

Accessibility Standards for Customer Service – Appendix I

Service Animal and Support Persons

- The policy shows Michener’s commitment and compliance with the AODA, Ontario Human rights code and Michener values by establishing guidelines that promotes accessibility for students, staff, faculty, and visitors with disabilities who may require the support of a service animal.
- Service animals are animals that are used by persons with disabilities, usually identified by the vests, harness or documentation they wear or carry. However, where a disability is obvious, additional information regarding the disability is not required.
When the disability is not obvious, necessary information will be requested only to assist with implementing the accommodation plan.
- Service animals are working animals that may assists with orientation of a visually impaired person, assist an individual with mobile disability or physical limitation, assists those with autism spectrum disorders, a stress or anxiety animal and a seizure response animal trained to assist a person with a seizure disorder.
- Pets are prohibited from the Michener campus.
- Off-campus institution/organization determines the policies and procedures for off-campus learning activities of students who require service animals.
- Service animals will not be recognized by the college for their participation in academic programs.
- The service animal must wear a leash, be accompanied, and supervised at all times unless it is safely confined to a cage, tank or crate. It must be house trained, and aggressive behaviour other than to alert the partner will not be tolerated.
- The partner of a service animal is responsible for the health and welfare of the animal including, grooming, feeding, bathroom and exercise breaks. Where a cage/crate is provided, the partner must ensure it is of appropriate size, secure, well ventilated and the animal is looked after while in the cage/crate.
- An accommodation request should be accompanied by documentation to support the need for a service animal; the description of the partner’s restrictions and limitations, the duties of the service animals to support the partner, proof of up-to-date vaccination for the service animal, proof of behaviour training if the animal will not be in a cage/crate, the name and credentials of the professional providing the documentation and their recommendation.
- Service animals may be excluded under the following circumstances:
 - If it is disruptive and the partner is not effectively controlling, it.
 - If its behaviour, presence, or actions poses a reasonable or direct threat to property, health and safety of others or the partner.
 - If its presence in a certain location could raise safety concerns.
 - Where sterile procedures occur in accordance with the [Health Promotion and Protection Act](#) including but not limited to pre-operative, post-anesthetic, intensive/critical care, or step-down units, operating room, clean or sterile supply storage area, isolation rooms, medication preparation or storage areas, food

- preparation and food storage areas, procedure rooms where radiation exposure occurs (X-ray, CT).
 - [Prohibited animals](#) such as pit bulls, sheep, wolves, horses that are banned by legislations are not allowed.
- 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.
- Where an animal has been excluded for any of the above reasons, Michener is obligated to explain the reason for the exclusion to the partner and discuss other ways to accommodate/serve them including but not limited to serving them in another area where the animal is allowed or leaving the animal in a safe area and providing aid to the partner during the period of separation.
- Roles and responsibilities:
 - Director, People and Culture is responsible for the service animal policy and procedure
 - Michener Health Services will register students with service animals and direct information to the applicable departments. A service animal registration form is available for this purpose.
 - The Director, People and Culture will assist employees and direct enquiries to the applicable departments.
 - The Security Team on duty will assist visitors after hours and on weekends and direct enquiries to the applicable departments.
 - People & Culture will maintain the registration list and service animal identification information.
 - The service animal partner shall be solely responsible for the care and control of the animal while on Michener 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.
 - Conflicts or complaints should be directed to the office of the Dean of Students and Director, People and Culture.
- Implications for noncompliance with the policy may lead to legal costs arising from potential lawsuits and may damage the Institute's good reputation, causing further financial loss.
- A message will be posted on [Michener.ca](#) alerting the Michener community when new or revised policies or procedures related to service animal standards are added.

Recommendations from Michener AODA and Service animal toolkit

- People and Culture in conjunction with Security will facilitate a transfer of the animal to security
- Employees, patients, visitors who are allergic, afraid of dogs or who cannot be around dogs because of their religion should inform their leaders, employee relations representative, patient relation, diversity and mediations services or occupational health, who will address their concerns, provide reasonable accommodation, and document these concerns.
- Responsibilities of student, staff, faculty, and visitors:
 - Don't ask for documentation when it is apparent that it is a service animal
 - Don't separate service animal partners from their animals without their consent
 - Don't pet, play with, touch, or interact with a service animal

- Don't deliberately startle or distract a service animal from its duties
- Don't feed, walk, clean, or provide any care for the animals
- Notify Managers about allergies, fears, or religious exceptions
- Notify Managers if they are uncomfortable around animals and assist in finding an alternative healthcare provider
- Report to Managers when service animal partners cannot consent to be separated from their animals
- Leaders are responsible for making safety reports through the incident reports forms if anyone sustains an injury from the animal and report employee injuries to occupational health.