

ASSISTANCE DOGS POLICY

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Policy owner:	Head of Student Services		

Approval required

SMT Y/N	Y	SMT approved/review date	August 2024
Governor Y/N	N	Governor approved/review date	N/A

Publication

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Area/s of Staff Intranet		Student Services					

1. POLICY STATEMENT

1.1 Craven College recognises that assistance dogs play an important role in the safety and wellbeing of staff and students with disabilities at the College. Also, that there may at times be visitors to the College (guest speakers, those attending events and conferencing, etc) who require an assistance dog.

1.2 With the exception of:

- Assistance Dogs;
- visitors to the College for commercial activity (e.g. dog grooming);
- guest speakers with dogs such as police dogs, rescue dogs, ratting terriers, deer tracking dogs, etc and
- those exercising a public right of way for walking dogs (where such a right exists),

no other dogs (or any other pets), will be allowed on site.

1.3 Regardless of whether the owner of a dog refers to their dog as an 'assistance dog', only assistance dogs that are approved under this policy will be permitted.

2. PURPOSE

2.1 This policy sets out:

- the arrangements made to provide a welcoming and safe environment for assistance dogs and their owners;
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- the roles and responsibilities within the College in relation to these dogs;
- the responsibilities of Assistance Dog Owners when on College premises;
- a process for dealing with issues and complaints if they arise.

3. SCOPE AND LIMITATIONS

- 3.1 This Policy applies to all staff, students and visitors to College premises, and across all sites.

4. DEFINITIONS

- 4.1 **‘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 (see Appendix A for further details), 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). The College recognises that dogs that have not been formally qualified by or registered with an organisation may nevertheless meet the definition of an ‘assistance dog’ for the purposes of the law and amount to a reasonable adjustment.

- 4.2 Examples of tasks carried out by assistance dogs include:

- assisting people who are blind or are visually impaired. These dogs are commonly known as ‘guide dogs’;
- assisting people who are deaf or are hearing impaired. These dogs are commonly known as ‘hearing dogs’;
- assisting their owner with tasks which they may find difficult or impossible, for example:
 - opening and closing doors, picking up objects;
 - assisting with dressing and undressing;
 - accompanying their owner whilst shopping etc.;
 - raising the alarm;
 - switching lights on and off;
 - carrying items;
 - loading and unloading the washing machine;
 - fetching the telephone and other items.
- assisting people with physical regulation, such as blood sugar levels in those with diabetes;

- 4.3 The important thing to remember is that an assistance dog is a working animal, not an ordinary pet. It expects to work with its owner and knows that when it is wearing the harness, it is on duty. When the dog is working it needs to concentrate on the job in hand, so it is very important that it is not distracted by touching, feeding, etc. When the dog's harness is off, it should behave like a well-trained pet dog.
- 4.4 A **'therapy dog'** is not classed an 'assistance dog'. Unlike Assistance Dogs, a therapy dog does not facilitate mobility for its owner or assist with day-to-day tasks and need not accompany the owner at all times. They assist in providing comfort and affection, as opposed to alleviating disadvantage for those with disabilities. **A therapy dog does not have these same legal privileges as an Assistance Dog** and therefore therapy dogs are not considered Assistance Dogs as defined by this policy.

5. LEGAL CONTEXT

- 5.1 Education providers, along with other service providers, have a legal obligation to make what are called "reasonable adjustments", ie to make sure that, as far as is reasonable, a disabled person has the same access to services as a non-disabled person.
- 5.2 The obligation is to put in place adjustments that alleviate disadvantages experienced by those with disabilities. Whether or not an adjustment is reasonable will depend on the circumstances. Even an adjustment that would alleviate a disadvantage may not be reasonable, including if it is inconsistent with the College's legal duties to other students and staff.

6. ASSISTANCE DOG OWNERS

- 6.1 Staff and students wishing to bring an Assistance Dog onto site must first request permission from the College by completing a Request for Assistance Dog form (see Appendix B) which is available online or on request.
- 6.2 Students must submit their completed form and any supporting documentation to **Sendsupport@cravencollege.ac.uk** which should then be forwarded to the Assistant Principal of Curriculum and Student Experience.
- 6.3 Staff must submit their completed form and any supporting documentation to **HR@Craven-College.ac.uk** which should then be forwarded to the Head of Human Resources.
- 6.4 In the case of students, the College must be given adequate time, prior to the arrival of the Assistance Dog, to prepare the other students within the cohort for the presence of an Assistance Dog to ensure:
- appropriate behaviour of students whilst the dog is working;
 - identification of other students or staff with an allergy to dogs;
 - identification of other students or staff with a phobia to dogs.

