

AC05**Use of Authorized Animals on Campus**

Classification:	Accessibility
Responsible Authority:	Manager, Human Resources Talent and Programs
Executive Sponsor:	Vice President, Human Resources
Approval Authority:	Algonquin College Executive Team
Date First Approved:	2014.07.02
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PURPOSE

The purpose of this policy is to regulate the presence of authorized animals and ensure the health and safety of the College Community and authorized animals on campus.

SCOPE

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

DEFINITIONS

Disability	<p>Has the same meaning as in the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, 1990. Included here for reference:</p> <ul style="list-style-type: none">(a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,(b) a condition of mental impairment or a developmental disability,(c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,(d) a mental disorder, or(e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)
Authorized Animal	<p>An animal is an “authorized animal” for a person with a disability if it meets the definition and criteria set by the Ontario Human Rights Commission:</p> <ul style="list-style-type: none">a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; and

b) the person provides documentation from one of the regulated health professionals listed in the Integrated Accessibility Standards, appropriately confirming that the person requires the animal for reasons relating to the disability.

c) An authorized animal is otherwise defined as an animal that has been authorized, in accordance with this policy, through the registration process Appendix 1.

d) “service dog” means a dog that is trained as a guide for a person with a disability and that has the qualifications prescribed in Regulation 58: Guide Dogs, under the Blind Persons’ Rights Act, 1990.

Partner/Handler Refers to the person who has charge of the authorized animal. This would typically be the person whom the authorized animal is assisting with a disability.

POLICY

Algonquin College is committed to the principles of accommodation for individuals with disabilities through the presence of authorized animals as required by the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

If a student is involved in learning activities that involve an Algonquin College approved placement with a community/partner organization; the policy of the community/partner organization will be adhered to by the student. If the community/partner organization does not have a policy in place, the student will adhere to Algonquin College policy.

PROCEDURE

	<u>Action</u>	<u>Responsibility</u>
1.0	Procedure animals being brought onto campus:	
1.1	If students would like to receive an accommodation letter for a service animal, they may make a request with the Centre for Accessible Learning. The request should be made in writing using the form in Appendix I.	Student Partner/Handler
1.2	It is highly recommended that employees seek authorized animal accommodation for any service animal that will be on campus. The request should be made in writing Department of Human Resources (humanresources@algonquincollege.com) using the form in Appendix I.	Employee Partner/Handler
1.3	Community members who are accessing the campus and use an authorized animal must comply with sections 2 and 3 of this procedure, and may be excluded for the reasons included in section 8.0.	Community Member Partner/Handler

- 1.4 In special circumstances, approval may be obtained to bring animals who do not meet the definition of authorized animal on campus for a special event involving the display or demonstration of specialized skills or natural behaviours. These requests should be made to the Academic Chair or the Department of Human Resources (humanresources@algonquincollege.com). Partner/Handler
- 2.0 Management of an Authorized Animal**
- 2.1 Authorized animals must be accompanied and controlled at all times by their partner/handler. Partner/handler
- 2.2 The partner/handler must remain in close proximity to the authorized animal; unless the partner/handler is in an area where the animal is not allowed. At such times, the authorized animal must be crated. Partner/handler
- 2.3 The authorized animal should be responsive to voice commands at all times, and be under the full control of the partner/handler. Partner/handler
- 2.4 Authorized animals must be housetrained. Partner/handler
- 2.5 The authorized 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. Partner/handler
- 2.6 Barking, growling, biting or aggressive behaviour by an authorized animal will not be tolerated or permitted. Partner/handler
- 2.7 Authorized animals should not disrupt others. This includes unwanted 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. Partner/handler
- 3.0 Care of an Authorized Animal on Campus**
- 3.1 The authorized animal partner/handler is responsible for providing water, food and timely bathroom and exercise breaks each day. Partner/handler
- 3.2 If the authorized animal must be left alone at any time, the partner/handler must provide an appropriate sized, well-ventilated crate for the authorized animal and make appropriate arrangements for the crate during these periods. Partner/handler

