



Origination 2/1/2014  
Last Approved 6/7/2023  
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Last Revised 6/7/2023  
Next Review 6/6/2026

Owner Eva Lozano: Mgr  
Patient Relations  
and Patient-  
Guest Svcs-SMH  
  
Policy Area Patient Relations  
  
Applicability SCOR SCV SGH  
SMB SMC SMH  
SMV SRS  
  
References Infection  
Prevention,  
Policy

## Animals in the Workplace, 01845

### I. PURPOSE

To define the situations in which animals are allowed into the workplace.

### II. DEFINITIONS

**Handler:** Person responsible for managing pet therapy animals or Personal Pets brought into the facility.

**Service Animals:** Per the Americans with Disability Act (ADA), dogs or miniature horses that have been individually trained to do work or perform tasks for a person with a disability.

**Pet Therapy Animals:** Pets brought by Handlers to the hospital for purposes of participating in the patient's integrated healing modalities.

**Personal Pets:** Non-Service animals and Non-Pet Therapy Animals.

**Direct Threat:** A significant risk to the health or safety of others (e.g. animal bites) that cannot be eliminated by modifying policies and procedures or practices.

**Approved Pet Therapy Organization:** A charitable organization designed to provide animals for contact with patients or residents. Approved pet therapy organizations include those listed in Attachment B.

**Enhanced Infection Prevention Practices:** Systems implemented to reduce transmission of microorganisms in the healthcare setting, including but not limited to:

- A. maintaining sterile environments in the Operating Room,
- B. maintaining procedural or delivery areas that require the use of sterile equipment,

- C. surgical procedural/staging areas
- D. maintaining patient rooms that require the use of transmission-based precautions for multi-drug resistant microorganisms
- E. maintaining the safety of neutropenic patients

### III. TEXT

Four categories of animal visits are authorized by Sharp HealthCare:

- A. Service Animals
- B. Pet Therapy Animals, limited to dogs (not applicable at SRS Medical Centers)
- C. Patients Personal Pets, limited to dogs and cats (not applicable at SRS Medical Centers)
- D. Animals from the Zoo, Raptor organizations, and Humane Society Animals (not applicable at SRS Medical Centers)

All animals brought into the facilities must be:

- 1. in good health and free from illness or disease
- 2. housebroken
- 3. under control of the Handler and not disrupt the provision of care by healthcare personnel

Infection prevention measures such as hand hygiene must be consistently practiced and appropriate barriers (sheets) between the animal and patient should be used at all times.

#### A. **Service Animals**

- 1. Service Animals may accompany individuals with a disability into all areas of the healthcare facility where the individual would normally be allowed unless, as determined by the Department Leadership or Administrative Liaison (AL), the animal's presence or behavior creates a direct threat to other persons in the area. It may be appropriate to exclude a Service Animal from limited access areas where enhanced infection prevention practices are in place and where the animal's presence may compromise patient care such as OR, delivery rooms, PACU, Intensive Care areas and procedural rooms.
- 2. The owners of the Service Animals entering the facility are not required to show proof that the animal has been certified, trained, or licensed as a Service Animal.
- 3. If it is not obvious what work or task is being performed by a Service Animal, staff may ask only two questions:
  - a. Is the animal required because of a disability?
  - b. What work or task has the animal been trained to do?
- 4. The mere presence of the Service Animal for provision of comfort or companionship does not qualify as work or tasks of a Service Animal. In such circumstances, please follow guidelines for Personal Pets. (see Section C "Personal Pets").
- 5. A Service Animal shall be under the control of its Handler. The Service Animal shall have a harness, leash, or other tether, unless these devices interfere with the animal's work or the individual's disability prevents using these devices.
- 6. The Handler may be asked to remove the animal from the premises if:

