



City and County of San Francisco
Edwin M. Lee, Mayor

San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

San Francisco Department of Public Health

Policy & Procedure Detail*

Policy & Procedure Title: Service and Support Animals in DPH	
Category: General Administration	
Effective Date: 2/13/2017	Last Reissue/Revision Date: N/A
DPH Unit of Origin: Office of Policy and Planning	
Policy Contact - Employee Name and Title; and/or DPH Division: Colleen Chawla, Director of Policy and Planning	
Contact Phone Number(s): 415-554-2769	
Distribution: DPH-wide <input checked="" type="checkbox"/>	If not DPH-wide, other distribution:

*All sections in table required. Updated 3/2014

Purpose of Policy

This policy provides guidance on allowing service and support animals in San Francisco Department of Public Health (DPH) clinics, hospitals, and facilities, including those operated by contractors, and ensures DPH's compliance with related Americans with Disability Act (ADA) and other federal, state and San Francisco disability access laws, and San Francisco Mayor's Office of Disability (MOD) policies.

Policy

DPH recognizes the importance of providing equitable access to its facilities and services to individuals with disabilities. This policy addresses requirements for allowing service and support animals in DPH facilities, clinics, and hospitals, including those operated by DPH contractors. This policy applies to all visitors and patients of these sites, but does not apply to DPH employees. DPH requires compliance with the referenced regulations.

For public day-to-day access, both service and support animals shall be allowed in areas where the public are generally allowed, and any additional areas of DPH clinics, hospitals or facilities unless the animal poses a direct threat to the public's safety or health. For long-term patients residing at one of DPH's residential treatment sites like Laguna Honda Hospital, service and support animals will be accommodated as long this does not fundamentally alter the nature of the program, or pose a direct threat to the other patients, staff, or hospital overall.

Definitions

- A. **Direct threat:** a significant risk to health or safety of others that cannot be eliminated or mitigated by modifying policies, procedures, practices, or supplementary aids/services. ¹
- B. **Disability:** a physical or mental impairment that substantially limits one or more major life activities, a record of such an impairment, or being regarded as having such an impairment. (Major life

The mission of the San Francisco Department of Public Health is to protect and promote the health of all San Franciscans.

We shall ~ Assess and research the health of the community ~ Develop and enforce health policy ~ Prevent disease and injury ~
~ Educate the public and train health care providers ~ Provide quality, comprehensive, culturally-proficient health services ~ Ensure equal access to all ~

activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.)¹

- C. **DPH contractor:** any business or organization that has undertaken a written legal contract with the City and County of San Francisco (City), through DPH to perform services or provide goods/labor on its behalf. DPH has many contracts with community-based clinics to provide specific types of health care. All City contractors are required by the terms of their contracts to comply with federal, state and San Francisco disability access laws, and are prohibited from discriminating against individuals with disabilities.
- D. **DPH facility, clinic, and hospital:** Any building, hospital, clinic or facility, or owned by the City and/or operated by DPH, directly or through a DPH contractor, including all administrative buildings, Zuckerberg San Francisco General Hospital (ZSFG), Laguna Honda Hospital & Rehabilitation Center (LHH), primary care clinics, and residential treatment facilities.
- E. **Dwelling Unit:** a single unit of residence for a family or one or more persons. Examples of dwelling units include: a single family home; an apartment unit within an apartment building; and in other types of dwellings in which sleeping accommodations are provided but toileting and/or cooking facilities are shared by occupants of more than one room or portion of the dwelling. Examples of the latter include dormitory rooms and sleeping accommodations in shelters intended for occupancy as a residence for homeless persons.²
- F. **Reasonable accommodation:** A change in rules, policies, practices, or services so that an individual with a disability will have an equal opportunity to use and enjoy a dwelling unit or common space.²
- G. **Service Animal:** any dog, or in some cases a miniature horse, that is individually trained to work specifically for a person with a physical, sensory, psychiatric, or other disability¹
- H. **Support Animal:** Animal of any species that is not trained to perform any task, but their presence provides assistance to people with psychological disabilities.³
- I. **Vaccinations required by law:** As required of all dogs residing in the City, all service and support dogs must be vaccinated for Rabies. A veterinarian should be consulted to determine the vaccination schedules and requirements.⁴

