**Assistance Dogs**

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# Introduction

City, University of London values the diversity of its workforce and student body and is committed to providing an environment which is welcoming for all. This policy has been developed to address specific issues relating to assistance dogs on the University campus. It is also intended to raise awareness for staff, students and visitors of the issues relating to assistance dogs.

This policy aims to outline:

* the arrangements made to provide a welcoming and safe environment for assistance dogs and their owners;
* the roles and responsibilities within the University in relation to assistance dogs;
* the responsibilities of the owners of assistance dogs on University property;
* a process for dealing with issues and complaints if they arise.

This policy applies to all City staff, students, and visitors.

## Therapy and Support Animals

Therapy and Support Animals are different to assistance dogs These are dogs which provide emotional support and support relating to confidence, anxiety and so on. City recognises the value of such animals in people’s lives; however, our policy limits the animals allowed on campus to those registered with and trained by members of Assistance Dogs UK (or international equivalents). Therapy and support dogs are not permitted on City campus. See Appendix 1 for information on the definition of an assistance dog, as used in this policy.

# Arrangements

The University makes the following arrangements in order to allow staff, students and visitors with assistance dogs to enjoy the best possible experience:

* The City campus/footprint does not include appropriate spaces for spending pens (for the toilet needs of assistance dogs.) Outside space is public and it is the responsibility of the owner to ensure that fouling is removed.
* On request, the University will provide familiarisation with and orientation on campus as part of induction.
* The University provides guidelines for staff and students on how to interact with assistance dogs. This information can be found in Appendix 2.
* The University is happy to listen to the suggestions of assistance dog owners as to how University provision for assistance dogs could be improved.

# Roles and responsibilities:

## Student Services

The Disability and Neurodiversity teamswill advise students with assistance dogs and signpost them to this policy to make them aware of the help provided by the University and their rights and responsibilities. If required, the Disability & Neurodiversity Team (D&ND) will liaise with the student’s academic department to ensure that any reasonable adjustments needed have been made. D&ND will also inform the Exams Team of students who will need an assistance dog in exams.

## Staff

HR and Line Managers will ensure that staff with an assistance dog are aware of this policy, including their own responsibilities, and will work together with the member of staff to arrange any reasonable adjustments required. This may include specialist orientation, if required. Line Managers will also ensure that other members of staff respond appropriately to the member of staff and the assistance dog. HR will provide support to Line Managers in addressing any issues that arise.

## Academic department

The department may inform staff and students that there is an assistance dog on the premises, in case of allergies, phobias etc. If such issues arise, the department has the responsibility to facilitate appropriate arrangements (e.g. with seating, scheduling); the owner and other members of the University have the responsibility to comply with reasonable requests.

## The Owner

The assistance dog is the responsibility of its owner who must ensure that the assistance dog:

1. is kept on a lead at all times when walking around the University premises;
2. does not allow it to foul the University premises inside, paths, grounds or surrounding areas;
3. has its requirements in relation to toileting and feeding requirements met;
4. behaves in an appropriate manner at all times and does not disrupt others;
5. has regular health checks, vaccination and an adequate standard of grooming, and provide copies of the annual checks to City if requested;
6. is clearly identifiable by the use of special collars and/or harnesses when on duty;
7. is covered by full liability insurance (and provide a copy to City if requested).
8. Access restrictions - Assistance dog owners must respect access restrictions established by the University on grounds of health and safety.

### The following action must be taken in the event of fouling:

In the unlikely event that the dog does foul on University premises, the owner must clean up where possible and then report to *Property and Facilities* to clean and sanitize the area, via [PaF Service Desk](mailto:paf-servicedesk@city.ac.uk).

# Process for dealing with complaints and/or breaches of the policy

## Complaints by assistance dogs’ owners

If a student or member of staff with an assistance dog wishes to make a complaint about the treatment of themselves or their dog, they should raise this issue with the department in which the problematic treatment occurred. For example, if problems occur in the Library, it should be raised with the Library. If the problem occurs in the learning environment it should be raised with the relevant academic department. The department in question will then investigate the issue.

Every attempt will be made to resolve the matter. If the matter cannot be resolved informally, the issue will be escalated and dealt with through staff or student disciplinary procedures, with reference to the Equality Act 2010.

## Complaints about assistance dogs

If a student or member of staff wishes to make a complaint about an assistance dog or notices

any breaches of this policy, they should also raise the issue with the department in which the

problem occurred.

Again, every attempt will be made to resolve the matter informally with the dog’s owner. If the matter cannot be resolved informally, or if the request to resolve the complaint is not complied with, the issue will be escalated and dealt with through staff or student disciplinary Procedures.

## Complaints about this policy

Complaints about the operation of the Policy should be made using the procedures set out in the relevant staff or student complaints procedure.

# Document Control

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# Appendix 1: Definition of Assistance Dog

For the purpose of this policy, an assistance dog is one which has been specifically trained to

assist disabled people and which has been qualified by one of the organisations registered as

a member of Assistance Dogs (UK) or an equivalent organisation in another country.

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 a genuine health and safety risk).

On the grounds of Health and Safety responsibilities to its staff, students and visitors, the

University reserves the right to refuse access for a dog that:

1. Is not qualified by one of the eight membership organisations of Assistance Dogs (UK).
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.

**Types of Assistance Dogs:**

* Guide Dogs assist people who are blind or are visually impaired.
* Hearing Dogs assist people who are deaf or are hearing-impaired.
* Support Dogs for other disabled people 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 items
* “Support Dogs” also train dogs for people with limited mobility 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.

**Members of Assistance Dogs (UK)**

The following are registered members of Assistance Dogs (UK):

* Autism Dogs
* Canine Partners
* Dog AID
* Dogs for Good
* Guide Dogs
* Hearing Dogs for Deaf People
* Medical Detection Dogs
* Seeing Dogs Alliance
* Service Dogs UK
* Support Dogs (This is the name of an organisation and does not refer to emotional support dogs.)

**Additional sources of information and guidance**

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. This policy\* refers to the definitions and types of assistance dogs provided on its website. http://www.assistancedogs.org.uk/