

TYPE:	Administrative
TITLE:	Service Animals
NO.:	ADMIN-271
RESPONSIBILITY:	Vice-President, Student Affairs
APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	October 2018
REVISED DATE(S):	
REVIEW DATE:	October 2021

1. Introduction

This policy and procedure was developed to ensure compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*. Durham College values and actively promotes the rights of all individuals, including those with disabilities who require the support of a service animal. Durham College is committed to assisting and accommodating service animals and their partner.

2. Purpose

The purpose of this policy and procedure is to establish guidelines for ensuring that students, employees and visitors of Durham College with disabilities requiring the support of a service animal experience an optimally accessible learning and working environment. This policy and procedure will assist with identifying, managing and accommodating service animals and their partner.

3. Definitions

Refer to [Durham College's Standard Definitions](#).

4. Policy statements

4.1. Pets

Pets are prohibited from entry to all Durham College facilities/buildings.

4.2. Applicable Stakeholders

This policy and procedure applies to all students, employees, volunteers, contractors, visitors and the general public and covers all Durham College locations. This policy and procedure does not define the use of service animals for locations other than Durham College. Durham College does not allow pets other than registered service animals on campus.

4.3. Off Campus Activities

The policies and procedures for a service animal used by students related to off-campus learning activities is determined by the off-campus institution/organization and not Durham College.

4.4. Residence

The policy and procedure does not define the use of service animals in campus residences. A service animal used by students related to on-campus residences is determined by the on-campus residence management and not Durham College. Service animals in residence will be registered with Durham College, Access and Support Centre for purposes of obtaining identification and documenting all animals on campus.

4.5. Partner Responsibility

It is the responsibility of the service animal partner to be fully aware of the policies and procedures pertaining to service animals for any organization that is not Durham College.

4.6. Recognition of Service Animals

Service animals will not be recognized by the college for their participation in academic programs in any form, including, but not limited to, issuing of credentials.

5. Procedure

5.1. Identification of Service Animals

Service Animals are working animals that provide a service for individuals with a disability. Service Animals can assist with but are not limited to:

- Assisting with the orientation of an individual who has a visual impairment with getting around and travelling.
- Assisting an individual who has a mobile disability or physical limitation. This may include but is not limited to opening doors, ringing doorbells, activating elevator buttons, and carrying or fetching items as commanded.
- Alerting an individual that a seizure is near.
- Assisting individuals with autism spectrum disorders and helping to increase the safety of that individual.

If an individual's disability is obvious, any additional information regarding the disability or need for accommodation will not be requested. An example would be a blind person using their dog as a service animal.

If an individual's disability is not obvious, necessary information will be requested only to assist with implementing the accommodation plan that includes a service animal. For example, if an individual requires a service animal to assist with anxiety disorders, accommodation information related to the need for a service animal will be requested.

5.2. Managing a Service Animal

- 5.2.1. The service animal must be accompanied and patrolled by their partner at all times.
- 5.2.2. Close proximity between the partner and service animal will be maintained at all times. The service animal is not to be left alone or unsupervised.
- 5.2.3. The service animal must be housetrained.
- 5.2.4. A leash or harness will be properly fitted, secure and strong enough to provide appropriate levels of restraint on the animal at all times unless it is in a cage.
- 5.2.5. Unless the behaviour is a method of communicating with the partner such as alert of an upcoming seizure, aggressive behavior such as barking, growling or biting is not to be tolerated.

5.3. Care of Service Animals

- 5.3.1. If the service animal is to be crated or caged, the crate/cage must be the appropriate size, secure, in good repair and well ventilated. The service partner must ensure that the animal is checked on a regular basis while in the crate/cage.
- 5.3.2. The service partner is responsible for the health and welfare of the service animal and for providing water, food, bathroom and exercise breaks in a timely manner.
- 5.3.3. The service animal must be kept groomed and clean at all times. This includes ensuring the service animal is free of overpowering/offensive odours. Animal waste must be cleaned up and disposed of immediately, or arrangements made to support this if the partner is not able to do so themselves.

