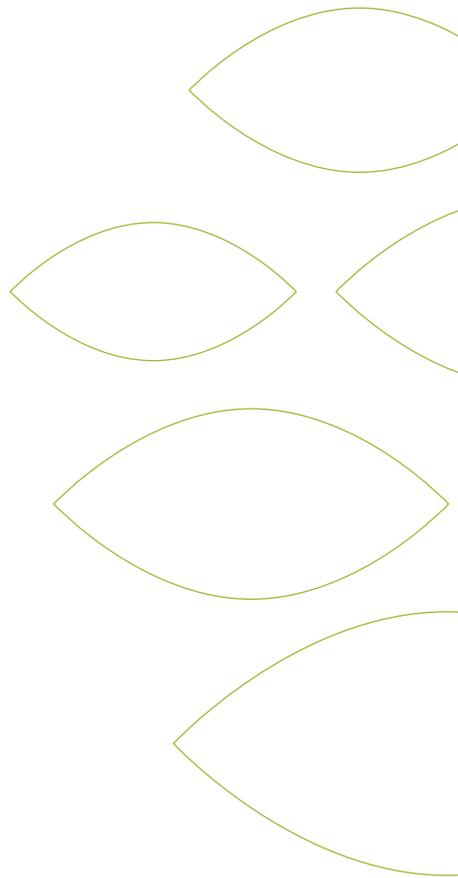




At Northern Light Health, we are committed to making healthcare work for you. We welcome service animals and allow them to accompany patients and visitors in publicly accessible areas of our facilities and in many of our patient care areas. You are encouraged to notify your Northern Light Health care team in advance of your appointment or visit if you plan to bring a service animal with you.



Questions?

Please reach out to your Northern Light Health care team if you have questions about bringing your service animal into Northern Light Health facilities.

For more information you may reference the ADA website at:
www.ada.gov/resources/service-animals-2010-requirements



Guidelines for you and your service animal



**Northern Light
Health**SM

Guidelines for You and Your Service Animal



Please observe the following rules for service animals when visiting Northern Light Health locations.

1. A “service animal” is a dog or miniature horse that has been trained to do work, perform tasks, or assist an individual with a disability.

Pets, emotional support animals, and other species of animals, whether trained or untrained, are not defined as service animals. If you bring an animal that is not a service animal to an appointment, a family member or friend must wait with the animal outside of the Northern Light Health facility during your visit. If a family member or friend is not available to wait with the animal, Northern Light Health will reschedule your appointment.

Please note: Pet visitation may be allowed for certain inpatients on a pre-approved, case-by-case basis. Contact your Northern Light Health care team or Northern Light Health Legal Services at 207-973-7014 regarding the possibility of arranging an inpatient pet visitation.

2. Your service animal must be controlled with a short leash, harness, or tether at all times and must be healthy, clean, groomed, housebroken, and well behaved.

Service animals will be removed if the animal exhibits aggressive behavior (biting, scratching, snarling, teeth baring, etc.), is excessively noisy, is not under control, is not housebroken, or is determined by Northern Light Health staff to pose a risk to the health or safety of others. If a family member or friend cannot retrieve the service animal, Northern Light Health will arrange to board your service animal at an area kennel or veterinary clinic at your cost and expense.

3. You, a family member, or friend are responsible for your service animal’s care and needs throughout your visit, including, but not limited to, feeding and waste removal.

Northern Light Health staff will not monitor or care for your service animal at any time. If you are unable to care for your service animal and a family member or friend cannot assist, Northern Light Health will arrange to board your service animal at an area kennel or veterinary clinic at your cost and expense.

4. Please instruct others not to speak to, touch, feed, or otherwise interact with your service animal during your visit.

5. Service animals are not permitted in certain areas of Northern Light Health facilities due to patient safety concerns and infection control standards. These areas include, but are not limited to:

- a. Intensive care units
- b. Operating/procedure rooms
- c. Surgical suites
- d. Stabilization units
- e. Sterile areas
- f. MRI machine locations
- g. Food preparation areas



6. Service animals must be current on all recommended vaccinations. Service dogs must wear a rabies vaccination tag along with a licensing tag as required by Maine state law.