



Service Animal Questions & Answers

It is the policy of IHI that persons with disabilities will not be discriminated against and that they will have full and equal access, services, and treatment. This includes accommodating service animals, subject to certain limitations. This Q&A explains IHI's policies and procedures regarding service animals.

What animals does IHI accommodate?

IHI accommodates service animals as defined by law. This includes dogs and under certain circumstances, miniature horses. The animal must perform work or a task for the benefit of an individual with a disability. Emotional support, comfort, and companionship are not approved tasks under the law.

Where can service animals go when at IHI facilities?

Service animals are permitted in all areas of IHI which are generally open to the public and other patients, such as the waiting room, clinic, meeting rooms, restroom facilities, other common areas, and non-sterile treatment areas, unless IHI properly excludes the animal. Service animals in training, when accompanied by a service animal trainer, also are permitted in these areas.

Do I need to keep my service animal on a leash?

The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work or the handler's disability prevents use of these devices. If a leash, harness, or other tether is not feasible, the handler must use voice, signal, or other effective means to maintain control of the service animal.

When may IHI exclude, remove, or refuse to accommodate a service animal?

IHI may exclude, remove, or refuse to accommodate a service animal if:

1. The handler is unable or unwilling to maintain control over the animal.
2. The animal displays aggressive behavior (e.g., attempting to bite a person or damage property).
3. The animal creates legitimate safety concerns such as contaminating a sterile environment.

4. The animal is not housebroken.
5. The animal is not a dog (or miniature horse) and/or does not perform a task or work directly related to the handler's disability.

If my service animal is properly excluded, will IHI still accommodate my needs?

Yes. We will meet with you to discuss other reasonable accommodations if we cannot accommodate your service animal.

What will IHI ask me about my service animal?

IHI staff will only ask you to confirm that your animal is a service animal. IHI staff will also document your service animal's description and name in your chart to better accommodate your service animal and you in the future.

Does IHI have designated animal relief areas?

Yes. The designated animal relief areas are the grassy and landscaped areas to the north and south of the building. Handlers are responsible for cleaning up and disposing of their animal's waste.

Should I inform IHI of my service animal prior to my appointment?

Yes. Informing us of your service animal prior to your appointment allows us to better accommodate your service animal and you and inform you ahead of time if we cannot accommodate your service animal due to legitimate safety concerns.

Who should I contact if I have questions about IHI's service animal accommodation procedures?

IHI Director of Compliance, 317-871-0000

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