

## **STUDENT SERVICE ANIMAL PROCEDURE**

Authorizer: Vice President, Academic/Student Affairs and Human Resources

Version: V1

Effective Date: 01/13/2020

### **PROCEDURE STATEMENT:**

Conestoga College Institute of Technology and Advanced Learning (Conestoga) has established a consistent framework to manage service animals on campus. This procedure outlines the responsibilities of both Conestoga and the service animal partner.

### **SCOPE:**

This procedure applies to all students on Conestoga College-owned property.

### **DEFINITIONS:**

#### **AODA**

*Accessibility for Ontarians with Disabilities Act*

#### **Disability**

As defined by the Ontario Human Rights Code, a disability is:

- 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,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

## **Service Animal**

Service animals perform specific tasks for people with disabilities. They are working animals, not pets. The *Accessibility for Ontarians with Disabilities Act (AODA)* states that there are two methods for identifying animals as service animals. The first is that 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”. An example of this is a guide dog wearing a vest or harness and providing services for an individual who is visually impaired.

Secondly, an animal qualifies as a service animal if documentation is provided from a regulated health professional from the below list who confirms that the person requires the animal for reasons relating to the disability:

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

## **Service Animal Partner**

The service animal partner is the individual with a disability who uses a service animal to provide assistance with daily tasks.

## **RESPONSIBILITIES:**

### **Accommodations Advisory Committee**

- The Accommodations Advisory Committee is responsible for evaluating any service animal request referred to it by Student Success Services.

### **Requesting Students**

- In situations in which the individual’s disability and need for a service animal is not apparent or obvious, requesting students/employees are responsible for submitting a request and accompanying documentation to Student Success Services.

## **Service Animal Partner**

- Service animal partners are responsible for the care and management of the service animal. When applicable, they are also responsible for informing the Conestoga Residence that they will be accompanied by a service animal.

## **Student Success Services**

- Student Success Services is responsible for providing support to students seeking accompaniment by their service animal. Student Success Services reviews all requests for service animals and refers requests to the Accommodations Advisory Committee as needed.

## **PROCEDURE ELABORATION:**

### **Requests for On-Campus Service Animals:**

1. Where an individual's disability is apparent or obvious, no additional documentation is required regarding the disability in order to allow a service animal to accompany the individual on campus (this does not apply to the Conestoga Residence; see below, Requests for Service Animals in the Conestoga Residence).
2. Where an individual's disability is not apparent or obvious, the individual must request to be accompanied by their service animal.
  - a. Students must contact Student Success Services' Accessible Learning Department to discuss their request.
    - i. Based on the circumstances, Student Success Services may request the following to evaluate the request:
      1. a completed Service Animal Request Form.
      2. documentation from a regulated health professional confirming the need for a service animal.
    - ii. Student Success Services may refer the request to the Accommodations Advisory Committee for further review and a decision. Depending on the circumstances, an alternate accommodation may be arranged to address the needs of the student.
    - iii. Student Success Services will communicate the decision with the student. Where the service animal request is approved, Student Success Services will provide documentation to the student confirming that their service animal is allowed to accompany the student on campus.
    - iv. Students may appeal decisions as outlined in the Accommodation Procedure.

### **Requests for Service Animals in the Conestoga Residence:**

1. Students with a disability who are accompanied by a service animal must inform the Conestoga Residence in writing prior to moving in.
2. The Conestoga Residence will submit the request to Student Success Services for further evaluation.
3. Student Success Services will consider the request and gather additional documentation as necessary. With consent and where warranted, Student Success Services will seek consultation with healthcare providers, and may forward the request to the Accommodations Advisory Committee for further review.
4. Student Success Services will communicate the decision to the Conestoga Residence and the student.

**Managing of Service Animals:**

1. Prior to arriving on Conestoga-owned property, the service animal partner is responsible for ensuring their service animal is housetrained and that the service animal is properly fitted with a leash or harness to provide necessary levels of restraint at all times (unless caged).
2. While on Conestoga-owned property, the service animal partner must accompany and patrol their service animal partner at all times. Close proximity must be maintained.
  - a. Aggressive behavior such as barking, growling or biting will not be tolerated (unless the behavior is a method of communicating with the partner, such as alerting of a seizure). The service animal may be excluded until the behavior is demonstrably under control.
  - b. The service partner is responsible for the health and welfare of the service animal, including providing water, food, bathroom and exercise breaks in a timely manner.

**REFERENCES:**

*Accessibility for Ontarians with Disabilities Act, 2005*  
*Canadian Charter of Rights and Freedoms*  
*Ontario Human Rights Code*

Accessibility Policy and Multi-Year Plan  
Service Animal Policy  
Student Accommodation Policy and Procedure

**REVISION LOG:**

Academic Forum	12/11/2019
Academic Coordinating Committee	01/13/2020