

**Overview.** In compliance with the Americans with Disabilities Act (ADA) and Massachusetts General Law (Chapter 272: Section 98A) Boston Orthopaedic & Spine, LLC has created this policy to assure that all patients and/or visitors with disabilities, who are accompanied by service animals, are provided access to Boston Orthopaedic & Spine, LLC. As specified in this policy, Boston Orthopaedic & Spine, LLC will accommodate service animals, but not pets.

**How “Service Animal” is Defined.** The ADA defines “service animal” as dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Examples of such work or tasks include: •guiding people who are blind •alerting people who are deaf •pulling a wheelchair •alerting and protecting a person who is having a seizure •reminding a person with mental illness to take prescribed medications •calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack •performing other duties.

**Where Service Animals Are Allowed.** In accordance with the ADA, Boston Orthopaedic & Spine, LLC allows service animals to accompany people with disabilities in all areas of the Clinic where the public is normally allowed to go. However, service animals may be excluded from certain clinical areas, after a determination is made by your provider, where the animal’s presence may compromise a sterile environment.

**Service Animals Must Be Under Control.** Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

**Inquiries, Exclusions, and Other Specific Rules Related to Service Animals.**

- If you are not certain whether an animal is a service animal, only limited inquiries are allowed. You may ask the person who has the animal (1) if it is a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Visitors with service animals may not be segregated from other visitors, exclusively because of the presence of the service animal. Under the ADA, allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, they should both be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility. Staff or visitors of Boston Orthopaedic & Spine, LLC who express concern about the service animal should be notified of the animal’s purpose and, if they remain concerned, given an opportunity to relocate elsewhere.
- Under the ADA, a person with a disability cannot be asked to remove their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. In such circumstances at Boston Orthopaedic & Spine, LLC, the Office Manager or designee should be promptly notified to evaluate the appropriate action to take which may include: (1) asking the individual to control the animal’s behavior, (2) asking the individual to relocate to another area, where the service animal’s behavior can be controlled, and/or (3) asking the individual to remove the service animal from the premises.
- People with disabilities who use service animals cannot be isolated from other patrons or treated less favorable than other patrons.
- Boston Orthopaedic & Spine, LLC is not required to provide food, care and/or a special location for service animals. The care and supervision of service animals is the sole responsibility of their owners.

**Pets.** Boston Orthopaedic & Spine, LLC does not allow pets to accompany patients and/or visitors in any areas of the clinic. Due to potential problems associated with pet visitation, we ask that you please make arrangements to have a person, with familiarity in handling the pet, to bring the pet to a designated area outside the building where the visit will take place. Pets will not be allowed in any patient care area.