

Procedure	Use of Service Animals	Number	5.10.10.P4
Refer to	Accessible Customer Service 5.10.10	Original Reviewed Revised Next Review Date	February 22 2010 June 9 2017 June 9 2017 June 9 2021
Written by	Manager, Human Resource	Approved by	Executive Committee

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 Accessibility Coordinator. 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