

Visitors' / Customers' Assistance Dogs Policy

Bromsgrove District Council



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Version 1.0



Purpose



People



Pride



Performance



**Bromsgrove
District Council**

www.bromsgrove.gov.uk

Assistance Dogs are not pets.

Assistance Dogs are dogs that have been highly trained to carry out a range of tasks and alerts that support a disabled person or person with a long-term medical condition, and which may, but not necessarily, have been qualified or accredited by one of many organisations.

Assistance Dogs include but are not limited to:

- Guide Dogs
- Hearing Dogs
- Medical Detection Dogs
- Canine Partners
- Emotional Support Dogs

Assistance Dogs may have formal identification and could have been granted certification by the Department of Health on the basis that the dog's high standards of training, behaviour, health, and welfare are such that it should be permitted to accompany its owner at all times and in all places within the United Kingdom (unless there is a genuine health and safety risk). It is worth noting, however, not all Assistance Dogs will have official identification and may have been trained by a private trainer or individual. In these instances, a polite request to provide evidence of eligibility should be considered.

On the grounds of health and safety responsibilities to staff and visitors, the Councils reserve the right to refuse access, or to revoke access, for a dog that does not comply with the Equality and Human Rights Commission description of an assistance dog, namely:

- Highly trained
- Will not wander freely around the premises
- Will sit or lie quietly on the floor next to its owner
- Trained to go to the toilet on command and so are unlikely to foul in a public place
- Could be recognisable by the harness or identifying coat they wear
 - Assistance dog owners may have partnered with a training organisation on how to manage their assistance dog.

Assistance Dogs are highly trained professional working animals and are unlikely to cause any issues. Owners are responsible for the behaviour and wellbeing of their Assistance Dog. The owner should take all reasonable steps to ensure that their Assistance Dog does not cause physical harm to another, nor damage property.

Owners must ensure that their dog does not introduce pests to any of the premises and must be kept on a lead when possible.

If colleagues or members of the public interacting with an Assistance Dog have allergies or conditions (such as asthma) that may be affected by an Assistance Dog being within the same location, a discussion should take place to find the best way to accommodate all needs.

Signage will be in place reflecting this, such as "Assistance Dogs are Welcome - Please advise staff if you have any concerns".

Exceptions to access will be reviewed on a case-by-case basis. Any review will consider risk management and potential reasonable adjustments.

Emotional Support Dogs - An Assistance Dog is a highly trained dog that is prepared and trained to carry out tasks and alerts to mitigate a person's disabilities or life-threatening health condition. An Emotional Support Dog is a dog that offers comfort and companionship by being present, which requires no specialist training. Emotional Support Dogs are not referenced in law, so it is understood that service providers are not legally obliged to allow access to someone with an Emotional Support Dog.