

**Assistance/Therapy Animals Policy**

|  |  |
| --- | --- |
| **Lead**: | Student Services |
| **Date of next review:** | Summer 2023 |



1. **Policy Statement**

1.1 Cardiff Met is committed to providing a welcoming and inclusive working and learning environment, with a commitment to the success of all staff and students, including those who need appropriate adaptations to access the university’s facilities.

1.2 This policy has been developed to address specific issues relating to Assistance and Therapy Animals on University property, including campus’ and within university managed accommodation. It primarily concerns Assistance and Therapy Animals for students but may also be taken as guidance for staff and visitors.

1.3 For the purposes of clarity, the definitions used throughout this policy are as follows.

1.3.1 **Assistance Animal** - one which has been professionally trained to assist a disabled person to do work or perform tasks.

An Assistance Animals will:

* not wander freely around the premises
* sit or lie quietly on the floor next to their owner
* unlikely foul in a public place

Examples of such work or tasks which an Assistance Animal may undertake include, guiding people with visual impairments, alerting people with hearing impairments, seizure alert for people with Epilepsy etc. Assistance Animals are working animals, not pets. The work or task an Assistance Animal has been trained to provide must be directly related to the person’s disability.

Most Assistance Animals are instantly recognisable by a harness or jacket. However, the law does not require them to wear a harness or jacket to identify it as an Assistance Animal.

1.3.2 **Therapy Animals** (also known as emotional support animals) - animals that provide emotional support or passive comfort that alleviates one of more of the identified symptoms or effects of a disability. Unlike an Assistance Animal, a Therapy Animal does not assist with activities of daily living, nor does it accompany a person with a disability at all times.

Unlike Assistance Animals which are highly trained, under the Equality Act 2010, Therapy animals do not have the same legal rights as Assistance Animals in the UK and access to any business is legally their decision due to Health laws and regulations.

1.3.3 **Pet**  - A pet is a domesticated animal that provides companionship but is not considered an assistance or therapy animal. Cardiff Metropolitan University does not allow students to bring pets onto campus and to keep pets in university accommodation.

1.4 In general, Assistance Animals will be welcome on any part of university property, including teaching space, communal spaces and halls of residence. A risk assessment will be undertaken to determine if the risk is unacceptable.

1.5 Therapy Animals are welcome on campus but the admission of a Therapy Animal will be on case by case basis. Before a therapy animal is admitted to any part of university property, a student will be required to provide evidence of what task the animal performs to support them. Until this evidence has been provided and agreed by the University as being acceptable, no provision will be made for the therapy animal and it will not be admitted to university property. If no evidence is provided, it will be assumed that the animal is a domestic pet and as such will not be permitted under the terms of this policy.

1. **Statutory Obligations & Legislation**
   1. Cardiff Metropolitan University will meet and fulfil its statutory responsibilities as set out within The Equality Act (2010) and associated secondary legislation, including the Public Sector Equality Duty in Wales (2011).
2. **Process for Assistance Animals**

Students who wish to bring an assistance animal on campus must:

3.1 Be registered with Wellbeing Services

3.2 Provide details on specialised training that the animal and owner have completed.

3.3 Complete the animal application form (Appendix 1)

3.4 Risk Assessment (Appendix 3) to be completed alongside Wellbeing Services and Health, Safety and Wellbeing Team.

3.5 Provide evidence of public liability insurance

3.6 With the support of Wellbeing Services, inform the accommodation office at [accomm@cardiffmet.ac.uk](mailto:accomm@cardiffmet.ac.uk) if living in halls of residence.

1. **Process for Therapy Animals**

Students who wish to bring a Therapy animal on campus must:

4.1 Be registered with Wellbeing services

4.2 Provide appropriate evidence to support the request to have a therapy animal on campus, which should include information about the support the animal will provide and where it may need to go on campus

4.3 Provide details on whether the Therapy animal has undergone any specific training

4.4 Complete the animal application form (Appendix 1)

4.5 Risk Assessment (Appendix 3) to be completed alongside Wellbeing Services and Health, Safety and Wellbeing Team.

4.6 With the support of Wellbeing Services, inform the accommodation office at [accomm@cardiffmet.ac.uk](mailto:accomm@cardiffmet.ac.uk) if living in halls of residence.

