



45-545 Kamehameha Hwy · Kaneohe, Hawaii 96744
Phone 808-247-2220 · Fax 808-247-3676

-----www.alohanursing.com-----

January 20, 2023

Aloha Residents, Responsible Parties and Families:

Re: Visiting pets and service animals

Over the past couple of months, the facility has seen an increase in visiting pets and service animals. Due to this increase in animal visitation, we wanted to share with you our established guidelines for visiting animals.

Our policy is to welcome service animals of residents, visitors, and staff. Our policy and the facilities philosophy is that everyone in our care has the right to enjoy the safety, comforts and pleasures of home. Which includes enhancing resident's quality of life by allowing companion animal and pets to visits.

Service Animal: The facility **must adhere to** ADA guidelines regarding Service Animals.

The facility must allow service animals to visit.

The facility is allowed to ask visitors with service animals two questions:

1. Is the service animal required because of disability?
2. What work or task has the dog been trained to perform?

Companion Animal and Family Pets: If the animal is a “companion animal or a family pet” our team has been instructed to ask:

1. Have you met with the with the TR Manager?
2. Did you provide the necessary documents to the TR Manager?

If visitor has not met with and has not had the animal cleared by TR Manager, then:

1. The animal cannot enter the facility
2. The visitor and animal can visit with the resident out on the lanai
3. Visitor **must always** have control of their animal (always leashed and within close proximity of the visitor)

All “Companion Animals and Family Pets” (emotional support/therapy/comfort/companion animals) must be reviewed and cleared for visitation by Therapeutic Recreation Manager prior to the animal visiting the facility.

Provide visitor with contact information for the TR Manager Vicki Janis at 808-441-5553 to schedule an appointment to start the process.

*******Owner must always have control of the animal*******

******* No animal is to be left unattended at any time while on premises. *******

Sincerely,

Vanessa Bruns, Administrator