

CR303: Service Animal Policy

Policy Title:	Service Animal Policy
Policy Number:	CR303
Owner:	Student Services
Approved by:	CLT
Effective Date:	May 2019
Reference:	N/A
Links to Other Policy:	N/A

St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This document will be made available in alternative format upon request.

BACKGROUND

As per the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, St. Lawrence College has a duty to accommodate a person with a disability accompanied by a guide/signal dog or a service animal. Accommodations for service animals will be implemented on a case-by-case basis based on medical documentation verifying the need for a service animal, or in the case of guide dogs as defined by the *Blind Persons' Rights Act*, by providing the appropriate identification cards. Accommodation Letters with respect to the use of a service animal will be issued by the College.

Definitions:

Service Animal An animal is a service animal for a person with a disability,

- (a) if it is readily apparent that the animal is used by the person for reasons relating to their disability; or
- (b) if the person provides medical documentation from a physician or other regulated health professional confirming that the person requires the animal for reasons relating to a disability along with functional limitation information related to the disability.

Partner A person with a disability who uses a service animal.

Purpose:

The purpose of this policy is to provide the College community with guidelines for the use of service animals on St. Lawrence College Campuses.

Scope:

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

POLICY STATEMENTS

1. The College enforces a no-animal/no-pet policy in its residence halls and Campus facilities. Exceptions are made on a case-by-case basis for service animals and as noted in policy statement #2. Where the need for a service animal is not readily apparent, accommodated exceptions for animals are based on functional limitations outlined in medical documentation confirming the requirement for the service animal.
2. Animals used in College labs (i.e. Veterinary Assistant / Technology programs, etc...), College learning enterprises (i.e. Scruffy Dog Salon) or for approved college events involving animals (i.e. Therapy Tails) are exempt from this policy; animals used for these purposes will have their on-campus presence solely limited to the times and locations of said approved purpose or event.
3. The College reserves the right to enforce all relevant rules for the use of service animals, through the Student Code of Conduct and applicable laws. The College also reserves the right to revoke permission granted for the Campus presence of any animal ('excluded / exclusion') whose partner fails to follow the requirements set forth in this policy and associated procedures.
4. A service animal may be excluded when any one of the following conditions exists:
 - The animal is disruptive and the partner is not effectively controlling it.
 - The 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 or 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.

- When the partner acts in violation of the Service Animal Policy.

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 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 demonstrated and confirmed to be under control. Multiple incidents of disruptive behaviour may result in the animal being permanently excluded from College property.

MONITORING

Student Services is responsible for monitoring this policy.

NEXT POLICY REVISION DATE

N/A

SPECIFIC LINKS

N/A

APPENDIX A AND ATTACHMENTS

1. Requirements of a Service Animal and Its Partner
 - Service animals must be accompanied and controlled at all times by their partner.
 - Service animals in training must be appropriately marked.
 - Service animals should wear specialized equipment such as a backpack, harness or special collar identifying them as a service animal, but this is not a legal requirement.
 - The partner must remain in close proximity to the service animal, unless the partner is in an area where the animal is not allowed; at such times the animal must be crated.

- Where appropriate for the type of service animal (i.e. service dogs), the animal should be responsive to voice commands at all times and be under the full control of the partner.
- Service animals must be housetrained.
- 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.
- Barking, growling, biting or any aggressive behaviour by a service animal will not be tolerated or permitted and will result in exclusion.
- Service animals must not be disruptive to others. This includes, but is not limited to, 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.
- The partner is responsible for any damage caused by their service animal.
- The partner must clean up after the animal on Campus property including the sanitary disposal of animal wastes.
- Individual departments of the College such as Veterinary Assistant / Technology, Biotechnology, Culinary, Medical Laboratory Science and the College Residences may require additional regulations / procedures / specialized contracts for service animals to ensure the health and safety of their respective areas.
- In order for service dogs, which are not trained as guide dogs or signal dogs, to be in campus buildings, including College Residences, they must have recent (within two years) “Canine Good Neighbour Program” certification, or certification under a comparable program recognized by the Canadian Kennel Club.

2. Care of a Service Animal on Campus

- The partner is responsible for providing water, food and timely bathroom and exercise breaks each day and for generally adhering to appropriate standards of care for the animal.
- When the service animal is left alone on Campus, the partner must provide an appropriately-sized, well-ventilated crate / cage for the animal and make appropriate arrangements through their Academic School, College Residences and/or Student Wellness & Accessibility for the container during these periods.
- The partner is responsible for the health of the animal and must provide verification to Student Wellness & Accessibility from a licensed veterinarian that

