



Service Animals

Complete Care Health Centers and Complete Integrative Care prohibit bringing a pet (a domestic animal kept for pleasure or companionship) into our clinics or having a pet in Complete Care Health Center controlled buildings and premises, with the exception of service animals for a person with disabilities.

Service Animals

According to the U.S. Department of Justice the following is the definition of a Service Animal: Service Animal is defined as dogs that are individually trained to do work or perform tasks for the benefit of an individual with a disability. Examples of such work tasks including guiding individuals with impaired vision, alerting individuals to an impending seizure or protecting individuals during one, and alerting individuals who are hearing impaired to intruders, or pulling a wheelchair reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, fetching dropped items or performing other duties. Service Animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as Service Animals under the American's with Disabilities Act (ADA). Under the ADA and Section 504 of the Rehabilitation Act of 1973, health care facilities must permit the use of a Service Animal by a person with a disability.

Service Animals are welcome in all buildings on company property and may attend any appointment, class, meeting or other event. There may be an exception to certain areas. When it is not obvious what task is being performed by a Service Animal, staff may ask only two questions:

- Is the dog a Service Animal required because of a disability, and
- What work or task has the dog been trained to perform

Requirements of service animals and their owners include:

- All animals need to be immunized against rabies and other diseases common to that type of animal. All vaccinations must be current.
- Animals must wear a rabies vaccination tag.
- All dogs must be licensed per state law.
- Service animals must wear an owner identification tag (which includes the name and phone number of the owner) at all times.
- Animals must be in good health.
- Animals must be on a leash, harness or other type of restraint at all times, unless the owner/partner is unable to retain an animal on leash due to a disability.
- The owner must be in full control of the animal at all times. The care and supervision of the animal is solely the responsibility of the owner/partner.
- The owner/partner must provide Complete Care Health Centers with information as to how the animal accommodates for the individual's disability.
- It may be appropriate to exclude a Service Animal from limited access areas that employ general infection control measures, such as operating rooms, burn units, where the animal's presence may compromise a sterile field environment
- Fear and allergies are not valid reasons for denying access to a Service Animal or refusing service to people using Service Animals
- People with disabilities who use Service Animals may not be isolated from others, treated less favorably than others, or charged with fees that are not charged to other patients without animals
- When encountering an individual with a disability, it is acceptable to ask if they need assistance. If yes, ask how you can best assist them.
- When encountering an individual with a Service Animal, do not interact with or distract the animal

Reasonable behavior is expected from service animals while on Clinic property. The owners of disruptive and aggressive service animals may be asked to remove them from Complete Care Health Center facilities. If the improper behavior happens repeatedly, the owner may be told not to bring the service animal into any facility until the owner takes significant steps to mitigate the behavior.

Cleanliness of the service animal is mandatory. Consideration of others must be taken into account when providing maintenance and hygiene of service animals. The owner/partner is expected to clean and dispose of all animal waste.