Purpose

The purpose of this policy is to provide the College community with guidelines for the use of Service Animals on campus. This policy will assist in:

- Understanding the rights of individuals with disabilities who utilize Service Animals;
- Identifying types of Service Animals; and
- Providing a framework for managing Service Animals on campus to ensure people with disabilities who rely on Service Animals are accommodated, subject to considerations of others who share the work, study or other campus environment.

This policy does not define the use of service animals for off campus locations. Service Animal use by students related to off campus learning activities is determined by the off campus institution. It is the responsibility of the individual using the service animal to be fully aware of on and off campus location policies.

Scope

This policy applies to the College community, which includes students, staff, volunteers and visitors and the general public.

Definitions

Service Animal

a.) any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items. The animal may wear specialized equipment such as backpack, harness, or special collar, but this is not a legal requirement. Service animals are working animals not pets.

b.) if an animal meets this definition, it is considered a service animal regardless of whether it has been licensed or certified that it has been trained. This definition may be determined by asking about and/or observing the tasks...
Service Animals perform various tasks and provide services for people with disabilities (who may train their own service animals or acquire one from a training facility);

- Serves as a travel aide for a person who is legally blind.
- Alerts a person who has a mobility or health disability. They may carry, fetch, open doors, ring doobells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up from a fall, etc.
- Warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person.
- Assists an individual with autism spectrum disorders and help increase the safety for that individual.

**POLICY**

Algonquin College permits Service Animals that assist visitors, students or employees with physical, mental and/or sensory disabilities at College related functions. It does not apply to the use of Service Animals for off campus locations. It is the responsibility of the individual using the Service Animal to be fully aware of off campus location policies.

**Exclusions**

A Service Animal may be excluded when any one of the following conditions exists:

- The service animal is disruptive and the partner is not effectively controlling it;
- The service animal’s presence, behaviour or actions pose an unreasonable or direct threat to property or the health or safety of others. Risk may not be remote of speculative, such as thinking an animal might bite someone or will annoy others. Allergies or a fear of animals are generally not sufficient conditions to exclude service animals.
- When another law specifically states that animals must be excluded or the animal is excluded by operation of another law.

If the Service Animal is to be excluded for any of the above reasons, the partner must be given the option of participating in an activity or receiving services without the service animal on the premises. If the animal has been excluded because of disruptive behaviour, the partner must be allowed to participate in the activity with the service animal once the animal’s behaviour is under control.

An example of a law that specifically excludes animals is Ontario Regulation 562, under the Health Protection and Promotion Act, which states that live birds and animals are not allowed in “every room where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered...”
for sale.” It makes an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

Individual departments of the College, such as Veterinary Assistance, Veterinary Technician and Nursing programs may require additional regulations to ensure the health and safety of their respective areas.

**PROCEDURE**

<table>
<thead>
<tr>
<th>Action</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td><strong>1</strong></td>
<td><strong>Management of a Service Animal</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Service Animals must be accompanied and controlled at all times by their owner.</td>
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<tr>
<td>1.2</td>
<td>The partner must remain in close proximity to the Service Animal; unless the owner is in an area where the animal is not allowed. At such times, the Service Animal must be crated.</td>
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<tr>
<td>1.3</td>
<td>The Service Animal should be responsive to voice commands at all times, and be under the full control of the owner.</td>
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<td>1.4</td>
<td>Service Animals must be housetrained.</td>
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<tr>
<td>1.5</td>
<td>The Service Animal must be restrained on a leash (no more than 5 feet) or harness at all times, unless the animal is confined to a crate.</td>
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<td>1.6</td>
<td>Barking, growling, biting or aggressive behaviour by a Service Animal will not be tolerated or permitted.</td>
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<tr>
<td>1.7</td>
<td>Service Animals should not disruptive others. This includes interaction with others, disturbing the personal belongings of others, engaging in personal grooming in public settings, blocking an aisle, passageway, for fire and or, emergency exits.</td>
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</table>

