

## Animals on Naturcare clinic premises policy

### 1. Introduction

The purpose of this policy is to provide a safe environment for the patients, staff and visitors according to the Osteopathic Practice Standard and the Equality Act 2010. The policy is designed for helping the guide/assistance dogs and other animals to access our clinic area if the restriction of access to the guide/assistance dogs and other animals cause the service users are unable to access to clinical services. If the dog or other assistant animals are unwell or suffering from vomiting and /or diarrhoea, access to the clinic will be denied unless the owner provides evidence the condition is harmless to other animals and people.

### 2. Target Audience

The policy applied to staff and all patients and visitors in the clinic premises. It ensures that staff how to apply the law and use policy to minimising the possible cross infection.

### 3. Definitions

**Assistance Dog:** An 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). 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. Certification is granted by the Department of Health.

The types of assistant dogs are Guide Dogs for visually impaired people, Hearing Dogs for people with hearing impairment, Seizure Alert Dogs for detecting a potential seizure.

**Note:** Seizure Alert dogs are specifically trained to behave differently when they detect a potential seizure, which makes them appear to be misbehaving. The assistant dogs are rather not pets but workers.

#### How to identify an assistant dog?

All Assistance dogs:

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

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

No non-mammalian animals will be allowed into the clinic.

**Beware:** all animals bite and can cause infections including Tetanus or other bacterial infections. Parasitic worms can be transmitted to humans from animal faeces.

#### 4. Policy

Staff should welcome the patient or visitor with an assistant dog, but not interact with the dog who is working.

Staff should not touch and feed the dog unnecessarily. If the dog has been contacted with staff by accident, it is important to wash hands with soap and water as soon as possible before interacting with other patients.

Staff should assist the dog user to make sure the dog is on lead at all times.

Staff should make sure other patients are safe if the dog's behaviour is a risk.

The dog should be with the user all the time. The dog with the user can go into the treatment room together.

After the patient finished treatment, the treatment room should be checked and cleaned properly.

If possible, book the patient to better time slot in order to reduce encounter with patients as the clinic is small.

If the animal urinates or defecates in an area, the waste should be deposited in a plastic bag and disposed of in clinical waste. The area should be deep cleaned with germicidal detergent.

Naturcare hold all the rights to explain the policy and if have any questions please contact us via 02086413811.

Latest date of update: Oct 2019