- 3.3 It is the responsibility of the authorized animal's partner/handler to ensure the animal is kept clean, well-groomed and odour free. The partner/handler must arrange for any cleaning necessary due to the presence of the authorized animal. Waste must be cleaned immediately and disposed of properly. This includes all outside grounds as well as inside the College. Partner/handler
- 4.0 Conflicting/Competing Disability Accommodations**
- 4.1 Students with medical condition(s) affected by authorized animals should contact the Centre for Accessible Learning if they have a health or safety concern about exposure to an authorized animal. The student registering the concern will be asked to provide 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. Employees should follow the same process by speaking directly with their Manager and the Disability Management Advisor for direction/input. Student/Employee
- 5.0 Requirements for ensuring an inclusive environment when working with partner/handlers and authorized animals:**
- 5.1 Authorized animals will be allowed to accompany the partner/handler 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. Student/Employee
- 5.2 A respectful distance shall be maintained from the authorized animal. It is not appropriate to pet, feed or startle an authorized animal while it is working. All are to ask permission of the partner/handler before touching the animal as this might distract it from its work. Student/Employee
- 6.0 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. Student
- 6.2 An employee with a disagreement about the appropriateness of an accommodation, service quality or an animal exclusion, an employee may confer with the Disability Management Advisor and/or Inclusion & Diversity Specialist. Employee

- 6.3 A visitor with a disagreement regarding the use of an authorized animal should contact the department responsible for the related event. If the concern is not resolved, they may contact human resources at x7660 or humanresources@algonquincollege.com, or follow the complaint procedure in policy AC02 Client Service Standard for Persons with a Disability.

Visitor

Note: Enforcement of this policy will be carried out by Campus Security Services with assistance from the City of Ottawa as appropriate.

7.0 **Protection and Support for Authorized Animals and Handlers**

- 7.1 Members of the College Community are to respect the authorized animal and their handler. Members of the College Community should adhere to the follow requirements:

College Community

- Service animals should not be distracted; they are working. Do not touch or address them.
- If you are unsure whether it is a service animal or a pet, ask the user/owner.
- Authorized animals should be fed only by the user/owner. Do not feed or attempt to feed.
- Service animals foster independence and freedom for persons with disabilities. If the user/owner needs your help, they will ask for it.
- Don't stare or make eye contact
- Don't talk to the animal or make distracting noises
- Don't take photos without permission
- Don't ask invasive or personal questions

Interfering with a service animal could:

- traumatize or cause unnecessary stress for one or both members of the team
- Break their concentration which might lead to a mistake that could be deadly or have catastrophic results
- Lead the handler to become upset or react negatively as a result of being harassed.

Authorized animal that community members are welcome to interact with, such as the 'Dog Squad' and the 'Pawz for Stress' program, will be clearly identified. If you cannot tell, or are unsure, always ask the handler.

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| 7.2 | If the handler is concerned about their immediate safety - or the safety of their animal - they should call security services at x5000. | Partner/Handler |
| 7.3 | Upon request of the student or employee, and with a complete Authorized Animal Registration form Appendix 1, the authorized animal may be eligible to receive an Algonquin College Student/Employee ID badge from Campus Services. This card can be displayed to any member of the College Community who is questioning the appropriateness of the animal under this policy. | Partner/Handler |
| 7.4 | Upon receiving and approving Authorized Animal Registration form, the College will offer the animal a Student/Employee ID card. If the handler would like a Student/Employee ID card for the Authorized animal, they may provide the approval to the Card Services Desk to receive the card. | Campus Card Services |

8.0 Exclusions

Authorized animals are not permitted to be in areas where food is "prepared, packaged, transported, manufactured or handled" in accordance with the Health Protection and Promotion Act Regulation 493/17.

Where the College can demonstrate that there is a legitimate health or safety risk arising from an animal, and that the use of the authorized animals cannot be accommodated in light of that concern, the College can deny the request to have the authorized animal on campus.

Furthermore, authorized animals may be excluded when any one of the following conditions exists:

- The authorized animal is disruptive and is not under the control of the partner/handler;
- The authorized animal's presence, behaviour or actions pose an unreasonable or direct threat to property or the health or safety of others. Note: risk cannot be hypothetical, 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 authorized animals.
- When another law specifically states that animals must be excluded or the animal is excluded by operation of another law.

If the authorized animal is to be excluded for any of the above reasons, the partner/handler must be given the option of participating in an activity or receiving services without the authorized animal on the premises.

If the animal has been excluded because of disruptive behaviour, the partner/handler must be allowed to participate in the activity with the authorized animal once the animal's behaviour is under control.

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. A student requiring an authorized animal in those programs should discuss their needs with the Centre for Accessible Learning prior to the start of the program when possible.

