



PROCEDURE

Procedure Number: ADMIN 122	Procedure Title: Service & Support Animals on Campus
Supersedes Existing Procedure? Y	Procedure Owner: President's Office
Associated Policy: Y	Date Last Approved by CET: May 6, 2020

1. Purpose

The purpose of this procedure is to provide a framework for accommodating service/support animals on campus to ensure those who require them are accommodated while considering the needs of others in the College community.

2. Application

This procedure is applicable to all College employees, students, visitors, volunteers and the general public requiring the use of a service or support animal. This policy does not apply to therapy dogs used during classroom instruction.

3. Definitions

Service animal - is an animal, usually a dog that has been specifically trained to do work or perform tasks for an individual with a disability. The task(s) performed by the animal must be directly related to the person's disability. Service animals may be identified by means of special vest, harness or collar. Alternatively, the owner may have written verification of the service animal's status from an Accredited Training Organization.

Support animal - may be a dog or other type of animal who provides comfort and emotional support and have not been specially trained to perform a specific job or task, they do not qualify as service animals under AODA.

4. Obtaining the Medical Accommodation

4.1 Each academic year, students or employees requiring a *support* animal may be asked to complete the **Service and Support Animal Checklist** and have their health care provider to complete the **Service/Support Animal: Request for Medical Accommodation** form. Students are to submit these documents to the AccessAbility Office and employees are to submit theirs to Human Resources.

To respect the privacy of employees and students, any medical verification from a health care provider should not specify the diagnosis, but rather verify the owner's required accommodation and need for the animal.

4.2 Once the relevant documents are submitted, AccessAbility Services will consult with faculty and issue an Individualized Service Plan outlining the students' needs. In the case of employees, Human Resources will have a discussion with the employee's supervisor to discuss their need for a service/support animal.

Students/employees will alert his/her/their professor or supervisor about their service/support animal before bringing the animal on campus.

5. Service/Support Animals in Residences

Students bringing a service or support animal on campus will be required to submit the completed **Service/Support Animal Agreement (Appendix C)** and **Service and Support Animal Veterinary Form (Appendix D)** to the Residence Life Coordinator before moving into residence.

Students with service/support animals who are moving into residence for the fall term are to submit all forms before July 1. Students who submit their documentation after July 1 will be placed into residence after considering the type of support animal; the health and well being of the other students in residence; and availability.

Students with service/support animals who are moving into residence for winter or spring terms will be accommodated with consideration to existing residents.

Upon arriving to residence, the student with the service/support animal will attend a meeting with the Residence Life Coordinator, or designate, to review the students' responsibilities and the College's expectations.

6. Roles and Responsibilities

The Student or Employee requiring an accommodation will:

- Abide by the requirements of the College's policies and procedures in respect of care and control of the animal.
- Provide medical documentation to verify nature and specifics of the accommodation for emotional support animal, when asked.
- Provide documentation verifying the service animal's training certification, when asked.
- Obtain a municipal license for their animal, if required.
- Accompany and control their animal at all times and remain in close proximity to the animal (unless the owner goes to an area where the animal is prohibited. At such times, the animal must be crated).
- Ensure the animal is housetrained, and restrained by a leash, harness or crate.
- Prevent the animals from destroying property or be disruptive to others on campus. Barking, growling or other aggressive behaviors that interfere with employee or student activities will not be permitted and may result in a request that the animal be removed.
- Be responsible for damages caused by their animal. Damages may include College property or facilities, or other people's belongings.
- Be responsible for the health and well-being of the animal, which includes:
 - providing timely water, food, elimination breaks,
 - Ensuring it is clean, well-groomed, vaccinated and in good health.
- Clean up and dispose the animal's waste in an appropriate manner.
- Ensure the animal is well-groomed and in good health
- Cooperate with investigations into allegations of animal abuse or neglect conducted by College employee or external authorities.

The Professor or Supervisor will:

- Ensure other class members or colleagues are informed about the presence of the service/support animal on campus, the rights and responsibilities of the animal owner, and protocols for interacting with the animal.
- Identify any conflicting accommodations or disputes so that all parties can work together for a successful resolution.

7. Health/Safety Concerns

If the presence of a service/support animal creates a health and safety issue for another member of the College community (e.g., fear of animals, allergy, etc.), all parties must work together to identify an acceptable compromise. This may include alterations to class or work schedules or relocation of assigned work area/ classroom.

The person expressing such concern may be asked to provide medical documentation that identifies the concern and the required accommodation.

The owner should not be segregated or isolated from others on the basis of conflicting disabilities/accommodations.

8. Disputing an Accommodation

In the event of a conflict or dispute around the appropriateness of an accommodation, service quality, or animal exclusion, a student should consult with the Director, Student Success.

If the event of a conflict or dispute involving an employee, the individual should consult with Human Resources and/or the Occupational Health & Safety Co-ordinator.

In the event of a conflict or dispute involving a visitor, the individual should consult with AccessAbility Services.

9. Related Documentation

- Policy: Service & Support Animals on Campus
- Appendix A: Service and Support Animals on Campus – Medical Documentation
- Appendix B: Service and Support Animal Checklist
- Appendix C: Service and Support Animal Agreement
- Appendix D: Service and Support Animal Veterinary Form

10. References

- Ontario Human Rights Code
- Canadian Human Rights Act
- Service Animals and People with Disabilities – AODA Best Practices, June 2011
- Access for Ontarians with Disability Act, 2005
- O. Reg. 191/11 Integrated Accessibility Standards Regulation