- 6.5 Assistance Dog owners will provide information about the animal and its tasks/duties, when requested by College staff.
- 6.6 Owners of Assistance Dogs must have in force valid public liability insurance at all times which covers their personal legal liability in respect of their ownership or keeping of the Assistance Dog arising from:
- bodily injury to any third party persons;
 - damage to property belonging to persons other than the owner;
 - a minimum of £2,000,000 limit of indemnity in respect of any one incident.
- 6.7 **Owners of Assistance Dogs must ensure that the policy provides cover for Assistance Dogs as this is not standard on all policies.**
- 6.8 A copy of the schedule or any certificate of cover must be provided to the College prior to the Assistance Dog entering the estate. The College will make a copy for its records and in the event of a claim. The College will keep this information for 3 years after which it will be destroyed.
- 6.9 Assistance Dog owners must ensure that their Assistance Dog is kept on a lead at all times when walking around the College estate or safely harnessed when unsupervised for short periods of time.
- 6.10 Although not required by law, Assistance Dog owners should ensure that their Assistance Dogs are clearly identifiable by the use of special collars, jackets, harnesses and/or ID tags for the safety of the service user and the dog.
- 6.11 The Assistance Dog remains the responsibility of the owner at all times and appropriate welfare measures must be in place to ensure the dog is given suitable rest breaks and access to food/water during the day. The Assistance Dog owner will be responsible, where possible, for cleaning up any faeces from their dog and placing the waste in a designated dog waste bin whilst it is on campus.
- 6.12 In the unlikely event that the dog does foul inside College buildings, the Assistance Dog owner must report this to an appropriate member of staff who will make arrangements with the Estates team to clean and sanitise the area.
- 6.13 It is the Assistance Dog owner's responsibility to prevent and correct their dog's misbehaviour. Assistance Dog owners must make sure that their Assistance Dog does not cause harm or injury to others and damage to College property. Assistance Dog owners are responsible for any damage to persons or College property.
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- 6.14 The Assistance Dog owner will ensure regular health checks, vaccination, including flea/worm treatments, adequate standard of grooming, and the supply of food and drink at all times. The dog must be registered with a vet and the details of the veterinary practice must be made available to the College on request.
- 6.15 Owners of Assistance Dogs that are ill, in poor health, excessively unclean or unkempt may be required to remove the animal from College premises. The College is not responsible for the loss, ill health, or death of an Assistance Dog.

Student Transport

- 6.17 Students with Assistance Dogs must seek permission to bring an Assistance Dog onto College transport, by completing a Request for Assistance Dog form and providing the correct documentation.

Events organised or hosted by the College (on College premises) including Open Days, Taster Days and Careers events

- 6.18 To ensure that you are properly supported, please contact a member of our Customer Services team on Sendsupport@cravencollege.ac.uk to discuss your needs and how best to support you.

Student Support Service's

- 6.19 To ensure that you are properly supported, please contact a member of our Student Support Services Team on [01756 791 411](tel:01756791411) to discuss your needs and how best to support you.

Assistance dogs in animal areas

- 6.20 For health and safety reasons, assistance dogs may not be able to access some areas of animal areas.

7. THE COLLEGE

- 7.1 On receipt of a request to bring an assistance dog on site under this Policy (whether this is from a staff member or student), the College will do one or more of the following as required:
- i) request further information and/or evidence as to the nature of the applicant's disability;
 - ii) request further information and/or evidence as to the nature of the disadvantages that the applicant is or would be put to;
 - iii) request further information and/or as to the way in which it is proposed that the Assistance Dog would alleviate the disadvantages;
 - iv) request further information and/or evidence as to the nature or specifics of the Assistance Dog's training;
 - v) arrange for the applicant to visit the College with their Assistance Dog so that the dog can be observed and a risk assessment can be carried out;
 - vi) provide the applicant with a written outcome to the application.
- 7.2 In relation to 7.1 above, this may include providing evidence to demonstrate that they:
- have undertaken a temperament assessment with a suitably qualified instructor;
 - have been trained to Assistance Dogs (UK) standards by a suitably qualified instructor;
 - have been assessed to Assistance Dogs (UK) standards by a suitably qualified instructor;
 - can provide evidence of their public liability insurance.
- 7.3 Evidence can be in the form of certificates, training and assessment records, insurance documents, testimonials from qualified and recognised professionals (this list is not exhaustive).
- 7.4 The College will, where necessary:
- (for staff and students) on request, provide familiarisation with and orientation on campus as part of induction;
 - provide spending pens for the toilet needs of Assistance Dog;
 - provide water bowls for the use of Assistance Dogs;
 - raise awareness and provide guidelines for staff and students on the purpose of Assistance Dogs and how to interact with them.
- 7.5 The College reserves the right to remove or bar entry to an Assistance Dog when it poses a direct threat to the health & safety of others. Unresolved animal misbehaviour may also provide grounds for removal, after all reasonable measures have been taken
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to address this.

