



HEALTH & SAFETY
IECHYD A DIOGELWCH

Animals on University Campus Policy Arrangements

HSA - 10151

Contents

Document Control	3
Amendment Record	3
1. Scope	4
2. Introduction	4
3. Policy Statement	5
4. Health and Safety Hazards	5
5. Animal Welfare	6
6. Animals left in Vehicles	6
7. Animals at the University	7
8. Arrangements for Animals on Campus.....	7
8.1 Assistance dogs.....	7
8.2 Animal Assisted Intervention.....	9
8.3 Emotional Support Animals.....	9
8.4 Pets.....	10
8.5 Emergency Service Dogs (Police and Fire Service)	10
9. Roles and Responsibilities	11
9.1 Staff and Student Owners of Animals	11
9.2 Swansea University	12
9.3 Disability Office	12
9.4 Human Resources	13
9.5 Line Managers	13
9.6 Estates and Facilities Management team including H&S.....	14
9.7 Residential Services Team	14
9.8 Director of Faculty Operations/ PSU Director.....	14
9.9 Public on Campus.....	15
10. Conflict Situations and Complaints Process.....	15
11. Further Information.....	16
11.1 Useful Links.....	16
11.2 Legislation	16
12. Appendices	17
Appendix 1 – Definition and criteria for an assistance dog.....	17
Appendix 2 - Interacting with Assistance dogs	18
Appendix 3 – Summary Table	19
Appendix 4 – Assistance Dog Notification form/ Ffurflen Hysbysu Cŵn Cymorth	23

Appendix 5 – Considerations for Assistance Animals on Campus 25

Appendix 6 - Generic Risk Assessment (see separate document) 29

Appendix 7 - Authorisation form for Animal Assisted Activity / Ffurflen Awdurdodi Gweithgaredd a Gynorthwyir gan Anifeiliaid..... 30

Appendix 8 – Animal Assisted Activity Authorisation Process..... 31

Appendix 9 - H&S Considerations for Animal Assisted Activity 32

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1. Scope

This document identifies Swansea University Policy arrangements for animals on campus, including outdoor spaces, buildings and vehicles that are owned, leased or controlled by Swansea University.

This policy applies to staff, students, visitors and other users of University campus facilities and identifies the roles and responsibilities of key stakeholders.

Specifically, this policy covers:

- Assistance dogs
- Animal Assisted Intervention
 - Animal Assisted Education
 - Animal Assisted Therapy
 - Animal Assisted Activity
- Emotional Support Animals
- Emergency service dogs (Police, Fire service)
- Pets

Research involving animals is subject to strict ethical guidelines, University policies and procedures. This Policy does not cover animals used for Research purposes.

The University environments are rich in biodiversity and with wildlife. This policy does not extend to wild animals on campus.

This policy has been developed in consultation with a wide range of University stakeholders.

The policy is subject to Equality Impact Assessment in accordance with the University procedures.

2. Introduction

This policy identifies the arrangements in place for animals at the University. Recognising legal requirements, equality and diversity, the rights and role of working assistance dogs, the importance of animals in wellbeing and health promotion and identifying requirements, authorisations and support available to all staff, students, visitors and other users of University premises and campuses. The policy also identifies the roles and responsibilities of key stakeholders, considers the practical measures required for animals at the University, including animal welfare requirements, facilities and infrastructure and health and safety requirements.

Specifically, this policy covers arrangements for:

- Assistance dogs
- Emotional Support Animals
- Animal Assisted Intervention
 - Animal Assisted Education
 - Animal Assisted Therapy
 - Animal Assisted Activity

- Pets
- Emergency assistance dogs

3. Policy Statement

Swansea University is committed to providing an environment which is welcoming for all.

- Swansea University actively supports and promotes organised activity involving animals in the interest of staff and student wellbeing.
- Swansea University actively supports staff, students and others requiring assistance dogs in University environments.
 - On a case-by-case basis the University will endeavour to meet the needs of assistance dogs and their owners with the provision of practical facilities such as, dog walking areas, toileting facilities, provision of water and other measures to support animal welfare.
- Swansea University supports the use of Emergency Service dogs (Police and Fire Service dogs) on campus and in buildings, including residences.
- Except for assistance dogs, staff, students and visitors are not permitted to bring animals to University owned, leased or controlled vehicles and buildings, including learning and teaching environments, offices, indoor common spaces and residential accommodation without prior authorisation as outlined in this policy document.
- Swansea University reserves the right to refuse animals on University property on the grounds of health and safety and animal welfare.
- At all times, animals are expected to be on leads and under the control of the owner whilst on University premises.
- Swansea University is fortunate to boast enviable campus locations, including access to parkland and beaches and as such, the presence of members of the public potentially walking their dogs is to be expected at both sites.
 - The University cannot prevent animals being brought onto campus common outdoor spaces by staff, students or members of the public.
 - Except for assistance dogs, animals are not permitted on University sports grounds, playing fields and areas within the University as identified by signage.
 - No animals should be left unattended in vehicles parked on campus or tied up outside buildings.

4. Health and Safety Hazards

There are several hazards and considerations for animals on campus. The main hazards associated with animals on University premises are:

- Delayed evacuation of a building in an emergency.
- Uncontrolled animals.

- Animals left unattended or animals left in others care.
- Aggressive behaviour of animals.
- Allergic reactions and transmission of disease.
- Zoophobia (phobia of animals that causes distress or dysfunction in an individual's everyday life).
- Slips, trips and falls.
- Animal waste.
- Damage to University property.

A generic risk assessment (see Appendix 6) is in place for assistance dogs on campus and all individuals accompanied by an assistance dog must have a Personal Emergency Evacuation Plan (PEEP) carried out by the health and safety team in accordance with University fire and emergency evacuation procedures.

