

Welcoming Accredited Assistance Dogs - Guidance Document

ADUK accredited assistance dogs are allowed into all areas of the University including office areas, library, food outlets and university accommodation. Any unregistered therapy/emotional support animals are not allowed inside any University premises *.

How do I recognise an ADUK accredited assistance dog?

Assistance dogs trained by member organisations of Assistance Dogs UK are likely to have formal identification in the form of a white harness, organisation specific branded dog jackets, lead slips or ID tags on the dog's collar.

Most assistance dog service users, who have an assistance dog from an ADUK member organisation, will also have a yellow ADUK branded ID book. The ID book contains information about the owner and their dog, details of the training organisation who trained the dog and its owner. If someone approaches you with an assistance dog, please ask to see the ADUK ID book.

If the dog handler does not have an ID book, and the dog does not have any form of formal identification, then access may have to be denied. Any dog, or other animal registered to a charity that is not a member of ADUK will not be permitted access *.

The organisations currently registered as full members of ADUK * are listed here: <https://www.assistedogs.org.uk/members/>

The University has a legal responsibility to make reasonable adjustments for disabled people, and a disabled person should not be put at a disadvantage due to their assistance dog. For example, a disabled person should not be asked to sit in a specific area to keep the dog out of the way or asked to pay an additional fee for cleaning.



What do I do if I receive complaints from others regarding hygiene concerns?

Accredited assistance dogs trained by ADUK member organisations are recognised by the Chartered Institute of Environmental Health, which states that assistance dogs should be allowed access to restaurants, food retailers and other premises where food is available.

The Chartered Institute of Environmental Health have declared that the very specific training and regular health tests that assistance dogs go through means they are unlikely to pose a risk to hygiene in these premises. There is no conflict with food hygiene laws in allowing access for assistance dogs.

What do I do if I receive complaints from others regarding dog allergies?

Where a clear allergy risk to a specific individual can be objectively identified, steps should be taken to reduce this risk, for example by accommodating an assistance dog and handler in a separate part of the room or by getting staff that are not allergic to dogs to take over serving duties. Refusal of access for assistance dogs based on the possibility that other people 'may' be allergic is unlikely to be classed as a reasonable or proportionate response.

* a request to have any animal on campus could be considered on a case-by-case basis.