



Team Name: Home Care Team Lead: Director - Home Care, Palliative Care & Seniors Approved by: Regional Lead – Community & Continuing Care	Reference Number: CLI.5415.PL.002 Program Area: Home Care Policy Section: General
Issue Date: October 15, 2020 Review Date: Revision Date: March 31, 2022	Subject: Animals/Pets in the Home and Surrounding Areas

Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.

POLICY SUBJECT:

Animals/Pets in the Home and Surrounding areas.

PURPOSE:

- To identify the presence of animals/pets in the home or surrounding area and risk to Direct Service Staff prior to the provision of Home Care services.
- To create a mutually agreed-upon Working Alone Safety Assessment & Safe Visit Plan (CLI.5410.SG.002.FORM.01) to mitigate or reduce potential risk.
- To inform the client regarding animals/pets and Safe Visit Plan (CLI.5410.SG.002.FORM.02).

BOARD POLICY REFERENCE:

Executive Limitation (EL-02) Treatment of Clients
 Executive Limitation (EL-03) Treatment of Staff

POLICY:

Southern Health-Santé Sud recognizes the importance of animals/pets to Home Care clients and strives to ensure client, staff and animal/pet safety when Direct Service Staff are in the home or surrounding area. A Working Alone Safety Assessment & Safe Visit Plan is developed and mutually agreed to with the Home Care client prior to the commencement of Home Care services.

DEFINITIONS:

Animals/Pets - Include but not limited to animals which the client is caring for temporarily or permanently, such as cats, dogs, reptiles, hamsters, rabbits, snakes. For the purpose of this document Animals/Pets shall be referred to as animals.

Direct Service Staff: Employees of Home Care who for the purpose of their work are required to enter into a client's home.

Service animal: Defined in The Manitoba Human Rights Code to be "an animal that has been trained to provide assistance to a person with a disability that relates to that person's disability."

Free Roaming: Includes animals that are known to, owned and cared for by the client and are loose in the client's home, indoors or outdoors.

Enclosed Area: A separate area of the home environment, inside or outside, where animal/pet is placed and cannot come into contact with Direct Service Staff.

Low Risk Animal: Animals that are contained in an enclosed space and not able to come into contact with staff, or animals that are able to move freely inside the client's environment/home with no evidence of current or past aggression and that remain in other areas of the environment.

Medium Risk Animal: Animals that are able to move freely inside the client's environment/home with no evidence of current or past aggression that may encounter staff.

High Risk Animal: Animals that are able to move freely inside the client's environment/home with a history of current or past aggression that come into contact with staff.

Working Alone Safety Assessment & Safe Visit Plan: Is specific to Home Care and used to identify hazards in locations and situations when Direct Service staff are working alone or in isolation.

Safe Visit Plan: A plan developed to eliminate or mitigate the hazards identified in the Working Alone Safety Assessment & Safe Visit Plan.

The Code: The Human Rights Code sets out a complaint process and mandates the Commission to promote human rights principles and educate the public about their rights and responsibilities under *The Code*.

IMPORTANT POINTS TO CONSIDER:

- While an animal may not have received formal training, if the person relying on the animal can demonstrate that the animal is trained to assist or perform a task that is integral to the person's treatment program, the animal may be considered a "service animal."
- In some cases, if a person's disability prevents them from maintaining physical control of their animal, they will maintain control of the animal through voice, signal or other means.
- A person may prefer to refer to the animal they rely on as a "therapy dog", "comfort animal" or "companion animal." Regardless of the label used, as long as the animal is

trained to assist the person that relates to their disability, the animal is considered a service animal under *The Code*.

- *The Code* prohibits discrimination against individuals based on various characteristics including physical or mental disability or related characteristics or circumstances, including reliance on a service animal. A service animal may do any of the following:
 - guide a person who is blind;
 - alert a person who is deaf;
 - pull a wheelchair;
 - alert or protect an individual who is having a seizure; and
 - remind an individual with a mental illness to take their prescribed medication.
- *The Code* has special status over all other laws of the Province of Manitoba. This guideline sets out the Commission's interpretation of the protections in *The Code* with respect to persons with disabilities who use service animals. If there is any conflict between this guideline and *The Code*, *The Code* prevails.