A H&S considerations documents for Assistance dogs (see Appendix 5) and Animal Assisted Activity (see Appendix 9) are also available

Where an assistance dog requires access to buildings, spaces and areas that pose additional hazards such as clinical environments, laboratories and workshops, then an additional specific activity risk assessment will be completed. This is the responsibility of the faculty/ department with support from the H&S team and other stakeholders including the assistance dog owner.

All University activity involving animals must be risk assessed and authorisation provided by the Director of Faculty Operations or PSU Director in accordance with the arrangements set out in this document.

5. Animal Welfare

The Animal Welfare Act 2006 states *“a person who owns an animal shall always be regarded as being a person who is responsible for it”*.

Concerns for animal welfare should be raised with the organisation who have provided the assistance dog. See Appendix 1 Definitions and criteria for assistance dogs.

6. Animals left in Vehicles

Any person discovering a vehicle with an animal left in it should contact security immediately, by dialling 333 from an internal phone or 01792 604271 or the safe zone app

If the vehicle has a permit security will contact the permit holder to return to their car and remove the animal. If the permit holder cannot be contacted or the vehicle does not have a permit, security will contact the police to respond. Police will gain access to the car and remove the animal. The RSPCA will also be contacted, and details provided with regards to animal cruelty.

7. Animals at the University

Swansea University recognises the important role that animals play in the lives of staff, students and others. Including registered assistance dogs (working dogs), Animal Assisted Intervention such as those used in therapy and education and the general role of animals in promoting physical and mental wellbeing.

During the COVID pandemic, with many people working at home, the UK has seen a surge in people purchasing pets, particularly dogs and according to the kennel club *“Our dogs are certainly helping us through the pandemic, providing a welcome and happy distraction as Covid-19 causes anxiety, suffering and disruption across the nation”*.

Several organised wellbeing arrangements are in place to promote animal assisted wellbeing.

8. Arrangements for Animals on Campus

The following arrangements apply at the University. A summary table is available in Appendix 3.

8.1 Assistance dogs

An assistance dog is a dog trained to aid or assist an individual with a disability be it physical, medical or mental health related. An assistance dog is not a pet and should be treated as an auxiliary aid.

To utilise an assistance dog, regardless of the type of disability, a handler must qualify as disabled under the Equality Act of 2010. This means that their disability must have a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Assistance dog owners have important rights under the Equality Act 2010 (EA). The EA provides for people with disabilities to have the same right to services as everyone else.

For the purpose of this policy, an assistance dog is one that has been specifically trained for all public access behaviours as well as trained to perform specific mitigating behaviours for its handler and is signed off by one of the organisations registered as a member of Assistance Dogs UK or an equivalent organisation in another country, a specific charity or other. See Appendix 1 for definition and criteria for an assistance dog.

Assistance Dogs UK is a voluntary coalition of accredited assistance dog charities that aims to promote the freedom, independence and rights of people with assistance dogs across the UK. The following organisations are currently registered full members of ADUK:

[Autism Dogs](#)
[Canine Partners](#)

- [Dog A.I.D](#)
- [Dogs for Good](#)
- [Guide Dogs](#)
- [Hearing Dogs for Deaf People](#)
- [Medical Detection Dogs](#)
- [Support Dogs](#)
- [The Seeing Dogs Alliance](#)

Assistance dogs trained by members of Assistance Dogs (UK) or by an equivalent organisation in another country, have formal identification 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). See appendix 4 for notification form

8.1.1 Types of Assistance Dogs

- **Guide dogs:** Assist blind and partially sighted people to go about their daily lives
- **Hearing dogs:** Assist people who are Deaf/ deaf by recognising a wide variety of sounds and alerting their owner. This includes emergency sounds such as a fire alarm.
- **Mobility Assistance dogs:** Assist a physically disabled person who has mobility issues, such as wheelchair dependency or poor balance. Carrying out tasks such as opening/ closing doors, picking up dropped items or providing balance and stability.
- **Medical Alert dogs:** Trained to help people with life-threatening health conditions, giving them greater independence and above all saving their lives daily. For example, a seizure alert dog is trained to respond to a seizure in someone who has epilepsy.
- **Psychiatric Assistance dogs:** Assist their handler who has been diagnosed with a psychiatric disability.

In accordance with legislative requirements, assistance dogs are permitted on University owned, leased or controlled vehicles and buildings, including learning and teaching environments, offices, common spaces and residential accommodation. To provide all necessary support, the University requests notification in advance from staff and students bringing assistance dogs to campus. Notification can be made via notification form available in Appendix 4.

A specific risk assessment will be conducted by the University stakeholders in consultation with owners of assistance dogs. This includes the completion of a personal emergency evacuation plan (PEEP) and any specified activity risks encountered by the owner and assistance dog as part of the University undertaking, guidance may be sought from external parties such as assistance dog trainers, NHS trust regarding specialist activities/ teaching for example clinical practice. The assessment will also consider any additional considerations or practical welfare requirements for the assistance dog, including provision of dog walking areas, access to water and toileting facilities.

On the grounds of health and safety responsibility to its staff, students and visitors, the University reserves the right to refuse access for a dog that:

- Is not trained to the required standards or qualified by one of the membership organisations of Assistance Dogs (UK).
- Dogs from other nations that do not meet the full membership criteria of the established international assistance dog organisations – Assistance Dogs International, Assistance Dogs Europe, International Guide Dog Federation – or other such international bodies that may be equivalently recognised.

8.2 Animal Assisted Intervention

“An Animal Assisted Intervention is a goal oriented and structured intervention that intentionally includes or incorporates animals in health, education and human services (e.g., social work) for the purpose of therapeutic gains in humans. It involves people with knowledge of the people and animals involved. Animal Assisted Interventions incorporate human-animal teams in formal human services such as Animal Assisted Therapy (AAT), Animal Assisted Education (AAE) or under certain conditions Animal Assisted Activity (AAA)”. Society for Companion Animal Studies [Code of Practice](#).