- all necessary vaccinations (including deworming and tick and flea treatment) appropriate for that type of service animal are current.
- It is the responsibility of the partner to ensure their animal is kept clean, well-groomed and odour free. The partner must arrange for any cleaning necessary due to the presence of the animal.
 - The partner is responsible for seeking prompt veterinarian attention for their animal if it is displaying any signs of illness.
3. Maintaining an inclusive environment for Service Animals and Partners
- A service animal should be allowed to accompany their partner in areas of the campus as specified in their approved Accommodation Letters.
 - Maintain a respectful distance from service animals. It is not appropriate to touch, feed or startle service animals as this might distract it from its work / function.
 - Ensure that the person using a service animal is included and not isolated from others.
5. Conflicting / Competing Disability Accommodations
- There may be circumstances where a partner's accompaniment by a service animal has to be balanced with the health and safety needs of other students or other College community members. Students with medical condition(s) affected by a service animal should contact Student Wellness & Accessibility if they have a health or safety concern about exposure to the animal. The student raising the issue will be asked to provide medical documentation that identifies the condition(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.
6. Approval Processes for Service Animals
- If the need for a service animal can be readily identified, no additional information about the student's medical needs or the need for accommodation is required. For example, a blind person with a guide dog does not need to verify her/his disability or need for the dog, however in the case of guide dogs as

defined by the *Blind Persons' Rights Act*, they may be asked to provide the appropriate identification cards for the guide dog.

- In situations where the need for a service animal is not readily apparent, the partner must provide medical documentation from a regulated health care provider, such as a physician, psychologist, psychiatrist or other regulated health professional, that clearly outlines the functional impairment that requires the use of a service animal, how the service animal supports the partner's functional impairment and other related information. Any medical related needs for a service animal to be on Campus, including outside of a person's personal living space in Campus Residence buildings, must be clearly articulated through medical documentation. Medical documentation is to be submitted to Student Wellness & Accessibility.
- Documentation confirming up to date vaccinations and an ongoing wellness program with a veterinarian must also be submitted for service animals along with current municipal licensing documentation.
- Once documentation is received and approved by Student Wellness & Accessibility, the partner will be required to complete, and sign, a "Contract for Service Animal and Partner".
- The type of animal that can be brought into College Residences must also be vetted and approved by the Director of Residence Services in addition to Student Wellness & Accessibility. Each case will be handled on a case by case basis.
- For employees requesting approval for an on-campus service animal, Human Resources is the Campus authority who considers requests and provides approval. Human Resources will evaluate the request using documentation of the disability from the employee and determine if the animal is a reasonable accommodation. The employee will also be required to complete the "Contract for Service Animal and Partner".
- If a partner obtains a new / different service animal to be used under the provisions of this procedure, the animal must be registered and approved by Student Wellness & Accessibility, and where applicable, College Residence or Human Resources.

7. Dispute Resolutions Process

- In the event of a disagreement about the appropriateness of an accommodation, service quality, or an animal exclusion, a student should confer with Student Wellness & Accessibility.
- An employee with a disagreement should confer with Human Resources and if the concern is not resolved, may contact the Vice President, Human Resources.

Contract for Service Animal and Partner

Partner / Owner / Trainer Name: _____

Telephone Number: _____

Animal Name: _____

Species: _____

Colour: _____

Date and type of last vaccines and veterinary examinations (including deworming and tick and flea treatment where appropriate):

_____ (documentation required)

Date and type of Behaviour Certification:

_____ (documentation required for service dog other than guide/signal dog)

I hereby agree that:

1. I am the owner/trainer of the animal described above. I have authority to execute this consent.
2. My animal will be on a leash / harness while on College property.
3. I will ensure that my animal in no way interferes with the learning environment of the College.
4. I will ensure my animal does not display any aggressive or disruptive behaviour such as biting, lunging, growling or barking.
5. I will clean up after my animal at all times, including washing surfaces when required.
6. I will ensure my animal is provided with water, food and regular bathroom and exercise breaks.
7. I will not allow my animal to enter any classroom / lab animal rooms of the College.
8. I will ensure my animal is clean, well groomed and parasite free.

9. I will not bring my animal onto campus if it is in estrus (heat).
10. I will not hold St. Lawrence College or its staff responsible for injuries or damages to my animal that may occur while on St. Lawrence College property.
11. I will not allow my animal to damage or destroy St. Lawrence College property.
12. I understand that my animal will not be in areas where food is being prepared, served or eaten or in animal labs (exemptions will be based on medical / accommodation documentation).
13. I will abide by the accommodations approved by St. Lawrence College for my animal and myself.
14. I understand that I am liable and responsible for my animal's behaviour and activities while on campus, including property damage.
15. I will abide by the St. Lawrence College Service Animal Policy.
16. I will ensure my animal has up-to-date vaccinations, is participating in an ongoing wellness plan with a veterinarian and has all required local municipal licenses.
17. I understand that failure to comply with this contract will result in having my animal being excluded from St. Lawrence College property.
18. I have read and understand this contract.

Signature: _____

Date: _____

Witness: _____

Date: _____

Parent / Guardian Signature: _____

Date: _____

(Required if student is less than 18 years of age)