



Working and Assistance Animals Policy

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Version Number	Information	Author	Date
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0.3			

1 Purpose

- 1.1 Hereford College of Arts ('the College') needs to protect the health, safety and welfare of staff, students and visitors to the College from potential hazards associated with the presence of animals on College premises or in vehicles owned or managed by the College whilst supporting people with recognised needs and ensuring that the College complies with its obligations under relevant legislation, such as the need to make reasonable adjustments under the Equality Act 2010.
- 1.2 It is the College's policy that, subject to the limited exceptions, animals are not permitted in its work and study places (including vehicles). This includes domestic pets.

2 Policy Statement

- 2.1 The College is a diverse community and is committed to providing a welcoming and safe environment for all. The College also takes its responsibilities for the welfare of all staff, students and visitors seriously, including those with additional needs who may require the support of an assistance animal. The College is aware, however, that bringing animals into buildings or securing them within College grounds (e.g. tying to a railing) has the potential to cause injury, infection or allergy and has animal welfare implications.
- 2.2 In the interest of fairness to everyone, dogs and any other animals are not permitted to be brought into College buildings or vehicles owned or controlled by the College. The only exception to this rule is for recognised assistance and working animals (principally dogs, but including any animal. Clarification of the meaning of "Assistance Dog" is provided in Section 6) or when animals are brought into the College as part of an official, formally organised event

3 Arrangements

- 3.1 **Responsibilities of the College** - The College will make all reasonable efforts to ensure the following arrangements are in operation:
 - 3.1.1 **Facilities** - The College will arrange for adequate numbers of appropriately specified Spend Areas to be present within the campus. Facilities staff will ensure the upkeep of Spend Areas to ensure the health of the animal and the safety of the owner, including the provision of bins for animal refuse and the disposal of the refuse.
 - 3.1.2 **Student Services** – The Academic Mentoring Team will advise students in relation to assistance animals and will highlight this policy to them and make them aware of the help provided by the College and their rights and responsibilities under this policy. Student Services will liaise with the student's academic School to ensure that any reasonable adjustments needed have been made, that a risk assessment has been raised and approved and to overcome barriers to acceptance of the assistance animal.
 - 3.1.3 **Line Managers** - Line managers will ensure that staff intending to use an assistance animal are aware of this policy, including their rights and responsibilities under this policy. Line managers will work with the staff member to arrange reasonable adjustments required. Line managers will also liaise with other staff to overcome barriers to acceptance of the assistance animal. HCA People will provide support to line managers in addressing any issues that arise.

3.1.4 Other members of the College community - The College aims to create conditions whereby the treatment of students, staff and applicants for employment or study, is on the basis of their relative merits, abilities and potential. In order to achieve this, the College requires all members of its community to respect and support each other. All staff within the College are required to undertake training in equality and diversity principles and legislation to support their understanding. All people who come into contact with an assistance animal must treat it as a working animal and allow it to perform its job without interference or hindrance.

3.2 Responsibilities of people intending to bring an animal into the College - The following responsibilities are borne by people who intend to bring an animal into the College, whether that be into a College building or vehicle (see Section 5 - Definitions):

- 3.2.1 Bringing animals into College buildings or vehicles** - Where a member of the public or other visitor to the College wishes to bring a recognised assistance animal (usually this will be a dog. Please see Section 5 in regard to assistance dogs) into College buildings or vehicles in relation to a legitimate reason for the person's presence within the College, this will automatically be allowed (subject to the right of the College to refuse access as detailed below).
- 3.2.2** The owner/custodian of the animal must still abide by all requirements of section 3.4.
- 3.2.3** Where staff or students request to bring an assistance or working animal into College buildings or vehicles, this must be agreed in advance with the Health & Safety Manager.
- 3.2.4** Where such requests relate to disabled staff or students, the person may wish to contact Student Services for confidential advice in the first instance. In all cases the request must be in relation to the person's legitimate work/study-related use of College buildings or vehicles.
- 3.2.5** Likewise, where staff or students request to bring an animal into College buildings or vehicles as part of an official formally organised curricular activity, this must be agreed in advance with the Health & Safety Manager.

3.3 The College must be satisfied that:

- 3.3.1** The requirement is legitimate. In this regard, appropriate medical confirmation of the need for the animal may be required in relation to assistance animals.
- 3.3.2** Suitable accommodation is or can be made available where this is necessary.
- 3.3.3** Consultation has taken place with other relevant stakeholders either for agreement or for awareness. This would include other colleagues, other campus service providers (e.g. cleaners, contractors) and relevant Head of School and Vice Principal.
- 3.3.4** The welfare of the animal will be ensured at all times.
- 3.3.5** The owner/custodian has been made aware of the terms and conditions under which the animal is permitted to be on site [see below].
- 3.3.6** Proof of Full Public Liability Insurance has been provided by the Owner.

