



<b>Policy Name:</b>	<b>FACILITY DOG PROGRAM</b>		
<b>Policy #:</b>	AD 5.12	<b>Last Updated:</b>	2022-04-07
<b>Issued By:</b>	SUPPORT SERVICES BUREAU	<b>Approved By:</b>	SURREY POLICE BOARD
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**RELATED POLICIES**

AD 5.2 *Critical Incident Aftercare Management*

**1. PURPOSE**

1.1. To provide guidelines for the establishment and operation of a Facility Dog Program within the Surrey Police Service (SPS).

**2. SCOPE**

2.1. This policy applies to all SPS Employees.

**3. POLICY**

3.1. Facility Dogs are professional assistance dogs that work alongside a professional Handler to enhance the physical, social, and emotional well-being of SPS Employees as well as members of the public who have experienced trauma. SPS will establish and operate a Facility Dog Program pursuant to the guidelines in this Policy.

3.2. The selected Facility Dog must be from an assistance dog organization which is accredited by Assistance Dogs International (ADI), the International Guide Dog Federation, or an equivalent accreditation body.

3.3. The selected Facility Dog must have successfully completed the required certification tests at time of graduation and must continue to successfully pass their periodic required testing throughout the course of their career.

3.4. The assistance dog organization will maintain ownership of the Facility Dog and will hold liability insurance on the Facility Dog.

- 3.5. The Facility Dog Handler (Handler) must be a criminal justice system professional (e.g., a victim support worker or police officer) trained in trauma-informed practices.
- 3.6. The Handler must have the security clearance level required to work unsupervised in a policing environment.
- 3.7. The Handler is solely responsible for the deployment and care of the Facility Dog and will be reimbursed for reasonable costs associated to the care and maintenance of the Facility Dog by the Support Services Bureau.
- 3.8. The Handler will take all reasonable steps to ascertain where there may be people who have fears, phobias, or allergies related to dogs and will avoid deploying the Facility Dog in any of those areas. When the Facility Dog is in the facility, signage will be placed at entrances to advise that a Facility Dog is within the facility. Although the Facility Dog is designated as a Service Dog, the Handler will make note of and respect businesses and areas designated as “dog-free”, unless the Facility Dog is actively responding to a scene.
- 3.9. The Handler must be aware of cultural factors or circumstances where the presence of a dog may not be welcome or respectful and will not deploy the Facility Dog in those circumstances.
- 3.10. At all times the Facility Dog will be handled in accordance with this Policy and the Procedures set out below.

#### **4. PROCEDURE**

##### **Facility Dog Handler (Handler)**

- 4.1. The Handler will work in the Wellness Unit, Support Services Bureau.
- 4.2. Handlers must successfully complete the training provided by the assistance dog organization from which the Facility Dog was acquired prior to the deployment of the Facility Dog. The Handler’s residence must be approved by the assistance dog organization.
- 4.3. Handlers are expected to commit to their role for a minimum of five years, but ideally for the expected service life of the Facility Dog. If a Handler is no longer able to fulfill their duties but the Facility Dog is still in service, a replacement Handler will be identified in consultation with the assistance dog organization and the Wellness Unit NCO or their designate.
- 4.4. Upon retirement of the Facility Dog, the dog will be placed with the Handler. If the Handler cannot continue to care for the dog, the assistance dog organization from where the Facility Dog was acquired will be consulted for assistance in placing the retired Facility Dog in a suitable home.
- 4.5. Should the Facility Dog die while still operational, the Handler will immediately report the matter to the assistance dog organization.

4.6. The Handler will abide by all terms and conditions agreed upon between the Handler and the assistance dog organization.

4.7. When practicable, a secondary Handler may be identified and will complete the required training for secondary handlers at the assistance dog organization. The secondary Handler will fulfill the responsibilities of the Handler when the primary Handler is not available.

#### **Facility Dog Care**

4.8. The Handler is responsible for the deployment and full-time care of the Facility Dog, and the Facility Dog will always be under the control of the Handler. Only the Handler may give commands to the Facility Dog.

4.9. The Facility Dog will wear its uniform vest to signify when it is on duty. When the Facility Dog is not on duty its vest will be removed. The Handler will make decisions about when the Facility Dog is on or off duty.

4.10. The Facility Dog will be provided with a safe space to rest when it is not on duty and it must be left alone during this time, except with the express permission of the Handler.

4.11. The Facility Dog will be fed, exercised, and toileted as needed by the Handler or their designate.

4.12. Employees must not offer food or treats to the Facility Dog unless with the express permission of the Handler.

4.13. The Handler is responsible for ensuring that:

- i. there are sufficient supplies (food, water, waste bags) available at all times;
- ii. the Facility Dog is not left unattended in any vehicle;
- iii. the Facility Dog is clean and groomed at all times;
- iv. the Facility Dog is provided medical treatment, including vaccinations, flea treatments, deworming, etc., as required;
- v. if the Facility Dog appears ill it will be removed from operational status;
- vi. the Facility Dog is appropriately licensed and/or registered; and
- vii. the Facility Dog successfully completes its mandatory assessments at the designated intervals to maintain its Service Dog Designation.

