

PROCEDURE FOR POLICY 1.47 – Service Animals on Campus

A. GENERAL

- 1.00 In these Procedures, reference to “the Policy” shall mean the Accessibility Policy.
- 2.00 These procedures apply to all University Members or visitors bringing a Service Animal on to property owned or leased by the University (“University property”).
- 3.00 Student Accessibility Services (SAS) will be the Responsible Office to implement and enforce the procedures for students who require Service Animals on University property. Human Resources (HR) will be the Responsible Office to implement and enforce the procedures for employees or those holding appointments with the University who require Service Animals on University property.

B. PURPOSE

- 1.00 The purpose of these procedures is to regulate Service Animals on University property and provide conditions that inform their presence and safety.

C. DEFINITIONS

- 1.00 The following definitions shall apply to these procedures:
- (i) **Service Animal** means an animal in the service of a person with a disability.
 - (ii) **Custodian** means an individual who, as a result of a disability, requires the assistance of a Service Animal on campus.
 - (iii) **University Member** means any individual who is:
 - Employed by the University;
 - Registered as a student, in accordance with the academic regulations of the University;
 - Holding an appointment with the University, including paid, unpaid and/or honorific appointments; and/or
 - Otherwise subject to University policies by virtue of the requirements of a specific policy (e.g. Booking and Use of University Space) and/or the terms of an agreement or contract.
 - (iv) **Responsible Office** means the functional area designated with the responsibility to validate documentation, and to approve and manage the use of Service Animals on University property by University Members and visitors.

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D. PROCEDURES

General

- 1.00 In order to provide an accessible learning and working environment, the University is committed to the development and implementation of procedures that enable the University community to understand and support the Custodian and their Service Animal while on campus. It is also important that both the Custodian and University Members understand their rights and their responsibilities in this regard.
- 2.00 Subject to the other terms of these procedures, Service Animals will generally have access to all buildings and facilities, including classrooms and laboratories, dining halls and campus eateries, unless such access poses a threat to the health and safety of the Custodian, others or the animal and that threat cannot be eliminated or reduced by reasonable modification to other policies and practices.
- 3.00 Appropriate alternative accommodations will be made to provide the Custodian with access if the Service Animal is not permitted on or in to a particular area.
- 4.00 Where hazardous materials are stored, Service Animals may be denied entrance or conditions may be imposed for the safety of the Service Animal, the Custodian or other University Members. Service Animals are generally not allowed in animal facilities or in laboratories where research animals are handled, in any containment level 2 facility or higher, where radioactive materials (open sources) are used, and/or where high hazard materials (i.e. poisonous chemicals) are used and represent a risk of exposure to the service animal. If a Custodian wishes to enter a laboratory with their Service Animal, they must contact their Responsible Office in advance. The Responsible Office shall contact the lab supervisor and Occupational Health and Safety Office and a Health and Safety Consultant will evaluate each case as it arises to determine the risk to people, animals or research.
- 5.00 Service Animals are working animals and not pets. Service Animals provide assistance to a person with a disability which includes, but is not limited to:
 - Guiding people who are blind or visually impaired,
 - Alerting people who are deaf or hearing impaired,
 - Pulling wheelchairs for those with limited mobility,
 - Alerting and protecting a person who is having a seizure,
 - Performing other specialized tasks (diabetic, medical, severe allergy alert),
 - Reminding a person to take their medication,
 - Providing comfort and reducing symptoms related to their disability in certain situations, and
 - Assisting in calming and grounding a Custodian on the autism spectrum via tactile or deep pressure stimulation.

Process for Service Animal Approval and Notification

- 6.00 In order to bring a Service Animal on University property on an ongoing basis, the University Member is required to submit satisfactory supporting documentation to the appropriate Responsible Office demonstrating their requirement for a Service Animal to assist with their disability, unless the Service Animal can be readily identified as one that is being used by the person for reasons relating to the person's disability such as a guide dog for a person who is blind.