AAI are delivered in a variety of environments with animals that meet certain criteria and individuals who are occupationally competent, qualified and experienced animal handlers. Examples include:

- Animal Assisted Education (AAE): Focussed on educational/ cognitive goals and are delivered by licenced professionals. Examples include, Bark and Read schemes.
- Animals Assisted Therapy (AAT): This type of therapy involves animals as a form of treatment. The goal of AAT is to improve a patient’s social, emotional, or cognitive functioning.
- Animal Assisted Activity (AAA): An organised activity to promote emotional, social and recreational benefits. It is not part of a treatment or educational plan but aims to improve quality of life.

All AAI activities planned by the University must be risk assessed by the University activity/ event organiser and carried out by competent and qualified individuals. The activity/ event organiser must assure themselves that the activity is carried out in accordance with the guidance set out in the Society for Companion Animal Studies [Code of Practice](#).

All AAI activity must be authorised by the Director of Faculty Operations/ PSU Director in accordance with the requirements in this document. See Appendix 7 - Request form and Appendix 8 - Process flow

8.3 Emotional Support Animals

According to the Emotional Support Animals UK Registry *“An emotional support animal (ESA) is a pet required for a person's ongoing mental health wellness &*

treatment that it is designed to bring comfort and minimize the negative symptoms of the person's emotional or psychological disability by a licensed therapist, psychologist, doctor (GP) or any licensed mental health professional. All domesticated animals may qualify as Emotional Support Animals, they can be any age, they do not require any specific task-training like a service/ assistance animal, because their very presence alleviates the symptoms associated with a personal psychological or emotional disability. A fully under control and well-behaved animal should always be the goal of an ESA when out in public and not create a nuisance in or around the domestic environment where the ESA lives”.

- ESAs do not have the same legal rights as an assistance dog in the UK.
- An ESA is an animal that has been registered as an Emotional Support Animal (ESA) by a licensed therapist, psychologist, doctor, psychiatrist or any other licensed mental health professional to provide comfort and minimise negative symptoms to a person with an emotional or psychological condition.
- ESA's, commonly pet dogs and cats are not trained to the same criteria as assistance dogs.

Individuals are not permitted to bring ESA to University buildings or facilities. However, the University will support and promote regular organised AAI activity for staff and students as per section 8.2.

8.4 Pets

A pet is a domesticated animal kept for companionship or pleasure. It is not considered an assistance or therapy animal.

Except for University organised and authorised outdoor activity such as park dog walks:

- The University does not permit staff to bring pets to the workplace during working hours.
- The University does not permit students to bring pets to campus or to University accommodation.

It is recognised that staff and students may bring pet dogs to campus outside of working hours to access nearby facilities. In this case staff and students are required to see section 9.9 Responsibilities of public on campus.

8.5 Emergency Service Dogs (Police and Fire Service)

The University recognises and fully supports that on occasion the Emergency Services may require access for Emergency Service Dogs to enter University premises, including residences.

9. Roles and Responsibilities

9.1 Staff and Student Owners of Animals

Except for assistance dogs, staff, students and visitors are not permitted to bring animals into University owned, leased or controlled vehicles and buildings, including learning and teaching environments, offices, common spaces and residential accommodation without prior authorisation as outlined in this policy document.

The wellbeing, behaviour and presentation of any animal is the responsibility of the owner/ handler. Where the owner is a staff or student, the following is expected:

- Ensuring notification and all risk assessments are in place in advance of bringing an assistance dog to University buildings. See Notification form in Appendix 4.
- Must notify the Disability Office/ Line manager immediately of any change in assistance dog and/ or circumstances.
- Ensuring the assistance dog is clearly identifiable either by use of harness, lead, collar etc. when in University buildings and on duty.
- Ensuring that the assistance dog is kept on a lead at all times when walking around the University estate or safely harnessed when unsupervised for short periods of time (this would be considered on a case-by-case basis as part of the risk assessment in conjunction with the dog owner).
- Compliance with risk assessment control measures and abiding by any access restrictions and site-specific guidelines put in place by the University on grounds of H&S, for example cleaning up of the animal's waste consistent with reasonable capacity. Owners must use the designated areas identified by the University. In the unlikely event that the dog does foul outside of these designated areas the owner must report to Estates to organise clean up and sanitising areas. Registered blind people are not required to clean up after their guide dogs but they are expected to have received the appropriate training to avoid dog waste on campus.
- Ensuring the assistance dog is fully compliant with Assistance Dogs UK and the registered charity requirements including:
 - Insurance
 - Training
 - Animal welfare
 - Ensuring the assistance dog has regular health checks, vaccination and an adequate standard of grooming.
 - Ensuring the assistance dog has requirements met in relation to feeding, watering and toileting.
 - Owners of assistance dogs that are ill, in poor health, excessively unclean or unkempt may be required to remove the animal from University premises.
 - Remain under the owner's control and ensure animal behaviour:
 - Ensuring the assistance dog does not enter any staff or students privately spaces i.e. offices, flats / bedroom in halls of residence.

- Preventing or correcting any misbehaviour by the assistance dog and must make sure their dog does not cause harm or injury to others or damage University property.
- Must ensure that the animal always behaves in an appropriate manner so as not to disrupt others.
- Reporting of any concerns as appropriate to the University

9.2 Swansea University

- Swansea University actively supports and promotes organised activity involving animals in the interest of staff and student wellbeing.
- Swansea University actively supports staff, students and others requiring assistance dogs in University environments in accordance with legal requirements.
 - On a case-by-case basis the University will endeavour to meet the needs of assistance dogs and their owners with the provision of practical facilities such as, dog walking areas, toileting facilities, provision of water and other measures to support animal welfare.
- The University provides information and guidelines for staff and students and will consult with outside agencies as required on matters of legislation, animal welfare and health and safety risk.
- Swansea University does not accept responsibility for the loss, ill health, or death of any animal including assistance dogs, activity assistance animal or visiting animal, whilst on University premises including grounds.
- Swansea University reserves the right to refuse access for any animal if regular infringements of this policy occur.
- Swansea University will work with the dog owner on matters of welfare and may report any animal welfare concerns to the relevant registered body for the assistance dog

9.3 Disability Office

When a student informs the University, they have an assistance dog the Disability Office are responsible for:

- Keeping records of all animal documentation in accordance with the notification process, see notification form Appendix 4.
- Will inform all relevant parties of the access needs of a student on campus with an assistance dog.
- Will ensure reasonable site-specific guidelines are produced in conjunction with all parties concerned e.g. Assistance dog owner, Head of Faculty and Residences Manager, etc. to facilitate the assistance dogs at University premises.
- Will liaise with student/ assistance animal provider where appropriate regarding training and assistance dog etiquette.

