

USE OF SERVICE ANIMAL ON CAMPUS

GUIDELINES

Definitions:

- Service Animal
- Service Animal Partner

Action

Responsibility

Management of a Service Animal

Service Animals must be accompanied and controlled at all times by the Service Animal Partner. Service Animal Partner

The Service Animal Partner must remain in close proximity to the Service Animal at all times, unless the Service Animal Partner is in an area where the animal is not allowed. At such times, the Service Animal must be crated. Partner

The Service Animal should be responsive to voice commands at all times, and be under the full control of the Service Animal Partner. Partner

Service Animals must be housetrained. Partner

The Service Animal must be restrained on a leash or harness at all times, unless the animal is confined to a crate. Partner

Barking, growling, biting or aggressive behaviour by a Service Animal will not be tolerated or permitted. Such behaviour may result in removal of the animal from College facilities. Partner

Service Animals should not disruptive others. This includes interaction with others, disturbing the personal belongings of others, engaging in animal grooming in public settings, blocking an aisle, passageway, for fire and or, emergency exits. Service animals shall not use facilities that are designated for human use such as water fountains and furniture. Partner

Care of a Service Animal on Campus

The Service Animal Partner is responsible for providing water, food and timely bathroom and exercise breaks each day. Partner

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

Individual departments may require additional procedures to ensure the health and safety of their departmental areas.

Partner

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 of College facilities or grounds necessary due to the presence of the Service Animal. Waste must be cleaned immediately and disposed of properly.

Partner

Conflicting/Competing Disability Accommodations

Students with medical condition(s) should contact Student Success Services 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 conditions(s). The College will make a determination 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 Program Co-ordinator, Team Lead, Director and/or Dean.

Partner

Requirements for ensuring an inclusive environment when working with partners and service animals.

Allow a Service Animal to accompany the Service Animal 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.

College

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.

Employees/Students

Ensure that the person using a Service Animal is included and not isolated from others.

Employees/Students

Guidelines for verification of service animals

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 guide dog does not need to verify her/his disability or need for the dog.

Student Services/Human Resources

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 he or she wants to have an assistance animal, request document or demonstration

Student Services/Human Resources

of the disability related need for the animal.

When written verification of disability status or disability related need is appropriate, for example to ensure the long term accommodation needs are met, request that the individual 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.

Student Services/Human Resources

When requested, documentation for students or employees with a disability who use a service animal should include the following;

Service Animal Partner

- a. Name and credentials of professional or evaluator;
- b. Description of the current functional limitations; and
- c. Specific tasks the service animal will perform to meet the accommodation needs of the individual or assist with the functional limitations.

Dispute Resolutions Process

In the event of a disagreement about the appropriateness of an accommodation, service quality, or an animal exclusion, a student should confer with Student Success Services. If the matter is not resolved, the student may confer with the Team Lead.

Student Service Animal Partner

An employee with a disagreement should confer with Human Resources and if the concern is not resolved, may contact the Accessibility Advisor.

Employee Service Animal Partner

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 Accessibility Advisor.

Visitor Service Animal Partner

SUPPORTING DOCUMENTATION



Service Animal
Guideline

RELATED POLICIES

Accessibility Standards for Customer Service Training

[Customer Service Training](#)

Training to Educators - *Employees involved in program or course design, delivery and instruction*

[Accessibility Awareness Training for Educators](#)

AODA Integrated Accessibility Standards and Ontario Human Rights Code as it pertains to persons with disabilities

[IASR & OHRC Training](#)

Creating a Respectful Environment - Taking Responsibility for Your Living and Learning Environment

[Creating a Respectful Student Community](#)

[Accessibility for Ontarians with Disabilities Act \(AODA\), 2005](#)

[Canadore College – Multi-Year Accessibility Plan – January 1, 2013](#)

Canadore College - Multi-Year Accessibility Plan - Annual Status Report - 2013