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REPLACES: Assistance Dogs Procedure V1		HEAD OF DEPARTMENT: John Howles	
VALIDATED BY: V.I Forum, RNIB, Guide Dogs UK, IPC		DATE: 03 September 2024	
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(NOTE: Review dates may alter if any significant changes are made).		REVIEW DATE: 30 September 2027	

AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date

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**

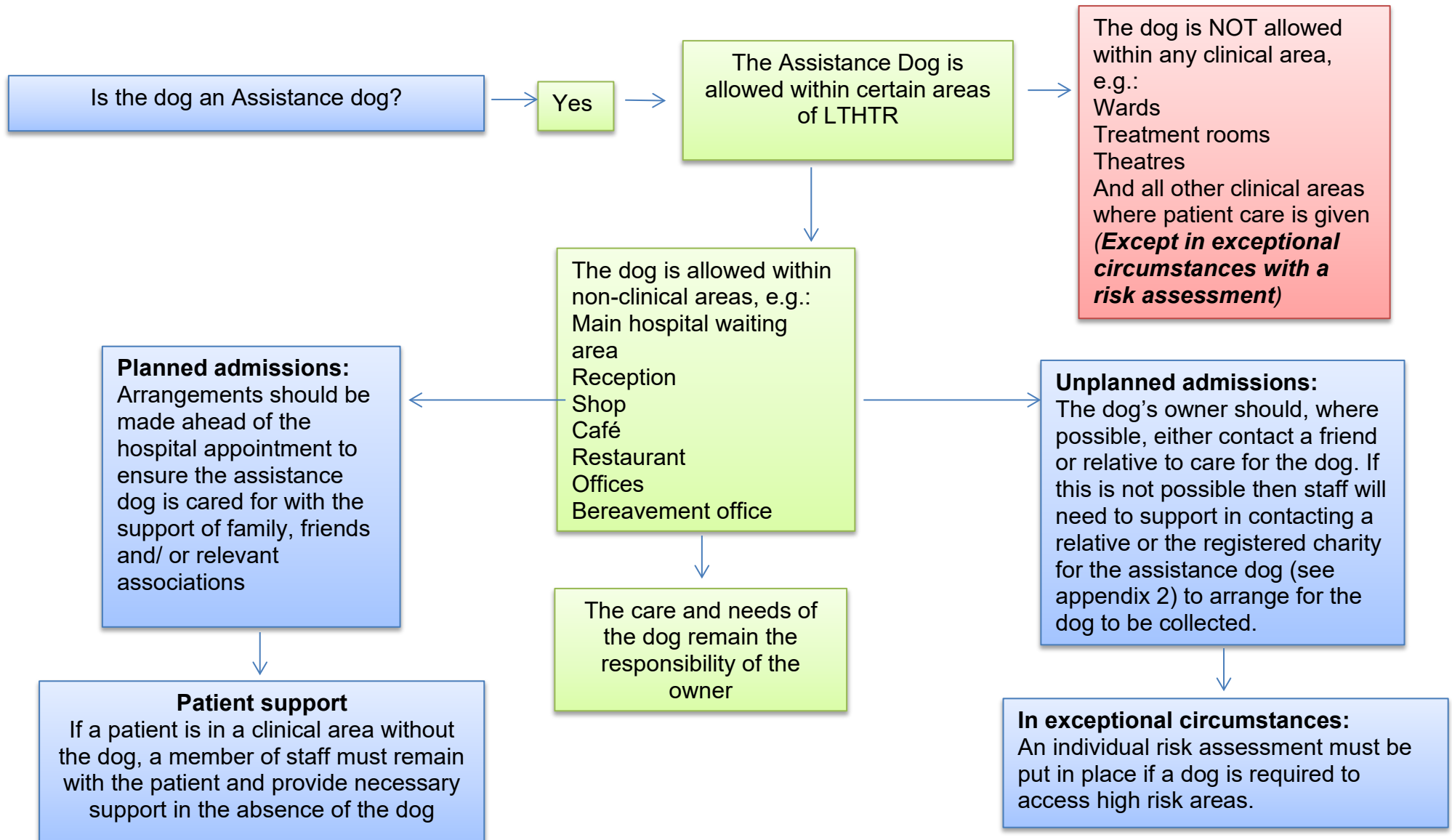
Evidence reviewed by Library Services 10/09/2024

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1. ASSISTANCE DOG ALGORITHM

ASSISTANCE DOGS



2. SUMMARY

The Equality Act (2010) made it unlawful for disabled people to be treated less favourably than people to whom the disabilities do not apply. The Equality Act, 2010 recognises limited circumstances in which there may be 'justification', for example in healthcare premises. At LTHTR we strive to provide reasonable adjustments for patients, staff and visitors who require registered assistance dogs in order to promote equality.

