by Service Animals, Pets, Emotional Support or Comfort Animals. While there may be benefits to patient care, the role of animals in the spread of bacteria is not well understood. With this in mind Ferrell Hospital establishes the following policy to allow federally allowed service animal visitation and visitation for swing bed status patients.

### I. POLICY

Service Animals will be permitted in Ferrell facilities unless the animal's presence would fundamentally alter the nature of the service provided, when a particular animal is not within its Handler's control, or when the animal poses a direct threat to the health or safety of others or otherwise jeopardizes the safe operation of the facility. Other animals such as pets and emotional support, pet therapy or comfort animals will not be permitted unless in compliance with CMS Swing Bed guidelines.

### II. DEFINITIONS

- 1.0 Direct Threat: A significant risk to the health or safety of others that cannot be eliminated or mitigated by a modification of practices or procedures, or by the provision of auxiliary aids or services.
- 2.0 Emotional Support or Comfort Animal: An animal that provides a therapeutic benefit through devotion, affection and companionship but does not have training to perform specific tasks for the person's disability/diagnosis.
- 3.0 Individual with a Disability: 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, or hearing.
- 4.0 Handler: The person responsible for controlling and providing care for an animal.
- 5.0 Pet: An animal that is owned and cared for by an individual/patient that is not a Service Animal, Therapy Pet, or Emotional Support or Comfort Animal.
- 6.0 Pet Therapy: The use of specifically trained/approved animals for interactions with patients with the intention of providing general therapeutic benefit.
- 7.0 Service Animal: An animal that is individually trained to do work or perform tasks for the benefit of an Individual with a Disability, including but not limited to:
  - a. A hearing animal
  - b. A guide animal
  - c. An assistance animal
  - d. A seizure alert animal

- a. A mobility animal
- b. A psychiatric service animal

### III. RESPONSIBILITIES AND PROCEDURES

#### 1.0 Service Animals Identification

- a. When it is not obvious what service an animal provides, only limited inquiries are allowed under the law. Employees may only ask the following two questions:
  - i. Is this animal a Service Animal required because of a disability?
  - ii. What work or task has the animal been trained to perform?
- b. Staff should not:
  - i. Ask about the person's disability. If a person asserts that an animal is required because of a disability, their response should be taken at face value.
  - ii. Ask the Handler to demonstrate the Service Animal's work or task.
  - iii. Ask for registration or certification documents. Service Animals are not required to be certified or registered.
  - iv. Ask for ID cards.
  - v. Ask for letter from a physician.
  - vi. Charge additional fees because of the Service Animal.
  - vii. Refuse admittance, isolate, segregate, or treat the Individual with a Disability less favorably than other patients or visitors.
  - viii. Require that a Service Animal wear a harness, special patch, or vest.
- c. If an inpatient has a service animal, notification should be made to the Infection Prevention and Control Team, followed by discussion with the patient to make sure the owner of the service animal complies with institutional policies.

#### 2.0 Access and Exclusion

- a. A Service Animal shall be permitted in any area of the facility that is unrestricted to inpatients, outpatients, or visitors provided that the Service Animal does not pose a Direct Threat and the presence of the Service Animal would not require a fundamental alteration in the facilities policies, practices, or procedures.
- b. Consistent with Centers for Disease Control guidance, it is generally appropriate to exclude a Service Animal from limited-access areas that employ general infection-control measures, such as:
  - i. Operating/procedure rooms;
  - ii. Locations where immunosuppressed patients are being housed including the Special Care Nursery, ICU, Surgery Unit and Medical Unit; or
  - iii. Locations where respiratory, enteric, or infectious precautions are in place.
  - iv. If a determination is made to exclude a Service Animal from all or a portion of an FERRELL HOSPITAL facility, FERRELL HOSPITAL shall work with the Service Animal Handler to determine whether any reasonable modifications of policies, practices, or procedures are possible to accommodate the Service Animal.
  - v. In the event a Service Animal is excluded or removed from a Ferrell facility, Ferrell Hospital must offer the Individual with a Disability the opportunity to obtain goods or services without the Service Animal's presence.

