


Policy Name:	SERVICE ANIMALS		
Policy Number:	AODA-105	Formerly	AODA-5
 West Elgin Community Health Centre	Creation Date: November 2011	Reviewed Date: November 2015	Approved by: Executive Director

POLICY STATEMENT

The Centre is committed to allowing full access to our services and premises to people with disabilities and their service animals wherever possible.

PROCEDURE

We will ensure this by:

- Allowing full access to our premises, unless that area of the organization is not open to the public or other third parties or animals are excluded by other laws such as public health (e.g. Teaching kitchens)
- Educating staff, volunteers, students and others dealing with the public about the use of service animals.
- Providing training to staff, volunteers, students and others dealing with the public on how to interact appropriately with people with disabilities who are accompanied by a service animal.
- Assisting people with disabilities who are accompanied by a service animal when they request help with their animal if it is safe and reasonable to do so.
- Ensuring health regulations concerning service animals are posted in any area where food is prepared and served.
- Providing other measures to access our services for people with disabilities if their service animal is excluded by law from certain areas of our premises.

DEFINITIONS

SERVICE ANIMAL

An animal is qualified to be a service animal if it is readily apparent the animal is used by the person for reasons relating to his/her disability; or the person provides a letter from a medical practitioner confirming the person requires the animal for reasons relating to the disability.

PREMISES

All locations and facilities under the control of the Centre.

LIMITATIONS

This policy does not cover:

- Centre events held off premises over which Centre has no control.
- Animals that do not fall under the definition of “service animal”.

APPLICATION

This policy applies to

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- All staff, volunteers, students, contractors, consultants and others working on behalf of the Centre and who provide client services
Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard