

Can I bring my service animal to MemorialCare Surgical Center at Orange Coast?

Under the Americans with Disabilities Act (ADA), MemorialCare Center at Orange Coast welcomes the use of service animals by any person with a disability. We do not allow service animals in areas of the surgical center where they would cause a major change to surgical center operations or a threat to the safety of others in the surgical center.

- **Disability**, under the ADA, is someone who:
 - has a physical or mental impairment that substantially limits one or more major life activities,
 - has a history or record of such an impairment (such as cancer that is in remission), or
 - is perceived by others as having such an impairment (such as a person who has scars from a severe burn).

If a person falls into any of these categories, the ADA protects them.

- **Service animal**, under the ADA, is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

Can I bring my emotional support, therapy, comfort, or companion animals to the surgical center?

- **No.** These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.
 - If the dog's mere presence provides comfort, that would not be considered a service animal under the ADA.
 - The dog must be trained to take a specific action when needed to assist the person with a disability because the person with the disability may not be able to do so.
- *It is a misdemeanor to knowingly and fraudulently represent oneself as owning a service animal (Penal Code Section 365.7).*

Do I have to provide identification or information about my service animal?

- **No.** MemorialCare does not require information about a person's disability or proof of the service animals. Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.
- In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions:
 - Is the dog a service animal required because of a disability?
 - What work or task has the dog been trained to perform? Staff are not allowed to request any documentation for the dog, require that the dog demonstrate its task, or inquire about the nature of the person's disability.

What are my responsibilities?

- You are responsible for the care, behavior, and supervision of your service animal, which includes toileting, feeding, and grooming. MemorialCare Surgical Center at Orange Coast is not obligated to supervise or otherwise care for a service animal. Staff may not take care of a service animal at any time.

- If a patient has a service animal, a designated handler must be available at all times to feed and exercise the animal. The patient must provide the designated handler.
- Staff and patients (other than the owner) may not pet or play with your service animal.
- You must not allow the animal to make contact with any patient's non-intact skin (surgical site, drainage tube, wounds, IV lines, NG tubes, tracheostomy tubes, and/or bedding of a post-op patient, etc.).
- Everyone should wash their hands with soap and water or alcohol-based hand rub after making contact with any service animal.
- You should not bring your service animal into the surgical center if the dog is sick, has diarrhea (loose stool), fleas, ticks, or sores.
- You should always be able to control your service animal. You may be asked to remove your dog from the surgical center if it is out of control (for example, uncontrolled barking or inability to follow your instructions).
- Biobreaks for the animal are your responsibility. You may be asked to remove your dog from the surgical center if your dog is not housebroken.
 - You must bring materials (like poop bags) to clean up after your dog.
 - If your dog has a bathroom accident, clean up after your dog as much as you can and then tell a staff member.

Where is my service animal allowed in the surgical center?

- You may bring the service animal to any area of the surgical center where the general public is allowed. Service animals are not allowed in:
 - Areas where the surgical center must take special steps to reduce the risk of infection, including:
 - Operating rooms (ORs) and other areas with restricted access
 - Preoperative/procedure areas with semi-restricted access
 - PACU/recovery areas with semi-restricted access
- You are responsible for the care of your service animal at all times. You should have a plan for your service animal in case you are unable to care for it at any point or if you must go to an area of the surgical center where service animals are not allowed.
- You may want to:
 - Arrange for a family member or friend to care for your dog
 - Have the service animal stay with family or friends
 - Board the service animal

Contact us:

- If you have questions or concerns, please call:
 - Phone: (714) 369-1100