3.4 The Animal Owner/Custodian must:

- 3.4.1** Request permission from the College (via the application process) to bring the animal into a building or vehicle at the earliest opportunity (see definition section).
- 3.4.2** Ensure that their assistance animals are clearly identifiable by the use of special collars and/or harnesses when the animal is working.
- 3.4.3** Ensure that their assistance animals are covered by full liability insurance and provide a copy to the College.
- 3.4.4** Respect access restrictions established by the College on grounds of health and safety, for example presence of their animal in workshops. This will be subject to individual access review.
- 3.4.5** Preventing and correcting assistance animals misbehaviour is the owner's

- responsibility. Owners must make sure that their assistance animals do not cause harm or injury to others and damage to College property.
- 3.4.6 Ensure that the animal behaves in an appropriate manner at all times so as not to disrupt others.
 - 3.4.7 People registered as blind or partially sighted are not required to remove litter caused by their guide dog but they are expected to have received the appropriate training on how to control their dog to avoid dog littering on Campus.
 - 3.4.8 Ensure they take responsibility for the clean-up of the animal's waste, consistent with reasonable capacity. Owners must not allow animals to foul the buildings, paths or grounds on Campus. In the unlikely event that the animal does foul in College buildings and the owner is unable to clean this up, the owner must report this to Reception who will arrange with maintenance for the area to be cleaned and sanitised.
 - 3.4.9 Ensure that regular health checks, vaccination and an adequate standard of grooming are carried out.
 - 3.4.10 Ensure the assistance animal has its requirements in relation to feeding, watering and toileting fully met.
 - 3.4.11 Ensure that assistance dogs are kept on a lead at all times when walking around the Campus or safely harnessed when unsupervised.
 - 3.4.12 Owners of assistance animals that are ill, in poor health, excessively unclean or unkempt will be requested to remove the animal from the premises.
 - 3.4.13 Owners are responsible for the training needs of their assistance animals and for the correct and safe performance of their duties.
- 3.5 The College recognises that owners will feel strongly about their animal being permitted to continue to be allowed on campus. However, owners are responsible for engaging positively and constructively where there may be challenges to the presence of an assistance dog including though not exclusive to:
- 3.5.1 instances where an animal may cause a health and safety risk
 - 3.5.2 where people with extreme phobias or allergies are present
 - 3.5.3 where there have been challenges to emergency evacuation protocols
 - 3.5.4 where there have been issues presented by an animals behaviour including animal waste
 - 3.5.5 where there has been damage to College property.
- 3.6 The College reserves the right to refuse access to a College building or vehicle by an animal under circumstances where:
- 3.6.1.1 The health, safety or welfare of the animal cannot be ensured by the adoption of reasonable control measures.
 - 3.6.1.2 The health, safety or welfare of people in the building or vehicle would be unacceptably affected by the presence of the animal.

4 Definitions and Abbreviations

- 4.1 "Assistance animals" refers to those that provide support to staff, students or visitors who have a recognised disability or additional support need (see also Section 6).
- 4.2 "Custodian" refers to anyone who is not the owner of the animal, but who is responsible for controlling and ensuring the welfare of an animal in the absence of the owner.
- 4.3 "Earliest opportunity" means with as much notice as possible to ensure that appropriate discussion and consultation can occur between all necessary individuals/groups. Ordinarily, it would be expected that at least 72 hours notice will be given, but it must be noted that each case requires to be considered separately and decisions will vary in the length of time required.
- 4.4 "Formally organised event" means an event for staff, students or the public that has been formally approved by the Vice Principal, supports the work of the College and is of short duration (usually lasting no more than one day). The event organiser should also complete a Risk Assessment for review by the Health & Safety Manager.
- 4.5 "Private vehicle" refers to any vehicle not owned or controlled by the College.
- 4.6 "Spend Area" refers to a location where animals (principally dogs) can defecate and

urinate.

- 4.7 “College building” refers to any building owned or leased by the College. Note that student residences are not College buildings, since they are not owned and operated by the College.
- 4.8 “College estate” refers to any College ground, including buildings on that ground.
- 4.9 “College grounds” refers to any land, excluding buildings on that land, owned by the College.
- 4.10 “Vehicle” refers to any vehicle owned or controlled by the College, including those leased or rented.
- 4.11 “Working animals” refer to those that may be brought onto campus for the purpose of providing a service to the College (including in relation to official study activities) or as part of law enforcement.