Procedures

- A. **Public Access**
 - i. ADA Title II and III, and other federal and state disability access laws require public entities to allow service animals to accompany people with disabilities in areas where the public is allowed to go. To comply with disability access laws, service animals shall be allowed in all DPH and DPH- contracted facilities, clinics, and hospitals. The federal law does not include provisions for support animals.
 - ii. Under the City's MOD guidelines both service animals and support animals are allowed equal access to all City and County buildings, programs, agencies, and those of its contractors.³ It is DPH's responsibility to comply with the City's policies; therefore, along with service animals,

support animals are also allowed to accompany their owners into any DPH facility, clinic, and hospital, and those of its contractors.

- iii. If there is doubt or concern regarding whether an animal is a service or support animal, staff may ask an individual: 1) "Is the animal required because of a disability?" and 2) "How does it assist you?"³ No other questions regarding the extent of the individual's disability can be asked, nor can documentation be requested for public access. Service and support animals do not need to be professionally trained or wear any tags; however, City law requires all dogs to be licensed. A current license demonstrates proof of required vaccines.
- iv. For DPH hospitals and clinics, service and support animals are restricted from operating rooms, areas where a patient is immunosuppressed or in isolation, and kitchens. DPH hospitals and clinics can identify other areas of exclusion if a service or support animal would pose a direct threat.⁵

B. Residential Service Locations

- i. The Fair Housing Act (FHA) Title 24 requires reasonable accommodations to any "dwelling unit" for individuals with disabilities, and provides protections for both service and support animals.⁶ DPH considers its residential facilities, like LHH, to be dwellings; therefore, service and support animals are allowed to stay with a patient resident as a reasonable accommodation, subject to the conditions described below.
- ii. Per the FHA, documentation from a physician or therapist can be required prior to providing reasonable accommodation for both service and support animals. The letter must 1) state that the individual has a disability; and 2) explain how the service or support animal is necessary or helpful to the individual with a disability.⁶
- iii. The presence of resident service and support animals at DPH residential facilities will be evaluated on a case by case basis, to ensure there is no direct threat or hardship upon other residents, staff, or the hospital.
- iv. If another resident is allergic or afraid of the service or support animal, he/she can be shifted to another room. But, the service or support animal cannot be denied residence with his/her owner solely for this reason.

C. Owner Responsibilities

- i. The MOD Animal Behavioral Guidelines (see Section 5 below) and the ADA both provide guidance on owner responsibilities. It is the owner's responsibility to ensure service and support animals are:
 - Under the owner's control at all times
 - A service animal must be on a leash or in a secure carrier/harness unless it interferes with the animal's ability to perform necessary tasks for the individual with a disability. If not tethered, the service animal must still be under the owner's control via voice or physical signals.
 - A support animal must always on a short leash or in a carrier.³

- Service and support animals must be housebroken and maintain socially-acceptable behavior. Service and support animals cannot be aggressive or disruptive to the public.
 - Service and support animals are not allowed on furniture.
 - Clean and up-to-date on all vaccinations required by law
 - Proof of vaccinations can be requested.
 - S.F. Health Code Section 41.15, requires all dogs residing in the City and County of San Francisco to be licensed. A current license demonstrates that required vaccinations are up-to-date.⁷
 - Not fed or watered indoors
 - If the individual is required to stay long enough that these activities are required, he/she or an identified guardian must take the animal outdoors. This refers to general public access, not residential situations.
- ii. If these conditions above are not met, the service or support animal may be requested to leave. The individual/owner must be provided access to the site and services without the animal present.
- iii. Per the ADA, multiple service animals per individual are generally allowed, as long as these animals can be accommodated in the space.⁸ There is no existing policy on multiple support animals per individual; therefore, multiple support animals may be allowed or restricted on a case by case basis, but at least one shall be allowed.