- Will ensure all stakeholder are aware and agree site specific guidelines set out by all parties.
- Will advise students with assistance animals and signpost them to this policy to make them aware of the help provided by SU and their rights and responsibilities.
- Will ensure a familiarisation and orientation induction to site is carried out and all health and safety arrangements are in place on arrival.

9.4 Human Resources

When a staff member informs the University, they have an assistance dog either upon recruitment or while currently employed. If informed, HR are responsible for:

- Informing the staff members line manager.
- Liaising with line manger to ensure familiarisation and orientation induction to site is carried out.
- Retaining a copy of all animal documentation in accordance with the notification process.
- Advising staff with assistance animals and signposting them to this policy to make them aware of the help provided by Swansea University and their rights and responsibilities.
- If Assistance dogs are for a candidate within the recruitment process, HR will notify the Recruiting panel and advise them along with forwarding a copy of the policy to ensure adjustments and risk assessments are completed by the recruiting manager.
- Please see [Dignity at Work and Study Policy](#).

9.5 Line Managers

Line managers with staff who have an assistance dog are responsible for:

- Keeping records of all animal documentation in accordance with the notification process see notification form Appendix 4.
- Passing all relevant information to HR business partner.
- Will inform all relevant parties of the access needs of staff member on campus with an assistance dog.
- Will carry out the risk assessment (see Appendix 5 for considerations and Appendix 6 generic risk assessment) to ensure reasonable site-specific guidelines are produced in conjunction with all parties concerned e.g. Assistance dog owner, Head of Faculty, Estates and facilities management, etc. to facilitate the assistance dog at University premises.
- Will liaise with colleagues, including teaching staff and other students/prospective students who would regularly be sharing workspace e.g. office, lectures with the assistance dog, to confirm they would not be adversely affected in this situation, see Appendix 2 Interacting with assistance dog. The University protocol on conflict situations is outlined in section 10.

- Will advise staff with assistance animals and signpost them to this policy to make them aware of the help provided by Swansea University and their rights and responsibilities.
- Will ensure a familiarisation and orientation induction to site is carried out and all health and safety arrangements are in place on arrival.

9.6 Estates and Facilities Management team including H&S

When students/ staff requests animals on University premises, including assistance dogs and University organised activity, the E&FM team will:

- Ensure that any reasonable adjustments in line with the agreed risk assessment and site-specific guidelines are carried out and maintained. Liaising with event organisers, line managers, the disability office and HR accordingly.
- Ensure adequately trained staff assistance where required, when cleaning up any fouling left by assistance animal.
- The H&S team will support the development of specific risk assessments, provide advice and guidance as required and complete the Personal Emergency Evacuation Plans in the case of assistance dogs.

9.7 Residential Services Team

When a student has an assistance dog and live in University accommodation, residential services team are responsible for:

- Ensuring that a risk assessment is completed, see Appendix 5 H&S considerations and Appendix 6 generic risk assessment, and all health and safety and welfare control measures are in place for the owner and assistance dog in University accommodation.
- Contacting other students/ prospective students expected to share or likely to come into contact with the assistance dog to confirm they would not be adversely affected by the presence of the assistance dog see Appendix 2 Interacting with assistance dog. University protocol on conflict situations is outlined in section 10.
- Liaising with other departments to ensure any reasonable adjustments are made in line with the site-specific guidelines.

9.8 Director of Faculty Operations/ PSU Director

The Director of Faculty Operations/ PSU Director is responsible for the following regarding assistance dogs:

- At the earliest opportunity, liaise with colleagues (in the case of a staff member) or teaching staff and other students/ prospective students who would regularly be sharing teaching space with the assistance dog, to confirm they would not be adversely affected in this situation, see Appendix 2 Interacting with assistance dog. The University protocol on conflict situations is outlined in section 10.

- The staff/ student's Faculty are asked to consider the nature of all learning/ working activities to allow access to all staff and students regardless of disability and/ or reliance on a mobility aid. Ensure that risk assessments are completed as required by this document, see Appendix 5 H&S considerations and Appendix 6 Generic risk assessment.
- Ensure that information, including this policy, is always available to staff and students.

In the case of organised animal wellbeing activities within the Faculty or department, the Director of Faculty Operations/ PSU Director:

- Authorises the activity ensuring that; Risk assessments are carried out and control measures are implemented considering H&S and animal welfare arrangements, see Appendix 9 H&S considerations.
- All relevant parties are aware of risk assessment and control measures.
- All parties involved in animal assistance activity, including external organisations, have appropriate training, competence, insurance and certification in place. see Appendix 7 Authorisation form and Appendix 8 for process.

9.9 Public on Campus

Swansea University is fortunate to boast two enviable campus locations. Singleton campus sits within the grounds of Singleton Park and Bay campus provides direct access to Crymlyn Burrows and the eastern beach along Swansea Bay. As such, the presence of members of the public potentially walking their dogs may be expected at both sites.

Members of the public are asked to keep dogs on leads when walking through the campus, clean up after their dog and not to enter any University buildings with their dog, except for assistance dogs.

