

Tamara Private Hospital

Assistance Animal Information Sheet

Ramsay Health Care recognises how important your assistance animal is to you and your wellbeing.

Ramsay Health Care welcomes assistance animals at our Facilities in most cases, but sometimes it may not be possible to accommodate them. We hope that this information assists you when attending a Ramsay Health Care Facility as a visitor or patient.

An assistance animal is a dog or other animal that is trained or accredited to help you with your disability. Assistance animals must be clean, in good health, toilet trained and behave well in public places.

We may ask you to provide evidence that your animal is trained and/or accredited to be an assistance animal. Animals that are still undergoing training are not considered to be assistance animals as defined by legislation. However, access for trainee animals may be permitted in certain circumstances.



If you are planning to visit a Facility with an assistance animal:

- Please first contact the Nurse Unit Manager of the Ward you wish to visit or the Facility Coordinator via the main switchboard and let them know you would like to visit with an assistance animal.
- Sometimes it may not be possible to accommodate you visiting with your animal because of the type of ward the patient is in, if they are in a shared room, if there is a significant risk of infection or other health and safety reasons.

- If it is not possible to accommodate the assistance animal visiting in the patient's room, we may be able to assist the patient to move to another area of the Facility to enable the visit to take place.

Your animal should remain harnessed and in your control at all times, and should be toileted just prior to the visit. Any animal waste must be cleaned up by you.

If you would like your assistance animals to accompany you during your admission to a Facility (for inpatients and day programs):

- Where possible, we ask that you please notify the Facility prior to admission advising that you would like to be accompanied by your assistance animal during your admission. This gives the Facility time to discuss your condition / proposed admission and whether we can reasonably accommodate your assistance animal during your admission.
- Considerations will include whether a single bed private room is available if you will be admitted as inpatient or the nature of the day program you will be admitted to. If you are allocated to a shared room as an inpatient, it is unlikely that the Facility will be able to accommodate your animal as well.
- If, due to your condition, you are unable to care for your animal during your admission, visitations may be more appropriate until you are feeling better and are able to care for the animal. If you are an inpatient, you may be able to be transported to another area of the Facility for a visit from your animal.



People caring for people.

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If the Facility can accommodate your assistance dog during your admission there are some important things you should note:

- Approval will be conditional upon you completing a written Care Plan Agreement. The Care Plan Agreement will set out important details including what you need for your animal before admission, how your animal will be cared for during your admission and contact details for another person who has agreed to collect your animal in the event that you become unable to properly care for the animal or there are safety concerns during your admission. Your nominated person will also need to sign to confirm their agreement to this.
- You will be required to provide everything your animal will need during your stay; for example, clean bedding and food stored in an air locked container. There are no facilities to store any refrigerated food for your animal.
- Facility staff are unable to assist with the care of your animal at any time during your admission and you will be responsible for toileting, feeding and walking your animal.
- Your animal must always remain harnessed when around other people and under your control.
- If you are to be separated from your animal during your admission, for example, if you are to undergo a procedure, you will be required to organise someone known to the animal to be with them.

When we may ask you not to bring to, or remove your animal from, the Facility

In certain circumstances, we may need to refuse access to your assistance animal where it is necessary to protect the safety of staff, patients or other visitors. We may also refuse your assistance animal where permitting access imposes an unjustifiable hardship. We are legally able to refuse access in these circumstances.

Assistance animals are not permitted at any time in restricted areas of the Facility, including operating theatres, maternity, intensive care, coronary care, procedural, sterilizing and food preparation areas.

We may need to ask you to remove your animal from the Facility premises if the animal is unhygienic or unwell or behaving in a manner which causes unreasonable disruption due to excessive barking, growling, whining or not acting in a calm and controlled manner.

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