4.7 Arrange public liability insurance (through pet insurance) and provide a copy of the policy to Wellbeing Services

**5. University Responsibilities**

5.1 Wellbeing Services will liaise with the student prior to admission to ensure that the assistance or therapy animal meets the criteria set out in this policy.

5.2 Wellbeing Services will be responsible for liaising with student assistance animal provider regarding training on assistance animal etiquette.

5.3 Estates and Facilities will maintain spending pens to a state that ensures the animal’s health and the owner’s safety. They will provide provision for disposing of refuse. For further information contact [estates@cardiffmet.ac.uk](mailto:estates@cardiffmet.ac.uk) or [wellbeingsupport@cardiffmet.ac.uk](mailto:wellbeingsupport@cardiffmet.ac.uk).

5.4 Wellbeing Services will inform Programme Directors of any student who will be bringing an assistance or therapy animal into teaching sessions. Programme Directors are responsible for informing all relevant teaching staff.

5.5 Programme Directors must ensure that all students who share learning & teaching space with the assistance or therapy animal are willing to do so, using the protocol provided by the university.

5.6 Programme Directors will make suitable alternative learning & teaching arrangements for any student who is not willing to share learning & teaching space with the assistance or therapy animal.

5.7 Programme Directors must ensure that any activity which is required as part of the curriculum is accessible for students with assistance or therapy animals.

5.8 Wellbeing Services and Health, Safety and Wellbeing Team will liaise with Accommodation Services where an assistance or therapy animal needs to be accommodated in University halls of residence.

5.9 Accommodation Services will notify all students in a hall of residence of the location of the assistance or therapy animal and will provide details of the expectations of access and behaviour of the animal.

5.10 Accommodation Services will be responsible for monitoring the behaviour of the assistance or therapy animal in halls of residence and raising any problems directly with the student owner. Wellbeing Services and the Health, Safety and Wellbeing Team may be requested to intervene if required.

5.11 The University will provide guidelines for staff and students on how to interact with assistance or therapy animals as set out in Appendix 2.

5.12 The University will regularly consult with the owners of assistance or therapy animals as to how University provision be developed.

**6. Owner Responsibilities**

6.1 Responsible for any additional training needs for their assistance or therapy animals and for the correct and safe performance of their duties.

6.2 Responsible for ensuring that their assistance or therapy animals are covered by full liability insurance

6.4 Ensure that the animal is kept under control at all times when on University premises;

6.5 Ensure that the animal uses the Spending Pens provided by the University and do not allow it to foul the University paths or grounds

6.6 Notify the Estates and Facilities department in the event that the animal does foul in an area other than that permitted.

6.7 Ensure that the animal is well cared-for, including maintaining up to date vaccination and health procedures and ensuring the animal is fed and watered.

6.8 Ensure that a Therapy Animal does not enter any areas where a risk assessment has not been conducted.

6.9 Ensure that the animal is not left unattended in the event of an emergency. Where appropriate in accommodation, residence staff/fire wardens will ensure animal evacuation is embedded within an individual’s Personal Evacuation Plan.

6.10 Maintain regular contact with Wellbeing Services throughout their time at Cardiff Metropolitan University.

6.11 Notify Wellbeing Services immediately of any change in assistance or therapy animal.

6.3 For the welfare of the Assistance or therapy animals, we recommend that the animal is clearly identifiable by the use of special collars, harnesses and/or ID tags when on duty. However, we recognise that this is not a legal requirement.

**7. complaints or breaches of the Policy**

7.1 The University encourages all staff, students and visitors to attempt to resolve complaints informally wherever possible. However, it is recognized that this may not always be possible, issues should be raised in accordance with the University complaints procedure

Details of the University’s employee and student grievance and disciplinary policies and procedures can be found at:

Students - <http://www.cardiffmet.ac.uk/study/studentservices/Pages/Student-Services-Policies-and-Procedures.aspx>

7.2 In the event of an animal being discovered in any Cardiff Met building, grounds or vehicle please notify Site Security on #2222 from an internal phone.

