

# Assistance Dogs on University Premises

## UPR HS05 Appendix 1 version 09.0

### Policies superseded by this document

This document replaces version 08.1 of UPR HS05 Appendix 1, with effect from 1 September 2024.

### Summary of significant changes to the previous version

Substantial changes have been made to processes and recognised organisations. These changes have a significant impact on the policy, so reading the full document is essential

### Glossary

A glossary of approved University terminology can be found in [UPR GV08](#).

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## 1 Introduction

1.1 This Appendix 1 to UPR HS05 is based on the following relevant sections of the Equality Act 2010:

- Section 20: Duty to Make Reasonable Adjustments  
This section of the Act specifically addresses the duty to make reasonable adjustments to ensure that individuals with disabilities are not at a substantial disadvantage.

- **Section 29: Services and Public Functions**  
This section of the Act prohibits discrimination against individuals with disabilities in accessing services, which includes the right of assistance dog owners to access public spaces and services without discrimination.

The University's Security and Public Access Policy UPR HS05 states that 'no dogs other than Assistance Dogs are permitted to access the University grounds and premises.' The purpose of this policy is to provide clarification on what is recognised by the University as an Assistance Dog and the duties on both the University and the Assistance Dog owner when the dog is on University premises. This is to ensure that the University is safeguarding the dog, owner and wider University community.

The UPR is owned by Health, Safety and Security and a process for raising concerns and key contacts can be found at the end of this policy.

## **1.2 Language and terminology**

- 1.2.1 The University defines an assistance dog as a dog which is highly trained to help a person with a disability with day-to-day activities. An Assistance Dog:
- Will not wander freely about the premises; and
  - Will sit or lie quietly on the floor next to their owner; and
  - Is unlikely to foul in a public place; and
  - Is usually instantly recognisable by a harness or jacket.

In the event that a dog has an Assistance Dog UK (ADUK) ID booklet showing that it has been trained by an accredited member of ADUK the University will consider that the dog meets the definition of an Assistance Dog under this UPR.

In all other circumstances, the University reserves the right to seek further information and/or documentation to determine if the dog meets the definition of an Assistance Dog set out above before the dog is permitted onto campus. This may include a requirement that a full Assistance Dog Assessment, carried out by the Assistance Dogs Assessment Association. The cost of any such assessment will be met by the University.

The University will issue a dog which meets its definition of an Assistance Dog with a University ID card where the dog does not have an ADUK ID booklet or an identifiable harness, jacket or slip lead issued by an accredited member of ADUK.

## **2 Approval**

2.1.1 Assistance Dogs will be permitted on to campus with their owners, subject to compliance with the provisions set out in this policy.

2.1.2 Once the Assistance Dog has been approved by the University and where the Assistance Dog does not have an ADUK ID booklet OR have identifiable harness, jacket or slip lead issued by an accredited member of ADUK, the owner should contact the Head of Disability or Deputy Director of Student Wellbeing to arrange the issue of a University ID card for the Assistance Dog.

2.1.3 Owners of Assistance Dogs are encouraged to liaise with Student Wellbeing (Students) or HR / Line Manager (Staff) to ensure that appropriate supportive measures are implemented. The owner of an Assistance Dog must respect any access restrictions which are identified through risk assessments and established by the University on grounds of health and safety.

2.1.4 In circumstances where the Assistance Dog does not have an identifiable harness, jacket or slip lead issued by an accredited member of ADUK, it is reasonable for any staff member to ask to see a dog's University ID card in order to confirm that a dog is an Assistance Dog (as defined above 2.1.2).

2.1.5 If, in the reasonable opinion of the University, an Assistance Dog poses an adverse health risk to another student(s) or member of staff, the University will work with those individuals involved to seek to find a reasonable and proportionate solution (see Section 4).

## **3 Responsibilities**

### **3.1 Responsibilities of the Assistance Dog owner**

3.1.1 In advance of joining the University (whether as a student or employee), an individual who wishes to bring a dog onto campus should contact Student Wellbeing (student) or HR/Line manager (staff) so that the University and individual can work together to recognise the needs of the owner, the dog and the wider University community and to ensure appropriate measure are in place to support both owner and dog to access the university fully. This will include a determination by the University (in its absolute discretion) as to whether a dog is an Assistance Dog (as defined above).

