

Ch4-s5-08

Use of Service Animals on Campus

Responsible Authority:	Human Resources
Approval Authority:	Senior Team
Date First Approved:	2019-01-22
Date Last Reviewed:	NEW
Mandatory Review Date:	2022-01-22

PURPOSE

The purpose of this policy is to provide the College community with guidelines for the use of Service Animals on campus. This policy will assist in:

- Understanding the rights of individuals with disabilities who utilize Service Animals;
- Identifying types of Service Animals; and
- Providing a framework for managing Service Animals on campus to ensure people with disabilities who rely on Service Animals are accommodated, subject to considerations of others who share the work, study or other campus environment.

This policy does not define the use of service animals for off campus locations. Service Animal use by students related to off campus learning activities is determined by the off campus institution. It is the responsibility of the individual using the service animal to be fully aware of on and off campus location policies.

SCOPE

This policy applies to the College community, which includes students, staff, volunteers and visitors and the general public.

DEFINITIONS

This includes an explanation of terms and abbreviations used within the policy and procedure.

Word/Term	Definition
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Service Animal	
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Any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The animal may wear specialized equipment such as backpack, harness, or special collar, but this is not a legal requirement. Service animals are working animals not pets.

If an animal meets this definition, it is considered a service animal regardless of whether it has been licensed or certified that it has been trained. This

definition may be determined by asking about and/or observing the tasks performed by the animal. The tasks must be directly related to the disability. The partner may not be required to give details about his or her specific disability.

Partner	A person with a disability who uses a service animal to provide assistance with daily tasks.
What service animals do	<p>Service Animals perform various tasks and provide services for people with disabilities (who may train their own service animals or acquire one from a training facility);</p> <ul style="list-style-type: none"> ▪ Serves as a travel aide for a person who is legally blind. ▪ Alerts a person who has a mobility or health disability. They may carry, fetch, open doors, ring doobells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up from a fall, etc. ▪ Warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person. ▪ Assists an individual with autism spectrum disorders and help increase the safety for that individual.

POLICY

Confederation College permits Service Animals that assist visitors, students or employees with physical, mental and/or sensory disabilities at College related functions. It does not apply to the use of Service Animals for off campus locations. It is the responsibility of the individual using the Service Animal to be fully aware of off campus location policies.

Exclusions

A Service Animal may be excluded when any one of the following conditions exists:

- The service animal is disruptive and the partner is not effectively controlling it;
- The service animal's presence, behaviour or actions pose an unreasonable or direct threat to property or the health or safety of others. Risk may not be remote or speculative, such as thinking an animal might bite someone or will annoy others. Allergies or a fear of animals are generally not sufficient conditions to exclude service animals.
- When another law specifically states that animals must be excluded or the animal is excluded by operation of another law.

If the Service Animal is to be excluded for any of the above reasons, the partner must be given the option of participating in an activity or receiving services without the service animal on the premises. If the animal has been excluded because of disruptive behaviour, the partner must be allowed to participate in the activity with the service animal once the animal's behaviour is under control.

An example of a law that specifically excludes animals is Ontario Regulation 562, under the Health Protection and Promotion Act, which states that live birds and animals are not allowed in “every room where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale.” It makes an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

Individual departments of the College, such as Nursing programs may require additional regulations to ensure the health and safety of their respective areas.

PROCEDURE

<u>Action</u>	<u>Responsibility</u>
1. Management of Service Animal	
1.1 Service animals must be accompanied and controlled at all times by their owner.	Partner
1.2 The partner must remain in close proximity to the Service Animal; unless the owner is in an area where the animal is not allowed. At such times, the Service Animal must be crated.	Partner
1.3 The Service Animal should be responsive to voice commands at all times, and be under the full control of the owner.	Partner
1.4 Service animals must be house-trained	Partner
1.5 The Service Animal must be restrained on a leash (no more than 5 feet) or harness at all times, unless the animal is confined to a crate	Partner
1.6 Barking, growling, biting or aggressive behaviour by a Service Animal will not be tolerated or permitted	Partner
1.7 Service Animals should not be disruptive others. This includes interaction with others, disturbing the personal belongings of others, engaging in personal grooming in public settings, blocking an aisle, passageway, for fire and or, emergency exits.	Partner
2. Care of a Service Animal on Campus	
2.1 The Service Animal Partner is responsible for providing water, food and timely bathroom and exercise breaks each day.	Partner
2.2 If the Service Animal must be left alone at any time, the owner must provide an appropriate sized, well-ventilated crate for the Service Animal and make appropriate arrangements for the crate during these periods.	Partner