Assistant dogs are used by people who have certain disabilities in order to retain a level of independence. These dogs have been thoroughly trained and assessed by specialist organisations to allow them to safely carry out their important role.

The Trust is required under the Equality Act 2010 to ensure every effort is made to accommodate people's needs, as long as patient and staff safety is not put at unnecessary risk. The Trust welcomes registered assistance dogs on to their premises.

3. PURPOSE

This procedure aims to:

- Minimise the restrictions of access to assistance dogs.
- Reduce the potential for distress to owners of and the assistance dogs themselves.
- Provide guidance for staff and other patients on the requirements for assistance dogs.
- Minimise the time that assistance dogs and owners have to be separated.

In addition, this policy has been produced to help anyone involved in the recruitment of disabled employees with assistance dogs. These guidelines place restrictions on the areas where assistance dogs are permitted to enter, it may, therefore, be necessary to exercise a degree of flexibility in how a disabled employee with an assistance dog, performs a given task.

This policy also seeks to provide assurance that all people who need access with registered assistance dogs or owner trained assistance dogs are welcomed to the Trust and that staff have a clear understanding of the requirements for such dogs entering the premises and the areas where they are allowed.

4. SCOPE

This procedure is intended to guide practice of all members of staff within Lancashire Teaching Hospitals (LTHTR).

The purpose of the procedure is to provide guidance for staff in the event that an assistance dog is on the hospital premises with a patient, visitor or member of staff.

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This procedure should be used in conjunction with the following LTHTR policies, procedures and clinical guidelines:

- Hand Hygiene procedure.
- Procedure for Cleaning and Decontamination of Patient Care Items and Medical Equipment.
- Standard Precautions Procedure and Personal Protective Equipment (PPE) for healthcare workers.
- Waste Management Policy.

5. DUTIES AND RESPONSIBILITIES

- All staff entering clinical areas are responsible for complying with this procedure and for reporting breaches of this to the person in charge and their line manager.
- Ward and department managers are responsible for ensuring implementation within their area and for ensuring all staff who work within their area adhere to the principles at all times.
- Consultant medical staff are responsible for ensuring their junior staff read and understand this procedure and adhere to the principles at all times.
- Divisional management teams are responsible for monitoring implementation of this procedure and for ensuring action is taken where staff fail to comply with it.
- Clinical site managers are responsible for ensuring patients are placed in accordance with this procedure and for escalating any situations where safe placement cannot be achieved.
- On-call managers and On-call executives are responsible for providing senior and executive leadership to ensure implementation of this procedure and for ensuring infection risks are fully considered and documented when complex decisions need to be made regarding capacity and patient flow.
- The Infection Prevention & Control Team (IPCT) is responsible for providing expert advice in accordance with this procedure, for supporting staff in its implementation and assisting with risk assessment where complex decisions are required. They are also responsible for ensuring this procedure remains consistent with the evidence base for safe practice and for reviewing it at regular intervals.

6. DEFINITION OF REGISTERED ASSISTANCE DOGS

A registered assistance dog is one which has been specifically trained to assist a person with a specific disability and which has been qualified by one of the organisations registered as a member of assistance dogs (UK).

Registered assistance dogs trained by members of Assistance Dogs (UK) have formal identification and are permitted to accompany their owners at all times and in all places within the United Kingdom (unless there is a genuine health and safety risk).

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Registered assistance dogs help people with day-to-day activities that many people take for granted and is also trained to help people with hearing difficulties, epilepsy, diabetes, physical mobility problems and more.

Registered assistance dogs carry out a variety of practical tasks for people as well as supporting their independence and confidence and are:

- Highly trained.
- Will not wander freely around the premises.
- Will sit or lie quietly on the floor next to their owner.
- Will not display reactive behaviours towards humans or other animals such as growling, snarling, lunging or biting.
- Will not show continuous signs of fear such as crouched body, tail tucked under, ears flat back, jumping up or constant soliciting of attention from members of the public.
- Are trained to go to the toilet on command and so is unlikely to foul in a public place.
- Are vaccinated in line with current recognised international standards of best practice (Titre testing is no substitute for vaccination).
- Has a comprehensive routine parasite prevention to protect against fleas, worms and other transferable organisms.
- Are not fed on raw food.
- Are covered by specific assistance dog insurance for public liability cover.