10. Conflict Situations and Complaints Process

A problem or dispute regarding the presence of an assistance dog at the University, raised by the assistance dog user themselves or another individual, should initially be discussed on an informal basis within the department most relevant to the issue. For example, if the issue is around teaching provision the matter should be raised within the relevant Faculty. If it is an accommodation issue, this should be taken up with Residential Services. Every attempt will be made to resolve the matter informally. However, if this is not deemed possible or appropriate, the issue should be escalated via:

- For members of staff wishing to raise a complaint - the staff [Grievance Procedure](#) is accessible on the webpage.

- For students wishing to raise a complaint (not relating to their University owned/ managed accommodation) - the student Complaints Procedure, accessible at: [Complaints Procedure - Swansea University](#)
- For students wishing to raise a complaint relating to their University owned/ managed accommodation - Residential Services' Complaints Procedure, accessible at: [Accommodation Document Store - Swansea University](#)

11. Further Information

11.1 Useful Links

<https://petsastherapy.org/>

<http://www.scas.org.uk/>

<https://www.thekennelclub.org.uk/about-us/charity-work/bark-and-read/>

<https://www.assisteddogs.org.uk/>

<https://pads.foundation/>

<https://www.assisteddogs.org.uk/>

H&S webpage (Swansea University): www.swansea.ac.uk/healthsafety/

Estates: <https://staff.swansea.ac.uk/professional-services/estates-and-facilities-management/>

Residential Services: <https://www.swansea.ac.uk/accommodation/>

Swansea University Complaints Procedure: <https://www.swansea.ac.uk/academic-services/academic-guide/conduct-and-complaints/complaints-procedure/>

11.2 Legislation

<http://www.equalityhumanrights.com/> © 2017 Equality and Human Rights Commission
Revised edition published December 2017 ISBN 978-1-84206-701-7

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

Health and Safety Executive (HSE) guidance: www.hse.gov.uk/pubns/

Health and Safety Legislation: www.legislation.gov.uk

[Animal Welfare Act 2006](#)

<https://www.legislation.gov.uk/ukpga/2006/45/contents>

12. Appendices

Appendix 1 – Definition and criteria for an assistance dog

An assistance dog is a dog trained to aid or assist an individual with a disability. An assistance dog is not a pet and should be treated as an auxiliary aid.

For the purpose of this policy, an assistance dog is one that has been specifically trained to assist disabled people and has been qualified by one of the organisations registered as a member of Assistance Dogs UK or an equivalent organisation in another country.

Accredited Assistance dogs are:

- Highly trained by a member organisation of [Assistance Dogs UK](#) (ADUK).
- Have formal identification in the form of a harness, branded dog jacket, lead, ID tag on dogs' collar.
- A yellow ADUK branded ID book. This will contain information about the owner and their dog, details of the training organisation and who trained the dog and their owner.
- Have been trained to behave well in public.
- Have safe and reliable temperaments.
- Are healthy and do not constitute a hygiene risk observed over a considerable period of time.
- Are fully toilet trained.
- Are regularly checked by experienced veterinarians.
- Are accompanied by a disabled handler who has been trained how to work alongside their assistance dog.

Currently the following organisations are registered full members of ADUK:

- Canine Partners
- Dog A.I.D
- Dogs for Good
- Guide Dogs
- Hearing Dogs for deaf people
- Medical detection Dogs
- The Seeing Dogs alliance

Appendix 2 - Interacting with Assistance dogs

When assistance dogs are with their owner, they are working dogs and should not be regarded as pets. Individuals should:

- **Avoid distracting the dog** - If you need to approach the dog you should speak to the owner first and not go straight to talking to or touching the dog. This can cause the dog to pull away to greet people who are distracting them and could cause unbalance or injury to their owner.
- **Talk to the handler not the assistance dog** - It can be very frustrating for a person to have to interrupt your conversation with their dog, particularly when their dog is on duty. If you have been asked to help an assistance dog user to get somewhere with their dog, give the person directions and talk to them as they follow you. They will give the dog the correct commands as per their training. Do not attempt to gain the dog's attention; if they are responding to you, they are no longer focused on their primary task as an assistance dog.
- **Do not pet or praise the assistance dog** - You should avoid petting assistance dogs because they are working dogs not pets. If you would like to pet the dog, you should always address the owner permission. It can be very dangerous for the handler if their dog is distracted from their duties. It is important to remember that although assistance dogs are extremely intelligent and highly trained, they can display the same behaviours as other dogs, particularly if encouraged away from their task in hand. Praise is a reward for effective service and is given to the dog as and when it is appropriate, as facilitated by their handler. When in the company of an assistance dog, it is most appropriate to keep your eyes averted, speak to the handler directly and to refrain from using an excited or sweet-sounding voice that may distract the assistance dog.
- **Not offer the dog food** - The handler is responsible for maintaining their assistance dog's healthy and controlled diet. It can be detrimental to the assistance dog's health and training if they learn they can get food by other means. Food can be another way of distracting the dog and can be the biggest temptation for the dog and maybe difficult to ignore
- **Be respectful** - Show courtesy and respect, avoid making the owner uncomfortable or feel like their privacy is being intruded. Some owners may be comfortable talking about the assistance dogs and tasks they perform where others may not. The handler may have somewhere they need to be and have additional tasks, such as taking their assistance dog to the spending pen. The assistance dog will need to stay focused on their task and being distracted by questions from passers-by may cause undue stress for both the handler and the assistance dog.

