

Procedure	Use of Service Animals	Procedure Number	5.10.10.P4
Refer to	Accessible Customer Service Policy Number 5.10.10	Original	February 22 2010
		Reviewed	May 2023
		Revised	May 2023
		Next Review Date	May 2025
Written by	Manager, Human Resource	Approved by	Medical Officer of Health

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

A person with a disability who is accompanied by a guide dog or other service animal is permitted to enter Health Unit facilities that are normally open to the public and to keep the animal with them unless the animal is otherwise excluded by law from the premises.

If the service animal is excluded by law from the premises, the Health Unit will ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from Health Unit programs or services.

A service animal can be readily identified by the vest or harness worn by the animal. Where it is not readily identified that the animal is a service animal, the Health Unit may ask the person with a disability to provide documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons related to the disability:

- i.) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- ii.) A member of the College of Chiropractors of Ontario.
- iii.) A member of the College of Nurses of Ontario.
- iv.) A member of the College of Occupational Therapists of Ontario.
- v.) A member of the College of Physicians and Surgeons of Ontario.

- vi.) A member of the College of Physiotherapists of Ontario.
- vii.) A member of the College of Psychologists of Ontario.
- viii.) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

The Health Unit may also, or instead, ask for a valid identification card signed by the Attorney General of Canada, or a certificate of training from a recognized dog or service animal training school.

In a rare situation where another person's health and safety could be seriously impacted by the presence of a service animal on premises open to the public, the situation will be referred to the Health Unit's Human Resources department. Consideration of all relevant factors and options will be considered in trying to find a solution that meets the needs of all parties.

Source documents:

Accessibility for Ontarians with Disabilities Act, 2005