

Tri-State Orthopaedic Surgeons, Inc.

Service Animal Policy and FAQ's

Tri-State Orthopaedic Surgeons, Inc. (TSOS) complies with the American's with Disabilities Act (ADA) to accommodate service animals and visitors. Pets, comfort animals, therapy animals and other emotional support animals (ESA's) are not permitted to enter the facility.

It's important to know that ESA's are not protected by the same laws that govern service animals. Unlike a service animal, an ESA does not have public access rights under Title II and Title III of the ADA and may not be granted access with its handler to places of public accommodation.

Although ESA's are often used as part of a medical treatment plan and may be determined to provide therapeutic benefit, we have implemented this policy to minimize the risks associated with animals in healthcare settings including the safety and protection of our patients, visitors and staff.

Q. Should I tell someone I have a service animal?

Yes. To ensure the best patient experience, it's best to make staff aware that you will be accompanied by a service animal at the time of scheduling and at check-in. TSOS accommodates service animals and visitors in accordance with the ADA.

Q. What questions can the staff ask about my service animal?

If it is not apparent that a patient's or visitor's animal is a service animal, then TSOS staff may ask the following questions to determine if the animal qualifies as a service animal under the ADA. TSOS staff may ask follow-up questions only if necessary for clarification.

- Is the animal required because of a disability?
- What work or task has the animal been trained to perform?

Q. What if I disagree with the staff's assessment of my service animal?

If the patient or visitor disagrees with the determination made by TSOS staff that the animal is not a service animal under the ADA or Indiana law, the Director of Clinical Services or the Compliance Coordinator will be contacted immediately for further clarification of the assessment and policy.

Q. What are the rules for having a service animal at TSOS?

Responsibility for the service animal shall be assumed by the owner/handler, who will:

- **Keep the service animal under control.** Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In these cases, the individual must maintain control of the animal through voice, signal, or other effective controls.

- **Ensure good health and hygiene.** Service Animals must be clean and free from illness. The service animal must be immunized against diseases common to that type of animal. Dogs must have had the general maintenance vaccine series, including vaccinations against rabies, distemper, and parvovirus. All vaccinations must be current. Dogs must wear a rabies vaccination tag.
- **Comply with local licensing requirements.**
- **Clean up after the animal.** The handler or accompanying individual shall perform this function as necessary. If the service animal has an elimination accident, gloves should be worn to clean and disinfect the area. Any organic debris should be placed in a plastic bag in a trash container. Hand hygiene should be performed immediately after clean up.

Q. Can my service animal go everywhere I go?

TSOS shall allow service animals to accompany individuals with disabilities in all areas of the facility where the public is normally allowed to go. TSOS reserves the right to exclude service animals from areas where a sterile environment may be compromised by a service animal's presence, such as operating rooms, special procedure rooms and other restricted areas.

Q. Can TSOS ask that the service animal be removed from their facility?

Yes. If the service animal becomes out of control or is not housebroken, we may ask that the service animal be removed. TSOS staff will still make healthcare services available to the patient without the animal present. Examples of out of control would be excessive barking, growling, behaving in a threatening manner, etc.

**If you have questions about our Service Animal Policy,
please call (812) 477-1558**

Or

Visit the Americans with Disabilities Act website at:

www.ADA.gov

ADA Information Line

800-514-0301 (Voice) and 800-514-0383 (TTY)

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)