3.1.2 The Assistance Dog remains the responsibility of the owner whilst on campus who must ensure that the dog:

- Is identifiable as an Assistance Dog via a harness, jacket or slip lead issued by an accredited member of ADUK, or the display of its University ID card; and
- Does not interact with others unless an identified part of their role; and
- Has a plan in place for toileting / spending, feeding and other health and comfort requirements; and
- Is under the control of the owner at all times and not allowed to roam freely in grounds or buildings; and
- Is comfortable, has access to clean water and an identified safe downtime space (if required); and
- Uses the identified areas for toileting / spending as agreed in collaboration with University staff, and that the owner alerts University staff if any removal or cleaning is required after the dog has relieved itself; and
- Is compliant with all required health checks and vaccinations, flea, tic and worming treatments.

### **3.2 Responsibilities of the University**

3.2.1 Where the Assistance Dog owner visits campus for work or learning only, staff at the University will work with the Assistance Dog owner to ensure that:

- Identified spending areas are accessible and, where required, support is available to the owner to clean and sanitise the area; and
- A clean and safe appropriate down time space (if required) is identified. (This may be, for example, for events such as long day seminars); and
- A risk assessment is carried out to identify any areas of concern and to document evacuation processes, the wellbeing of both the owner and Assistance Dog and identify any other points of note of which staff and students need to be aware. An example risk assessment is included at Annex 1; and
- A personal emergency evacuation plan is in place which clearly identifies the role of the owner, Assistance Dog and any relevant University staff.

3.2.2 In addition, where the owner of the Assistance Dog lives on campus the University's Residence Life team will:

- Work with the Assistance Dog owner to ensure they are appropriately housed; and Liaise with other students who may be reasonably affected by and/or or come into contact with, the Assistance Dog; and
- Ensure a personal emergency evacuation plan is in place which clearly identifies the role of the owner, Assistance Dog and any relevant University staff.

The University accepts no responsibility for the ill health, loss or death of an Assistance Dog.

## 4 Ongoing access to University facilities

- The University reserves the right to withdraw approval for an Assistance Dog to be on campus if, in the reasonable opinion of the University, the dog presents with persistent unacceptable or disruptive behaviour which is not rectified through consultation with the relevant accredited member of ADUK. Where the assistance dog is not registered with an accredited member of ADUK, the assistance dog owner will be required to enlist appropriate training at their own cost to rectify concerns.
- Where an Assistance Dog is identified as causing concern the University will work with the provider / trainer of the dog and their owner to rectify any behavioural concerns. This includes allowing the Assistance Dog access to University grounds and premises when accompanied by trainer / provider to carry out agreed training.
- Where an Assistance Dog and their owner engage with the corrective behaviour training and the concerns raised can be demonstrated as resolved, the Assistance Dog will be approved for access back to University facilities.

## 5 Interacting with Assistance Dogs and their owners

When interacting with an owner of an Assistance Dog and/or an Assistance Dog, staff and students should bear in mind the following points:

- Talk to the owner and not the dog;
- Be considerate to the owner, they may not want to talk about their dog;
- Do not offer food to the dog or coax it with treats, or use a high-pitched voice to gain the dog's attention;
- If the owner appears to be experiencing difficulty, offer assistance to the owner, not the dog;
- Do not approach the dog, their focus is their owner's safety and distraction can put the owner at risk;
- Do not call the dog, pet the dog, or react to the dog in any way;
- Remember that the dog responds to the owner and follows instructions from the owner.

## 6 Other Animals and Dogs which are not Assistance Dogs

6.1.1 Other than in the limited circumstances for therapy animals set out below, the University does not permit staff or students to bring animals (including pets and emotional support animals) onto University grounds or facilities or to live in halls of residence. Any student found to be in breach of this provision will be subject to the disciplinary processes set out in SA13.

6.2.1 The University permits therapy animals to visit University grounds, facilities and halls of residence only where the University has a formal agreement with a therapy animal registered organisation or with the owner of the therapy animal (as applicable).