4.14. The Facility Dog will reside with the Handler at an approved residence when not on duty.

#### **Deployment to Scenes**

4.15. In addition to providing emotional support to SPS Employees, the Facility Dog may be deployed to attend crime and trauma scenes to provide support to members of the public and Members.

The Handler will decide whether and how the Facility Dog will be deployed based on the circumstances of the request.

4.16. When responding to a scene, the Handler will:

- i. be responsible for ensuring the safety of the Facility Dog during transport and at the scene;
- ii. ensure that the Facility Dog does not inadvertently contaminate a crime scene; and
- iii. obtain consent to have the Facility Dog on scene from the client(s) and from the Members on scene.

4.17. If deployed, the Handler will ensure that they are signed on with the OCC using their designated call sign and that their status reflects their location.

4.18. The Handler will transport the Facility Dog in a secure manner (e.g., secured in a crate or with a harness).

4.19. All requests for deployment of the Facility Dog which will incur overtime costs (i.e., that are outside the Handler's regularly scheduled shift) must be approved in advance by the Duty Officer.

4.20. The Handler may use their personal vehicle to transport the Facility Dog, subject to:

- i. the personal vehicle must carry the appropriate insurance so that the vehicle may be used for business purposes;
- ii. the Handler will be compensated for mileage at the scheduled mileage rates when there is a need to transport the Facility Dog away from the SPS facility; and
- iii. the Handler will be compensated for reasonable periodic cleaning of the vehicle, to a maximum of \$60 per month.

4.21. The Handler's Inspector is responsible for approving a schedule of events for the deployment of the Facility Dog for promotional purposes, community engagements, or media releases.

#### **Costs Associated to the Facility Dog Program**

4.22. The Handler will provide an annual budget estimate for the operating costs of the Facility Dog program for review and approval by the Executive Leadership Team or their designate.

4.23. The Handler will be reimbursed in full for all necessary costs associated to the care and maintenance of the Facility Dog, including but not limited to food, medical care, medications, and topical treatments, grooming, licensing, and equipment (e.g., crates, harnesses, leashes, uniform vests, beds, dishes, sanitary supplies).

4.24. The Handler will be reimbursed for the costs associated to the ongoing training and periodic recertification of both the Facility Dog and the Handler.

4.25. For all expenses other than mileage, the Handler must provide receipts along with a completed expense claim to their Supervisor for approval and processing, as per the SPS Business Rules.

4.26. The Handler may pursue opportunities to recoup or offset some or all costs associated with the Facility Dog program, such as via grants (e.g., Civil Forfeiture) and/or partnerships with outside agencies. All such opportunities must be approved in advance by the Deputy Chief Constable, Support Services Bureau or their designate.

### **Liability**

4.27. Insurance for the Facility Dog will be provided by the assistance dog school or placement agency from where the Facility Dog was obtained.

4.28. The City of Surrey's Risk Management section will be notified and an Incident Report will be completed in the case of any incident (e.g., injury, allergic reaction, dog bite) involving the Facility Dog and a City of Surrey or SPS Employee or any member of the public.

### **Statistics and Evaluation of Facility Dog Program**

4.29. The Handler is responsible for maintaining records related to Facility Dog activities and will submit a periodic report to their Supervisor, which shall include:

- i. activity type (e.g., hours of workplace deployment, number and type of call-outs, attendance at community events);
- ii. police file number and type (if applicable);
- iii. total hours of operation;
- iv. details about incidents related to negative response to the Facility Dog;
- v. monthly costs associated to the Facility Dog program including overtime costs; and
- vi. any other information or notes relevant to the Facility Dog Program which would enable the Facility Dog Program to be evaluated for its effectiveness and benefit. Internal and external stakeholder evaluations and feedback should be encouraged.

## **APPENDIX A: DEFINITIONS**

“Facility Dog” means a professional assistance dog that works alongside a professional Handler that has been trained by an accredited body (e.g., Assistance Dogs International, the International Guide Dog Federation, etc.) and has been trained in responding to trauma.

“Member” means a sworn Police Officer appointed by the Surrey Police Board.

“Trauma Informed Practice” means understanding the prevalence and effects of trauma in all aspects of service delivery and prioritizing the individual’s sense of safety, choice, empowerment, and connection. It is grounded in an understanding of and responsiveness to the impact of trauma and emphasises physical, psychological, and emotional safety. Trauma Informed Practice means making sure that people feel safe around police and are not re-traumatized by their contact with police.

**APPENDIX B: REFERENCES**