**2. ** Care of a Service Animal on Campus

| 2.1    | The Service Animal Partner is responsible for providing water, food and timely bathroom and exercise breaks each day. | Partner |
| 2.2    | If the Service Animal must be left alone at any time, the owner must provide an appropriate sized, well-ventilated crate for the Service Animal and make appropriate arrangements for the crate during these periods. | Partner |
| 2.3    | Individual departments, such as the Veterinary Assistant (VA), Veterinary Technician (VT) and Nursing programs may require additional procedures to ensure the health and safety of their departmental areas. | Partner |
2.4 It is the responsibility of the Service Animal Partner to ensure the animal is kept clean, well groomed and odour free. The partner must arrange for any cleaning necessary due to the presence of the Service Animal. Waste must be cleaned immediately and disposed of properly. This includes all grounds as well as inside of the College.

3. **Conflicting/Competing Disability Accommodations**

3.1 Students with medical condition(s) affected by Service Animals should contact the Centre for Accessible Learning if they have a health or safety concern about exposure to a Service Animal. The student registering the concern will be asked to provide a medical documentation that identifies the conditions(s) allowing a determination to be made as to whether the condition is disabling and whether there is a need for an accommodation. Staff should follow the same process by speaking directly with their Manager.

4. **Requirements for ensuring an inclusive environment when working with partners and service animals.**

4.1 Allow a Service Animal to accompany the partner at all times and in all areas on campus where members of the public, and students customarily have access, or in the case of an employee, where employees customarily have access.

4.2 Maintain a respectful distance from the Service Animal. It is not appropriate to pet, feed or startle a service animal while it is working; ask permission before touching the animal as this might distract it from its work.

4.3 Ensure that the person using a Service Animal is included and not isolated from others.

5. **Guidelines for verification of service animals**

5.1 If the person’s disability is obvious or otherwise known to you, and if the need for the Service Animal is also apparent, do not request any additional information about the disability or the need for the accommodation. For example, a blind person with a guide dog does not need to verify her/his disability or need for the dog.

5.2 If the disability is known, but the accommodation need is not apparent, request only information necessary to evaluate the disability related need for the accommodation. For example, if you know the person has a mobility impairment and he or she wants to have an assistance dog, request document or demonstration of the disability related need for the animal.
5.3 When written verification of disability status or disability related need is appropriate, for example to ensure the long term accommodation needs are met, the individual may need to provide written verification from a doctor or other medical professional, or other qualified third party who, in their professional capacity, has knowledge about the person’s disability and the need for reasonable accommodation.

5.4 When requested, documentation for students or employees with a disability who use a service animal should include the following:

a. Name and credentials of professional or evaluator;

b. Description of the current functional limitation’s;

and

c. Specific tasks the service animal will perform to meet the accommodation needs of the individual or assist with the functional limitations.

d. Proof of up to date vaccinations.

6. **Dispute Resolutions Process**

6.1 In the event of a disagreement about the appropriateness of an accommodation, service quality, or an animal exclusion, a student should confer with the Centre for Accessible Learning. If the matter is not resolved, the student may confer with the Accessibility Advisor.

6.2 An employee with a disagreement should confer with Human Resources and if the concern is not resolved, may contact the Accessibility Advisor.

6.3 A visitor with a disagreement regarding the use of a service animal should contact the department responsible for the related event and, if the concern is not resolved, may contact the Accessibility Advisor.

**SUPPORTING DOCUMENTATION**

Appendix 1  Centre for Accessible Learning Supporting Documentation for Service Dog
Appendix 2  Service Animal Policy Use, Veterinary Assistant and Veterinary Technician Programs
Appendix 3  Management Plan for Care of Service Animal Draft September 2013

**RELATED POLICIES**

AC01  Students with Disabilities
AC02  Client Service Standards for Persons with Disabilities
HR22  Algonquin’s Harassment and Discrimination
AC03  AODA Integrated Accessibility Standards Regulation
RELATED MATERIAL

Accessibility for Ontarians with Disabilities Act (AODA), 2005
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm
SUPPORTING DOCUMENTATION FOR A SERVICE DOG

All information received will be kept strictly confidential and will only be used to determine appropriate support services.