5 Definition of an Assistance Dog

- 5.1 It is recognised that some staff and students rely on an assistance animal for support with physical tasks. Such animals are normally dogs and are trained to undertake these tasks.
- 5.2 Emotional support or therapy animals are currently not formally classed as assistance animals in the UK. It is the current position of the College that emotional support or therapy animals are not considered as assistance animals and therefore do not have the same right of access.
- 5.3 The exception to this will be where the animal has been specifically trained to the same level as an assistance animal. Requests will be dealt with on a case by case basis the process for which is outlined in this Policy.
- 5.4 For the purpose of this policy, an assistance dog is one that has been specifically trained to assist with people with disabilities.
- 5.5 The Disability Discrimination Act (DDA) 1995 states the following as definition of an assistance dog;
 - 5.5.1 *‘Assistance dogs are dogs that have been trained to work in partnership with disabled people to assist them in accessing services and to help them to improve their mobility, independence and quality of life. Assistance dogs support people with a wide range of disabilities; including visual impairments, deafness, physical disabilities and hidden disabilities. Assistance dogs are highly trained working dogs: they are not pets! Assistance dogs can be recognised by the harnesses and coloured jackets that they wear. A jacket will usually display the name of the organisation that trained the dog in question.’*
- 5.6 Assistance dogs on the College estate must:
 - 5.6.1 be trained by a member of Assistance Dogs UK (AD(UK)), a coalition of assistance dog organisations or an equivalent organisation in another country;
 - 5.6.2 have a formal identification in the form of branded jackets or lead slips;
 - 5.6.3 have the yellow ID booklet from the AD (UK) member organisation. This ID book contains information about the owner and their dog, details of the training organisation who trained the dog and its owner.
 - 5.6.4 where the animal has been trained outside of the UK, evidence will be required of the training received by the equivalent organisation.
- 5.7 Assistance dogs trained by members of Assistance Dogs (UK) or by an equivalent organisation in another country, have formal identification and are permitted to accompany their owners at all times and in all places within the United Kingdom (unless there is an unacceptable health and safety risk).
- 5.8 On the grounds of Health and Safety responsibilities to its staff, students and visitors, the College reserves the right to refuse access for a dog that:
 - 5.8.1 Is not qualified by one of the five membership organisations of [Assistance Dogs \(UK\)](#).
 - 5.8.2 Dogs from other nations, which do not meet the full membership criteria of the established international assistance dog organisations – Assistance Dogs International, Assistance Dogs Europe, International Guide Dog Federation – or other such international bodies as may from time to time be recognised.

5.9 Types of assistance dogs:

- 5.9.1 Guide dogs – assisting people who are blind or visually impaired.
- 5.9.2 Hearing dogs – assist people who are deaf or are hearing impaired.
- 5.9.3 Support dogs/Dogs for the Disabled – who provide support for many tasks that their owners may find difficult.
- 5.9.4 Seizure alert dogs - are trained to behave differently when they detect a potential seizure, which may appear as misbehaving to others.
- 5.9.5 Autism assistance dogs – supporting people with autism
- 5.9.6 Dogs supporting people with mental health issues.
- 5.9.7 Assistance dogs are not pets, and do not act like pets. Normally assistance dogs are with their owners 24 hours a day and their training means that they are able to support their owner in a range of settings undistracted by what is going on around them. They are also trained to toilet when prompted.

5.10 Members of Assistance Dogs (UK)

- 5.10.1 The following are registered members of Assistance Dogs (UK):
 - 5.10.1.1 Guide Dogs for the Blind Association (GDBA)
 - 5.10.1.2 Hearing Dogs for Deaf People
 - 5.10.1.3 Support Dogs
 - 5.10.1.4 Dogs for the Disabled
 - 5.10.1.5 Canine Partner
- 5.10.2 Additional sources of information and guidance [Assistance Dogs UK](#)
- 5.10.3 Assistance Dogs (UK) is a coalition of assistance dog organisations that encourages the exchange of ideas and best practice amongst its members, raises awareness amongst the general public and promotes behavioural and legislative changes to ensure the freedom, independence and rights of its clients.
- 5.10.4 This policy refers to the definitions and types of assistance dogs provided on the Assistance Dogs website.

6 Procedure

6.1 Students - Students seeking to bring an assistance animal onto campus must register with Disability Services. An application will need to be submitted to the Health & Safety Manager.

- 6.1.1 Students must provide;
 - 6.1.1.1 Information about the animal and its tasks/duties, when requested
 - 6.1.1.2 Proof that the animal is trained as an assistance animal
 - 6.1.1.3 Insurance documentation for the animal.
- 6.1.2 A Risk Assessment will be undertaken by the Student and their Course Staff to understand which parts of the campus the student with the assistance animal will need to access. If the student is studying on programmes which include workshops and other 'non standard' environments or settings, including field trips, course staff will arrange for a risk assessment to be undertaken in conjunction with the Health & Safety Manager and other relevant staff (e.g. workshop manager).
- 6.1.3 Where it is deemed unsafe for an animal to be in a particular environment, efforts will be made to make sure that an alternative reasonable adjustment is in place to ensure that the student has access to their learning environment.

6.2 Staff

- 6.2.1 Staff members seeking to bring an assistance animal onto campus must contact the Health & Safety Manager who will liaise with HCA People.
- 6.2.2 Staff must provide;
 - 6.2.2.1 Information about the animal and its tasks/duties, when requested
 - 6.2.2.2 Proof that the animal is trained as an assistance animal
 - 6.2.2.3 Insurance documentation
- 6.2.3 An assessment will be undertaken to understand what parts of campus to which the staff member with the assistance animal will need to access. If the staff

member needs to access 'non standard' environments or settings, their line manager will arrange for a risk assessment to be undertaken in conjunction with the Health & Safety Manager.

- 6.2.4 Where it is deemed unsafe for an animal to be in a particular environment, efforts will be made to sure that an alternative reasonable adjustment is in place to ensure that the staff member has access to their work environment.

7 Summary

- 7.1 Hereford College of Arts is committed to providing a safe and managed environment for students, staff and visitors on any part of the campus.