7. HOW DO I RECOGNISE A REGISTERED ASSISTANCE DOG?

(All website and contact details are in appendix 2).

Type	Description	Recognition
Autism Dogs	Autism assistance dogs for children. Autism assistance dogs for adults Therapy dogs for schools, colleges, universities and hospitals	Usually wear a black and white coat with assistance on it and have a red lead
Canine Partners	Assistance dogs for adults with physical disabilities	Usually wear a purple coat with Canine partners logo
Dog A.I.D	Empowers adults with physical/mobility-based	Usually wear a red and yellow coat displaying their logo Dog A.I.D

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	disabilities to train their own pet dog as an assistance dog	
Dogs For Good	<p>Assistance dogs for families with an autistic child.</p> <p>Assistance dogs for physically disabled children and adults.</p> <p>Family dogs – providing advice and support for families with an autistic child with a pet dog.</p> <p>Community dogs (providing animal assisted therapy).</p>	Usually wear a green coat with logo Dogs for Good
Guide Dogs	Assist people who are blind or visually impaired.	Usually wear a white working harness with yellow reflectors and tags on their collar.
Guide Dogs for Epilepsy	Assist people who have Epilepsy/seizures	Usually wear a blue and white checked coat
Deaf/Blind Guide Dogs	Assist people who are deaf and blind.	Wear a red and white harness.
Hearing Dogs for Deaf people	Assist people who are deaf or hearing impaired.	Wear a burgundy coat with 'Hearing Dog' written on the coat.
Support Dogs	<p>A support dog can be trained to do many other tasks which their owner may find difficult or impossible, for example:</p> <p>Opening/Closing doors</p> <p>Calling an ambulance</p> <p>Picking up/carrying objects</p> <p>Assisting with dressing and undressing</p> <p>Alerting people when their owner has had a seizure</p>	Wear a purple coat.
Medical Detection Dogs	A medical alert dog is trained to assist individuals who manage complex health conditions. They are taught to	

	<p>identify the odour changes that are associated with life threatening medical events, for example:</p> <p>Diabetic Alert Dogs are trained to smell the chemical body changes that occur as the insulin levels increase or drop. When an individual is experiencing a high or low, their body is releasing chemicals that change their typical scent.</p>	
Autism/Asperger Dogs	<p>These Support Dogs are trained to assist individuals with autism and Asperger's. For example,</p> <p>Act as constant companion for children with autism to help them improve social interactions and relationships, expand verbal and nonverbal communication, teach life skills, and increase interest in activities and decrease stress within the family.</p>	Usually wear a blue working harness.
The Seeing Dog Alliance	Trained dogs to guide blind and partially sighted adults	Usually wear a green and yellow coat with logo The Seeing Dog Alliance

A registered assistance dog can be trained to do many other tasks which their owner may find difficult or impossible for example:

- Opening and closing doors.
- Calling an ambulance.
- Picking up objects.
- Assisting with dressing and undressing.
- Accompanying their owner whilst shopping, etc.
- Acting as a physical support.
- Raising the alarm.
- Operating control buttons.
- Switching lights on and off.
- Carrying items.
- Loading and unloading the washing machine.
- Fetching the telephone and other item.

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8. TYPES OF REGISTERED ASSISTANCE DOGS

- Guide Dogs: supporting people with visual impairment or sight loss with guiding.
- Hearing Dogs: supporting people with hearing loss or impairment.
- Assistance Dogs: aiding mobility and support daily living such as undressing and picking dropped items up off the floor, opening and closing doors etc.
- Medical Detection Dogs: trained to constantly monitor their partner's health condition and alert to impending episodes where their health would acutely deteriorate. The alert allows the person to take preventative action to avoid/limit the episode, or to make themselves safe, thus reducing the risk of injury during the episode. For example: Type 1 diabetes, Addison's disease, Postural Orthostatic Tachycardia Syndrome (POTs), seizures, and severe allergies.
- Autism Assistance Dogs: supporting people with autism.
- Dogs supporting people who have mental health issues.
- Support Dogs/Dogs for the Disabled. Support Dogs also train dogs for people with disabilities and Seizure Alert dogs for people with Epilepsy. Seizure Alert dogs are trained to behave differently when they detect a potential seizure, which may appear to be misbehaving.