7.3 In the case of a stray animal, no attempt should be made to try and handle or harness the animal, please wait for the arrival of assistance.

**8. Monitoring**

8.1 The implementation of the current Assistance/Therapy Animals Policy will be continuously reviewed in order to reflect any changes or amendments to legislation.

**9. Communication**

9.1 The University will ensure that staff and students are made aware of this Assistance/Therapy Animals Policy through the University’s web pages, publications, induction and training provision, and through the line management structure, as appropriate. Alternative formats can be obtained by contacting [Equality@cardiffmet.ac.uk](mailto:Equality@cardiffmet.ac.uk).

**10. Confidentiality**

10.1 Any Equality and Diversity related information disclosed to Cardiff Metropolitan University will be kept strictly confidential in accordance with data protection principles and legislative requirements.

**11. Related University Policies**

11.1 This policy should be read in accordance with the University’s Equal Opportunities Policy.

**12. Review**

12.1 All aspects of this policy will be subject to on-going to review and amendment as appropriate, in response to statutory changes, changes in University procedures or structures or as a result of the monitoring of the application of the policy. In any event, the policy will be reviewed every three years.

**13. Alternative Format**

13.1 If you require this document in an alternative format, please contact [Equality@cardiffmet.ac.uk](mailto:Equality@cardiffmet.ac.uk) or telephone 029 2020 5586.

**Sources of Further Guidance:**

Equality Act 2010 and associated secondary legislation

Equality & Human Rights Commission: <https://www.equalityhumanrights.com/en>

Equality Challenge Unit: <https://www.ecu.ac.uk/>

Assistance Dogs UK: <https://www.assistancedogs.org.uk/>

**Appendix 1**

**Assistance and Therapy Animal Application Form**

|  |  |
| --- | --- |
| Student name |  |
| Student number |  |
| Contact number |  |
| Address | Halls  Yes ☐ No |
| Animal name |  |
| Animal type |  |
| Insurance company and policy number |  |
| **Assistance dogs only:**  With what organisation is your dog registered? Please provide full details. |  |
| **Therapy animals only**:  Reason for having therapy animal |  |
| Medical evidence provided |  Yes ☐ No  Please note that we require you to provide medical evidence stating why an animal is required before a decision can be made on your request. |

**For office use only**

|  |
| --- |
| Decision made:  Yes ☐ No  by: (name x2)  Date:  Reason accepted or declined: |

**Appendix 2**

**Interacting with Assistance Animal**

When interacting with assistance animals or with people who have assistance animals, please bear the following points in mind:

* **Talk to the handler, not the animal!**

It is very frustrating for a person to have to interrupt your conversation with their

animal. Likewise, if you are helping a person with a dog guide to get somewhere, give the person directions or talk with the person as they follow you. They will give the dog the correct commands for following you. Please do not call the dog. The dog is used to working for the disabled owner. If it is responding to you, it is no longer focused on their needs but on you.

* **Do not pet or praise the animal without asking first**

It can be very dangerous for the handler if their animal is distracted and not doing its job. It is important to remember that while they are extremely intelligent, devoted, and highly trained, service animals are still capable of acting upon natural instincts and may display the same behaviours as other dogs from time to time. Dog guides sometimes scavenge for food, get distracted by other animals, experience fear, and forget about their work when tempted by things they like. People's attention can be especially alluring. Praise is a reward for service animals, and people who work with the dogs provide it when it is appropriate. Sometimes it is given quietly in small doses; and at other times it is given lavishly. If another person says, "What a good dog," in passing, the person may have just rewarded the dog, without knowing it, for something the dog did just before the person arrived that was dangerous to the user. When admiring a service animal, it is best to keep eyes averted, comments directed to the user, and voice modulated appropriately (e.g. do not speak as if addressing a child or use an especially sweet-sounding voice, as this will draw the animals attention).

