

STANDARD OPERATING GUIDELINE



Transport of Animals

Department: Operations

SOG #222

Applicable to: All Staff

Effective Date: 1 Dec 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding how our staff interact with, and the transportation of animals in emergency situations.

Scope:

The scope of this document applies to all staff. It furthers the need to abide by standards set by the Americans with Disabilities Act (ADA); Federal, State, and Local laws and regulations; and the NYS Bureau of EMS.

Guideline:

1. The US Department of Justice defines a service animal as “dogs that are individually trained to do work or perform tasks for people with disabilities.”
2. Pets vs Service Animals
 - a. Pets, as a general rule, are not allowed in Agency facilities.
 - b. In situations where it is not obvious that an animal is a service animal, personnel may ask only the following questions:
 - i. Is the animal a service animal because of a disability?
 - ii. What work or task has the animal been trained to perform?
 - c. It is important to note that the ADA does not require service animals to wear a vest, ID tag, or specific harness. Staff may not request any documentation for the animal, require that the animal perform its task, or inquire about the nature of the person’s disability outside of its pertinence to patient care.
 - d. When dealing with a service animal, personnel should observe the following:
 - i. Service animals should be allowed to accompany the partner at all times, and throughout Agency facilities, except where specifically prohibited.
 - ii. Do not pet a service animal, as it may distract the animal from performing its work or tasks.
 - iii. Do not feed a service animal, as the animal may have specific dietary restrictions or requirements.
 - iv. Do not deliberately startle or provoke a service animal.
 - v. Do not separate or attempt to separate a service animal from its handler, unless the exceptions in the transportation of a service animal section are met (see below).
3. Transportation of a Service Animal
 - a. Per the US Department of Justice, a service animal must be generally allowed to ride in an ambulance with its handler. It is reasonable to disallow transportation by ambulance of a service animal under the following two conditions:
 - i. Space in the ambulance is crowded AND the presence of the animal would interfere with staff’s ability to treat the patient
 - ii. The service animal behaves in a manner that poses a direct threat to the health or safety of others, has a history of such behavior, or is not under the control of the handler

This document supersedes any documents on the topic dated prior to the effective date noted above.

STANDARD OPERATING GUIDELINE



Transport of Animals

Department: Operations

SOG #222

Applicable to: All Staff

Effective Date: 1 Dec 2020

2 Pages

Authority: Chief Of Operations

Applicable CAAS Standard:

Revised Effective Date:

- b. It is important to note that a service animal may not be excluded based on assumptions or stereotypes about the animal's breed or how the animal might behave. In the case that a service animal is denied transport by ambulance, crew members must arrange other means of transportation for the animal to the hospital.
- c. Per NYS Bureau of EMS Policy Statement 07-01, every effort should be made to transport a service animal with its handler in a manner that is safe for the animal, the patient, and the crew. If possible, the animal should be secured in some manner to prevent injury to either the animal, patient, or crew during transport. Safe transport devices may include:
 - i. Crates, cages, and/or specialty carriers
 - ii. Seatbelts or passenger restraints using a specialized harness or seat belt attachments
4. Notifying the Receiving Hospital
 - a. Whenever a service animal is transported by EMS, due effort should be made to notify the receiving hospital that a service animal is accompanying your patient, prior to arrival.

This document supersedes any documents on the topic dated prior to the effective date noted above.