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- 7.00 The Responsible Office will validate the submitted documentation and make reasonable efforts to notify University Members who may be affected by the presence of a Service Animal before approval.
- 8.00 The University understands that the presence of certain Service Animals may affect other University Members due to environmental sensitivities, allergies, phobias or other concerns. For this reason, the Custodian will be requested to consent to the notification of individuals who will work with or attend class with a Service Animal, such consent not to be unreasonably withheld. This notification will not contain any confidential information about the nature of the Custodian's disability. Concerns about the effect of a Service Animal on a University Member must be addressed to the Responsible Office for resolution, not the Custodian directly.
- 9.00 If a University Member raises concerns about the effect a Service Animal will have, the University Member must provide supporting documentation to the appropriate Responsible Office. The Responsible Office will consider the following principles and obligations when balancing the conflicting interests:
- (i) The legal obligation permitting the use of Service Animals under the AODA,
 - (ii) The duty to accommodate under the Human Rights Code as applied to all parties, and
 - (iii) That the means for resolving concerns may include creating distance between the Service Animal and the individual with a concern, changes in scheduling or altered cleaning regimens due to the presence of a Service Animal, or other such accommodations appropriate to the circumstances.

Supporting Documentation

- 10.00 Unless the Service Animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, supporting documentation for a Service Animal may be required by the Responsible Office and must meet all of the following requirements:
- (i) Documentation must be completed by an appropriate member of:
 - the College of Audiologists and Speech-Language Pathologists of Ontario,
 - the College of Chiropractors of Ontario,
 - the College of Nurses of Ontario,
 - the College of Occupational Therapists of Ontario,
 - the College of Optometrists of Ontario,
 - the College of Physicians and Surgeons of Ontario,
 - the College of Physiotherapists of Ontario,
 - the College of Psychologists of Ontario, or
 - the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- Practitioner-specific forms for this purpose are acceptable. Documentation must be dated and include the practitioner's credentials, contact information and signature.
- (ii) The practitioner must confirm that the person requires the animal for reasons relating to the disability.
- 11.00 Supporting documentation for a concern about the effect of a Service Animal on a University Member will meet the requirements of 9.00 (i). In addition, the practitioner must provide a detailed explanation of the effect of the Service Animal as it relates specifically and rationally to the University Member's condition or disability.

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- 12.00 A Responsible Office shall require documentation that the Service Animal has been vaccinated and is properly licensed as required by Ontario law and/or a city by-law.

Responsibilities of Custodians

- 13.00 The Custodian is responsible at all times for all aspects of behaviour and management of the Service Animal including:

- (i) Any cleaning and any costs associated with cleaning that may result from the Service Animal,
- (ii) Ensuring that any feces is cleaned immediately and disposed of in an appropriate receptacle, and
- (iii) The Service Animal must not cause excessive noise.

This includes responsibility for the Service Animal on all University property both interior and exterior such as common spaces, walkways, and lawns. Custodians are responsible for any damage their Service Animal causes to University property or the property of other individuals and for any injuries or illnesses caused by their Service Animal.

- 14.00 At all times, Service Animals must be:

- (i) Healthy and pose no reasonable health risk to the campus community
- (ii) In close proximity to the Custodian, and
- (iii) Restrained on a leash (not more than six feet long), in a cage, or otherwise under the physical control of the Custodian; unless being unrestrained is necessary to perform their tasks or functions.

- 15.00 If at any time any Service Animal becomes neglected, disruptive, aggressive or poses an unmanageable threat to the health and safety of University Members or visitors, the Responsible Office may require the Custodian to remove the Service Animal from University property or it may impose conditions on the Service Animal's continued presence.

Responsibilities of University Members

- 16.00 University supervisors, managers, directors and Faculty administrators are responsible for the enforcement of this procedure and compliance within their work units.

- 17.00 Faculty members are responsible for the enforcement of this procedure in their classrooms and laboratories. Faculty members will consult with SAS if a student is non-compliant with this policy and SAS will determine if the student is permitted to use or continue to use a Service Animal on campus.

- 18.00 Western Special Constable Service is responsible for the enforcement of this procedure on all University property and will assist managers, directors and faculty members with the enforcement of this procedure as necessary.

- 19.00 HR and SAS are the Responsible Offices for employees and students respectively. The Responsible Office is responsible for:

- Maintaining documentation authorizing Service Animals,
- Providing notification to University Members who may be impacted by the presence of a Service Animal,
- Advising supervisors, managers, directors, Faculty administrators, faculty members and Campus Security and assisting them in ensuring compliance with and enforcement of this procedure.
- Approving the use of Service Animals at the University,

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- Assessing and resolving any complaints or issues related to the use of Service Animals on University property, and
- Issuing any identification which identifies the animal as a Service Animal.