5.4. Accommodating, Requesting and Providing Documentation

5.4.1. Documentation to support the need for a service animal will include:

- Description of the partner's current restrictions and functional limitations
- An outline of the duties that the service animal will provide to meet the accommodations and needs of the individual
- Proof of up-to-date vaccinations for the service animal
- The name and credentials of the professional providing this documentation and any recommendations
- In the case of an animal not in a cage or crate, proof of behavior training is required.

5.4.2. The service animal partner is to complete the Service Animal Request Form.

- a. Students and visitors (weekdays from 9 am to 4:30 pm) shall provide this completed form upon request to the Access and Support Centre at Durham College.
- b. Employees shall provide this completed form upon request to the Associate Vice President, Human Resources.
- c. Visitors to campus (after 4:30 pm and on weekends) shall provide this completed form upon request to the security supervisor on duty.

5.4.3. Exclusions:

A service animal may be excluded when any of the following conditions exist:

- a. The service animal is disruptive and the partner is not effectively controlling it.
- b. The service animal's presence, behavior or actions pose an unreasonable or direct threat to property, or the health or safety of the partner or others. An individual risk assessment is required before an animal is approved to enter facilities where the animal's presence poses a potential hazard. Examples include but are not limited to shops or mechanical areas. The assessment will be based on animal species and size, the nature of the facility, hazards that may be encountered, hazards that may be created by the animal, the duration and severity of the risk, the probability or harm or injury to a person or animal, and the availability of risk mitigation.

- c. When another law specifically states that animals must be excluded or the animal is excluded by operation of another law. An example of a law that would exclude animals is Ontario Regulation 562 under the *Health Protection and Promotion Act*.
- d. If the animal has been excluded because of disruptive behavior, the partner must be allowed to participate in the activity with the service animal once the animal's behavior is resolved.

6. Roles and responsibilities

- 6.1. The Vice-President Student Affairs is responsible for the Service Animal policy and procedure.
- 6.2. The Access and Support Centre of Durham College will register students and guests with service animals and direct information to the applicable departments, including Campus ID and Campus Safety.
- 6.3. The Associate Vice-President, Human Resources will assist employees and direct enquiries to the applicable departments including Campus ID and Campus Safety.
- 6.4. The Security Supervisor on duty will register visitors after hours and on weekends and direct enquiries to the applicable departments.
- 6.5. The Office of Campus Safety will maintain the registration list and service animal identification information.
- 6.6. The Service Animal Partner shall be solely responsible for the care and control of the service animal while on college property including any associated liability as per the [Dog Owners Liability Act](#). The care and control of the service animal will include but not be limited to water, food, bathroom and exercise breaks.
- 6.7. Conflicts or complaints should be directed to the office of the Vice-President Student Affairs.

7. Accessibility for Ontarians with Disabilities Act considerations

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure and it adheres to the principles outlined in the College's commitment to accessibility as demonstrated by the Accessibility Plan (ADMIN-203).

8. Non-compliance implications

Failure to comply with applicable federal and provincial legislation may lead to legal costs arising from potential lawsuits for non-compliance. It can also lead to damaging the College's good reputation and further financial loss.

9. Communications plan

- A message will be posted on the Information Centre for Employees (ICE) alerting employees when new or revised policies and procedures related to service animals are added to ICE.
- A message will be posted on MyCampus alerting students when new or revised policies or procedures related to service animal standards are added.
- New items will be posted to the Accessibility page on the Durham College public website.

10. Related forms, legislation or external resources

- Accessibility for Ontarians with Disabilities Act, 2005 S.O. 2005
- Accessibility Standards for Customer Service, O.Reg. 429/07
- Canadian Charter of Rights and Freedoms, 1982
- Dog Owners Liability Act
- Freedom of Information and Protection of Privacy Act RSO 1990, c.F.31
- Health Protection and Promotion Act, O.Reg 562
- Integrated Accessibility Standards Regulation, O.Reg.191/11
- Ontario Human Rights Code R.S.O. 1990, c.H.19
- Ontario Human Rights Commission – Policy on Competing Human Rights
- Ontarians with Disabilities Act, 2001, S.O.2001, c.32
- Personal Health Information Protection Act (PHIPA) 2004. S.O. 2004, c.3, Sched A