

Assistance Animal

Ramsay Health Care recognises how important your assistance animal is to you and your wellbeing, and hopes that this information assists you when you are admitted to a Ramsay facility with your assistance animal.

An assistance animal is a dog or other animal that is trained and/or accredited to help you with your disability. It is important that your animal is clean, not sick, toilet trained and behaves well in public places.

Before Admission:

- > If you can, please notify the hospital prior to admission that you would like to bring your assistance animal with you. This gives the hospital time to arrange an appropriate room for you.
- > You will be asked to provide evidence that the animal is trained and / or accredited to be an assistance animal. Depending on which State you live in, there are different ways to do this: you might have been given an identity card; an assistance permit; an identification card or your animal might wear a special harness, cape or badge.
- > It is important that you bring in anything your animal will need during your hospital stay, for example, bedding and food.

During Admission:

- > There might be areas of the hospital you are not able to take your animal into. When you are admitted to hospital the staff will let you know which areas these are, for example, the operating room.
- > You will be responsible for your animal at all times. This includes toileting, feeding and walking your animal.

If you will not be able to undertake these activities yourself during your hospital stay, you must make arrangements for someone known to the animal to take responsibility for these activities.

- > You must make sure that your animal is well behaved.
- > The animal is to be harnessed in areas where there are other people and must walk calmly beside you, respond to commands and not bark or growl at people.
- > If you are to be separated from your animal, for example during a procedure, you will need to organise someone known to the animal to be with them. In certain circumstances you might be able to leave the animal in your room alone for a short period. You can discuss this with hospital staff.
- > You, your family and other visitors must wash your hands after contact with the animal.

We can ask you to remove your animal from the hospital, but will only do so if:

- > You cannot provide evidence that it is trained/ accredited as an assistance animal.
- > It is threatening people or other assistance animals.
- > It is causing damage to the hospital.
- > It is unhygienic.
- > It is behaving poorly.

If you have any other questions, please ask the nurse looking after you. If you have not been admitted yet, please contact the hospital.

