

Service Animal FAQ

Is my pet considered a Service Animal?

EHS considers a “Service Animal” to be a dog that has been individually trained to do work or perform tasks for an individual with a disability and where the task(s) performed by the dog are directly related to the one’s disability. This generally includes guide dogs, service dogs, and hearing dogs and psychiatric service animals.

Am I permitted to bring a Service Animal to EHS?

Yes. EHS welcomes Service Animals at all of our owned or operated facilities and for outpatient, inpatient or emergency visits. Your service animal must be, among other things, house broken, under your control (or a designees control), clean and groomed, well behaved and vaccinated.



What can EHS personnel ask me about my Service Animal?

Personnel are permitted to ask: (i) if the animal is required because of a disability; and (ii) what work the animal has been trained to perform. Personnel may not question the extent or nature of your disability or demand proof that the animal is a certified Service Animal.

Am I permitted to bring a support, comfort, companion or any other animal besides a Service Animal?

No. EHS only recognizes a Service Animal as being permitted to be present during your visit.

Does my Service Animal need to be vaccinated?

Yes. Your service animal must be vaccinated (shots) as required by State and local requirements. Personnel may require you to show proof of vaccinations for your service animal so please be prepared if possible.

If my visit is scheduled in advance (i.e., non-emergent or acute), how should I be prepared?

You should be prepared with a leash, food, water, waste bags and other items which are needed to care for a Service Animal. You should also ensure that you have a designee ready and able to care for the Service Animal if you no longer can and provide that information to EHS personnel in advance.

Are there areas, floors, units or times where my Service Animal may not be permitted to be with me?

Yes, Service Animals are not permitted when they:

- a. Fundamentally alter or otherwise prohibit the services being provided; and/or
- b. Pose a significant risk of harm to the patient, visitors, EHS personnel or others as well as to the environment itself;
- c. Pose a risk to sterility or clean conditions required of the environment (e.g., operating rooms, sterile procedure suites or nurseries); and/or
- d. Are exhibiting behavior wherein it appears to not be under the control of the handler.

What happens if I am suddenly unable to care for my Service Animal while at EHS?

Nursing Supervisors will work with you to attempt to find a designee who can, without unreasonable delay, come to the EHS location where you are to assume care for the Service Animal. If your condition renders you unable to assist in finding a designee than EHS will make a reasonable effort to identify someone on your behalf and, as a last resort, contact local animal control to assume custody of the Service Animal until you can provide care.

Questions should be directed to EHS by calling (718) 869-7000.