



# **Assistance Dogs on University Premises: Student Guidance**

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## **1. Introduction**

The University of Greenwich is committed to providing an environment which is accessible and welcoming for all.

Providing access to university premises for assistance dogs to accompany their owners, is a reasonable adjustment under the Equality Act 2010. The University will work with disabled students to identify their access requirements and to make the necessary reasonable adjustments.

## **2. Purpose**

The University of Greenwich recognises that assistance dogs play an important role in the safety and wellbeing of disabled people and has provided guidance within this document for students. There is also separate guidance available for staff and members of the public, which can be accessed via the Human Resources pages on the University Portal.

The University will not allow pets and other animals on the University premises, including Halls of Residences.

The guidance aims to:

- Raise awareness of issues relating to assistance dogs;
- The arrangements for bringing an assistance dog on campus;
- The responsibilities of the University regarding assistance dogs;
- Set out arrangements for managing issues and complaints.

## **3. Assistance dog on campus**

All students who use an assistance dog should contact their Faculty Administration office about bringing their assistance dogs onto university premises in advance of arrival. The student will need to be able to provide information about the animal and its tasks/duties, when requested by university staff.

All students who use an assistance dog will be required to register with the Student Wellbeing Service, who will be able to provide advice, coordinate the implementation of reasonable adjustments and signpost to Estate and Facilities, where required.

Suitable arrangements for the dog's safe access to and conduct of work in the University must be agreed. Further information is contained within the section - University Arrangements, below.

## **4. Student's Responsibilities**

The assistance dog is the responsibility of its owner who will therefore need to ensure the following:

- The dog is kept on a lead during the times when walking around campus.
- The dog's feeding requirements are met.

- The dog is clearly identifiable – using special collars and/or harnesses when on duty.
- The dog uses the designated areas identified by Estates and Facilities, for relieving itself. In the unlikely event that the dog does foul outside of these designated areas, the owner must report this to an appropriate staff member to make arrangements for the housekeeping team to clean and sanitize the area.
- The dog behaves appropriately and does not disrupt others, cause harm or injury to others and does not damage university property. The owner will be responsible for any damage to persons or university property.
- The student is expected to respect access restrictions established by the University on grounds of health and safety.
- The student is responsible for the training needs of their assistance dog, to ensure that they can safely perform their duties. If training has not been provided by a recognised charity then the student will need to notify Student Wellbeing Service so that a risk assessment can be organised.
- The student will also need to ensure that their dog is covered by full liability insurance.
- The student must ensure that their dog does not enter other students' bedrooms, shared toilets or showers in halls.
- The student ensures that the dog receives regular health checks and vaccination.
- The student must ensure that the dog is kept groomed and clean and is in good health when on university premises.

## 5. University Arrangements

The University has put in place the following arrangements to ensure that students who are accompanied by an assistance dog, are able to fully access university premises and facilities. These arrangements will be agreed in consultation with the student.

- Accommodation Services will liaise with the student to ensure appropriate accommodation is allocated, taking into consideration their needs and those of the dog.
- Accommodation Services will inform and consult other students in hall and to seek confirmation that they will not be adversely affected by the presence of the assistance dog. Alternative housing arrangements will be considered for any students who have concerns. Guidance on expectations surrounding the care of the assistance dog in hall will be given to the student.
- Student Wellbeing Services in consultation with Estates and Facilities Services will be responsible for making arrangements for orientation on campus. Student Wellbeing Services can be contacted by email [wellbeing@gre.ac.uk](mailto:wellbeing@gre.ac.uk)
- Estates and Facilities Services will ensure that assistance dogs are provided with information about designated areas where the dog will be able to relieve itself. A

water bowl will be provided on request. Estate and Facilities Services can be contacted by email [fmcentralhelpdesk@gre.ac.uk](mailto:fmcentralhelpdesk@gre.ac.uk)

- The Safety Unit will ensure that suitable arrangements are made for emergency evacuation plans for assistance dogs and their owners.
- The Faculty will be responsible for checking if any students within the class, have any objections, for example allergies which need to be considered.
- The Faculty will advise the owner of areas where there will be restricted access for assistance dogs, for health and safety reasons. These could include research laboratories and areas where protective clothing is required.
- The University reserves the right to request the removal of, or bar entry to an assistance dog when it poses a direct threat to the health and safety of others.

## **6. Complaints and Resolutions**

If an owner wishes to raise a complaint about the treatment of themselves or their dog, this complaint should be raised with the relevant department, for example the student's Faculty or Accommodation Services. The issue will be investigated, and every effort will be made to resolve the matter informally. If the issue cannot be resolved at the informal stage, it will be escalated and managed through the appropriate University disciplinary procedures.

