

TYPE:	Administrative
TITLE:	Service Animals
NO.:	ADMIN-271
RESPONSIBILITY:	Chief Administrative Officer; Dean, Students; Associate Vice-President Human Resources and Equity
APPROVED BY:	Durham College Leadership Team
EFFECTIVE DATE:	June 2022
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1. Introduction

Durham College values and actively promotes the rights of all individuals, including those with [disabilities/exceptionalities](#) who require the use of a [Service Animal](#).

2. Purpose

The purpose of this policy and procedure is to regulate Service Animals on College property and provide conditions that inform their presence and safety. This document was developed under the scope of the Accessibility for Ontarian's with Disabilities Act (AODA) and the Ontario Human Rights Code (OHRC) in a manner consistent with the College's commitment to creating a campus community that is inclusive of all individuals.

3. Definitions

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

4. Policy statements

4.1. Service Animals are working animals. They perform tasks for a person with a disability/exceptionality such as, but not limited to:

- Guidance around obstacles;
- Alerting a person to low blood sugar levels;
- Protecting a person during seizures;
- Calming a person in an environment with too much sensory stimulation and preventing behavioural outbursts;
- Retrieving out-of-reach objects; or

- Alerting a person to sounds.
- 4.2. Service Animals are not pets. Pets are prohibited from entry to all Durham College facilities/buildings.
 - 4.3. This policy and procedure applies to all students, employees, volunteers, contractors and visitors who use Service Animals and covers all property owned or leased by Durham College (“College property”).
 - 4.4. The use of Service Animals by students living in on-campus residences owned, by Durham College are covered by the policies held by Campus Living Centre.
 - 4.5. The use of Service Animals by students during off-campus learning activities is determined by the organizations policies and procedures, not the College.
 - 4.6. All Service Animal [Handlers](#) shall familiarize themselves, and comply with, their responsibilities under this policy.
 - 4.7. The College will not issue academic credentials to Service Animals that attend learning environments with their Handlers.
 - 4.8. The College will accommodate Service Animal Handlers to the point of [undue hardship](#).
 - 4.9. Where Service Animals are not permitted on or in a particular campus location or building due to health and safety laws or requirements, the College will endeavour to provide alternate support to permit access to goods and services, or provide reasonable accommodation.

5. Procedure

The College is committed to the development and implementation of procedures that enable its community to support the Handler and their Service Animal while on campus.

5.1. Service Animal Approval and Notification

- 5.1.1. In order to bring a Service Animal on College property on an ongoing basis, the Handler is required to submit satisfactory supporting documentation to the appropriate department demonstrating their requirement for a Service Animal to assist with their disability/exceptionality.

- 5.1.2. Students and employees are required to submit a Service Animal Request Form for consideration, along with supporting documentation from one of the nine regulated health professionals to demonstrate their requirement for a Service Animal to assist with their disability/exceptionality-related needs. Students shall contact the Access and Support Centre (ASC) and employees shall contact Human Resources (HR).
- 5.1.3. The Handler (student and employee) is provided with a copy of their accommodations. With their consent, a copy will be provided to the relevant College employees such as but not limited to, a faculty member or the employee's supervisor.
- 5.1.4. The College understands that the presence of certain Service Animals may affect other campus community members due to environmental sensitivities, allergies, phobias or other concerns. Students with a concern should contact ASC, and employees with a concern contact HR (not the Handler), to address their issues. In the event of competing human rights, the College will utilize the following principles to resolve the matter:
 - The duty to accommodate under the OHRC;
 - The approach outlined in OHRC's Policy on Competing Human Rights as applied to all parties; and
 - Employer obligations under the Occupational Health & Safety Act.

5.2. Handler Responsibilities

- 5.2.1. All Handlers are responsible for the behaviour and management of their Service Animal on College property including:
 - Accompanying the Service Animal at all times;
 - Ensuring the Service Animal is restrained on a leash or harness, in a cage, or under the physical control of the Handler; unless being unrestrained is necessary to perform their tasks or functions;
 - Maintaining the crate or cage of the Service Animal. The crate or cage must be the appropriate size, secure, in good repair and well ventilated;
 - Sustaining the health and welfare of the Service Animal and for providing food, water, bathroom and exercise breaks in a timely manner.