Appendix 3 – Summary Table

Animal	Detail	Examples at the University	Permissions	Prohibitions
Assistance dog	<p>Accredited Assistance dogs are:</p> <ul style="list-style-type: none"> Highly trained by a member organisation of Assistance Dogs UK (ADUK). Have formal identification in the form of a harness, branded dog jacket, lead, ID tag on dogs' collar. A yellow ADUK branded ID book. This will contain information about the owner and their dog, details of the training organisation and who trained the dog and their owner. Have been trained to behave well in public. Have safe and reliable temperaments. Are healthy and do not constitute a hygiene risk observed over a considerable period of time. Are fully toilet trained. Are regularly checked by experienced veterinarians. Are accompanied by a disabled handler who has been trained how to work alongside their assistance dog. 	<p>Guide dogs: Assist blind and partially sighted people to go about their daily lives.</p> <p>Hearing dogs: Assist people who are Deaf/ deaf by recognising a wide variety of sounds and alerting their owner. This includes emergency sounds such as a fire alarm.</p> <p>Mobility Assistance dogs: Assist a physically disabled person who has mobility issues, such as wheelchair dependency or poor balance. Carrying out tasks such as opening/ closing doors, picking up dropped items or providing balance and stability.</p> <p>Medical Alert dogs: Trained to help people with life-threatening health conditions, giving them greater independence and above all saving their lives daily. For example, a seizure</p>	<p>Assistance dogs trained by members of Assistance Dogs (UK) or by an equivalent organisation in another country, have formal identification 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).</p> <p>Notification to student services.</p> <p>PEEP.</p> <p>Application form staff and students.</p>	<p>A specific risk assessment may be required for some activities/ areas on campus.</p> <p>See Appendix 5 for considerations document and Appendix 6 for Risk Assessment</p>

		<p>alert dog trained to respond to a seizure in someone who has epilepsy.</p> <p>Psychiatric Assistance dogs: Assist their handler who has been diagnosed with a psychiatric disability.</p>		
<p>Animal Assisted Intervention</p>	<p><i>“An Animal Assisted Intervention is a goal oriented and structured intervention that intentionally includes or incorporates animals in health, education and human services (e.g., social work) for the purpose of therapeutic gains in humans. It involves people with knowledge of the people and animals involved. Animal Assisted Interventions incorporate human-animal teams in formal human services such as Animal Assisted Therapy (AAT), Animal Assisted Education (AAE) or under certain conditions Animal Assisted Activity (AAA)”. Society for Companion Animal Studies Code of Practice.</i></p> <p>AAI are delivered in a variety of environments with animals that meet certain criteria and individuals who are occupationally competent and qualified and are also experienced animal handlers. Examples include:</p>		<p>All AAI activities planned by the University must be risk assessed by the University activity organiser and carried out by competent and qualified individuals.</p> <p>The event organiser must assure themselves that the activity is carried out in accordance with the guidance set out in the Society for Companion Animal Studies Code of Practice.</p> <p>The company providing the activity appropriately train animals, provide trained and competent personnel to assist. Appropriate insurances are in place</p>	<p>Should be organised with a recognised AAA company and all animals have some training.</p> <p>Please see the following:</p> <p>Appendix 7 Authorisation form Appendix 8 Authorisation Process Appendix 9 Considerations document</p>

	<ul style="list-style-type: none"> • Animal Assisted Education (AAE): Focussed on educational/ cognitive goals and are delivered by licenced professionals. Examples include, Bark and Read schemes. • Animals Assisted Therapy (AAT): This type of therapy that involves animals as a form of treatment. The goal of AAT is to improve a patient’s social, emotional, or cognitive functioning. • Animal Assisted Activity (AAA): An organised activity to promote emotional, social and recreational benefits. It is not part of a treatment or educational plan but aims to improve quality of life. 			
<p>Emotional Support Animals</p>	<p><i>An emotional support animal (ESA) is a pet required for a person's ongoing mental health wellness & treatment that it is designed to bring comfort and minimize the negative symptoms of the person's emotional or psychological disability by a licensed therapist, psychologist, doctor (GP) or any licensed mental health professional. All domesticated animals may qualify as Emotional Support Animals, they can be any age, they do not require any specific task-training like a service/assistance animal, because their very presence alleviates the symptoms associated with a personal psychological or emotional disability.</i></p>			

	<ul style="list-style-type: none"> • ESAs do not have the same legal rights as an assistance dog in the UK. • An ESA is an animal that has been registered as an Emotional Support Animal (ESA) by a licensed therapist, psychologist, doctor, psychiatrist or any other licensed mental health professional to provide comfort and minimise negative symptoms to a person with an emotional or psychological condition. • ESA's, commonly pet dogs and cats are not trained to the same criteria as assistance dogs. 			
Pets	A pet is a domesticated animal kept for companionship or pleasure. It is not considered an assistance or therapy animal.	Organised events by the University. Pets are not allowed into University buildings	University approval to run the event.	

Appendix 4 – Assistance Dog Notification form/ Ffurflen Hysbysu Cŵn Cymorth

Student / Staff name Enw myfyriwr / aelod staff	
Student / Staff number (if known) Rhif myfyriwr / staff (os ydych chi'n gwybod)	
Contact number Rhif cyswllt	
Address Cyfeiriad	Halls / Neuadd breswyl? <input type="checkbox"/> Yes/le <input type="checkbox"/> No/Na
Breed of dog Brîd y ci	
Insurance company and policy number Cwmni yswiriant a rhif polisi	
Details of the tasks the dog is trained to do to mitigate your disability Manylion y tasgau mae'r ci wedi'i hyfforddi i'w gwneud i liniaru eich anabled	
If trained by an organisation affiliated with Assistance Dogs UK: Os cafodd ei hyfforddi gan sefydliad sy'n gysylltiedig ag Assistance Dogs UK:	
Provide a copy of the yellow ID booklet Darparwch gopi o'r llyfryn adnabod melyn:	
If not trained by ADUK affiliated organisation: Os na chafodd ei hyfforddi gan sefydliad sy'n gysylltiedig ag ADUK:	
Provide name of trainer/ organisation including website and contact details Nodwch enw'r hyfforddwr/sefydliad gan gynnwys y wefan a manylion cyswllt	
Provide copies of the dogs training certificates from the trainer and/ or organisation Darparwch gopïau o dystysgrifau hyfforddi'r ci wrth yr hyfforddwr a/neu'r sefydliad	