Similarly, if a student or member of staff wishes to raise a complaint about an assistance dog, or their owner, this should also be raised with the relevant department in the first instance. Again, every attempt will be made to resolve this informally. However, if the issue cannot be resolved informally, or where there is non-compliance with the request to resolve the matter, the issue will be escalated and managed under the appropriate University disciplinary procedures.

### Types of Assistance Dogs

Assistance dogs are working and therapy dogs who are specially trained to provide assistance to an individual with a disability. and perform their role as guide dogs, hearing dogs, service or support dogs or seizure alert dogs.

It is recommended that assistance dogs be trained by a member of Assistance Dogs UK (AD UK), a coalition of recognised assistance dog organisations listed below, or an equivalent organisation in another country.

There are twelve registered charities that form AD (UK), these are:

- Autism Dogs
- Canine Partners
- Darwin Dogs
- Dog A.I.D
- Dogs for Good
- Guide Dogs
- Hearing Dogs for Deaf People
- Medical Detection Dogs
- Service Dogs UK
- Support Dogs
- The Seeing Dogs Alliance
- Veterans With Dogs

If trained by a member of Assistance Dogs UK (AD UK) then it is recommended, that the owner have the yellow ID booklet from the AD (UK) member organisation. This ID book contains information about the owner and their dog, details of the training organisation who trained the dog and its owner.

If training has not been provided by a recognised charity, then the University will conduct a risk assessment.

Have a formal identification in the form of branded jacket or lead slips.

### **Guidelines for Interacting with Assistance Dogs and Owners**

It is important to note that assistance dogs are working dogs, who are performing tasks to assist disabled people. It is, therefore, useful to consider the following guidelines:

#### **Talk to the Assistance dog owner and not the dog**

Be mindful that the owner may not have the time to stop and talk. Also talking to the dog will be a distraction which prevents the dog from focusing on their owner's needs.

If you are helping the owner to get to their destination speak to the person and they will give the correct commands to their dog.

#### **Do not feed, pet or praise the dog without asking first**

Assistance dogs have a strict healthy diet and they may also have allergies.

Praise is a reward for assistance dogs and is provided by their owners.

When admiring an assistance dog, it is best to keep your eyes averted and direct comments to the owner, to prevent distracting the dog.

## Additional Information

Additional sources of further information regarding Assistance Dogs can be obtained from the following organisations who are registered members of Assistance Dogs (UK)

### Assistance Dogs UK

[www.assistancedogs.org.uk](http://www.assistancedogs.org.uk)  
[www.assistancedogs.org.uk/members/](http://www.assistancedogs.org.uk/members/)  
01844 348 100

### Autism Dogs

[www.autismdogs.co.uk](http://www.autismdogs.co.uk)  
[info@autismdogs.co.uk](mailto:info@autismdogs.co.uk)  
01260 278 416

### Canine Partners

[www.caninepartners.org.uk/](http://www.caninepartners.org.uk/)  
[info@caninepartners.org.uk](mailto:info@caninepartners.org.uk)  
03456 580 480

### Darwin Dogs

[www.darwins.org.uk](http://www.darwins.org.uk)  
[darwindogs2020@gmail.com](mailto:darwindogs2020@gmail.com)  
0774 557 4332

### Dogs A.I.D

[www.dogaid.org.uk](http://www.dogaid.org.uk)  
[admin@dogaid.org.uk](mailto:admin@dogaid.org.uk)  
01743 588 469

### Dogs for Good

[www.dogsforgood.org](http://www.dogsforgood.org)  
[info@dogsforgood.org](mailto:info@dogsforgood.org)  
01295 252 600

### Guide Dogs

[www.guidedogs.org.uk](http://www.guidedogs.org.uk)  
[guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)  
0870 6002323

### Hearing Dogs for Deaf People

[www.hearing-dogs.co.uk](http://www.hearing-dogs.co.uk)  
[info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)  
01844 348 100 (voice / minicom)

### Medical Detection Dogs

[www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)  
01296 655 888

### Service Dogs UK

[www.servicedogsuk.org](http://www.servicedogsuk.org)  
[getintouch@servicedogsuk.org](mailto:getintouch@servicedogsuk.org)  
0330 1200 755

### Support Dogs

[www.support-dogs.org.uk](http://www.support-dogs.org.uk)  
[info@supportdogs.org.uk](mailto:info@supportdogs.org.uk)  
0114 261 7800

### The Seeing Dogs Alliance

[www.seeingdogs.org.uk](http://www.seeingdogs.org.uk)  
[info@seeingdogs.org.uk](mailto:info@seeingdogs.org.uk)  
01634 572 125

### Veterans With Dogs

<https://veteranswithdogs.uk/>  
[info@veteranswithdogs.org.uk](mailto:info@veteranswithdogs.org.uk)  
01626 798 030