SUPPORTING DOCUMENTATION

Appendix 1: Centre for Accessible Learning Authorized Animal Registration Form (attached)

Appendix 2: Centre for Accessible Learning Management and Care Responsibilities of Authorized Animals Agreement (attached)

RELATED POLICIES

AC01 Students with Disabilities

AC02 Client Service Standards for Persons with Disabilities

HR22 Respectful Workplace

AC03 AODA and Accessibility

RELATED MATERIAL

- [Health Protection and Promotion Act, R.S.O. 1990, c. H.7](#)
- [Health Protection and Promotion Act, O.Reg 493/17](#)
- [Integrated Accessibility Standard Regulation O.Reg 191/11](#)
- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Blind Person's Rights Act R.S.O. 1990, c. B.7](#)
- [Human Rights Code, R.S.O. 1990, c. H.19](#)

AC05: Appendix 1

This form when filled will be kept strictly confidential. The term “authorized animal” refers to all types of animals once approved, including Service Animals and Emotional Support Animals.

SECTION 1

Name: _____

Requester Information: Student _____ Employee _____

Authorization Type: Service Animal _____ Emotional Support Animal _____

Student # or Employee ID#: _____

Date of Birth: (DD/MM/YY): _____

Email: _____ Phone: _____

SECTION 2 (to be filled out by a Regulated Health Professional)

As a Regulated Health Professional, I can verify that the student/employee listed above requires the use of an authorized animal for assistance with disability related tasks. (Yes ___ No ___)

I am a member of: (check all that apply)

- College of Audiologists and Speech-Language Pathologists of Ontario
- College of Chiropractors of Ontario
- College of Nurses of Ontario
- College of Occupational Therapists of Ontario
- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Regulated Health College Registration # _____

Please provide examples of support tasks to be performed by the authorized animal

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At Algonquin College students/employees may be required to participate in work/field placements for some programs of study. Is the authorized animal required for participation in placement?

(Yes ___ No ___)

Additional Information:

Certificate of Registered Health Professional (Please Print)

I _____, as a Regulated Health Professional am legally able to assess and verify the disability-related use of an authorized animal as a requirement for of my client to access events, services, learning or employment on Algonquin College premises.

Signature: _____

Date: _____ Email: _____

Phone: _____ Fax: _____

Practitioner Stamp

Questions regarding the contents of this form can be directed to the following email address: accessibility@algonquincollege.com

AC05: Appendix 2

Management and Care Responsibilities of Authorized Animals Agreement.

Name: _____ Date: _____

In order for my animal to accompany me while on campus, I agree to the following management and care parameters as set out in AC05, Use of Authorized Animals on Campus.

Management of an Authorized Animal while on Campus:

1. Authorized Animals must be accompanied and controlled at all times by their owner/partner.
2. The owner/partner must remain in close proximity to the Authorized Animal; unless the owner is in an area where the animal is not allowed. At such times, the Authorized Animal must be crated.
3. The Authorized Animal should be responsive to voice commands at all times, and be under the full control of the owner/partner.
4. Authorized Animals must be housetrained.
5. The Authorized Animal must be restrained on a leash (no more than 5 feet) or harnessed at all times, unless the animal is confined to a crate.
6. Barking, growling, biting or aggressive behaviour by an Authorized Animal will not be tolerated or permitted.
7. Authorized Animals should not disrupt others. This includes interaction with others, disturbing personal belongings, engaging in personal grooming in public settings, blocking an aisle, passageway, for fire and or, emergency exits.

Care of an Authorized Animal while on Campus:

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

Exclusions:

1. Authorized Animals are not permitted to be in areas where food is prepared, packaged, transported, manufactured or handled, "in accordance with the Health Protection and Promotion Act Regulation 493/17.
2. Where the College can demonstrate that there is a legitimate health or safety risk arising from an animal, and that the use of the Authorized Animal cannot be accommodated in light of that concern, the College can deny the request to have the Authorized Animal on campus.

Declaration

I have read and understood the Use of Authorized Animals on Campus College Policy AC05.

Yes _____ No _____

I _____, agree to abide by the parameters of this agreement and understand that failure to do so might result in the College requesting the removal of my animal from campus, at which the animal would no longer be "authorized" to accompany me on campus.

Signed: _____

Date: _____

For Office Use Only

Approved By: _____

Signature: _____

Date of Approval: _____