Please be aware that we may contact the trainer and/or organisation to validate the information provided to us
Nodwch y gallwn gysylltu â'r hyfforddwr a/neu'r sefydliad i ddilysu'r wybodaeth a rowch i ni

Copies of this form should be sent
Students - to the disability office:
disability@swansea.ac.uk
Staff - to line manager/ HR business partner

Anfonwch gopi o'r ffurflen hon
Myfyrwyr – i'r swyddfa anabledau
anabledd@abertawe.ac.uk
Staff – i'r rheolwr llinell / Partner Busnes
Adnoddau Dynol

Rydym yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi / We welcome correspondence in Welsh or English. Corresponding in Welsh will not lead to a delay

Appendix 5 – Considerations for Assistance Animals on Campus

This considerations document is an aide-memoir to assist in the production of a risk assessment and should be carried out in consultation with all stake holders including the assistance dog owner.

Emergency/ evacuations	Does the individual require a Personal Emergency Evacuation Plan (PEEP)?	Contact H&S team to organise a PEEP: healthandsafety@swansea.ac.uk
	Appointed Fire Wardens are aware of an assistance dog in the area.	
	Procedure in place for dog familiarisation with emergency exit routes practice with employees and dog any new/ revised considerations built in.	Should cover scenarios when the person is both with and without the dog and will lay down procedures for the safety of both employee and assistance dog.
	In an emergency if person with assistance dog is taken to hospital and leaves dog.	Contact details for family or friend who has agreed to care for dog.
How big is the assistance dog?	Can the dog be a trip hazard? – think about lectures room/ office/ events/ social activities e.g. gym.	Review access routes/ work areas to ensure adequate access/ egress.
	Any reasonable adjustments in office arrangements e.g. seating plan?	Ensure there is adequate room for the dog to be near its handler and the person is suitably placed to carryout daily tasks and if possible draught free, suitable temp, away from machinery, light or noise that may disrupt the dog.
Have all staff e.g. academic staff, operational staff, staff who may have contact with dog been spoken to?	Any people with phobias?	How can you minimise contact between the dog and the person who is afraid? Mediation between dog's handler and the frightened employee could help reach a compromise (HR?)
	Any people with Allergies?	What type of allergy e.g. contact, air-borne, etc.

		How can you minimise contact between the dog and the person with an allergy?
	All staff aware of complaints procedure?	Objections may be made on religious grounds, these should be duly considered and managed locally with HR?
Have all students who may have contact with the dog been spoken to?	Any people with phobias?	How can you minimise contact between the dog and the person who is afraid? Mediation between dog's handler and the frightened Student could help reach a compromise (HR/ student services)
	Any people with Allergies?	What type of allergy e.g. contact, air-borne etc. How can you minimise contact between the dog and the person with an allergy?
	All students aware of complaints procedure.	
Have all consideration been looked at for course	Timetabling and location of lectures?	
	Clinical skills teaching	
	Clinical/ industry placement	
	Practical sessions e.g. labs, field work	Do you need to provide an assistance if the owner feels the location is not suitable for the dog?
	Any international Travel?	
	Any special requirements for examinations?	
Will students be staying in residences?	Asking other students/ prospective students expected to share or likely to come into contact with the assistance dog to confirm they would not be adversely affected by the presence of the assistance animal.	
	Any additional adjustments e.g. toileting of dog.	<ul style="list-style-type: none"> Safe and appropriate access routes should be wide enough to allow the dog and the employee to walk

		<p>toilet area and meet accessibility standards.</p> <ul style="list-style-type: none"> Disposal facilities should be clarified, and arrangements made who will be responsible for disposal.
	<p>Confirm whether animal will the animal be left in residences and if so, what additional support is required.</p>	
	<p>Is the proposed accommodation close to pathways and main building of study?</p>	
Estates	<p>Is there a designated area for dog exercise and toileting?</p>	<ul style="list-style-type: none"> This can be on or off campus. Safe and appropriate access routes should be wide enough to allow the dog and the employee to walk together to toilet area and meet accessibility standards. Disposal facilities should be clarified, and arrangements made who will be responsible for disposal.
	<p>Is there are requirement to clean up after dog e.g. assistance dog handler is registered blind?</p>	<ul style="list-style-type: none"> Staff trained in cleaning and waste procedures for dealing with animal waste.
	<p>Any adjustments required in student led learning environments e.g. computer room, library access, sports facilities?</p>	
	<p>Any adjustments made in staff offices e.g. relocating of desk and office organisation?</p>	
	<p>All applicable staff made aware of assistance dogs e.g. maintenance and cleaning staff</p>	

Animal Welfare	Arrangements in place to ensure suitable wellbeing breaks as required for assistance animal.	Also see Estates for designated areas.
	Provide appropriate time off for aspects such as dog training, vet visits and accommodating visits from assistance dog associations for staff and students.	
Animals left unattended or in the care of others.	Are there any situations when the assistance dog will need to be left with another member of staff?	This could be to use sports facilities, attending teaching practical's e.g. lab, clinical skills.
	Will the owner need assistance to access the teaching practical/ use sports facilities, etc.	

