


<b>Policy Name:</b>	<b>Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - SERVICE ANIMALS</b>		
<b>Policy Number:</b>	<b>AODA-105</b>	<b>Formerly</b>	<b>AODA-5</b>
	<b>Creation Date: November 2011</b>	<b>Reviewed Date: December 2023</b>	<b>Approved by: Executive Director</b>

## POLICY STATEMENT

The Centre is committed to allowing full access to our services and premises to persons 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 persons with disabilities who are accompanied by a service animal.
- Assisting persons with disabilities who are accompanied by a service animal when they request help with their animal and 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 persons 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 individual for reasons relating to their disability or the individual provides a letter from a medical practitioner confirming the individual requires the animal for reasons relating to a 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”.

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## APPLICATION

This policy applies to:

All staff, volunteers, students, contractors, consultants and others who are working on behalf of the Centre and who provide client services.

- Staff, Board Directors, volunteers, and others who are involved in developing policies and procedures regarding the IASR - Customer Service Standard.

## CROSS-REFERENCE

POLICY AODA-101 Our Commitment – Accessibility for Persons with Disabilities

POLICY AODA-102 Customer Service – Communicating with Persons with Disabilities

POLICY AODA-103 Customer Service – Use of Assistive Devices

POLICY AODA-104 Customer Service – Support Persons

POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures

POLICY AODA-107 Customer Service – Accessibility Feedback Procedure

POLICY AODA-108 Integrated Accessibility Standards (IASR) – Information, Communication and Employment