

Honeycomb Health Animals in the Clinic Policy

Assistance animals

Usually refers to dogs trained by the Guide Dogs Association of Victoria or another community organisation specialising in this work such as Assistance Dogs Australia.

Patients attending consultations may need to have their assistance animal with them and are permitted to attend the clinic. For the team at Honeycomb Health to support patients with assistance animals as best we can, we ask that:

- Only registered/certified assistance animals are permitted to attend the clinic, we do not allow unregistered personal/companion pets. We may ask for proof of your assistance animal's registration.
- Patients are asked to contact the clinic before attending, to provide advanced notice that their assistance animal will be attending.
We ask for advanced notice so that we can prepare and make arrangements for other patients in the clinic with potential animal allergies or phobias.
- Assistance dogs should please remain on a lead while in the clinic under the responsibility of the patient or patients' family.
- Patients and their assistance animals may be asked to wait in a separate room until their clinician is ready to see them.
- All infection control procedures (outlined in the section below) are followed.
- The welfare of the animal is considered along with that of the patient, this includes issues such as providing access to water for the animal in a safe location while the patient is receiving treatment.

Infection control

Infection Control principles apply during any visit by an animal:

- Hand hygiene must be practised by all those involved with the transport and handling of any animal in the clinic setting.
- The main person responsible for the management of the animal will be responsible for cleaning and disinfecting any spills caused by the animal, especially urine and faeces.
- The animal must be under the control of the handler/person responsible at all times.

Animal control

The animal must not be left alone in our clinic and must, at all times, be under the control of the handler/person responsible. If a patient is required to have treatment or therapy, then the patient must organise for a handler/person to be present to maintain the animal.

Animal attendance requests and approval

All requests to bring animals to our clinic must be made in writing [via email to reception@honeycombhealth.com.au] and be made at least seven (7) days prior to attendance, where applicable. Acknowledgement will be provided in writing by our reception team and/or practice manager.

Accredited assistance animals cannot be prohibited from entering our facility but may be restricted from access to certain areas as outlined in the exemptions in the Commonwealth Disability Discrimination Act 1992.