8.1 OWNER TRAINED ASSISTANCE DOGS

Owner-Trained Assistance Dogs (OTAD) carry all the same legal rights as an assistance dog trained by an ADUK Charity or any other training provider. These dogs can be trained by the owner themselves or via a training programme through a professional dog trainer. At the present time, there is no national assistance dog register and an assistance dog by law is not required to wear any identifying equipment or ID tag.

It is therefore essential that staff complete the reasonable adjustments tab on Harris Flex to indicate why the dog is needed and whom the contact is to look after the dog in case of emergencies.

9. ROLES AND RESPONSIBILITIES TO PATIENTS

Unless there is a clinical or health and safety reason why an assistance dog cannot be admitted into an area, assistance dogs should be permitted to accompany their owners whilst at the Trust. Assistance dogs will likely accompany patients and visitors for short periods of time (for an out-patient appointment or to visit a relative).

9.1 Planned Admissions:

Owners generally do not expect their dogs to stay with them in the restricted environment of the hospital. For planned admissions, prior arrangement for the assistance dog's care should be made by the owner wherever practicable. Managers will look at each case on its own merit to determine whether we can accommodate the

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assistance dog in non-emergency situations in line with The Statutory Code of Practice on Disability Rights of Access. Advice from the Infection Prevention and Control Team should also be sought.

9.2 Emergencies and Unplanned Admissions:

If the owner is admitted as an emergency and is suffering from shock or is unconscious, it is likely that the assistance dog will also be showing signs of distress. In these circumstances it is legitimate to contact the next of kin or the society that the dog is registered with for help with the dog (details for registered dogs and contact numbers are usually on the harness/collar of the dog.). Other associations that may help are listed in appendix 2.

10. RESPONSIBILITIES OF ASSISTANCE DOG OWNERS

It is the owner's responsibility to ensure that the assistance dog's toileting and feeding requirements are met. In the event that the owner becomes medically unable to continue with this responsibility, it is legitimate to contact the association the dog is registered. In all cases, health care staff are not expected to care for the assistance dog, and it is the responsibility of the person (or their nominated representative) to ensure that the assistance dog is exercised, fed, toileted and cared for.

If an assistance dog fouls inside LTHTR buildings, it is the requirement of the Trust for owners to take responsibility to ensure this is cleaned up and report this to a member of staff so that arrangements can be made with domestic services to clean and disinfect the area. Staff in charge of an area should inform the owner on arrival of this requirement.

11. ASSISTANCE DOGS IN HOSPITALS

11.1 Responsibilities of Trust

When an employee is recruited or is a current employee and is an owner of an assistance dog the Trust is required to make reasonable adjustments in line with the Equality Act 2010.

The manager shall:

- Undertake a risk assessment of the employee and their environment before the Assistance Dog accompanies its owner to work.
- Ensure that all relevant staff receives a copy of Appendix 1.
- Undertake a discussion with the employee and complete a supporting disability agreement form as referenced in the policy 'Supporting Disability in the Workplace' <http://lthtr-documents/current/P23.pdf>

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11.2 Responsibilities of Employees who have Registered Assistance Dogs

Employees must follow the guidance given by the training organisation for the assistance dog and discuss this with their line manager. The employee will also need to comply with Infection Prevention and Control advice.

11.3 Health and Safety

Assistance dogs' owners are taught about dog- hygiene and how to groom and manage their dogs thoroughly to ensure that health risks are minimised.

The dog:

- Must be maintained on their harness whilst working with its owner.
- Should be healthy and have proof of up-to-date vaccinations. Sick animals are not allowed on Trust premises. Caring for the dog is the owner's responsibility.
- Should have completed their training.
- Should not enter clinical areas unless an individual risk assessment has been completed.

The owner will have had specialised training in the safe and effective use of their dog.

Wards and departments are responsible for their patients and must ensure that other patients do not have an allergy or medical phobia to an assistance dog being within the area. Refusing to allow access to people with assistance dogs because other people 'might' be allergic to dogs is likely to be unlawful disability discrimination. This is because the Equality Act 2010 states that service providers must make reasonable adjustments to policies for disabled people. Therefore, if an owner of assistance dog requires access to a ward/department in exceptional circumstances, it is acceptable to direct them to each ward/department reception upon arrival. The manager of the area will then take responsibility if the dog can enter the ward/area. In some cases, it may be prudent to provide a side room for an individual who is accompanied by their assistance dog, to accommodate the needs of the person requiring the assistance dog (especially if the dog is constantly monitoring their partner's health). In this case an individual risk assessment must be put in place with the support of the Infection Prevention and Control Team. (See appendix 3).