- a. The animal is out of control and the animal's Handler does not take effective action to control it, or
  - b. The animal is not housebroken, or
  - c. The animal bites, snarls, or scratches healthcare personnel or other visitors, or
  - d. The animal has an apparent infestation or is excessively dirty
7. The Handler is responsible for the care and supervision of the Service Animal.
8. If the owner (who is also the patient) of the Service Animal is unable to care for the animal, he/she has the responsibility to arrange for an alternate Handler (within a reasonable amount of time) to care for the animal. Healthcare personnel should not provide this service. Patient options may include:
  - a. Asking a friend or family member to take the animal home.
  - b. If a Service Animal is owned by a reputable agency (e.g.. Canine Companions for Independence or Guide Dogs for the Blind) and was given to the patient and the patient is unable to care for it while the patient is at the facility, the agency that "owns" the animal should be contacted to take the animal.
  - c. Arranging for an animal sitter.
  - d. Boarding the animal.
  - e. If all other avenues have been exhausted, contact facility Administration or the Administrative Liaison after hours for further guidance.
9. During the provision of care (e.g. physical exam, feeding, bathing) , Service Animals should not be on the patient's bed and should be placed in an area where there is minimal disruption of care that is deemed necessary
10. Patients requiring Service Animals are provided with an information sheet outlining the components in the care of the Service Animal (see Attachment D).

**B. Pet Therapy Animals** (not applicable at SRS Medical Centers)

1. Sharp Volunteers with dogs that are approved by approved pet therapy organizations will be allowed to visit patients in long-term care, acute care, behavioral health services, and hospice facilities. Please refer to Attachment B for approved pet therapy organizations.
2. Pet therapy visits may be appropriate on all acute care and long term care nursing units. With approval of department manager/ designee or AL, visits may be allowed in the emergency room, intensive care units, and patients receiving end of life care.
3. Must be on a leash or contained at all times unless performing certain obedience demonstrations, or if requested by the patient for interaction.
4. Must be clean, well-groomed, parasite-free and no evidence of dermatitis.
5. Must be at least one year of age.
6. Must have all vaccinations current and must have an annual physical examination. A complete health record on the animal will be available through the Volunteer Services Department.
7. Must pass the American Kennel Club's **Canine Good Citizen Test**. (See Attachment C) Proof of certification will be available through the Volunteer Services Department
8. Must comply and show proof of vaccine requirements required by Sharp HealthCare

(SHC)

9. Must be free from illness
10. Pet Therapy volunteers must receive training from a staff member of the Infection Prevention Department arranged through Volunteer Services.
11. Handlers Role On-Site:
  - a. Dogs should not enter isolation or precautions rooms.
  - b. Patients should be asked if they want a visit before the dog enters the room or common area.
  - c. If the patient requests the dog on the bed, a clean sheet will first be placed on the bed; after the visit, the sheet will be placed in the dirty laundry.
  - d. Any incident that causes injury to an employee, patient/resident, visitor or contractor must be promptly reported to the therapy organization and to the appropriate entity supervisor.
  - e. The visit and the patients' reaction to it should be included in the appropriate progress notes of the patient's chart.
  - f. Staff may at any time end a pet therapy visit if doing so appears to be in the best interest of the patient or department.
  - g. Handlers must check in and out with the supervisor in the area to be visited or with another designated staff member.
  - h. Handlers and dogs must wear a photographic identification badge while on site at SHC
  - i. While visiting patients, dogs and Handlers must be accompanied by a Volunteer escort and/or the Handler must be a Sharp Volunteer that has completed the competency checklist which includes training by a member of the Infection Prevention Department.
  - j. Photographs or videos of pet therapy visits may be taken with patients, employees or volunteers and require a "Consent to Photograph" form that must be signed by the resident/patient or legally authorized representative when originals or copies of the photographs/negatives will be kept by anyone other than the patient/resident.

**C. Personal Pet Animals (Non-Service, Non-Pet Therapy Animals)** (not applicable at SRS Medical Centers)

1. On a case-by-case basis, at the discretion of the treating physician and unit manager or designee, a patient's Personal Pet may be allowed to visit patients under carefully supervised situations. At SMV, a physician order is required.
2. For patients and families who express a desire for Personal Pet visitation, the following criteria must be met:
  - a. Personal Pet visits must be prearranged with the department where the patient is located.
  - b. A verification form from the veterinarian certifying that the pet has received the appropriate vaccines, is free from intestinal parasites, and is in good health must accompany the animal/Handler for the visit to occur. (See attachment A

"Family Pet Visitation Program Health Certificate).

