

<i>Policy &amp; Procedure:</i>	<b>PET VISITATION</b>		
<i>Performed by:</i>	ALL Staff Members		
<i>Approved by:</i>	Senior Leadership Team		
<i>Date Approved:</i>	Aug. 16, 2016	<i>Date Reviewed:</i>	
Page 1 of 4			

## **POLICY**

Hospice Care Ottawa (HCO) recognizes that pets play an important role in the lives of the individuals we serve and that interacting with pets is often physically and psychologically beneficial. At the same time the Hospice recognizes that animals can be a source of infection transmissible to humans, or can trigger allergies. A balance is sought to mitigate the risk of allergic reactions or of transmission of pathogens, while providing the therapeutic benefit of animal interaction.

In keeping with our goal of a home-like environment and improved quality of life for our clients, HCO permits accompanied visitation of pets (dogs and cats only) for limited time periods to clients in the residential hospice. Pets are not permitted to stay overnight or live in with the resident, nor are they permitted in the day hospice program, except for approved service dogs and certified pet therapy dogs. All pet visits must be pre-approved by the Manager of Clinical Care and/or her designate.

Staff and volunteers have the right to a safe and comfortable work environment. Should a pet be a cause for concern or source of allergy for any staff member or volunteer, the pet owner will be required to remove the pet from the premises. Staff and volunteers are not permitted to bring in their pets to participate in any of the clinical programs. On an exception and time-limited basis staff may need to bring in their own pets from home. All pet conduct guidelines below will apply.

## **PROCEDURE**

### Approval:

Pet visits must be pre-approved by Manager of Clinical Care or her designate. Approval criteria include:

1. The resident or substitute decision maker must consent to the visit.

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Page 2 of 4			

2. The pet must be in good health with proof provided to staff that the pet's rabies vaccination is current and up-to-date,
3. The pet must appear clean and groomed.
4. No known allergies or fear expressed about the pet, by other residents/families, staff and volunteers working at the time of the pet visit.

### Conduct

Pets and pet owners must adhere to the following conduct during the visit:

1. Pets must be accompanied at all times by a responsible family member/owner.
2. Pet visitation is limited to the resident's room, staff office or outside
3. Pets must be on a leash or in a carrier when outside of the residents room or staff office.
4. Pet are not to be left unattended in a room or office
5. Pets are not permitted to visit other residents
6. Pet owners are responsible for the care of and cleaning up after pets.
7. Pet owners are liable for any costs associated with damage caused by their pet
8. Staff and volunteers are not responsible for the care or control of pets.
9. A sign must be on the door indicating that a pet is visiting (to alert other incoming people and to prevent accidental escapes). Signs may be obtained from the Care Team Station
10. Pet visits that become disruptive or are a concern to others are terminated by the Manager of Clinical Care or designate.
11. Pet visits are limited to day and evening hours and cannot be overnight.

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			Page 3 of 4

12. Pet are not to enter any food prep, kitchen or serving areas

#### Accident Clean Up

1. Staff Members are required to:
  - a. Inform the person responsible for the pet of the appropriate method to clean any accidents, and
  - b. Supply appropriate equipment or materials to the person responsible.
  
2. Requirements for cleaning up after pet accidents:
  - a. Use gloves for cleaning up,
  - b. Use paper towel to remove the organic material,
  - c. Place soiled material in plastic bag,
  - d. Apply Cavi Wipes disinfectant to the area and leave area undisturbed for five (5) minutes in order to allow for effective disinfection, then discard
  - e. Remove gloves and wash hands when finished.
  - f. Notify housekeeping staff

#### If a Dog Bite Occurs

1. Inform the nurse immediately and administer first aid as needed
2. Identify the dog, the dog's owner and the person bitten
3. Verify vaccination information we may have
4. Complete Incident Report
5. Notify, Manager of Clinical Care
6. Notify the City of Ottawa as per Animal Care and Control By-Law No. 2003-77
7. Alert Public Health if indicated by the City of Ottawa

# Pet Visiting



Please Enter with Care