The cubicle or bed space must be cleaned effectively before and after the visit and standards must be maintained to ensure this.

There are occasions where it is not appropriate for assistance dogs to enter an area, these include high risk areas. The care of assistance dogs should be discussed with the patient/visitor/staff member, and where access is required to high-risk areas, alternative arrangements for the care of the dog should be considered. This can include keeping the dog in a quiet area such as an office or duty room. It is the responsibility of all staff to be aware of the policy and to ensure where permissible dogs are made welcome in the areas. The dogs should be provided with water, if required.

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Assistance dogs should not be allowed to accompany owners in the following high-risk areas under any circumstances due to the nature of the clinical environment:

Operating Theatres / Day Surgery
Recovery Areas
Critical Care areas (ITU, HDU)
Haematology
Oncology
Neonatal

(Excluding administration areas)

Reasonable Adjustment:

It is not appropriate for a dog to stay overnight in the hospital, or if the patient is critically ill.

It would not normally be acceptable for a dog to be present with an inpatient as the patient would not be capable of looking after the animal adequately.

- The issue cannot be overcome by a 'reasonable adjustment' which the Trust has to consider making.

E.g. there are no side rooms or quiet rooms for the patients/visitors to use while the assistance dog is present or a patient on the same ward/bay has an allergy to dogs.

Consideration of other vulnerable patients, such as children or patients within mental health services should be given and the issue of whether or not it is appropriate for an assistance dog to be allowed in an area should be assessed on an individual basis by a Senior Manager in conjunction with the Infection Prevention and Control Team.

11.4 Religious objections

The Trust does not consider that an objection on religious grounds would justify its failure to comply with its duty to make reasonable adjustments.

12. HYGIENE AND CLEANLINESS

Hand Hygiene

All clinical staff must ensure good hand washing with soap and water prior to and after contact with an assistance dog. This will ensure the safety of all patients and the dog.

All patients that come into contact with or handle an assistance dog should be encouraged and/or assisted to wash their hands with soap and water.

All assistance dog owners should wash their hands with soap and water after handling their dog and before coming into contact with other patients.

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General Cleanliness

All areas where an assistance dog should be cleaned on a daily basis with a chlorine-based solution. Any equipment that has come into contact with the assistance dog should be cleaned with Green Clinell Universal Wipes. If necessary all animal body fluids should be treated as human waste. Personal Protective Equipment should be worn, and all surfaces cleaned with 10,000 ppm Haz-Tab solution.

Registered assistance dogs are highly trained and so are very unlikely to foul in a public place.

Registered assistance dogs should urinate and defecate away from footpaths. It is the responsibility of the dog owner to ensure any faecal waste is disposed of appropriately.

Currently the facility for the disposal of dog waste would be:

- Double-bagged, sealed in black domestic waste bag or dedicated dog waste bag and placing into the general waste bins.

Or

- Into a dedicated dog waste bag, then a yellow clinical waste bags and deposited into clinical waste bins within the Trust boundaries.

13. AUDIT AND MONITORING

This document is continuously monitored and not subject to audit.

14. TRAINING

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

15. DOCUMENT INFORMATION

ATTACHMENTS	
Appendix Number	Title
1	An Assistance Dog in the workplace
2	Contact details for Registered Assistance dogs
3	Royal College of Nursing Risk Assessment

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4	Equality, Diversity & Inclusion Impact Assessment Form
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OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library
RMP C 27	LTHTR (2023) <i>Hand hygiene procedure</i> http://lthtr-documents/current/P168.pdf
RMP-C-100	LTHTR (2021) <i>Cleaning and decontamination of patient equipment and clinical environment</i> http://lthtr-documents/current/P223.pdf
TP-19	LTHTR (2019) <i>Waste management policy</i> http://lthtr-documents/current/P306.pdf
HRP-53	LTHTR (2024) <i>Supporting disability in the workplace</i> http://lthtr-documents/current/P23.pdf

SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full checked by the library 10/09/2024 SR	
Numb er	References
1	Royal College of Nursing (2023) Working with Dogs in Health Care Settings https://www.rcn.org.uk/Professional-Development/publications/pub-007925
2	Assistance Dogs UK(2024) Information Hub https://www.assistedogs.org.uk/the-law/
3	NHS Greater Glasgow and Clyde (2018) Assistance Dog Policy https://www.nhsggc.org.uk/media/255874/nhsggc_equalities_assistance_dog_policy.pdf
4	HM Government (2010) Equality Act. https://www.legislation.gov.uk/ukpga/2010/15/contents

DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition

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
Sarah Marsh	Matron for Infection Prevention & Control	03.09.2024
Denise Wilkinson	Chair of Lancashire V.I Forum	02.09.2024
Peter Forrester	Engagement Lead for RNIB & Patient	02.09.2024
Terri Balon	Regional Campaign Officer NW	02.09.2024
Adam Marsh	Regional Policy and Campaigns Manager Guide Dogs UK	02.09.2024
Michael Tupper	Engagement Lead for RNIB	02.09.2024

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DISTRIBUTION PLAN	
Dissemination lead:	Alison McCrudden
Previous document already being used?	No
If yes, in what format and where?	
Proposed action to retrieve out-of-date copies of the document:	
To be disseminated to:	
Document Library	Heritage
Proposed actions to communicate the document contents to staff:	Include in the LTHTR weekly Procedural documents communication– New documents uploaded to the Document Library.

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Appendix 1:

AN ASSISTANCE DOG IN THE WORKPLACE

When an assistance dog owner first comes to work with his or her assistance dog, most people are a little uncertain about what they should or should not do.

The reality is that you should barely notice the assistance dog is there, since it will have been trained to lie quietly while its owner is working.

However, here are the answers to some of the questions that people ask most often. Following this advice will help to make life easier for everyone.

HOW SHOULD I BEHAVE TOWARDS THE DOG?

The important thing to remember is that an assistance dog is a working animal, not an ordinary pet. It expects to work with its owner and knows that when it's wearing the harness, it is on duty. When the dog is working it needs to concentrate on the job in hand, so it is very important that you **do not distract** it by touching, feeding or talking to it. When the dog's harness is off, it should behave like a well-trained pet dog.

WHERE WILL THE DOG STAY DURING THE DAY?

When it is not working, the assistance dog should rest quietly and undisturbed. The owner will provide a dog bed or blanket which should be placed in a draught-free position close to their desk or workbench.

CAN I TALK TO THE DOG?

Like all dogs, assistance dogs enjoy attention, and unless it is on duty the answer will probably be "yes" – but please always ask the owner first. It is important not to overwhelm or overexcite the dog, particularly when it is settling into the work environment, so please do not be offended if the owner asks you not to talk to the dog.

CAN I FEED THE DOG?

Definitely not. All assistance dogs are fed a carefully balanced diet, and extras will affect their health and the way they work. We also recommend you keep your own food well out of temptation's way.

CAN I PLAY WITH THE DOG?

An assistance dog has been trained to lie quietly where it's placed, so it is a great help if you do not encourage it to run around in the workplace. It may have some toys to play with, but they should not be noisy ones, and the dog will not be allowed to chase them around the work area.

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WHEN DOES THE DOG GO OUT?

For the first few weeks, the owner may need to take the dog out for five minutes to relieve itself three or four times a day. Once the dog has settled in and is used to the routine, one or two longer breaks will normally be enough.

WHERE DOES THE DOG RELIEVE ITSELF?

The assistance dog owner, together with their employer will identify the most suitable place nearby, which may be on the premises or off-site. The owner will take the dog to the relief area. Arrangements will also have been made for the disposal of waste and cleaning the area, but support from the trust is always much appreciated. Some assistance dogs do not relieve themselves until they return home and are trained to hold their bladders/bowels for long periods of time.

WHO LOOKS AFTER THE DOG?

Caring for the dog is the owner's responsibility. The dog is taken to the vet for a health check every six months and is routinely wormed and vaccinated. The owner grooms the dog regularly to keep it clean and to try to reduce the number of hairs it leaves on the carpet. The dog is fed at home, and it is the owner's responsibility to ensure that water is available at work.

WHAT HAPPENS IF THE DOG MISBEHAVES?

Applying appropriate discipline is part of an assistance dog owner's responsibility. There is no reason for you to put up with disruption caused by the dog misbehaving. If problems do occur, please discuss them with the owner, who will be keen to make sure that his or her dog is not a nuisance. If the problem is not resolved, you can contact your nearest assistance dogs training centre for help and advice. It is always easier for them to deal with things sooner rather than later, so please do not let matters get out of hand before saying something.