PROCEDURE:

Case Coordinator

- Completes a Working Alone Safety Assessment & Safe Visit Plan:
 - identifies potential hazards in the client's Electronic Medical Record under "Physical Environment" and "Attributes".
- Identifies if there are animals in the home or surrounding environment and determines:
 - type of animals;
 - number of animals;
 - names of animals;
 - past and current behavior of animals;
 - client's ability to secure animals;
 - client's ability/willingness to follow Animal/Pet policy; and
 - risk level.
- Develops a Safe Visit Plan with the client/family/caregiver considering:
 - client's functional status and ability to secure the animal;
 - involvement of family members to implement Safe Visit Plan;
 - resources needed to enclose animal such as kennel, gate, fence, leash etc.; and
 - client's willingness to follow Safe Visit Plan and alternate plan if Safe Visit Plan is not followed.
- If client should obtain an animal while already receiving services, reviews Working Alone Safety Assessment & Safe Visit Plan as soon as possible with client/family/caregiver.
- Documents on Home Care Animals/Pet Information Sheet (CLI.5415.PL.002.FORM.01) and reviews/provides documentation to the client.
- Discusses potential implications for services per Interruption of Home Care Services (Cancellation/Suspension/ Withdrawal CLI.5411.PL.008) with client/family/caregiver if Safe Visit Plan is not complied with as mutually agreed.

Resource Coordinator/Scheduler - Home Care Attendants and Nurse Scheduler

- Provides a copy of the Working Alone Safety Assessment & Safe Visit Plan to Home Care Direct Service staff in order to facilitate provision of care in a manner that is safe for the client, family and staff.
- Advises Direct Service Staff that there are animals in the home and or surrounding area.
- Advises Direct Service Staff of their right to refuse to provide care under the Workplace Safety & Health Act should they feel unsafe.
- Communicates safety concerns regarding the client's home and Safe Visit Plan to the Case Coordinator & Nursing Supervisor (nursing clients) in a timely manner.

Direct Service Staff

- Reviews the Working Alone Safety Assessment & Safe Visit Plan prior to providing Home Care service.
- Abides by the Working Alone Safety Assessment & Safe Visit Plan mutually agreed to with the client/family/contact.
- Reviews alternate plan if client not adhering to mutually agreed Safe Visit Plan.
- Communicates in a timely manner to the Resource Coordinator/Scheduler if the client is not adhering to the Safe Visit Plan or alternate plan.

SUPPORTING DOCUMENTS:

- [CLI.5415.PL.002.FORM.01](#) Home Care Animals/Pets Information Sheet
[CLI.5415.PL.002.FORM.01.F](#) Home Care Animals/Pets Information Sheet - French

REFERENCES:

- CLI.5410.SG. 002.FORM.01 Working Alone Safety Assessment & Safe Work Plan
CLI.5410.SG. 002.FORM.02 Safe Visit Plan
CLI.5411.PL.008 Interruption of Home Care Services (Cancellation/Suspension/
Withdrawal)

The Manitoba Human Rights Commission *Discrimination against persons with disabilities who use service animals*. <http://www.manitobahumanrights.ca/v1/education-resources/resources/service-animals-guidelines.html>

WRHA Occupational and Environmental Safety & Health Operational Procedure- *Animal/Pets in the Client's Environment/Home/Community/Corporate Health Services and Winnipeg Integrated Services (WIS) September 2016*.

WRHA-Home Care Program-*Pets/Animals in the Home November 2018*

WRHA-Regional Policy - *Access for Persons with Service Animals May 2015*

The Work Safety & Health Act December 20, 2019

Interruption of Home Care Services February 2020