

Policy - Assistance Dogs

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POLICY STATEMENT

London Business School is committed to ensuring that all students and participants have as equitable an academic experience as possible, and therefore endeavours to work people with disabilities to support them during their time on campus. Staff, Faculty, students and participants whose access to work and student services is facilitated by the use of mobility aids should not be refused entry on the basis of their disability or reliance on mobility aids, including assistance dogs.

In partnership with the Schools disability advisors and in line with the Equality Act 2010 (England, Wales, and Scotland). Estates and Campus Services will work with staff, faculty, students, and participants, living with a disability to identify support needs and make reasonable adjustments in order to provide a safe and welcoming environment.

PURPOSE

London Business School recognises that assistance dogs play an important role in the safety and wellbeing people with disabilities and has designed a Policy on Assistance Dogs, with specific guidelines concerning the safe and acceptable use of assistance dogs on our London campus for the benefit of all: assistance dogs, the owners of assistance dogs, and campus users. The School allows access to assistance and working dogs and is prepared to make adjustments for their safe access and conduct of duties.

Pets and other animals that do not perform a task for the School or are not in aid of members of its community are not allowed in the School premises.

Under this provision, the School requires that:

- Access requirements involving assistance dogs are legitimate and pre-agreed with Estates & Campus Services (process outlined below).
- Suitable arrangements for the animals' safe access to and conduct of work in the School are made.
- All concerned parties (including but not limited to co-workers, faculty, students, and participants) are consulted and advised on safe practice and appropriate behaviour, including awareness of any allergies.
- The assistance dog owner agrees to the terms and conditions of use of assistance dogs within the School.

KEY DEFINITIONS

SCHOOL'S PREMISES – Property that is owned, operated, or maintained by London Business School including outdoor spaces.

DISABILITY – applies to a person if they have a physical or mental impairment which is having a substantial, adverse, and long-term (lasting or likely to last 12 months or more) effect on their ability to perform normal day to day activities (Equality Act 2010)

ASSISTANCE DOG – an animal specially trained to provide assistance to an individual with a disability. Guide dogs are the most common type of assistance dog, used by individuals who are blind or visually impaired. Other medical conditions may require the use of assistance dogs: hearing loss, mental health conditions, physical impairments, epilepsy or seizure-related disorders, autism spectrum conditions. A pet or a therapy/emotional support animal is not an assistance dog.

THERAPY ANIMAL – an animal prescribed to an individual as part of a treatment process for a physical or mental condition. Unlike an assistance dog, a therapy animal does not facilitate mobility for its owner or user or assist on daily tasks, and need not accompany its owner at all times

ORGANISATIONAL AND PHYSICAL ARRANGEMENTS

London Business School offers the following arrangements to ensure a safe and inclusive environment for assistance dogs, their owners, and other members of the campus community:

PROCEDURE TO REGISTER AN ASSISTANCE DOG WITH THE SCHOOL

EVIDENCE OF THEIR ASSISTANCE DOG'S TRAINING

Visitors and other campus users must register their assistance dogs with London Business School before bringing their dogs on campus, so that necessary arrangements can be made. The host line manager, Student Wellbeing Services, or Executive Education will send the Head of Campus Services evidence of their assistance dog's training.

Evidence may be:

- a copy of their Assistance Dogs UK (ADUK) identification booklet or
- a letter from the training organisation confirming they have been trained or

- a certificate and ID card from The Assistance Dog Assessment Association who will assess any Assistance Dog to ensure it has been trained to the correct standards.

SAFETY

The host line manager, Student Wellbeing Services, or Executive Education will:

- Suitable arrangements for the animals' safe access to and conduct of work in the School are made.
- That all concerned parties are consulted and advised on safe practice and appropriate behaviour
- The host line manager, Student Wellbeing Services, or Executive Education will also ensure that emergency evacuation plans are updated or a Personal Emergency Evacuation Plan (PEEP) is completed where required. The PEEP should be shared with Head of Campus Services. Personal Emergency Evacuation Plan (PEEP) a document to show how people will be evacuated when they have difficulty responding to a fire alarm or escaping from a building unaided, in the event of an emergency.
- That the assistance dog owner agrees to the terms and conditions of use of assistance dogs within the School.

ASSISTANCE DOGS OWNERS' RESPONSIBILITIES

INFORMATION

Assistance dog owners must request permission from the School to bring assistance dogs into the estate in advance of arrival on School premises. They should be able to provide information about the animal and its tasks/duties, when requested by School staff.

PHYSICAL IDENTIFICATION

Assistance dog owners must ensure that their assistance dogs are clearly identifiable by the use of special collars and/or harnesses when on duty.

INSURANCE

Owners are responsible for ensuring that their assistance dogs are covered by full liability insurance and provide a copy to the School.

ACCESS RESTRICTIONS

Assistance dog owners must respect access restrictions established by the School on grounds of health and safety. The Crown Estate lease prohibits dogs using any private terrace gardens and includes the Sussex Place Garden.

ANIMAL MISBEHAVIOUR

Preventing and correcting assistance dog's misbehaviour is the owner's responsibility. Owners must make sure that their assistance dogs do not cause harm or injury to others and damage to School property.

CLEANLINESS

People with visual impairments or blindness are not required to clean up after their guide dogs and these are expected to have received the appropriate training to avoid dog waste on campus.

Assistance dog users share responsibility for the clean-up of the animal's waste, consistent with reasonable capacity. Owners must use the spending pens or designated areas identified by the School.

In the unlikely event that the dog does foul outside of these designated areas, the owner must report this to an appropriate staff member to make arrangements for the cleaning team to clean and sanitize the area.

ANIMAL CARE AND SUPERVISION

Animal care is the owner's responsibility. The owner ensures regular health checks, vaccination, adequate standard of grooming, and the supply of food and drink at all times.

Owners must ensure that assistance dogs are kept on a lead at all times when walking around the School estate or safely harnessed when unsupervised for short periods of time. Owners must ensure the assistance dog has its requirements in relation to toileting and feeding met.

Owners of assistance dogs that are ill, in poor health, excessively unclean or unkempt may be required to remove the animal from School premises. London Business School is not responsible for the loss, ill health, or death of the assistance dog.

ANIMAL TRAINING

Assistance dogs undergo intensive training before commencing duty. They also receive further training throughout their working lives, especially in the event of change in work location or work pattern. Owners are responsible for the training needs of their assistance dogs, for the correct and safe performance of their duties.

CONFLICT SITUATIONS

REMOVAL OF ASSISTANCE DOG

The School reserves the right to remove or bar entry to an assistance dog when it poses a direct threat to the health & safety of others. Unresolved animal misbehaviour may also provide grounds for removal, after all reasonable measures have been taken to address this.

DAMAGE

Assistance dog owners are responsible for any damage to persons or School property.

RESTRICTED ACCESS

The School may restrict access of assistance dogs to certain areas for health and safety reasons. Restricted areas may include, areas where protective clothing is required, boiler rooms, etc.

Applications for exceptions will be reviewed on a case-by-case basis.

CONFLICTING DISABILITIES

Where an assistance dog poses adverse health risk to an/other student/s, the School will seek medical documentation from the affected party/parties to determine suitable alternative arrangements for either or both parties.

RELIGIOUS OR CULTURAL CONFLICTS

Religious or cultural beliefs cannot be used to prohibit access to assistance dogs and their owners.