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| 2.3 | Individual departments, such as Nursing programs may require additional procedures to ensure the health and safety of their departmental areas. | Partner |
| 2.4 | It is the responsibility of the Service Animal Partner to ensure the animal is kept clean, well groomed and odour free. The partner must arrange for any cleaning necessary due to the presence of the Service Animal. Waste must be cleaned immediately and disposed of properly. This includes all grounds as well as inside of the College. | Partner |
| 3. Conflicting/Competing Disability Accommodations | | |
| 3.1 | Students with medical condition(s) affected by Service Animals should contact the Student Success Centre if they have a health or safety concern about exposure to a Service Animal. The student registering the concern will be asked to provide medical documentation that identifies the condition(s) allowing a determination to be made as to whether the condition is disabling and whether there is a need for an accommodation. Staff should follow the same process by speaking directly with their Manager. | Student/Employee |
| 4. Requirements for ensuring an inclusive environment when working with partners and service animals | | |
| 4.1 | Allow a Service Animal to accompany the partner at all times and in all areas on campus where members of the public, and students customarily have access, or in the case of an employee, where employees customarily have access. | Employee |
| 4.2 | Maintain a respectful distance from the Service Animal. It is not appropriate to pet, feed or startle a service animal while it is working; ask permission before touching the animal as this might distract it from its work. | Employee |
| 4.3 | Ensure that the person using a Service Animal is included and not isolated from others. | Employee |
| 5. Guidelines for verification of service animals | | |
| 5.1 | If the person's disability is obvious or otherwise known to you, and if the need for the Service Animal is also apparent, do not request any additional information about the disability or the need for the accommodation. For example, a blind person with a | Employee |

guide dog does not need to verify their disability or need for the dog.

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| 5.2 | If the disability is known, but the accommodation need is not apparent, request only information necessary to evaluate the disability related need for the accommodation. For example, if you know the person has a mobility impairment and they want to have an assistance dog, request document or demonstration of the disability related need for the animal. | Employee |
| 5.3 | When written verification of disability status or disability related need is appropriate, for example to ensure the long term accommodation needs are met, the individual may need to provide written verification from a doctor or other medical professional, or other qualified third party who, in their professional capacity, has knowledge about the person's disability and the need for reasonable accommodation. | Partner |
| 5.4 | When requested, documentation for students or employees with a disability who use a service animal should include the following; (a) Name and credentials of professional or evaluator; (b) Description of the current functional limitation's; and (c) Specific tasks the service animal will perform to meet the accommodation needs of the individual or assist with the functional limitations. (d) Proof of up to date vaccinations. | Employee/Partner |
| 6. Dispute Resolutions Process | | |
| 6.1 | In the event of a disagreement about the appropriateness of an accommodation, service quality, or an animal exclusion, a student should confer with the Student Success Centre. | Student |
| 6.2 | An employee with a disagreement should confer with Human Resources Services. | Employee |
| 6.3 | A visitor with a disagreement regarding the use of a service animal should contact the department responsible for the related event and, if the concern is not resolved, may contact the Senior Manager of Public Safety and Risk Management. | Visitor |

SUPPORTING DOCUMENTATION

Appendix 1 Supporting Documentation for a Service Dog

RELATED POLICIES

<http://www.confederationcollege.ca/policies>

Ch1-s2-11 Accessibility & Accommodation

Ch1-s2-12 Service to Persons with Disabilities

Ch4-s2-01 Respectful Work & Learning Environment (Workplace Harassment)

Ch4-s4-08 Health & Safety

Ch5-s5-02 Student Code of Conduct

Ch5-s5-03 Chart of Students' Rights and Responsibilities

Ch5-s5-04 Complaints Process (Non-Academic)

RELATED MATERIALS

Accessibility for Ontarians with Disabilities Act (AODA), 2005

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Chx-Sxx-xx: APPENDIX 1

SUPPORTING DOCUMENTATION FOR A SERVICE ANIMAL

All information received will be kept strictly confidential and will only be used to determine appropriate support services.

DOCUMENTATION TO VERIFY SERVICE ANIMAL NEED

Student/Employee Name: _____

D.O.B. (DD/MM/YY): _____ Phone: _____

Email: _____

Service Animal's Name: _____

Species: _____ Colour(s) or Identifying Characteristics: _____

Sections 1 to be completed by a medical practitioner/psychiatrist.

SECTION 1

Is this person a regular patient of yours? Yes No

If your patient becomes a student at Confederation College, will you monitor them on a regular basis?

Yes No

If Yes, how often? _____

According to your diagnosis, does the patient require a service animal? Yes No

What general type of disability does the person experience: e.g. vision, hearing, mental health, etc. ?

What is the disability related need for the service animal?

What work or tasks has the Service Animal been trained to perform, to support this student in college?

Have you reviewed with the person any potential risks that might be associated with bringing the animal into a wide variety of public settings? Yes No

Is the patient adequately equipped (emotionally, psychologically, physically and socially) to manage the behaviour of the animal and any reasonably foreseeable responses from the public to the animal's behaviour/presence? ? Yes No

Additional Comments:

The individual named above has a medical condition that is disabling, and it is not a short-term illness or a routine experience such as stress.

I have answered all of the questions in this document based on my clinical assessment and recommend the service animal described above.

Health Professional's Signature

Date

I have read and understood all of this information and have participated in the assessment in good faith.

Student/Employee Signature

Date