

## **Policy ADM 1.3 AODA – Service Animals**

### **PURPOSE**

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*).

### **APPLICATION**

These procedures and practices apply where the CCAC provides its goods and services on premises that it owns or operates, and if members of the public and other third parties have access to these premises.

CCAC recognizes the importance of service animals to persons with disabilities and welcomes them on premises where the CCAC provides goods and services.

### **IDENTIFYING SERVICE ANIMALS**

Service animals may be any animal that assists a person with a disability. They provide a wide range of assistance, including but not limited to: guiding a person who is blind, alerting a person who is deaf to certain sounds, opening doors, retrieving items for persons with mobility disabilities, emotional support for persons with mental illness.

Service animals may be identified by any one of the following methods:

- the animal may be wearing a service animal vest, harness or saddle packs,
- the animal may be observed providing assistance,
- the person may have a letter from a physician, nurse, psychologist, psychotherapist, audiologist, chiropractor or optometrist stating that they require the animal for reasons related to a disability,
- the person may show a valid identification card or training certificate from a recognized service animal training school.

### **CCAC RESPONSIBILITIES**

Persons with disabilities who are accompanied by a service animal will be permitted to enter CCAC premises and keep the animal with them in areas where members of the public and other third parties are allowed, unless the animal is excluded by law. If the animal is excluded by law, the CCAC will provide another means of accommodating the person (e.g., the CCAC may suggest providing services in an area where the service animal is permitted.)

### **RESPONSIBILITIES OF PERSONS WITH SERVICE ANIMALS**

It is the responsibility of the person with the disability to ensure that:

- the service animal is kept in control at all times and is well behaved,
- the service animal is not a threat to health and safety,
- the service animal's immunizations are up-to-date.

### **Areas Off Limits to Service Animals**

Service animals may be prohibited from entering certain areas for health and safety reasons or due to law (e.g., Ontario Regulation 562 under the Health Protection and Promotion Act states that animals are not permitted in areas where food is prepared, handled, served, displayed, stored, sold, or offered for sale).

While service dogs are exempt from this restriction and are permitted to go where food is served, sold or offered for sale, such as restaurants including buffets, all animals, including service dogs, are not permitted to enter areas where food is prepared, such as kitchens.

### **Removal of Service Animals from CCAC Premises**

CCAC is aware that service animals are usually well trained and well behaved. In the event that this is not the case, service animals may be removed for any one of the following reasons:

- disruptive or aggressive behaviour, such as growling, barking or other signs of threatening or aggressive behaviour
- causing damage to any person or property
- poor health, such as a contagious illness where the animal risks spreading the illness to others

### **Persons Allergic to or Afraid of Service Animals**

Common allergies or fear of animals are not considered disabilities. As a courtesy, the CCAC may attempt to accommodate persons with common fears and allergies to animals.

In the event that a person may have a severe and debilitating reaction to an animal, such as respiratory distress, CCAC will suggest alternative means of providing the goods or services to the person, perhaps by limiting exposure to the animal or by another reasonable method.

### **SERVICE PROVIDERS AND OTHERS PROVIDING GOODS AND SERVICES ON BEHALF OF CCAC**

Service Providers and others providing goods and services on behalf of CCAC will adhere to these procedures and practices.