DOCUMENTATION TO VERIFY SERVICE ANIMAL NEED

Student Name: __________________________________________________

D.O.B.: (DD/MM/YY): __________ Phone: ___________________________

Email: _______________________________________

Sections 1, 2 & 3 to be completed by a medical practitioner / psychiatrist.

SECTION 1

Is this person a regular patient of yours?        ○ YES        ○ NO

If Yes, how often have you seen this patient in the last two years? _______________________________

If No, name of previous specialist: ________________________________________________________

If your patient becomes a student at Algonquin College, will you monitor him/her on a regular basis?

○ YES    ○ NO

If Yes, how often?_________________________________________

What is your diagnosis?

____________________________________________________________________________________

(For mental health/ADHD, DSM-IV criteria. Please attach supporting documents, such as, relevant assessments or medical reports.)

“A permanent disability is defined as a functional limitation that is caused by physical or mental impairment that restricts your ability to perform the daily activities necessary to participate in studies at a post-secondary level or in the labour force, and that is expected to remain with you for your expected life.”

According to your diagnosis, does the patient require a service animal?    ○ YES    ○ NO
AC05 Use of Service Animals on Campus

What is the disability related need for the service animal?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

What work or task has the Service Animal been trained to perform, to support this student in college?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Will the service animal be participating in a work/field placement? Please add comments
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

SECTION 2

Based on the identified disability, what would you recommend to assist this person in attaining academic success? Accommodations can include (please check all that apply):

- Extended time for tests/exams
- Being able to leave the classroom for short periods
- The use of a peer notetaker
- Reducing the student’s full-time program course load
- Allowing for short breaks for physical repositioning; for washroom breaks
- Physical modifications to the student’s classrooms setting (identify): _______________________
- Priority seating in the classroom/exam room
- Other:_________________________________________________________________________________

SECTION 3

Additional Comments:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
Certificate of Attending Physician/Psychiatrist
(Please Print)

I ____________________________________ am a legally qualified psychiatrist/medical practitioner and this report contains my findings and considered opinion at this time.

Signature: _______________________________________

Date: _______________________

Phone: _______________________

Fax: _______________________

Email: _______________________

Would you be willing to consult with the CAL Counsellor if needed? ☐ YES ☐ NO
SERVICE ANIMAL POLICY USE, VETERINARY ASSISTANT AND VETERINARY TECHNICIAN PROGRAMS

Service Animal Use
Veterinary Assistant and Veterinary Technician Programs
Faculty of Health, Public Safety and Community Studies
September 2013 (N. Nixon)

This document is an attachment to the Algonquin College Service Animal Policy and sets out specific guidelines for use of service animals by students enrolled in the Veterinary Technician and Veterinary Assistant Programs within V Building and while attending classes on campus.

PURPOSE

The purpose of this document is to provide the Veterinary Assistant/Veterinary Technician student with guidelines for the registration and use of service animals within V Building and while attending classes on campus. This policy does not define the use of service animals by students on course related field placements or off campus locations. Service animal use by students related to off campus course activities is determined by the off campus institution. It is the student’s responsibility to be fully aware of on and off campus location policies.

HEALTH REQUIREMENTS OF SERVICE ANIMAL

A Service Animal must be neutered, in good health and have undergone a veterinary wellness exam within the last 12 months.

The student must annually provide to the VA/VT Program Coordinator prior to the beginning of the semester:

- Statement of good health from their veterinarian
- Proof of current vaccination status (including Rabies).
- Proof of regular internal and external parasite control (including fleas, roundworms and hookworms)
- Proof of current municipal licensing
- Certified training/accreditation documentation
- Management plan for the care of the Service Animal

Note that Service Animals that are ill or in poor health should not be taken on campus or into public areas. A student with an ill Service Animal may be required to remove the animal from College property and requested to seek veterinary care.
MANAGEMENT OF SERVICE ANIMAL