D. *Concerns and complaints*

- i. Visitors, clients, and staff can confidentially report infractions or concerns related to the policy by calling the DPH Compliance hotline at 1-855-729-6040.

Attachments

- A. Mayor's Office of Disability: Service and Support Animals Behavioral Guidelines – English, Spanish, Chinese, and Tagalog³
- B. 1-page general description of the policy

1) Americans with Disability Act. 28 CFR § 35.104 https://www.ada.gov/regs2010/titleII_2010/titleII_2010_withbold.

2) Fair Housing Act. 24 CFR §100.201 <https://www.law.cornell.edu/cfr/text/24/100.201>

3) Mayor's Office of Disability <https://sfgov.org/mod/service-and-support-animals-1>

4) S.F. Health Code §41.18. <http://sfgov2.org/index.aspx?page=1056#sec41.18>

5) ZSFG Administrative Policy No. 19.02

6) Fair Housing Act 24 CFR Part 5 http://www.hud.gov/offices/fheo/FINALRULE/Pet_Ownership_Final_Rule.pdf

7) S.F. Health Code §41.15 <http://sfgov2.org/index.aspx?page=1056#sec41.15>

8) FAQs about Service Animals & the ADA https://www.ada.gov/regs2010/service_animal_qa.html



Service and Support Animals Welcome



Your Animal Must:



- BE under your control AND on a short leash or in a carrier



- BE house-trained



- NOT be disruptive or aggressive



- NOT be on furniture



- NOT be fed or watered indoors

You Are Responsible for Your Animal's Behavior!



Se Permiten los Animales de Servicio y Apoyo



Su animal:



- Debe estar bajo su control Y con una correa corta o dentro de un porta mascotas



- Debe estar domesticado



- No puede ser perturbador ni agresivo



- No puede subirse a los muebles



- No puede comer ni beber adentro

¡Usted es responsable del comportamiento de su animal!



歡迎服務類與支援類動物



你的動物必須：



- 處於你的控制之下並用短皮帶牽住或放置於手提籠內



- 經訓在戶外便溺



- 不具破壞性或攻擊性



- 禁止置於家具上



- 禁止室內飲或餵食

你須對你的動物的行為負責！



Malugod na tinatanggap ang Mga Alagang Hayop na Pangserbisyo at Pangsuporta



Ang Iyong Alagang Hayop Ay Dapat:



- NASA ilalim ng iyong kontrol AT nasa maikling tali o nasa lalagyan



- SANAY sa kilos pambahay



- HINDI nakaka-abala o agresibo



- HINDI umaakyat sa mga mesa't upuan



- HINDI pinapakain o pinapainom sa loob ng bahay.

**Ikaw ang Responsable sa Kilos ng Iyong
Alagang Hayop!**



City and County of San Francisco
Edwin M. Lee, Mayor

San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

Service and Support Animals Policy Summary

Purpose

To ensure DPH’s compliance with related federal, state and San Francisco disability access laws, and San Francisco Mayor’s Office of Disability policies

Applies to

Visitors and Clients/Patients at any DPH facility, hospital, or clinic, including those operated by contractors

Day-to-day access

Both service and support animals are allowed in areas where the public are generally allowed, and any additional areas unless the animal poses a direct threat to the public’s safety or health.

Residential Facilities

Both service and support animals accommodated as long it does not fundamentally alter the nature of the program, or pose a direct threat to the other patients, staff, or hospital overall.



Service Animal:

any dog, or in some cases a miniature horse, that is individually trained to work specifically for a person with a physical, sensory, psychiatric, or other disability



Support Animal:

Animal of any species that is not trained to perform any task, but their presence provides assistance to people with psychological disabilities.