- c. The pet must be bathed within 24 hours before the visit.
  - d. The Personal Pet and the Handler will be identified and an escort will accompany them directly into the patient's room.
  - e. The Personal Pet is not allowed to spend time in the hallways or visit other patients.
3. It is the responsibility of the manager of the unit, or the manager's designee, to evaluate the benefit of this pet visit in consultation with the physician.
  4. Whenever possible, it is preferred that Personal Pet visits occur in a specifically designated area outdoors for the purpose of pet visits.
  5. The pet must be owned by the patient and should be at least one year of age and have lived with the patient for at least one year.
  6. Personal Pets are limited to dogs and cats. Personal Pets of friends and family who have not lived with the patient are not allowed.
  7. Upon arrival to the unit, the Personal Pet Handler will provide the necessary clearance authenticated by hospital personnel before the Personal Pet visitation. .All documents related to Personal Pet visit will be scanned and placed in the patient's physical chart (Mandatory-Attachment A: Family Pet Visitation Program Health Certificate; Optional-Attachment C: Canine Good Citizen Test ).
  8. A visiting animal must be under the direct control of a pet Handler and dogs will be on a leash at all times during the visit.
  9. A patient who has a visiting animal must be in a single occupied room or agreement with roommate is required. At SMV Personal Pets shall not visit patient units or patios.
  10. Personal Pets are not allowed to stay overnight except perhaps in situations where a patient is receiving end of life care.

**D. Animals from the Zoo, Raptor organizations, and Humane Society Animals** (not applicable at SRS Medical Centers)

1. Animals brought in from the zoo, raptor organizations or an approved pet therapy organization (San Diego Humane Society or Helen Woodward Center) must not be allowed to come in contact with the patient (limited to "show and tell").
2. The procedure for animal clean-up including elimination mishaps must be followed (see section E).

**E. Elimination mishaps**

Pet Handler or non-employee designee is responsible for cleaning up any elimination mishap that an animal has while on hospital premises. Environmental Services will be notified by nursing for decontamination.

**F. Property Damage**

The pet Handler or non-employee designee is responsible to replace or repair property that is damaged by the animal.

**G. Employee Animals**

1. Employee pets are not allowed in the workplace.
2. The Service Animal of an employee with a disability requiring a Service Animal must be approved through the Accommodation Review Committee prior to allowing in occupational settings.

#### H. Other animals

Employees, visitors, students, vendors, or volunteers are to refrain from feeding or caring for any stray bird or animal found on Sharp HealthCare premises.

## IV. REFERENCES:

None

## V. ORIGINATOR:

Patient Relations

## VI. LEGAL REFERENCES:

Americans with Disabilities Act

## VII. CROSS REFERENCES:

None

## VIII. ATTACHMENTS:

See below

## IX. APPROVALS:

- A. System Policy & Procedure Steering Cmte – pending
- B. SCOR Pharmacy & Therapeutics Committee – 02/14
- C. SCVMC Pharmacy & Therapeutics Committee – 08/14
- D. Sharp Healthcare Infection Prevention Committee – 12/13
- E. SMH Infection Prevention & Control Committee – 12/13
- F. SRS-Director of Nursing Services – 10/14
- G. SRS-Director of Urgent Care, Staff Development and Special Projects
- H. SGH Pharmacy & Therapeutics Committee – 11/14
- I. SMBHWN IPC – 03/14
- J. System Patient Relations Leadership – 05/17
- K. SRS VP of Health Services - 07/21

## X. CHANGES MADE WITH NO CHANGE TO

## **CURRENT EFFECTIVE DATE:**

- A. 03/24/14 – added SCOR, as approved at SCOR P&T Committee
- B. 08/2014 – added a 4<sup>th</sup> category of animal visits authorized by Sharp Healthcare
- C. 09/29/14 – added SCVMC and CV-OPS, as approved at SCVMC P&T Committee
- D. 10/27/14 – added SRS, as approved by the Director of Nursing Services and the Director of Urgent Care, Staff Development and Special Projects
- E. 12/01/14 – added SGH and GPSC, as approved at SGH P&T Committee

## **XI. REPLACES:**

- A. #05699 – Animals in the Workplace
- B. #05625 – Animals in the Workplace
- C. #05639 – Pet Therapy Visits

## **XII. HISTORY:**

System #01845; originally dtd 02/14 (12/2014 moved from IP #05625 / #05699)  
Revised/Reviewed: 05/17;

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## A. Attachment - Family Pet Visitation Program Health Certificate

All persons must submit a current Family Pet Visitation Program Health Certificate on the pet before the animal will be allowed into the facility.