- c. A Service Animal Handler, which may be the Individual with a Disability, but does not have to be, must:
  - i. Control the Service Animal. 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.
    - 1. In that case, the Handler must maintain control of the Service Animal through voice, signal, or other effective controls.
  - ii. Provide the Service Animal with food, water, and other necessary care (including toileting) or makes such arrangements through family members, friends, or accompanying person.
    - 1. FERRELL HOSPITAL Staff are not to be responsible for providing care for Service Animals.
  - iii. Clean up promptly after the Service Animal, or make arrangements for a family member, friend, or other person to clean up after the Service Animal.
    - 1. Ferrell Hospital Staff are not responsible for cleaning up after the Service Animal.
  - iv. Ensure the Service Animal is vaccinated and licensed, to the extent required by state law and/or local ordinance.
  - v. The patient must perform hand hygiene immediately before and after contact with the animal.
- d. Removal of the Service Animal
  - i. A Service Animal Handler will be asked to remove the Service Animal or make arrangement for the Service Animal to be removed from the facility in the event of the following:
    - 1. The Service Animal is not responding to its Handler's attempts to control the Service Animal and has been determined by the House Supervisor (who has made an individualized assessment based on reasonable judgment) to be out of control.
    - 2. The Service Animal is not housebroken or is incontinent.
    - 3. The Service Animal otherwise poses a Direct Threat to the health and safety of others.
  - ii. Carefully document the circumstances of the refusal/removal and contact the House Supervisor in the event a Service Animal is excluded.
  - iii. A single incident of refusal/removal does not necessarily mean that the Service Animal can be excluded indefinitely.
  - iv. The In Patient Director will assist in establishing future communications with the Handler.

### 3.0 Emotional Support/Comfort Animals and Pets

- a. Emotional Support or Comfort Animals are not considered to be Service Animals under the Americans with Disabilities Act or under Illinois law.
- b. Ferrell Hospital is not required by law to allow them access to Ferrell Hospital facilities. For purposes of this policy, FERRELL HOSPITAL shall treat Emotional Support/Comfort Animals in the same manner as Pets.

- c. Generally, Emotional Support/Comfort Animals or Pets will not be permitted in the Ferrell Hospital facilities.
  - i. Exceptions can be considered if the healthcare team determines that visitation with a pet would be of benefit to the patient and can be performed with limited risk. Even then, visitation should be restricted to dogs.
  - ii. Ferrell Hospital may choose to allow Emotional Support/Comfort Animals and Pets access to the Ferrell Hospital facilities in the following situations:
    - 1. A patient on Swing Bed status;
    - 2. The patient is nearing the end of life;
    - 3. The decision to allow access in one of these scenarios and the duration of the access will be determined on a case by case basis by the House Supervisor and/or Infection Control with physician consultation, when deemed necessary.
    - 4. The Emotional Support/Comfort Animal or Pet must be healthy, housebroken and have a personality and obedience level appropriate for the health care setting and remain in control of the Handler. The pet will not be allowed to roam freely in the facility.
  - iii. If permitted access to the facilities, the Handler of the Emotional Support/Comfort Animal or Pet must:
    - 1. Sign the Animal Visitation Agreement prior to the first visit.
    - 2. Check in at the front desk upon arrival. Once checked in, the Emotional Support/ Comfort Animal or Pet must go directly to the patient room or other designated visitation area. The door should remain closed for the duration of the visit.
    - 3. Maintain control of the Emotional Support/Comfort Animal or Pet. The Emotional Support/Comfort Animal or Pet must be leashed or crated when entering and exiting the facilities.
    - 4. The Handler will refrain from allowing any visitors or other patients to touch the Emotional Support or Comfort Animal or Pet.
      - a. Handler must address the needs of the Emotional Support/Comfort Animal or Pet including feeding, watering and toileting. If unable to do so, the Handler may be asked to remove the Emotional Support/Comfort Animal or Pet from the premises.
    - 5. Animal handlers must have all required immunizations, restrict contact of their animal to patient(s) visited and prevent the animal from having contact with invasive devices, and require that everyone who touches the animal to practice hand hygiene before and after contact.
    - 6. Ferrell Hospital may request that an Emotional Support/Comfort Animal or Pet be removed or not return to the facility for any reason.

