



GENERAL ORDER

GENERAL ORDER 320.20

Service Animals

EMERGENCY SERVICES BUREAU

Issue Date: August 28, 2019

Revision Date: N/A

1 APPLICABILITY

2 All Personnel

3 POLICY

4 This policy provides information on Service Animals, and outlines guidance for care and
5 treatment of patients who have a Service Animal with them. Title II and Title III of the
6 Americans with Disabilities Act (ADA) provides for the accommodation of persons who employ
7 Service Animals.

8 DEFINITIONS

- 9 ➤ **Americans with Disabilities Act (ADA)** - Federal civil rights law that prohibits
10 discrimination against people with disabilities in employment, transportation, public
11 accommodation, communications, and governmental activities. It promotes the full
12 inclusion of people with disabilities into every aspect of society. State and local
13 governments, businesses, and nonprofit organizations that serve the public generally
14 must allow Service Animals to accompany people with disabilities in all areas of the
15 facility where the public is normally allowed to go.
- 16
- 17 ➤ **Service Animal** - A dog or miniature horse that is individually trained to perform specific
18 tasks directly related to a person’s disability.
- 19
- 20 ➤ **Specific Tasks** – These include, but are not limited to: guiding blind people, alerting deaf
21 people, alerting and protecting a person with a seizure disorder, pulling a wheelchair,
22 reminding a person with mental illness to take their prescribed medications, and
23 calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack.
- 24
- 25 ➤ **Emotional Comfort/Support Pets** - These are defined as pets, not Service Animals.
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31 PROCEDURES

32 IDENTIFYING SERVICE ANIMALS:

- 33 • Service Animals may be any size or breed of dog. Applicable regulations also recognize
34 miniature horses as Service Animals, provided they meet certain size requirements. The
35 provisions for miniature horses are generally the same as for service dogs.
- 36 • Service Animals are working animals, not pets. They are individually trained to perform
37 specific tasks directly related to a person's disability.
- 38 • Service Animals may employ a variety of identification devices, including, but not limited
39 to: commercially made I.D. cards, vests, collars or leashes with the words "SERVICE
40 ANIMAL" (See attachment A). Service Animals may also wear a pouch containing vital
41 patient information and/or medication similar to a Vial of Life.
- 42 • Service Animal identification is **neither standardized nor required**.
- 43 • When it is not obvious what service a dog or miniature horse provides (by vest or other
44 identifying factors), inquiries are limited under the ADA. Per federal law, providers may
45 ask only these two questions:
 - 46 ○ **Is the dog or miniature horse a Service Animal required because of a disability?**
 - 47 ○ **What work or task has the dog or miniature horse been trained to perform?**
 - 48
- 49 • Department personnel may not ask for documentation of the animal's training or
50 require any demonstration of the service or task that the animal provides.

52 TRANSPORTATION OF SERVICE ANIMALS:

- 53 • EMS Providers shall make every attempt to transport the Service Animal alongside the
54 patient in the patient compartment.
- 55 • Procedure for safe loading, unloading and, transportation of Service Animals:
 - 56 ○ Secure the patient and the stretcher first, then place the Service Animal in the
57 unit. Remove the Service Animal first upon arrival at the receiving facility. This
58 order of operations will prevent the gurney wheels from accidentally rolling over
59 the Service Animal's paws.
 - 60 ○ The Service Animal shall enter and exit the ambulance patient compartment via
61 the side door to avoid potential paw injury from the open diamond plate back-
62 step.
 - 63 ○ Prior to transport, tether the Service Animal to a stationary object to provide a
64 safe environment.
 - 65 ○ Remove any sharp and/or unsecured objects that may harm the Service Animal.
 - 66 ○ Ensure the Service Animal is not tethered via "live" constricting rings on collars.
 - 67 ○ Do not pet, distract, feed, attempt to train or correct Service Animals.
 - 68
- 69 • If there is not enough space to transport the Service Animal alongside the patient, or the
70 animal's presence will interfere with the crew's ability to treat the patient:
 - 71 ○ Transport the Service Animal in the cab of the ambulance.
 - 72 ○ If transport in the cab is not possible, and circumstances permit, contact a third
73 party of the patient's choosing to provide transportation of the Service Animal.