- This form must be completed by a licensed veterinarian who has seen the pet within the last 6 months
- Indicate that all immunizations are current and that no vaccine has been administered within 14 days of the visit and pet has had a negative fecal examination for worms within the last 6 months.
- Certify that the dog/cat is free of contagious diseases; if the pet is female-she is not in heat (estrus).
- This form must be submitted to Patient Relations or Guest Services before the pet is allowed to visit patient. Staff will provide guest with a 'Pass' indicating this form was submitted.
- Pet must belong and live with the patient for at least one year prior to hospitalization
- Sharp Memorial Hospital requires this certificate to protect patients, other hospital guests, personal and pets
- Personal Pets are only allowed in the patient's room and the arrival plaza-pets can't visit any other patients.

<b>Owner to complete:</b>											
Pet name _____	Species _____ Sex _____										
Breed _____	Color/Markings _____										
Pet date of birth _____											
Owner's name _____	Phone _____										
Address _____											
<b>Veterinarian to complete:</b>											
This is to certify that (pet's name) _____, owned by _____											
was examined on (date) _____, and at that time was found to have:											
<ul style="list-style-type: none"><li>• Good general health and free from infections, contagious diseases, and infestation by ecto parasites.</li><li>• Stable temperament suitable for a hospital environment</li><li>• Current immunizations</li></ul>											
<table border="1"><thead><tr><th>Vaccine</th><th>Date administered</th></tr></thead><tbody><tr><td>Rabies</td><td></td></tr><tr><td>Bordatella</td><td></td></tr><tr><td>Corona</td><td></td></tr><tr><td>DHLPP</td><td></td></tr></tbody></table>	Vaccine	Date administered	Rabies		Bordatella		Corona		DHLPP		
Vaccine	Date administered										
Rabies											
Bordatella											
Corona											
DHLPP											



PHYSICAL EXAM	NORMAL	ABNORMAL
General Condition, Cleanliness		
Lymph Nodes		
Urogenital		
Skin and Coat		
Musculoskeletal		
Nervous System		
Abdomen		
Chest		
Cardiovascular System		

Veterinarian's name (print) \_\_\_\_\_ Signature \_\_\_\_\_

License number \_\_\_\_\_ Phone \_\_\_\_\_

Patient Relations/Guest Services staff name \_\_\_\_\_

Date received \_\_\_\_\_

## B. Attachment - Approved pet therapy organizations

### **Helen Woodward Animal Center**

6461 El Apajo Road, Ranch Santa Fe, CA 92091  
(858) 756-4117; 858-756-4117 or [www.animalcenter.org](http://www.animalcenter.org)

### **Love on a Leash**

[www.loveonaleash.org](http://www.loveonaleash.org) or [info@loveonaleash.org](mailto:info@loveonaleash.org)

### **Therapy Dogs Incorporated**

P.O. Box 20227, Cheyenne, WY 82003  
877-843-7364 or [www.therapydogs.com](http://www.therapydogs.com)

### **Therapy Dogs International**

88 Bartley Road, Flanders, NJ 07836  
973-252-9800 or [www.tdi-dog.org](http://www.tdi-dog.org) or [tdi@ati.net](mailto:tdi@ati.net)

### **Independent Therapy Dogs Inc.**

619-464-3539 <https://sites.google.com/site/itdtdinc/> email: [itdi-2010@att.net](mailto:itdi-2010@att.net)

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## **C. Appendix - CANINE GOOD CITIZEN TEST**

The purpose of the Canine Good Citizen® Program (CGC) is to ensure that our favorite companion, the dog, can be a respected member of the community. To receive the CGC certificate, dogs take the 10 item Canine Good Citizen® Test. Items on the test include:

### **TEST ITEM 1: ACCEPTING A FRIENDLY STRANGER**

This test demonstrates that the dog will allow a friendly stranger to approach it and speak to the Handler in a natural, everyday situation. The evaluator walks up to the dog and Handler and greets the Handler in a friendly manner, ignoring the dog.

The evaluator and Handler shake hands and exchange pleasantries. The dog must show no sign of resentment or shyness, and must not break position or try to go to the evaluator.

### **TEST ITEM 2: SITTING POLITELY FOR PETTING**

This test demonstrates that the dog will allow a friendly stranger to touch it while it is out with its Handler. With the dog sitting at the Handler's side, to begin the exercise, the evaluator pets the dog on the head and body. The Handler may talk to his or her dog throughout the exercise. The dog may stand in place as it is petted. The dog must not show shyness or resentment.