DOES SOMEONE CHECK ON THE ASSISTANCE DOG'S WORK?

A **registered** assistance dog and their owner are visited at least once a year to check the dog's guiding skills and to ensure that all is well. Several visits to the workplace may be necessary in the early settling-in days, and then annually. If difficulties arise, an assistance dog's instructor will come more often to offer support and advice.

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Appendix 2: CONTACT DETAILS FOR REGISTERED ASSISTANCE DOGS



AUTISM DOGS
COMMUNITY INTEREST COMPANY

Autism Dog is a Community Interest Company (non-profit company)

Autism Dogs CIC offers the following assistance dog services:

- Autism assistance dogs for children
- Autism assistance dogs for adults
- Therapy dogs for schools, colleges, universities and hospitals

Telephone: 01260 278416

Email: info@autismdogs.co.uk

Web: www.autismdogs.co.uk



Amazing dogs. Transforming lives.

Registered charity no: 803680

Canine Partners offers the following assistance dog services:

- Assistance dogs for adults with physical disabilities.

Telephone: 03456 580 480

Email: info@caninepartners.org.uk

Website: www.caninepartners.org.uk

Mill Lane
Heyshott
Midhurst
West Sussex
GU29 0ED

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Registered Charity No: 1178719

Dog A.I.D offers the following assistance dog services.

- Empowers adults with physical/mobility-based disabilities to train their own pet dog as an assistance dog

Telephone: 01743 588469

Email: admin@dogaid.org.uk

Website: www.dogaid.org.uk

Dog A.I.D. office
Earlyworld House
7 Darwin Court
Oxon Business Park
Shrewsbury
Shropshire
SY3 5A



Registered Charity Numbers: England and Wales 1092960, Scotland SCO39828

Dogs for Good offers the following assistance dog services.

- Assistance dogs for families with an autistic child.
- Assistance dogs for physically disabled children and adults.
- Family dogs – providing advice and support for families with an autistic child with a pet dog.
- Community dogs (providing animal assisted therapy).

Telephone: 01295 252600

Email: info@dogsforgood.org

Website: www.dogsforgood.org

The Frances Hay Centre
Blacklocks Hill
Banbury

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Oxfordshire
OX17 2BS



Registered Charity No: 209617

Guide Dogs offer the following services

- Guide dogs for adults who are blind or partially sighted.
- Guide dogs for young people who are blind or partially sighted.

Qualified guide dogs wear a white harness with yellow, fluorescent strips.

Telephone: 0870 600 2323

Email: guidedogs@guidedogs.org.uk

Website: www.guidedogs.org.uk

Hillfields
Burghfield Common,
Reading
Berkshire
RG7 3YG.



Registered Charity No: 293358

Hearing Dogs for Deaf People offers the following assistance dog services.

- Hearing Dogs for adults with a hearing impairment (aged 18+).
- Hearing Dogs for children with a hearing impairment (ages 7+).
- Sound Support Dogs for people with hearing impairments.
- Confidence and Companion Dogs for people with hearing impairments.

Telephone: 01844 348100 (voice/minicamp)

Email: info@hearingdogs.org.uk

Website: www.hearingdogs.org.uk

The Grange
Wycombe Road
Saunderton,

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Princes Risborough
Buckinghamshire
HP27 9NS.



Registered Charity No in England and Wales: 1124533
Registered Charity No in Scotland: SCO4434

Medical Detection Dogs offer the following assistance dogs services:

- Medical alert assistance dogs that have been trained to detect the odour of human disease

Telephone: 01296 655888

Website: www.medicaldetectiondogs.org.uk

3 Millfield
Greenway Business Park
Winslow Road
Great Horwood
Milton Keynes
MK17 ONP



Registered Charity No: 1088281

Support Dogs offers the following assistance dog services:

- Assistance dogs for children with autism
- Epilepsy Seizure Alert dogs for adults (16+)
- Empowers people with physical disabilities to train their own pet dog as an assistance dog

Telephone: 0114 261 7800

Email: info@supportdogs.org.uk

Website: www.supportdogs.org.uk

21 Jessops Riverside
Brightside Lane

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Sheffield
S9 2RX



THE SEEING DOGS
ALLIANCE

Registered Charity No. 1156790

The Seeing Dog Alliance offers the following services.