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- 74 • If the patient is incapacitated and cannot personally care for the Service Animal, when
75 circumstances allow:
 - 76 ○ Permit the patient to make arrangements for the Service Animal's care by a third
77 party, and allow said third party to accompany the patient with the animal if
78 possible; or;
 - 79 ○ Permit the patient to choose, if able to communicate, where and with whom the
80 Service Animal can be left; whether the crew should leave the Service Animal at
81 the patient's residence if applicable and notify a responsible person; or whether
82 the crew should contact the Howard County Police Department or the Howard
83 County Animal Control as a last resort.
- 84
- 85 • If the Service Animal cannot be transported with the patient, the crew shall contact a
86 Medical Duty Officer to confirm that appropriate actions are being taken.
- 87 • EMS providers may refuse transport of a Service Animal for any of the following reasons:
 - 88 ○ The Service Animal is out of control and the handler does not take effective
89 action to restore control.
 - 90 ○ The Service Animal is not housebroken.
 - 91 ○ The Service Animal would interfere with administration of emergent patient
92 care.
- 93
- 94 • EMS providers shall not refuse transport of a Service Animal for any of the following
95 reasons:
 - 96 ○ The EMS provider is allergic to the Service Animal.
 - 97 ○ The Service Animal is barking.
 - 98 ○ The EMS provider is afraid (in general/to baseline) of dogs and/or miniature
99 horses.
 - 100 ○ The EMS provider claims the ability to provide the same services the Service
101 Animal provides.
- 102
- 103 • Service Animals must be under the control of their owner or other responsible person
104 and be harnessed, leashed, or tethered, unless these devices interfere with the Service
105 Animal's work or the individual's disability prevents using these devices. In the latter
106 case, the individual must maintain control of their animal through voice, signal, or other
107 effective means of control.

108 **DOCUMENTATION AND COMMUNICATION OF SERVICE ANIMAL TRANSPORTATION:**

- 110 • EMS Providers shall notify the receiving hospital as soon as possible that they are
111 transporting a Service Animal so they may be prepared for your arrival.
- 112 • Transportation of the Service Animal and with whom the Service Animal was left with
113 upon hospital arrival shall be documented in the PCR.
- 114 • Notify the MDO for follow up with the hospital.
- 115 • If the Service Animal is transported to the hospital separately from its handler, the EMS
116 provider shall document in the PCR the following:
 - 117 ○ The specific circumstances by which the decision was made.
 - 118 ○ The specific mode by which the Service Animal was transported.



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- 119 ○ The name and rank of the person responsible for transporting the Service
- 120 Animal.
- 121 ○ With whom the Service Animal was left upon hospital arrival.
- 122

SERVICE ANIMALS REQUIRING EMERGENCY MEDICAL CARE:

- 124 ● If possible, the Service Animal shall be transported to the handler's veterinary clinic of
- 125 choice.
- 126 ● If necessary, EMS personnel shall transport the Service Animal to the closest 24-hour
- 127 emergency veterinary clinic. In Howard County, transport to:
 - 128 ○ **Emergency Veterinary Clinic**
 - 129 **32 Mellor Avenue**
 - 130 **Catonsville, MD, 21228**
 - 131 **410-788-7040**
 - 132 www.evccatonsville.com
- 133 ● Notify the MDO prior to transportation of the injured Service Animal.

REFERENCES

- 135 ● Americans with Disabilities Act, Title II & Title III
- 136 ● Code of Federal Regulations, Title 28, Chapter 1, Part 35, Subpart B, Sub Section 35.136,
- 137 Service Animals
- 138 ● US Department of Justice, Civil Rights Division, Disability Rights Section,
- 139 www.ada.gov/service_animals_2010.htm
- 140 ● US Department of Justice, Civil Rights Division, Disability Rights Section,
- 141 www.ada.gov/regs2010/service_animal_qa.html
- 142 ● 2010 Maryland Code, Human Services, Title 7-Individuals with Disabilities, Subtitle 7-
- 143 Blind, Visually Impaired, Deaf, Hard of Hearing, and Mobility Impaired Individuals,
- 144 Section 7-704, Rights of Individuals with Disabilities and Section 7-705- Service Animals
- 145 ● National Model EMS Clinical Guidelines, NASESMO, June 2018 Update
- 146 ● Anchorage Fire Department, Section 100 Administration, Policy & Procedure, Number
- 147 100-32, Service Animals
- 148 ● Bremerton Fire Department, Fire Policies, Policy 512, Service Animals

SUMMARY OF DOCUMENT CHANGES

150 New General Order

FORMS/ATTACHMENTS

- 152 ● Attachment A: Example of Service Animal Identification
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- 154
- 155
- 156
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159 **APPROVED**

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A handwritten signature in black ink, consisting of a large, stylized 'C' followed by a horizontal line and a small flourish.

Christine Uhlhorn, Fire EMS Chief
Office of the Fire Chief

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Author:

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A handwritten signature in black ink, starting with a large, stylized 'A' followed by a horizontal line and a small flourish.

Antonio Concha, Assistant Chief
Emergency Services Bureau

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Attachment A

Examples of Service Animal identification card vest and leash.

FULL ACCESS REQUIRED BY LAW

SERVICE DOG

The ADA mandates that this animal and owner have full access to all public places

Reg No: US-SAR-67658378

Animal Name: ARCHI SMITH
Animal Breed: GOLDEN RETRIEVER
Handler Name: JOHN SMITH
State: FLORIDA

In case of accident do not remove service animal from handler, they are to be transported together


 Handler Signature


 US-SAR-67658378

Year Issued: 2016