- 7.6 The College may restrict access of Assistance Dogs to certain areas for health and safety reasons, including for the wellbeing of other animals on College premises.

8. RELIGIOUS OR CULTURAL CONFLICTS

- 8.1 Religious or cultural beliefs cannot be used to prohibit access for Assistance Dogs and their owners.

9. COMPLAINTS

- 9.1 Any complaints should be handled in accordance with the College's Complaints and Compliments Policy.

10. RESPONSIBILITIES

- 10.1 The Head of Student Services (for students) and the Head of HR (for staff) will have overall responsibility for ensuring compliance with this policy.
- 10.2 The Head of HR will be assisted by relevant managers to ensure compliance with this policy.

11. MONITORING AND REVIEW

- 11.1 The Head of Student Services (for students) and the Head of HR (for staff) will maintain oversight of the effectiveness of these arrangements.
- 11.2 This policy and the implementation arrangements which underpin it will be reviewed annually by the The Head of Student Services (for students).

12. RELATED POLICIES AND PROCEDURES

Equality and Diversity Policy

13. APPLICABLE LEGISLATION

In all aspects of this policy the College will comply with the following legislation: Equality

Act 2010

Health and Safety at Work Act 1974,

Management of Health and Safety at Work Regulations 1999 Workplace

(Health Safety & Welfare) Regs 199

Appendix A



Request for Assistance Dog 2024 - 2025

For completion by the Assistance Dog Owner:

Name of Owner	
Please indicate: staff, student or visitor	
Student number (if applicable)	
Name of Dog	
Name of organisation the Assistance Dog is affiliated/registered with*	
Training (incl Public Access Test or equivalent) completed? (Evidence should be provided)*	
Colour of Dog	
Breed of Dog	
Details of tasks/duties the dog performs	

Details of request/need? (eg. to accompany the owner at all times? To live in student accommodation?)	
Details of dog's normal response behaviours*	

*where appropriate/relevant/available

Name and address of registered veterinarian	
Microchip Number	

I confirm I accept full responsibility for:

1. Welfare responsibilities

- Feeding;
- Health (includes any illness or injury, up to date vaccinations, flea/worm treatments);
- Hygiene (regular grooming and bathing);
- Clearance/removal of any and all fouling;
- Appropriate rest and care;
- Consistent and regular training.

2. Behaviour

- Not to wander freely around the premises – stay on a lead unless in the designated exercise fields shown on map;
- Sit or lie quietly on the floor next to its owner/handler;
- Not foul in college grounds, other than in designated areas;
- Be crated and/or stay in college kennels during practical lessons;
- Be crated when left unattended and be able to remain quiet;
- Should the dog become a distraction in theory lessons for other students and disturbs the teaching and learning in lessons, we reserve the right to ask for the dog to be removed;
- Does not enter other student's rooms or shared toilet and shower facilities.

Insurance

I also confirm that my assistance dog is insured and will provide a confirmation (copy Certificate of Insurance) with this application.

Vaccinations

I also confirm that my assistance dog is fully up to date with his/her vaccinations and will provide confirmation with this application.

Signature:

Print name:

Date:

Signature of parent (where student and student is under 18):

Print name:

Date:

Students: Please submit your form to Sendsupport@cravencollege.ac.uk

Staff: Please submit your form to HR@Craven-College.ac.uk

For College use only:

Insurance documents provided – Y/N

Vaccination documents provided – Y/N

Copy/evidence of training/accreditation certificates (incl behaviour assessment. Public Access Test)? – Y/N

Medical/mental health evidence? – Y/N

Risk Assessment carried out? – Y/N

Emergency Evacuation Plan Completed? – Y/N

Appendix C

Interacting with Assistance Dogs

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

- **Talk to the handler, not the dog!**

It is very frustrating for a person to have to interrupt your conversation with their dog. 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 dog without asking first, please!**

It can be very dangerous for the handler if their dog is distracted and not doing its job. It is important to remember that while they are extremely intelligent, devoted, and highly trained, assistance dogs 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 assistance dog, 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 dog's attention).

- **Don't get angry at the handler if he or she does not want to stop to talk about their dog.**

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 dog.**

Many – not all – assistance dogs 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 dog's training if they learn that they get food in a public place