- Trained dogs to guide blind and partially sighted adults

Telephone: 01483 765556

Email: info@seeingdogs.org.uk

Website: www.seeingdogs.org.uk

Other charities which provide training for assistance dogs including:

Hypo Hounds

<http://hypohounds.co.uk/>

info@hypohounds.co.uk

Veterans with Dogs

<http://www.veteranswithdogs.org.uk/>

0843 289 8899

Other useful sources of information and advice include:

Recovery Assistance Dogs

<http://www.recovery4wellbeing.org.uk/>

0116 262 3946

Sherlock Hounds

<http://www.sherlockhounds.org.uk>

Email: admin@sherlockhounds.org.uk

Canine Generated Independence

<http://www.cgidogs.com/>

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Appendix 3:

Royal College of Nursing Risk Assessment

OWN PET VISIT PLAN

Patient name:	ID number (NHS, Hospital):
Date of visit:	Ward:
Reason for visit:	Where visit will take place:

Approval obtained	Name and signature	Date
Consultant		
Nurse in charge		
Infection control, if necessary		
Patient family agreement		
Patient, if relevant and possible		
Person responsible for the animal		

Checklist

Instructions	Name	Initials
You take full responsibility for your animal.		
You will ensure the animal will be bathed and brushed.		
You will prevent interaction with anyone other than the person you are visiting.		
You will go directly to the place agreed and leave the premises immediately after the visit. A maximum period of time must be agreed with staff as well as the time of arrival and departure.		
Your dog/animal will be on a lead and under control or in a pet carrier.		
If the animal becomes distressed, disruptive or causes a nuisance you will remove it immediately.		
Of your pet urinates, defecates or vomits you must let the staff know – you are responsible for cleaning it up. Staff will provide gloves and disinfectant.		

Equality, Diversity & Inclusion Impact Assessment Form

Department/Function	Patient Experience		
Lead Assessor	Alison McCrudden		
What is being assessed?	Impact on Equality		
Date of assessment	August 2024		
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input checked="" type="checkbox"/>	Staff Side Colleagues <input checked="" type="checkbox"/>
	Service Users	<input checked="" type="checkbox"/>	Staff Inclusion Network/s <input checked="" type="checkbox"/>
	Personal Fair Diverse Champions	<input checked="" type="checkbox"/>	Other (Inc. external orgs) <input type="checkbox"/>
	Please give details:		

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments:
Race (All ethnic groups)	Neutral	<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal?
Disability (Including physical and mental impairments)	Positive	This policy supports assistance dog owners from all backgrounds, disabilities and is produced with the support from various organisations RNIB and Guide Dogs UK
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief (includes non-belief)	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	

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Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights, social)	Neutral	

2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	
--	--

3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.
➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups
➤ This should be reviewed annually.

ACTION PLAN SUMMARY		
Action	Lead	Timescale

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HOW THE NHS CONSTITUTION APPLIES TO THIS DOCUMENT

WHICH PRINCIPLES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Principles	Tick those which apply	WHICH STAFF PLEDGES OF THE NHS CONSTITUTION APPLY? Click here for guidance on Pledges	Tick those which apply
1. The NHS provides a comprehensive service, available to all. 2. Access to NHS services is based on clinical need, not an individual's ability to pay. 3. The NHS aspires to the highest standards of excellence and professionalism. 4. The patient will be at the heart of everything the NHS does. 5. The NHS works across organisational boundaries. 6. The NHS is committed to providing best value for taxpayers' money. 7. The NHS is accountable to the public, communities and patients that it serves.	✓ ✓ ✓ ✓ ✓ ✓ ✓	1. Provide a positive working environment for staff and to promote supportive, open cultures that help staff do their job to the best of their ability. 2. Provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities. 3. Provide all staff with personal development, access to appropriate education and training for their jobs, and line management support to enable them to fulfil their potential. 4. Provide support and opportunities for staff to maintain their health, wellbeing and safety. 5. Engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families. 6. To have a process for staff to raise an internal grievance. 7. Encourage and support all staff in raising concerns at the earliest reasonable opportunity about safety, malpractice or wrongdoing at work, responding to and, where necessary, investigating the concerns raised and acting consistently with the Employment Rights Act 1996.	✓ ✓ ✓ ✓ ✓ ✓ ✓
WHICH AIMS OF THE TRUST APPLY? Click here for Aims	Tick those which apply ✓ ✓ ✓	WHICH AMBITIONS OF THE TRUST APPLY? Click here for Ambitions	Tick those which apply ✓ ✓ ✓ ✓

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