- Service Animals must be accompanied at all times by the student.
- The student must remain in close proximity to the Service Animal; unless the student is occupied in lab, husbandry or other assigned activities/duties where service animal use/access is restricted.
- The Service Animal should be responsive to voice commands at all times, and be under the full control of the student.
- Service Animals must be fully housetrained.
- The Service Animal must be restrained on a leash or harness at all times; unless the animal is confined to a kennel.
- The Service Animal student must provide a rigid well ventilated crate for kenneling purposes within V Building. The crate size must allow for the Service Animal to comfortably stand, turnaround and sleep. The crate will be used to house the Service Animal while the student is attending labs or other assigned activities within V Building.
- The Service Animal must be tolerant of and quietly occupy the designated crate for a maximum of 4 hour periods while the student is in lab activities.
- The Service Animal should not be disruptive to other students and the learning environment. This includes interaction with the instructor or students, disturbing the personal belongings of others, engaging in personal grooming in public settings, blocking an aisle or passageway for fire and/or emergency exit, excessive noise or movement.
- Barking, growling, biting or aggressive behaviours will not be tolerated.
- The Service Animal is not permitted to come in contact or interact with resident SPCA animals within V Building or on the surrounding grounds.
- The student is responsible for providing water, food and timely bathroom and exercise breaks for the Service Animal each day. These care activities must be accomplished outside of instructional time and described in the management plan for the Service Animal.

A Service Animal which poses a direct threat to the health and safety of others or fails to abide by the above stated management points will result in the Service Animal being asked to leave the campus.

The Service Animal student may request that a designated student classmate be assigned to act as a care assistant for the Service Animal.

MAINTENANCE

It is the responsibility of the student to ensure that the Service Animal is kept clean, well groomed and odour free. The student must arrange for any cleaning necessary due to the presence of the Service Animal. Feces must be cleaned immediately and disposed of properly. This includes within V Building, College common areas and exterior property such as courtyards, walkways, grounds etc.

V BUILDING ACCESS FOR SERVICE ANIMALS

A Service Animal is permitted to accompany the student within V building except for following restricted areas/locations:

Front Lobby
Husbandry Hallway
Exam Rooms
Animal Wards, Dog Runs, Isolation Ward
Animal Kitchen Area
Laboratories V115 and V119
Stock Room
Mechanical and Custodial Rooms

Exposure to chemicals, glass items, sharp objects, mechanical equipment, biological samples and specimens, pathogens, AHCF SPCA animals etc. found in these areas could be harmful or potentially transmit disease to Service Animals.

REQUESTING PERMISSION TO HAVE A SERVICE ANIMAL IN V BUILDING

1. Centre for Accessible Learning office will contact the VA/VT Program Coordinator with information regarding a student who plans to bring a Service Animal to campus in advance of the commencement of the semester.
2. The student must provide a detailed management care plan for the Service Animal to the VA/VT Program Coordinator.
MANAGEMENT PLAN FOR CARE OF SERVICE ANIMAL DRAFT SEPTEMBER 2013

Management Plan for Care of Service Animal
Veterinary Assistant and Veterinary Technician Programs
Faculty of Health, Public Safety and Community Studies
September 2013 (N. Nixon)

Name of Student:____________________________________________
Student ID:_________________________________________________
Program:___________________________________________________

Name of Service Animal:_______________________________________
Breed:_____________________________________________________
Sex:__________________
Age:__________________
Distinguishing Markings: _______________________________________

Name of Designated Student Assistant (if required):_____________________________

Outline of Management Care Plan:

Handling:

Food and treats:

Exercise:

Bathroom needs:

Other special requirements or comments:
Equipment required:

Please enclose the following documentation:

- Statement of good health from veterinarian within last 12 months
- Proof of neutering and current vaccination status (including Rabies).
- Proof of regular internal and external parasite control (including fleas, roundworms and hookworms)
- Proof of current municipal licensing
- Certified training/accreditation documentation

A kennel of adequate size and ventilation has been provided by the student.

I have read, understood and agree to follow the Algonquin College Service Animal Policy.

Signature of student: ________________________________ Date: ____________________