* **Don’t get angry at the handler if he or she does not want to stop to talk about their animal**

Please keep in mind that they hear the same questions many times a day and often would just like to get home. Nice comments are always welcome, however!

* **Don’t feed the assistance animal**

Many – not all – assistance animals are on strict, healthy diets to keep their working lives long, and they may also have allergies that you are not aware of. It also can break the animals training if they learn that they get food in a public place.

**Appendix 3**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Cardiff Metropolitan University RISK ASSESSMENT (RA99)** *Page 1 - (Hazards)*  **(V3/07)** | | | | | | | | |
| **School / Unit and Area:** | |  | | **Assessment**  **Number:** | | | |  |
| **Risk Assessment undertaken by:**  Recommended to be 2 or more people | |  | |  | | | | |
|  | |  | | | | |
| **Description of the work activity being assessed:** | |  | | | | | | |
| **Persons Affected:** | | Staff Students Others | | | | | | |
| **Details of Others:** | |  | | | | | | |
|  | | | | | | | | |
| **HAZARD IDENTIFICATION**  Please provide details of the hazards associated with the area or task.  **EXAMPLES INCLUDE:**  Working at height, Manual Handling, Electricity, Fire, Noise, Contact with moving parts of machinery, Dust etc | | | **RISK RATING - without Controls**  The Risk Rating **(RR)** and Degree of Risk are determined by multiplying the Severity **(S)** of injury by the Likelihood **(L)** of occurrence.  Please see Cardiff Metropolitan University [Risk Rating Matrix](https://tsr.cardiffmet.ac.uk/Units/HR/HSWB/Around%20the%20Workplace/Risk%20Assessment/Cardiff%20Met%20Risk%20Assessment%20Guidance%20(2019).pdf) for details | | | | | |
| **S** | | **L** | **RR** | **Degree of Risk** | |
| **1** |  | |  | |  |  |  | |
| **2** |  | |  | |  |  |  | |
| **3** |  | |  | |  |  |  | |
| **4** |  | |  | |  |  |  | |
| **5** |  | |  | |  |  |  | |
| **6** |  | |  | |  |  |  | |
| **7** |  | |  | |  |  |  | |
| **8** |  | |  | |  |  |  | |
| **9** |  | |  | |  |  |  | |
| **10** |  | |  | |  |  |  | |
| **Example - 1. Electric Shock (office)** | | | **4** | | **3** | **12** | **Unacceptable** | |
| **Once all potential hazards have been identified and a Risk Rating has been applied, please go to page 2 and provide details of the control measures required to reduce the risk to an acceptable level.** | | | | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Cardiff Metropolitan University RISK ASSESSMENT (RA99)** *Page 2 – (Controls)* | | | | | | | | | | |
|  | | | | | | | | | | |
| **CONTROLS TO BE APPLIED**  **Examples Include:**  Elimination, Substitution for something less hazardous, Barriers or fixed guards, standard operating procedures and personnel protective equipment | | | | **Date Applied** | **RISK RATING - with Controls** | | | | | |
| **S** | | **L** | | **RR** | **Degree of Risk** |
| **1** |  | | |  | |  |  | |  |  |
| **2** |  | | |  | |  |  | |  |  |
| **3** |  | | |  | |  |  | |  |  |
| **4** |  | | |  | |  |  | |  |  |
| **5** |  | | |  | |  |  | |  |  |
| **6** |  | | |  | |  |  | |  |  |
| **7** |  | | |  | |  |  | |  |  |
| **8** |  | | |  | |  |  | |  |  |
| **9** |  | | |  | |  |  | |  |  |
| **10** |  | | |  | |  |  | |  |  |
| 1. | **Examples of possible controls:**  All appliances are to be PAT tested.  Any new items are to be reported to estates.  Users to undertake visual checks prior to use.  Damaged equipment to be removed from use. | | | 07/06/07 | **4** | | **1** | | **4** | **Moderate** |
| Date of first assessment: | | | |  | | | | | | |
| Assessment review dates: | |  |  | | | | |  | | |
|  |  | | | | |  | | |