

# **Guildhall School of Music & Drama**

## **Animals on School Premises Policy**

This policy is of relevance to students / staff / applicants / general public / alumni

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Appendix 1: Application Form – Students

Appendix 2: Application Form - Staff

Appendix 3: Code of Conduct

# 1. Introduction

1.1 This policy has been developed to provide guidelines to staff, students and visitors in respect of bringing animals onto School premises. The School recognises the important role assistance animals play in the safety and wellbeing of disabled people, allowing them to access work and education; this policy seeks to facilitate that access by providing guidelines on safe and appropriate use of assistance animals in line with the Equality Act 2010.

1.2 The School makes a distinction between assistance animals and therapy animals. The School will work with staff, students and visitors, identifying appropriate support and making reasonable adjustments to allow safe access for assistance animals. For staff and students this will initially be through a discussion with Line Manager (staff) or Student Affairs (student) followed by completion of an application form that will be used to access needs and requirements following a risk assessment (see Appendix 1 & 2).

## 2. Purpose of Policy

2.1 This policy aims to provide specific guidance to staff, students and visitors who request access to School premises for an assistance animal.

2.2 This policy defines the responsibilities for owners of the assistance animal setting out guidance for resolving conflict situations.

2.3 This policy seeks to safeguard the health, safety and welfare of staff, students, visitors and animals whilst on School premises, ensuring that the working business of the School can continue while enabling access for assistance and therapy animals.

## 3. Key Definitions

### 3.1 Equalities Act 2010

By definition, the Equality Act 2010 states that it is: 'An Act to make provision to require... others when making strategic decisions about the exercise of their functions to have regard to the desirability of reducing socio-economic inequalities; to reform and harmonise equality law and restate the greater part of the enactments relating to discrimination and harassment related to certain personal characteristics.' To this end, the act is designed to prevent discrimination towards people with protected characteristics.

### 3.2 Disability

Disability is defined as a protected personal characteristic in relation to the Equalities Act 2010; a disabled person is described as having a physical or mental impairment that has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. The act imposes a duty on employers and

institutions such as higher education establishments to make reasonable adjustments. Assistance animal owners have important rights under this act.

### 3.3 Reasonable Adjustments

A requirement to make reasonable adjustments in terms of a service, criteria or practise; physical feature or use of an auxiliary aid; and provision of information, where a disabled person would be at a substantial disadvantage in comparison to a non-disabled person. An assistance animal would be considered an auxiliary aid.

### 3.4 Assistance Animals

Animals trained specifically to provide assistance to a person with a disability. Assistance animals include guide animals for Blind or visually impaired persons and hearing animals for Deaf or hard of hearing person. Assistance animals can also be trained to assist people with disabilities such as wheelchair users, people who have balance issues, various types of autism, and people who need seizure response.

### 3.5 Therapy Animals

Therapy animals, also known as emotional support animals are prohibited from entering School premises.

### 3.6 School Premises

Any premises that are managed and operated by the Guildhall School of Music & Drama. This policy does not apply to premises rented by the School on a temporary basis.

## **4. Visitors to the School with an assistance animal**

(including prospective students and participants on short courses)

Visitors with an assistance animal are welcome on School premises but access to some parts of the non-public parts of the School will be limited for health and safety reasons. Access may also be limited where prior notification has not been given; visitors to the School are encouraged, wherever possible, to give as much detail in advance to allow staff members to assess the risk and make specific arrangements or adjustments to access the School premises. Visitors bringing assistance animals to the School should make contact in advance (see points 4.1-4.5 below), and read sections 6-8 of this policy.

### 4.1 A visitor at a performance in a public venue

The seating arrangements in the School's venues will not always have sufficient room for an animal to sit or lie on the floor next to its owner. For un-ticketed events visitors should approach facilities staff on the day who will do their utmost to accommodate them where practical, or visitors can phone the School in advance on +44 (0) 20 7628 2571. When booking a ticket for an event, visitors should inform the box office that they have an assistance animal to ensure that they are given a seat

with sufficient space. Unfortunately, the School does not have facilities for an assistance animal to be left with a member of staff.

#### 4.2 A visitor to a non-performance event (including participants on short courses)

Visitors are encouraged to discuss their needs with the event organiser in advance of the event in case the activity, or the room in which the activity is taking place, is unsuitable for an assistance animal. Facilities staff will be notified to inform any risk assessment.

#### 4.3 Visiting a member of staff

On arrival, visitors should speak to the front desk/stage door and the visitor will be assisted to their destination to ensure their safety and the safety of their assistance animal. Where it is known in advance that a visitor will be bringing an assistance animal, the members of staff should notify facilities staff to inform any risk assessment.

#### 4.4 A visitor who is auditioning to be a student on a programme of study at the School

Prospective students are advised and encouraged to notify the School at the point of application of any disability. For students applying for an HE programme, once the application form is submitted and the disability is disclosed, the prospective student should contact Student Affairs (an automatic email will be sent to the prospective student with contact details) so that where necessary, they can liaise with the relevant department to make special arrangements for audition and interviews are made to ensure the needs of the prospective student are met. More information about disability support offered to students can be found on the [Student Affairs](#) webpage of the School's website.