6.2.2 Where an agreement is in place under paragraph 6.2.1 above, the following requirements also apply to therapy animals:

6.2.2.1 The University must give permission for each visit before it takes place; and

6.2.2.2 The animal must be governed by the guidelines, policy and insurances of the relevant registered charity or organisation; and

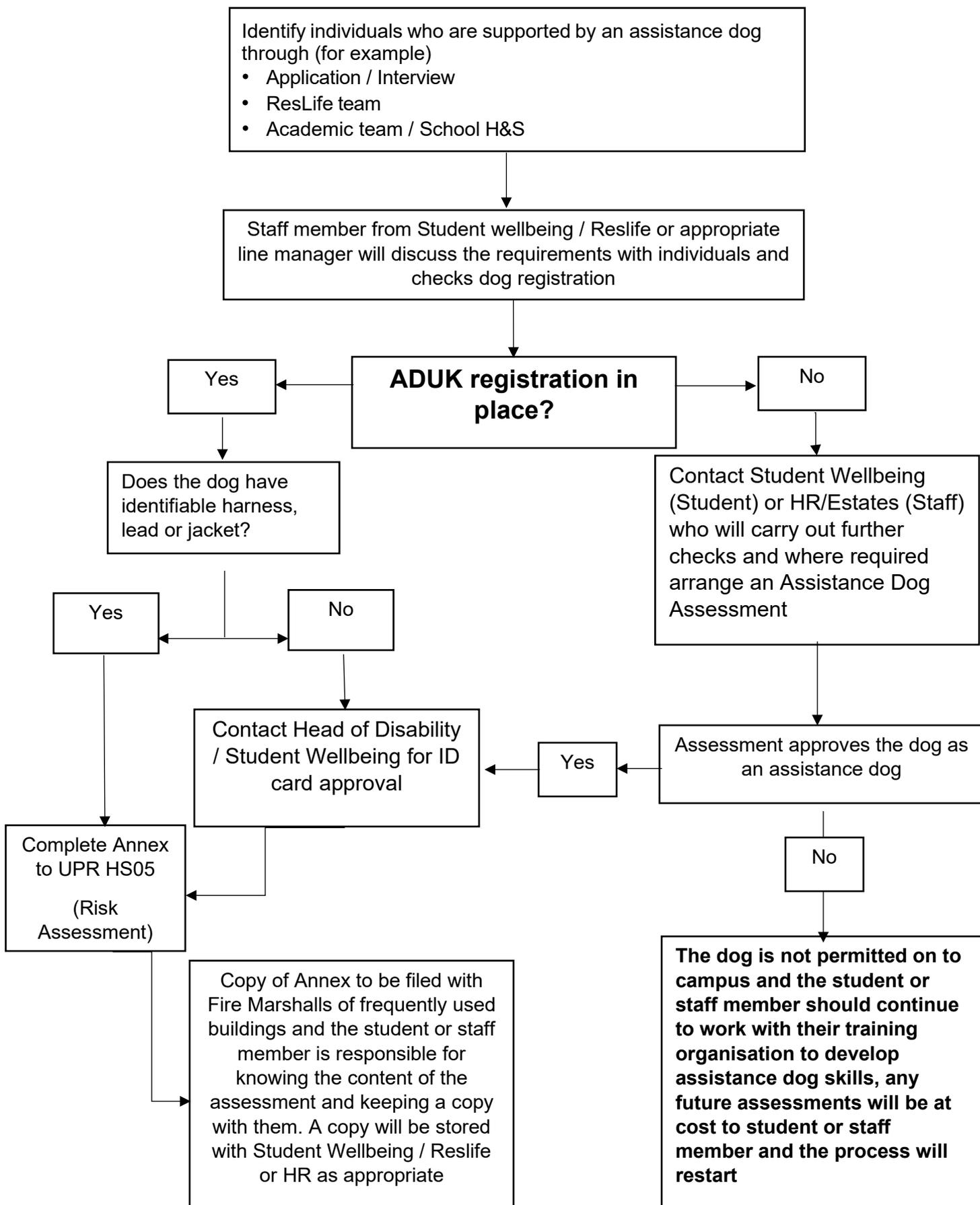
6.2.2.3 The animal must remain under the control of its owner at all times when on University grounds or facilities.

## 7 Concerns or complaints

If you have a concern about either the way in which the University has administered the regulations in this document (Appendix 1 to UPR HS05) or the behaviour of an Assistance Dog the relevant complaints process should be followed:

- For students, SA16 submitted to Student Wellbeing
- For staff, [the grievance procedure] submitted to Security
- For non-staff, non-student, GV15 Submitted to Security

## 8 Approval Process for Assistance Dogs



Sharon Harrison-Barker  
Secretary and Registrar  
Signed: **1 August 2024**

**Alternative format**

If you need this document in an alternative format, please email us at [governanceservices@herts.ac.uk](mailto:governanceservices@herts.ac.uk) or telephone us on +44 (0)1707 28 6006.