#### 4.0 Unanticipated Animals

- a. In the event that a patient arrives at the hospital facilities with an animal, the patient or family member will be asked to remove the animal from the facilities.

- b. If the patient and/or family member cannot remove the animal due to their health or need for care, Ferrell Hospital will inform the patient or family member that the hospital and staff cannot be responsible for the animal and that the patient must contact someone to come retrieve the animal within thirty (30) minutes.
- c. If the animal is not removed by the patient and/ or family member, Security will be contacted and the animal will be housed in the Security Office. If possible, the patient and or family member will bring the animal to the Security Office. If the patient or family member is unable to bring the animal to the Security Office, Security will be called to collect the animal.
- d. Security will contact law enforcement and/or Animal Control as necessary to assist in securing the animal.
- e. If the patient is unable to identify anyone to retrieve the animal or if no one arrives within the allotted thirty (30) minutes, Security will contact the Saline County Animal Shelter. The patient and/or the patient's representative will be informed of the animal's location.

5.0 Contact Infection Control (618) 273-3361 ext 173 or In Patient Director ext 174, with questions.

**IV. EQUIPMENT/MATERIALS**

N/A

**VI. DOCUMENTATION**

1.0 The hospital will maintain a log of all animal-assisted activities visits including rooms and persons visited for potential contact tracing.

- a. This log will be maintained at the Medical Surgical Nurses' Station and will be readily available

**VII. CHARGES**

N/A

<b>Additional Approvals and Review/Revision Dates</b>			
<b>Review Dates:</b>			
<b>Revision Dates:</b>			
<b>Replaces:</b>	N/A		
<b>Additional Approvals:</b>	<u>Name (print)</u> Rachael Prather, RN BSN	<u>Title</u> CNO	<u>Signature</u>  



## Pet Visitation Consent Form

- 1) Physician's order is required to bring pet to unit. (dogs only)
- 2) Pet visitation may only occur in non-isolation rooms and preferably, only in private rooms.  
a) In semi-private rooms, the roommate must consent before visitation occurs.
- 3) Pet visits are limited to two (2) hours (Does not apply to Service Animals).
- 4) All visiting pets and handlers must check in at the Nurses' Desk located on the Medical Surgical unit and get permission from the unit supervisor before the pet is allowed to visit.
- 5) Upon leaving, the handler must check out with unit supervisor.
- 6) The pet will be brought to the hospital in a cage, a pet carrier, on a leash with choke-collar, or harness collar
- 7) Only the Medical Surgical unit will be open for pet visitations.
- 8) Pets are restricted to areas where the patient they are visiting is located. Any visitor who brings in a pet is responsible for cleaning up after the pet.
- 9) Staff on any unit can require that a pet be removed based on the patient's clinical condition and/or based on interference with the care of the patient or other patients.
- 10) Proof of Immunization: Veterinary Clinic: \_\_\_\_\_
- 11) Dates of Immunizations

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Patient Signature Date / Time

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Charge RN Signature Date / Time (Refer to policy "Animals in Hospital Facility" )





# No Pets Allowed

**Service Dogs Specifically Trained to Aid a  
Person with Disability Are Welcome**



**No se permiten mascotas**

Perros de servicio específicamente capacitados para ayudar  
a una persona con discapacidad son bienvenidos