- Ensuring that any waste is immediately cleaned and disposed of in an appropriate receptacle and covering any costs associated with cleaning that may result from the Service Animal; and
- Ensuring the Service Animal demonstrates positive and pro-social behaviour at all times while on College property unless the behaviour is a method of communicating with the partner such as alert of an upcoming seizure. Aggressive behaviour such as barking, growling or biting is not to be tolerated.

5.3. Service Animal on-Campus Requirements

- 5.3.1. Documentation proving the Service Animal has been vaccinated and is properly licensed as required by Ontario law and/or city by-law.
- 5.3.2. Handlers whose Service Animal does not wear a vest or harness, may be asked to provide acceptable documentation from a regulated health professional, or an identification card from the Ontario Ministry of the Attorney General for people who are blind and use a guide dog.
- 5.3.3. Additional information may be requested in instances where the College has reasonable doubt regarding the Service Animal's capacity to be in public spaces.
- 5.3.4. If a Service Animal has been excluded because of disruptive behaviour, the Handler must be allowed to participate in the activity with the Service Animal once the animal's behaviour is resolved.
- 5.3.5. In the event that the behaviour of a Service Animal is aggressive or threatening (e.g. lunging, baring teeth and growling, biting), the person with a concern should immediately contact Campus Security for assistance.
- 5.3.6. If at any time a Service Animal is deemed by the College to pose an unmanageable threat to health and safety, the College may require the Handler to remove the Service Animal from College property or it may impose conditions on the Service Animal's continued presence.
- 5.3.7. There are some College locations where animals are prohibited by law (e.g. food service preparation spaces, wet labs). These spaces will be navigated on a case-by-case basis with the appropriate department co-ordinating the accommodation.

6. Roles and responsibilities

- 6.1. The Dean, Students and the Associate Vice-President, Human Resources and Equity oversee the implementation of the Service Animal policy and procedure.
- 6.2. HR and ASC departments create accommodation/access plans for employees and students respectively. They are responsible for:
 - Maintaining documentation authorizing Service Animals;
 - Approving the use of Service Animals at the College property by means of validating documentation and processing accommodation requests;
 - Advising appropriate College employees and departments responsible for ensuring compliance with, and enforcement of, this procedure; and
 - Assessing and resolving any complaints or issues related to the use of Service Animals on College property.
- 6.3. Handlers (students and employees) are responsible for:
 - Submitting the satisfactory documentation to the appropriate College department demonstrating their requirement for a Service Animal; and
 - Complying with their responsibilities as Handlers under this policy.
- 6.4. Handlers (visitors, volunteers and contractors) shall familiarize themselves, and comply with, their responsibilities under this policy.
- 6.5. The Office of Campus Safety will assist employees with the enforcement of this procedure as necessary.

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.

8. Non-compliance implications

The Ontario government established an administrative monetary penalties scheme under AODA to issue an order against a person, organization or corporation to pay a penalty amount as a result of non-compliance with the AODA or the accessibility standards.

Failure to comply with applicable federal and provincial legislation may lead to legal costs arising from potential lawsuits for non-compliance. i.e. reputational and Ontario Human Rights challenges, or potential legal or other sanctions against the College.

9. Related forms, legislation or external resources

- Accessibility for Ontarians with Disabilities Act
- Blind Persons' Rights Act
- Canadian Charter of Rights and Freedoms
- Dog Owners Liability Act
- Freedom of Information and Protection of Privacy Act
- Health Protection and Promotion Act
- Occupational Health & Safety Act
- Ontario Human Rights Code
- Ontarians with Disabilities Act
- Personal Health Information Protection Act
- United Nations' Convention on the Rights of Persons with Disabilities
- Service Animal Request Form