### **TEST ITEM 3: APPEARANCE AND GROOMING**

This practical test demonstrates that the dog will welcome being groomed and examined and will permit someone, such as a veterinarian, groomer or friend of the owner, to do so. It also demonstrates the owner's care, concern and sense of responsibility.

The evaluator inspects the dog to determine if it is clean and groomed. The dog must appear to be in healthy condition (i.e., proper weight, clean, healthy and alert). The Handler should supply the comb or brush commonly used on the dog. The evaluator then softly combs or brushes the dog, and in a natural manner, lightly examines the ears and gently picks up each front foot.

It is not necessary for the dog to hold a specific position during the examination, and the Handler may talk to the dog, praise it and give encouragement throughout.

### **TEST ITEM 4: OUT FOR A WALK (WALKING ON A LOOSE LEAD)**

This test demonstrates that the Handler is in control of the dog. The dog may be on either side of the Handler. The dog's position should leave no doubt that the dog is attentive to the Handler and is responding to the Handler's movements and changes of direction. The dog need not be perfectly aligned with the Handler and need not sit when the Handler stops.

The evaluator may use a pre-plotted course or may direct the Handler/dog team by issuing instructions or commands. In either case, there should be a right turn, left turn, and an about turn with at least one stop in between and another at the end. The Handler may talk to the dog along the way, praise the dog, or give commands in a normal tone of voice. The Handler may sit the dog at the halts if desired.

## **TEST ITEM 5: WALKING THROUGH A CROWD**

This test demonstrates that the dog can move about politely in pedestrian traffic and is under control in public places. The dog and Handler walk around and pass close to several people (at least three). The dog may show some interest in the strangers but should continue to walk with the Handler, without evidence of over-exuberance, shyness or resentment. The Handler may talk to the dog and encourage or praise the dog throughout the test. The dog should not jump on people in the crowd or strain on the leash.

## **TEST ITEM 6: SIT AND DOWN ON COMMAND - STAYING IN PLACE**

This test demonstrates that the dog has training, will respond to the Handler's commands to sit and down and will remain in the place commanded by the Handler (sit or down position, whichever the Handler prefers).

Prior to this test, the dog's leash is replaced with a line 20 feet long. The Handler may take a reasonable amount of time and use more than one command to get the dog to sit and then down. The evaluator must determine if the dog has responded to the Handler's commands. The Handler may not force the dog into position but may touch the dog to offer gentle guidance.

When instructed by the evaluator, the Handler tells the dog to stay and walks forward the length of the line, turns and returns to the dog at a natural pace. The dog must remain in the place in which it was left (it may change position) until the evaluator instructs the Handler to release the dog. The dog may be released from the front or the side.

## **TEST ITEM 7: COMING WHEN CALLED**

This test demonstrates that the dog will come when called by the Handler. The Handler will walk 10 feet from the dog, turn to face the dog, and call the dog. The Handler may use encouragement to get the dog to come. Handlers may choose to tell dogs to "stay" or "wait" or they may simply walk away, giving no instructions to the dog.

## **TEST ITEM 8: REACTION TO ANOTHER DOG**

This test demonstrates that the dog can behave politely around other dogs. Two Handlers and their dogs approach each other from a distance of 20 to 30 feet, stop, shake hands and exchange pleasantries, and continue on for about 10 feet. The dogs should show no more than casual interest in each other. Neither dog should go to the other dog or its Handler.

## **TEST ITEM 9: REACTION TO DISTRACTION**

This test demonstrates that the dog is confident at all times when faced with common distracting situations. The evaluator will select and present two distractions. Examples of distractions include dropping a chair, rolling a crate dolly past the dog, having a jogger run in front of the dog, or dropping a crutch or cane.

The dog may express natural interest and curiosity and/or may appear slightly startled but should not panic, try to run away, show aggressiveness, or bark. The Handler may talk to the dog and encourage or praise it throughout the exercise.

## TEST ITEM 10: SUPERVISED SEPARATION

This test demonstrates that a dog can be left with a trusted person, if necessary, and will maintain training and good manners. Evaluators are encouraged to say something like, "Would you like me to watch your dog?" and then take hold of the dog's leash. The owner will go out of sight for three minutes. The dog does not have to stay in position but should not continually bark, whine, or pace unnecessarily, or show anything stronger than mild agitation or nervousness.

