

Service Dogs at Frederick Health

Patient Information



Frederick Health welcomes People with Disabilities. A Service Animal is defined by the Americans with Disabilities Act (ADA) as a dog of any breed or size—or a miniature horse*—trained to perform tasks for its handler with a disability. All other animals are prohibited without prior approval.

1. Any patient, including those with a Service Dog, will be checked in by Frederick Health staff upon arrival.
2. You may be asked two questions:
"Is this dog (or miniature horse) a service animal trained to assist you because of a disability?"*
"What work or tasks has this dog (or miniature horse) been trained to perform?"*
3. You must have an alternate handler available to take care of your Service Dog, in case your care requires that you be separated from your dog.
4. Frederick Health team members are not permitted to care for your Service Dog.
5. All dogs must be leashed or tethered unless this prevents the dog from performing its tasks. In this situation, the dog must be tightly controlled through voice, gesture, or sound.
6. Service Dogs are allowed in all public areas of this facility except where personal protective equipment must be worn or potential safety hazard exists for you, your dog, or other patients.
7. A Service Dog is required to focus on its work. Please do not permit staff, visitors, or other patients to interact with your dog.

**Please call 240-566-3564 prior to your visit if you use a miniature horse.*

An out-of-control dog that poses a risk to human safety must be removed immediately, or Animal Control will be contacted to take custody.

All costs incurred are the responsibility of the handler. All bite incidents will be reported according to the local County Laws.

A Service Dog is considered out of control, on or off the leash, if these occur:

- *Attention seeking, jumping up on people or furniture, begging or aggression*
- *Improper stool or urine eliminations*
- *Uncontrolled barking or noise*
- *Signs of sickness, parasites, or poor hygiene*