



Service Animals Policy

Section: Corporate	Section Number:
Policy Title: Service Animals Policy	Policy Number:
Issue Date:	Approved By: Board of Directors
Review Date:	Approved By:-----

Purpose

The purpose of this policy is to acknowledge that a person with a disability may rely on a service animal while accessing St. Paul's on- or off-site programs, services, and facilities. A service animal can be integral to ensuring that persons with disabilities have an equal opportunity to access our programs, services, and facilities.

Policy

A client/member of the public with a disability will be allowed to enter St. Paul's premises with his/her service animal. The person will be permitted to keep the service animal with him/her when accessing on- and off-site programs, services, and facilities, except in areas where the animal is otherwise excluded by law from the premises. In instances where the person must enter and/or obtain services in an area in which the animal is excluded, St. Paul's will ensure that other measures are available to enable the person with a disability to access St. Paul's services. St. Paul's will make reasonable efforts to ensure that the individual with a disability receives services in an integrated manner that promotes his/her dignity and equal opportunity to access programs, services, and facilities.

Definition

Service Animal refers to an animal that is used by a person with a disability for reasons relating to his/her disability. A service animal differs from a pet. It may be readily apparent that an animal is a service animal based on the animal's appearance or actions. In other instances, a letter from a physician or nurse may be provided which confirms an individual's need for the animal for reasons related to his/her disability.

Premises refers to St. Paul's internal and external property that is open to the public and other third parties.

Procedures

1. If a person with a disability is accompanied by an animal, staff will ensure that it is readily apparent that the animal is a service animal. If it is not readily apparent, staff will ask the person with a disability to provide a letter from a physician or nurse which indicates that the animal is used for reasons relating to the person's disability.
2. If the person with a disability provides a letter of confirmation, St. Paul's will only ask to retain a copy of the letter when it is appropriate to do so. It may be deemed appropriate if the person with a disability is receiving ongoing services. If a copy of the letter is retained, it should be treated as personal information and protected under St. Paul's Privacy policy.

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3. If a person with a disability is accompanied by a service animal, and he/she needs to enter an area of the premises in which animals are excluded by law, St. Paul's staff will inform the person of the reasons for this exclusion. St. Paul's staff will consult with the individual to determine alternate arrangements for providing service.

References

Accessibility Directorate of Ontario
Accessibility for Ontarians with Disabilities, 2005