### Equipment

All tests must be performed on leash. Dogs should wear well-fitting buckle or slip collars made of leather, fabric, or chain. Special training collars such as pinch collars, head halters, etc. are not permitted in the CGC test. We recognize that special training collars may be very useful tools for beginning dog trainers, however, we feel that dogs are ready to take the CGC test at the point at which they are transitioned to regular collars.

The evaluator supplies a 20-foot lead for the test. The owner/Handler should bring written proof of rabies vaccines and the dog's brush or comb to the test.

### Encouragement

Owners/Handlers may use praise and encouragement throughout the test. The owner may pet the dog between exercises. Food and treats are not permitted during testing, nor is the use of toys, squeaky toys, etc. to get the dog to do something. We recognize that food and toys may provide valuable reinforcement or encouragement during the training process but these items should not be used during the test.

### Failures - Dismissals

Any dog that eliminates during testing must be marked failed. The only exception to this rule is that elimination is allowable in test Item 10, but only when test Item 10 is held outdoors.

Any dog that growls, snaps, bites, attacks, or attempts to attack a person or another dog is not a good citizen and must be dismissed from the test.

## D. Attachment – Assistance Dogs Organizations

### **ASSISTANCE DOGS**

#### **(Guide, Signal and Service Dogs)**

Assistance animals are individually trained to perform tasks for people with disabilities, such as: guiding people who are blind (guide dogs), alerting people who are deaf (signal dogs) and alerting people who have seizures, etc. (service dogs). Under the Americans with Disabilities Act, businesses and organizations that serve the public must allow people with disabilities to bring their assistance animals into all areas of public facilities. Businesses may ask if the animal is an assistance animal or what task it performs, but cannot require special identification cards for the animal or ask about the person's disability. Listed below are a number of schools and organizations that may help in locating appropriately trained assistance dogs.

### **ASSISTANCE DOG SPECIAL ALLOWANCE PROGRAM (ADSA)**

#### **California Department of Social Services**

744 P Street, MS 8-16-94

Sacramento, CA 95814

(916) 657-2628 (Voice)

(916) 653-7651 (TTY)

Website: [www.cdss.ca.gov/cdssweb/pg82.htm](http://www.cdss.ca.gov/cdssweb/pg82.htm)

The ADSA program provides a monthly payment to eligible persons who use a guide, signal, or service dog to help with needs related to their physical disabilities. The allowance is to help pay the cost of food, grooming and health care for the dog.

### **ASSISTANCE DOGS INTERNATIONAL**

Website: [www.assistedogsinternational.org](http://www.assistedogsinternational.org)

Assistance Dogs International, Inc. is a coalition of not for profit organizations that trains and places assistance dogs. The types of dogs trained are service dogs.

### **BERGIN UNIVERSITY OF CANINE STUDIES**

#### **Assistance Dog Institute**

5860 Labath Avenue

Rohnert Park, CA 94928

(707) 545-3647 (545-DOGS)

Website: [www.bergin.org](http://www.bergin.org)

E-mail: [info@berginu.edu](mailto:info@berginu.edu)

Dr. Bonita Bergin invented the concept of the Service Dog to assist people with mobility impairments in 1975. The university pursues its mission of "advancing the human-canine partnership through research and education." This is the only university offering Master of Science and Associate of Science degrees in dog studies. The types of dogs trained are service dogs.

### **BOARD OF GUIDE DOGS FOR THE BLIND**

#### **California Department of Consumer Affairs**

1625 North Market Boulevard, Suite N-112

Sacramento, CA 95834

(916) 574-7825 (Local and Out-of-State calls)

(866) 512-9103 (Toll Free for In-State calls)

Website: [www.guidedogboard.ca.gov](http://www.guidedogboard.ca.gov)

E-mail: [guidedogboard@dca.ca.gov](mailto:guidedogboard@dca.ca.gov)

The Board licenses and regulates schools and persons in California that train and supply guide dogs for the blind. The Board also oversees fundraising practices.