Appendix 6 - Generic Risk Assessment (see separate document)

Appendix 7 - Authorisation form for Animal Assisted Activity / Ffurflen Awdurdodi Gweithgaredd a Gynorthwyir gan Anifeiliaid

Faculty/ PSU Cyfadran/ Adran Gwasanaeth Proffesiynol			
Name of organiser Enw'r trefnydd			
Date of planned activity Dyddiad y gweithgaredd arfaethedig		Duration of planned activity Hyd y gweithgaredd arfaethedig	
Organisation name (company running AAA) Enw'r sefydliad (cwmni sy'n cynnal y gweithgaredd)			
Insurance documents Dogfennau yswiriant			
Details of planned activity Manylion y gweithgaredd arfaethedig			

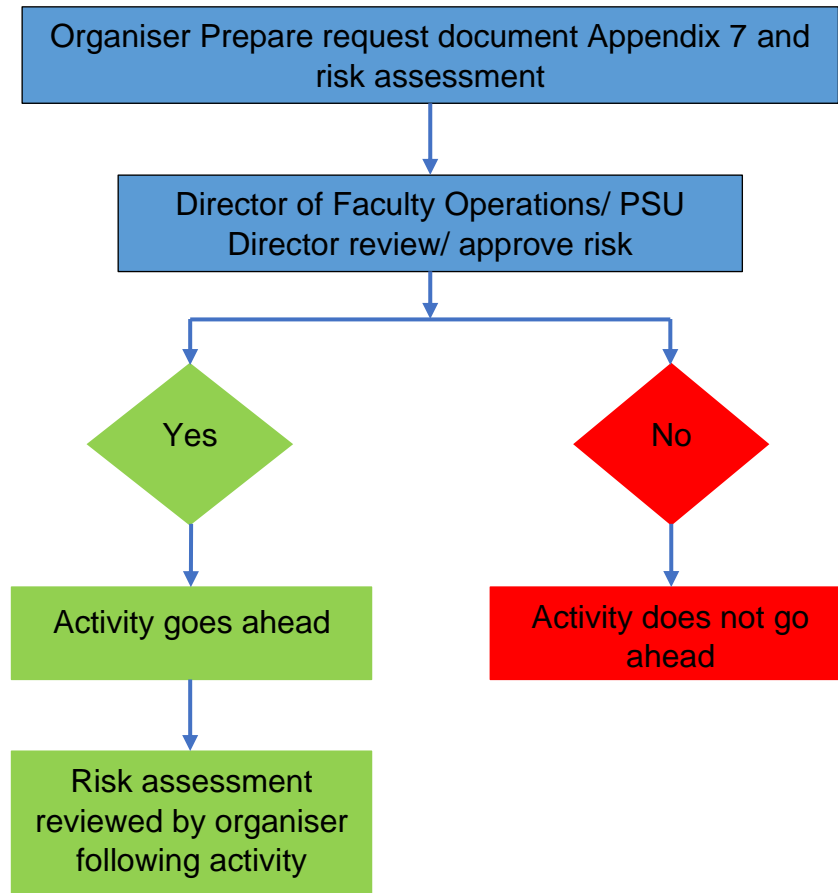
Organisation risk assessment received Wedi derbyn asesiad risg y sefydliad	Yes/Do <input type="checkbox"/>	No/Naddo <input type="checkbox"/>
Swansea University Risk assessment attached (completed with considerations document appendix 9) Wedi atodi asesiad risg Prifysgol Abertawe (a lewnyd wrth ystyried dogfen atodiad 9)	Yes/Do <input type="checkbox"/>	No/Naddo <input type="checkbox"/>

Authorised by Director of Faculty Operations Cyfarwyddwr Gweithrediadau'r Gyfadran		Date Dyddiad	
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Rydym yn croesawu gohebiaeth yn Gymraeg neu yn Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi

We welcome correspondence in Welsh or English. Corresponding in Welsh will not lead to a delay.

Appendix 8 – Animal Assisted Activity Authorisation Process



Appendix 9 - H&S Considerations for Animal Assisted Activity

This considerations document is an aide-memoir to assist in the production of a risk assessment and should be carried out prior to any animal assisted activity on campus.

Emergency/ evacuations	All AAA should be an organised event with suitable qualified trainers.	
	Prior to visit AAI team should be provided with the risk assessment, plans of the building access/ egress routes, parking, where the animals are authorised to access etc.	
	A member of University/ Student Union staff should be present at all times.	
	Plan a visit with the organisation prior to the event happening to go through all plans including evacuation.	
Risk to Animals	Suitable location to accommodate AAI team, animals and participants.	<ul style="list-style-type: none"> • Large enough to accommodate animals, supervisor and participants comfortably. • Temperature should be appropriate. • Noise levels should be managed e.g. is there a planned fire alarm test, any unusual noises i.e. from machinery that could alarm the animals. • Any unusual smell in the buildings/ work being carried out that could upset the animal. • What type of flooring is in the room, is it suitable for the animal, e.g. concrete maybe too cold?

	Participants should be briefed before attending planned activity.	Briefing should include: <ul style="list-style-type: none"> • Purpose of the activity. • Conduct – if there are any requirements from the AAI team.
	Animals are selected by AAI team for suitability for planned activities.	
Risk to property	Animals should be trained and supervised by AAI team at all times.	
	Cleaning	<ul style="list-style-type: none"> • Timetabling the event should be planned to allow appropriate cleaning before and after the event. • Any incident of animal foul waste will need to be cleaned up by the AAI team.
Risk to public	People with phobias of animals	All persons who may will have contact should be informed of the animals on campus.
	The animals should be on a lead at all times when on campus, except for the planned activity.	<ul style="list-style-type: none"> • Animals should be identified with a harness to inform others it is part of a planned activity.
	Aggressive behaviour of animals.	<ul style="list-style-type: none"> • Animals should be trained and supervised and at times. • AAI team should be trained in the safe handling, controlling and spotting incidents where the animal may become agitated.
	Animal waste	<ul style="list-style-type: none"> • Toileting areas will need to be agreed by the University. • Any incidents of animal fouling will need to be cleaned up by AAI team.
Security	Animal escaping from event	<ul style="list-style-type: none"> • Animals should be supervised at all times. • Arrangements should be in place to ensure animals are secured when the door is opened. • Entry and exit from the room should be controlled.
	All animals should be easily identified	

	by a harness when on campus.	
Insurance	Ensure AAA provider has appropriate insurance in place.	