Prospective students applying to Junior Guildhall should contact [junior@gsm.d.ac.uk](mailto:junior@gsm.d.ac.uk).

#### 4.5 Responsibilities of all visitors

If a visitor brings an assistance animal on to School premises their assistance animal must be clearly identified by a visible collar or harness and the visitor must ensure they are adequately covered by personal liability insurance. The animal must be controlled and secured as appropriate at all times (animals on leads, for example) and must never be left unattended. The visitor is responsible for ensuring their assistance animal is clean and appropriately toilet trained and will be expected to toilet the assistance animal off School premises. The visitor will be responsible for the behavior of the assistance animal.

## **5. Staff or students with an assistance animal**

Prior to an assistance animal being brought into the non-public areas of the School's premises, an application must be submitted and approved. The School will allow access to School premises for assistance animals and will work with the staff member or student to make reasonable adjustments to provide an inclusive

experience. It may be necessary to restrict access to certain areas of the School, or certain activities, on health and safety grounds. Staff or students with an assistance animal must abide by the owner responsibilities in section 6. Concerns about an assistance animal will be considered under section 7.

### 5.1 Student application procedure

- a) Assistance animals are only permitted and applicable to students who have identified to the School that they have a disability and have supporting documentation from a relevant and professionally recognised medical practitioner or social worker that confirms an assistance animal is necessary for the student's full participation in their programme of study.
- b) Where a student has an assistance animal trained by an accredited animal trainer, eg Assistance Animals UK or international equivalent, evidence of this will assist in accessing the acceptable risk of a bringing the animal into certain areas of the School defined as high risk or engagement in higher risk activities.
- c) Students must complete the application form in Appendix 1 and submit all relevant documentation to the Head of Student Affairs at least 8 weeks in advance of the date they wish to bring the animal into the School. This lead time will be extended to 12 weeks if the start date is the first day of the new academic year.
- d) Once significant need has been established, the Head of Student Affairs will consult, as necessary, with programme, performance venues, and operations and facilities staff to establish the level and scope of the risk assessment. The risk assessment will be conducted by a Facility Manager who will report their findings to the Head of Student Affairs and Head of Operations.
- e) An assistance animal will only be considered as part of a broader consideration of the study support arrangements, and reasonable adjustments, for a student with a disability. As part of the application process, the student will be invited to discuss with the Study Skills & Disability Co-ordinator both their broader needs and any limitations that the risk assessment has established in respect of an assistance animal. There will need to be an agreed procedure for care of the assistance animal whilst on School premises in case of an emergency.
- f) Once the scope of the assistance animal's presence on School premises has been established, including its pattern of attendance, the Head of Student Affairs will seek the approval of both the Programme Leader and the Head of Operations. The approved scope will be included as an appendix to the student's learning agreement. The scope will also consider who needs to be informed that an assistance animal will be in School; where other students on a programme of study or teaching staff need to be informed this will be the responsibility of the Programme Leader.
- g) Before an assistance animal comes onto the School's premises the student will be required to provide an extant certificate of public liability insurance for their animal and confirmation that the assistance animal has up to date vaccinations.

- h) Where possible, the Student Skills & Disability Co-ordinator will arrange with the student an orientation visit for the assistance animal outside of term time before the assistance animal is due to start. The School actively encourages an assistance animal trainer to make a site visit with the student where possible.
- i) The Buildings & Operations team will provide a personal evacuation plan for the student and assistance animal and make regular checks of the egress and ingress routes used to ensure they are hazard free.
- j) The arrangements for the assistance animal will be reviewed annually by the Study Skills & Disability Co-ordinator who will invite feedback from the Programme Leader, performance venue staff, student experience staff, and facilities staff. Where a student has a temporary disability, ongoing need will also be considered.

## 5.2 Staff application procedure

- a) Assistance animals are only permitted and applicable to staff members who have identified to the School that they have a disability and have supporting documentation from a relevant and professionally recognised medical practitioner or social worker that confirms an assistance animal is necessary for the staff member to engage fully with their employment.
- b) Where a staff member has an assistance animal trained by an accredited animal trainer, eg Assistance Animals UK or international equivalent, evidence of this will assist in accessing the acceptable risk of a bringing the animal into certain areas of the School defined as high risk or engagement in higher risk activities.
- c) Staff must complete the application form in Appendix 2 and submit to their Line Manager at least 8 weeks in advance of the date they wish to bring the animal onto School premises. On receipt of an application, the line manager will consult with the relevant Human Resources Business Partner.
- d) An assistance animal will only be considered as part of a broader consideration of the reasonable adjustments for a staff member with a disability. In some instances, it may be appropriate for the staff member to be referred to Occupational Health and/or Access to Work.
- e) Once significant need has been established, the line manager will consult, as necessary, with performance venues and operations and facilities staff to establish the level and scope of the risk assessment. The risk assessment will be conducted by a Facility Manager who will report their findings to the Head of Operations and the line manager and the relevant Human Resources Business Partner. Consideration will also be given to the office and working spaces suitability for an assistance animal.
- f) Once the likely scope of the assistance animal's presence on School premises has been established, including any limitations, the staff member will be invited to discuss this with their line manager and the relevant Human Resources Business Partner.