### **CANINE COMPANIONS FOR INDEPENDENCE**

P.O. Box 446

Santa Rosa, CA 95402

(800) 572-2275

(866) 224-3647 (National Headquarters)

Website: [www.cci.org](http://www.cci.org)

#### ***Northwest Regional Center***

2965 Dutton Avenue

Santa Rosa, CA 95407

(800) 572-2275

(707) 572-1700 (Local-Voice)

(707) 577-1756 (TTY)

#### ***Southwest Regional Center***

P.O. Box 4568

Oceanside, CA 92052

(800) 572-2275

(760) 901-4300 (Local-Voice)

(760) 901-4350 (TTY)

Canine Companions for Independence is a national nonprofit organization that enhances the lives of people with disabilities by providing highly-trained assistance and hearing dogs and ongoing support to ensure quality partnerships. The types of dogs trained are service and hearing dogs.

### **DISCOVERY DOGS**

P.O. Box 582

Roseville, CA 95661

(916) 295-1828

(916) 666-7241 (Fax)

Website: [www.discoverydogs.org](http://www.discoverydogs.org)

E-mail: [info@DiscoveryDogs.org](mailto:info@DiscoveryDogs.org)

Discovery Dogs trains hearing and service dogs for individuals.

### **DOGS FOR THE DEAF**

10175 Wheeler Road

Central Point, OR 97502

(541) 826-9220 (Voice/TTY)

(800) 990-3647 (Toll Free outside Oregon)

Website: [www.dogsforthe deaf.org](http://www.dogsforthe deaf.org)

E-mail: [info@dogsforthe deaf.org](mailto:info@dogsforthe deaf.org)

Dogs for the Deaf provides small to medium sized animals which are chosen from adoption shelters to provide services to persons who are deaf.

### **EYE DOG FOUNDATION FOR THE BLIND, INC.**

P.O. Box 519

Claremont, CA 91711

(800) 393-3641 (Voice-Toll Free)

Website: [www.eyedogfoundation.org](http://www.eyedogfoundation.org)

Eye Dog Foundation for the Blind trains guide dogs for individuals.

**GUIDE DOGS FOR THE BLIND, INC.**

P.O. Box 151200

San Rafael, CA 94915

(415) 499-4000 (California Campus)

(800) 295-4050 (Voice-Toll Free)

Website: [www.guidedogs.com](http://www.guidedogs.com)

E-mail: [information@guidedogs.com](mailto:information@guidedogs.com)

Guide Dogs for the Blind is a nonprofit, charitable organization with a mission to provide guide dogs and training in their use to visually impaired people throughout the United States and Canada.

**GUIDE DOGS OF AMERICA**

13445 Glenoaks Boulevard

Sylmar, CA 91342

(818) 362-5834 (Voice)

(818) 362-6870 (Fax)

Website: [www.guidedogsofamerica.org](http://www.guidedogsofamerica.org)

Email: [mail@guidedogsofamerica.org](mailto:mail@guidedogsofamerica.org)

The mission of Guide Dogs of America is to provide guide dogs and instruction in their use, free of charge, to blind and visually impaired men and women from the United States and Canada.

**GUIDE DOGS OF THE DESERT**

P.O. Box 1692

Palm Springs, CA 92263

(760) 329-6257 (Voice)

(888) 883-0022 (Voice-Toll Free)

Website: [www.guidedogsofthedesert.org](http://www.guidedogsofthedesert.org)

E-mail: [info@gddca.org](mailto:info@gddca.org)

Guide Dogs of the Desert train guide dogs for individuals.

**INTERNATIONAL HEARING DOG, INC.**

5901 East 89th Avenue

Henderson, CO 80640

(303) 287-3277 (Voice/TTY)

(303) 287-3425 (Fax)

Website: [www.ihdi.org](http://www.ihdi.org)

Email: [info@hearingdog.org](mailto:info@hearingdog.org)

International Hearing Dog, Inc. has trained more than 1,000 hearing dogs since 1979 for persons who are deaf or hard-of-hearing. All of the dogs selected for this special training come from local animal shelters.

This organization also trains dogs to assist deaf/blind individuals (in the home only) by guiding them slowly to the source of the sound.

**LEASHES FOR LIVING ASSISTANCE DOG SCHOOL, LLC™**



P.O. Box 146  
Tonopah, AZ 85354  
(623) 393-8481 (Voice)  
Website: [www.leashesforliving.com](http://www.leashesforliving.com)  
E-mail: [info@leashesforliving.com](mailto:info@leashesforliving.com)  
Leashes for Living Assistance Dog School trains service dogs for individuals.

