

**METROCARE SERVICES  
ADMINISTRATIVE PROCEDURE**

Reference: Board Policy on Administration  
And General Management of the  
Center 1.14

Effective Date: 10/20/15

Subject: Service Animals 1.14.03

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**Purpose:**

To implement Metrocare Administrative procedure on a Service Animals.

**Key Provisions:**

- Services will reflect the vision mission and values of Metrocare and will serve as guiding principles for all center services and relate directly to the key provision.
- Ensuring Metrocare Services follows the ADA (Americans with Disabilities Act) guidelines for Service
- Ensuring Metrocare clients with disabilities have access to reasonable accommodations for Service.

**Key Component:**

- Accessibility
- Reasonable Accommodation

**I. Definitions:**

- A. Service is defined as dogs that are individually trained to do work or perform tasks for people with disabilities and may include:
1. A dog in training: A dog being trained has the same rights as a fully trained dog when accompanied by a trainer and identified as such.
  2. Partner/handler: A person with a service or therapy animal. A person with a disability is called a partner; a person without a disability is called a handler.
  3. Service Animal: A dog individually trained to do work or perform tasks for the benefit of a person with a disability.
  4. Team: A person with a disability, or a handler, and his or her service animal. The two work as a cohesive team in accomplishing the tasks of everyday living.
  5. Therapy Animal: A therapy animal does not assist an individual with a disability in the activities of daily living, and historically they have not been protected by laws for service. The use of therapy for mental disorders, (i.e., agoraphobia,

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PTSD) has assisted the individual to safely leave the house and participate in community and educational activities.

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

**B. Types of Service Dogs**

1. Guide dog is a carefully trained dog that serves as a travel tool by persons who are blind or have severe visual impairment.
2. Hearing dog is a dog who has been trained to alert a person with significant hearing loss or who is deaf when a sound (e.g., knock on the door) occurs.
3. Service dog is a dog that has been trained to assist a person who has a mobility or health impairment. Types of duties the dog may perform include carrying, fetching, opening doors, ringing doorbells, activating elevator buttons, steadying a person while walking, helping a person up after the person falls, etc. Service dogs are sometimes referred to as assistance dogs.
4. Therapy animal – those dogs that assist people with mental disability including anxiety, panic attacks, and agoraphobia for example.
5. Sig dog is a dog trained to assist a person with autism. The dog alerts the partner to distracting repetitive movements common among those with autism, allowing the person to stop the movement (e.g., hand flapping). A person with autism may have problems with sensory input and need the same support services from a dog that a dog might give to a person who is blind or deaf.
6. Seizure response dog is a dog trained to assist a person with a seizure disorder; how the dog serves the person depends on the person's needs. The dog may stand guard over the person during a seizure, or the dog may go for help. A few dogs have somehow learned to predict a seizure and warn the person in advance.

**II. Accessibility**

- A. Metrocare will allow service animals to accompany people with a disability in all areas of the facility where the public is normally allowed to go.
- B. When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions
  1. Is the dog a service animal required because of a disability?
  2. What work has the animal been trained to perform?
- C. Staff may not ask

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1. About the person's disability
2. Require medical documentation
3. Require a special identification care or training documentation for the dog.
4. Ask that the dog demonstrate its ability to perform the work or task.

**III. Reasonable Accommodation:**

Reasonable accommodation" means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms;

A service animal is used by individuals with disabilities to facilitate access.

The "ADA contains no blanket policy mandating the places of public accommodation permitting service under all circumstances"

**A. Control requirements**

The animal must be on a leash at all times; never is it allowed to wander around off leash.

The handler must be in full control of the animal at all times.

The animal must be as unobtrusive as possible.

Exclusion for behavior: A service animal may be excluded from the property when that animal's behavior poses a direct threat to the health and safety of others. Although the property may exclude any service animal that is out of control, it will give the individual with a disability who uses the service animal the option of continuing to enjoy its goods and services without having the service animal on the premises

Consequences for behavior: When an assistance animal is determined out of control as reported by staff, or administration, the infraction will be treated on an individual basis. If the animal poses a threat to the safety of others, Security will be part of the collaboration team to determine the outcome of the behavior. Consequences may include but not be limited to muzzling a barking animal, refresher training for both the animal and the partner, or exclusion from facilities.

**B. Public Etiquette by Animal**

1. The animal must not be allowed to sniff people, restaurant tables or the personal belongings of others.
2. The animal must not initiate contact with someone without the handler's direct permission.
3. The animal must not display any behaviors or noises that are disruptive to others such as barking, whining, growling or rubbing against people while waiting in lines. This includes aggressive behaviors.
4. The animal must avoid personal grooming in public settings such as excessive scratching or licking its genital areas.

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5. The animal must not block an aisle or passageway.
  6. The animal must never be more than 12 inches from the handler's leg or side of the chair.
  7. The animal must be trained to not be attracted to food that may be sitting around.

C. Areas of Safety

As cited above, there are certain instances when it may be considered unsafe for service animals in such places as laboratories, mechanical rooms or any other place where the safety of the animal or partner/handler may be threatened.

When it is determined unsafe for the team to be in one of these areas, reasonable accommodations will be provided to assure the student equal access to the activity.

D. Emergency Situations


In the event of an emergency, the Emergency Response Team (ERT) that responds should be trained to recognize service dogs and to be aware that the animal may be trying to communicate the need for help. The animal may become disoriented from the smell of smoke in a fire or laboratory emergency, from sirens or wind noise, or from shaking and moving ground. The partner and/or animal may be confused from the stressful situation. The ERT should be aware that the animal is trying to be protective and, in its confusion, is not to be considered harmful. The ERT should make every effort to keep the animal with its partner. However, the ERT's first effort should be toward the partner; this may necessitate leaving the animal behind in certain emergency evacuation situations.

E. Conflicting Disabilities

It is common for persons to have a disability that precipitates an allergic reaction to service animals.

In cases in which resolution cannot be made at the clinic/site persons making as asthmatic/allergy/medical complaint are to be directed to make that complaint with the Rights Protection Officer. The person making the complaint must show medical documentation to support that complaint. Action will be taken to consider the needs of both persons and to resolve the problem as efficiently and expeditiously as possible.

APPROVED: \_\_\_\_\_

  
John W. Burruss, MD  
Chief Executive Officer

APPROVAL DATE: \_\_\_\_\_

11/2/2015