- g) A formal agreement will be drawn up to cover the pattern of attendance of the animal, its care arrangements (including care of the assistance animal in the event of an emergency), the permitted range of activities and rooms/venues. This will require the approval of the line manager, the Head of Operations, and the relevant Human Resources Business Partner. The agreement will also consider who needs to be informed that an assistance animal will be in School; where team members need to be informed this will be the responsibility of the line manager.
- h) Before an assistance animal comes onto the School's premises the staff member will be required to provide an extant certificate of public liability insurance for their animal and confirmation that the assistance animal has up to date vaccinations.
- i) Where possible, the line manager will arrange an orientation visit for the assistance animal outside of term time before the assistance animal is due to start. The School actively encourages an assistance animal trainer to make a site visit with the staff member where possible.
- j) The Buildings & Operations team will provide a personal evacuation plan for the staff member and assistance animal and make regular checks of the egress and ingress routes used to ensure they are hazard free.
- k) The arrangements for the assistance animal will be reviewed annually by the line manager who will invite feedback from team members, performance venue staff, and facilities staff. Where a staff member has a temporary disability, ongoing need will also be considered.

## **6. Owner's responsibilities**

- a) Owners will ensure that their assistance animal is clearly identified by a visible collar or harness.
- b) Owners will ensure they are adequately covered by personal liability insurance and can provide a copy of the certificate on request.
- c) Owners are responsible for ensuring their assistance animal is clean and appropriately toilet trained. Owners are expected to toilet the assistance animal off School premises unless alternative provision has been made and is included in the approved plan. Owners are expected to manage their assistance animal's waste as appropriate to their capacity and report immediately to the Facilities team should the assistance animal foul on School premises.
- d) Assistance animals are expected to behave in accordance with their role. It is the responsibility of the owner to correct misbehaviour and take steps to avoid harm or distress caused by their assistance animal.
- e) Owners are responsible for ensuring their assistance animal does not cause damage to the School's premises.



- f) Restricted access areas will be determined following the risk assessment on the grounds of health & safety and the owner must agree to adhere to these restrictions.
- g) Owners ensure the assistance animal is in receipt of regular health checks, vaccinations, and supplied with adequate food and drink.
- h) It is the responsibility of the owner to ensure the assistance animal is kept on a lead/in harness when walking around the School premises and when in public spaces.
- i) Under no circumstances will an owner leave an assistance animal unattended even if restrained.

## **7. Conflict Situations**

### **7.1 Damage**

Assistance animal owners are responsible for any damage to a person or property caused by their assistance animal. This applies in all instances.

### **7.2 Conflicting incapacities**

Where an assistance animal poses a concern to the Health & Safety and/or wellbeing of another member of staff or student, the School\* will mediate between the conflicting parties and seek, where possible, to make alternative arrangements for either or both parties. In the case of a declared allergy or phobia medical confirmation may be required.

*\* The Programme Leader for a student with an assistance animal, or the relevant line manager for a staff member with an assistance animal. Other members of the School may need to be involved.*

### **7.3 Religious or cultural conflicts**

Religious or cultural beliefs in respect of an animal will not prohibit the range or scope of an assistance animal's presence on School premises. However, religious and cultural concerns will be considered with sensitivity by the School and wherever possible alternative arrangements will be made.

### **7.4 Restricted Access**

It will be necessary to restrict access to certain areas of the School, or particular activities, on health and safety grounds which will be established through the means of a risk assessment. These areas may include technical facilities, plant rooms, areas requiring protective clothing etc. Assistance animals are prohibited from entering areas where food is prepared by our catering partners.

## 7.5 Complaints

Any complaints or issues in relation to this policy, or animal on School premises, should be raised in the first instance, with the relevant Programme Leader (for student assistance animals) or relevant Line Manager (for staff assistance animals). Every attempt will be made to resolve matters informally. If the matter cannot be resolved informally, the issue will be escalated in accordance with the School's standard complaints procedures for staff or students as relevant.

## 8. Termination of Permission

The School may terminate any consent given to bring an assistance animal onto School premises at any time and without prior notice if it is considered that such termination to be appropriate. This includes unresolved animal misbehavior after all reasonable measures have been taken to address this behavior. The School reserves the right to remove or bar entry to an assistance animal if it poses a direct threat to the health & safety of others.

Sheree Miller

Buildings & Operations

Katharine Lewis

Secretary & Dean of Students

April 2019