#### **PAWS WITH A CAUSE**

4646 South Division Street  
Wayland, MI 49348  
(800) 253-7297 (Voice)  
Website: [www.pawswithacause.org](http://www.pawswithacause.org)  
Paws With A Cause trains assistance dogs nationally for people with disabilities and provides lifetime support which encourages independence.

#### **PAWS'ITIVE TEAMS**

##### **(Services limited to San Diego County)**

7031 Carroll Road  
San Diego, CA 92121  
(858) 558-7297 (Voice)  
(858) 558-7298 (Fax)  
Website: [www.pawsteams.org](http://www.pawsteams.org)  
E-mail: [paws@pawsteams.org](mailto:paws@pawsteams.org)  
Paws'itive teams train service dogs for individuals in the San Diego county area.

#### **PRO-TRAIN**

1544 Avohill Road  
Vista, CA 92084  
(760) 749-0897 (Voice)  
(877) 223-3647 (Toll Free)  
Website: [www.protraindog.com/](http://www.protraindog.com/)  
E-mail: [protraindog@gmail.com](mailto:protraindog@gmail.com)  
The Pro-Train organization trains service, hearing and guide dogs for individuals.

#### **TENDER LOVING CANINES ASSISTANCE DOGS, INC.**

##### **(Services limited to San Diego County)**

P.O. Box 1244  
Solana Beach, CA 92075  
(800) 385-1282 (Toll Free)  
(858) 461-6827 (Voice)  
(858) 461-6846 (Fax)  
Website: [www.tenderlovingcanines.org](http://www.tenderlovingcanines.org)  
Email: [info@tlcad.org](mailto:info@tlcad.org)  
Tender Loving Canines Assistance Dogs trains service dogs for individuals in the San Diego county area.

## E. Attachment - Information for Patients with Service Animals

Sharp HealthCare recognizes the invaluable contribution of service animals to the well-being of their Handler-patients. A service animal is "an animal that has been trained to do work or perform tasks for the benefit of an individual with a disability."

The following information is provided to assist in a seamless transition from the home to the healthcare setting for patients with service animals.

- It is recommended that a service animal wear the vest that identifies the animal as a service animal. Service animals are trained not to be distracted when the vest is on.
- Since service dogs are usually trained to sleep in a crate by the bedside, it is recommended the service dog follow this same guideline in a hospital room.
- For the safety of the service animal, patients and others, a service animal must be under the control of the Handler (patient) at all times.
- The Handler (patient) is responsible for the care of the service animal. If the Handler (patient) is unable to care for the service animal, the Handler may contact a friend, family member, or an animal sitter to provide assistance. **The hospital administrative staff will assist in identifying other available resources if the Handler is unable to make proper arrangements.** A service animal must be on a leash at all times (allowances can be made under special circumstances such as when the leash would interfere in the effective performance of the service animal).
- In the rare event that the service dog is resting on the bed, there should be a barrier (such as a sheet) between the service dog and the patient bedding. The nursing staff will provide a sheet upon request.
- During the provision of care by healthcare personnel (e.g., patient examination, feeding, bathing), if the service dog is on the bed, the Handler (patient) should remove the service dog from the bed and place the service dog in an area within control of the Handler.

The Handler (patient) will be asked to remove the service animal from the premises if the service animal is out of control/disruptive (e.g. biting, snarling, scratching) or if the service animal is not housebroken.

Adapted from Service Animal Behavior Standards as set forth by Assistance Dog International (ADI)

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## Attachments

 [A: Family Pet Visitation Program Health Certificate](#)

 [B: Approved Pet Therapy Organizations](#)

 [C: Canine Good Citizen Test](#)

 [D: Assistance Dogs Organizations](#)

 [E: Information for Patients with Service Animals](#)

## Approval Signatures

Step Description	Approver	Date
Administrator	Karen Whitten: Policy & Procedure Coord [TW]	6/7/2023
SMB SMC SMH SMV	Mark Munsey: Mgr Patient & Guest Relations	6/6/2023
SGH	Jodi Gross: Mgr Patient Support Services	6/6/2023
SCVMC	Hayddy Odom: Mgr Pt Relations/Risk Mgmt/CIC	6/6/2023
SCOR	Victoria Risovanny: Mgr Patient Relations	6/5/2023

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## Applicability

Chula Vista, Coronado, Grossmont, Mary Birch, McDonald Center, Memorial, Mesa Vista, Sharp HealthCare, Sharp Rees Stealy