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**ACCESSIBLE CUSTOMER SERVICE –
SERVICE ANIMALS**

POLICY

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of the premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Definitions:

Service Animals

For the purpose of this policy, a ‘service animal’ is defined as either:

1. A “guide dog,” as defined in Section 1 of the Blind Persons Rights’ Act; or
2. A “service animal” for a person with a disability. For the purpose of this policy, 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 his or her disability; or
 - b) If the person provides a letter from a regulated health professional confirming that the person requires the animal for reason relating to the disability

PROCEDURES

CMHA is committed to excellence in serving all individuals including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Service Animals:

1. CMHA acknowledges the vital relationship and dependency which exists between a person with disabilities and their service animal. CMHA is committed to welcoming people with disabilities who are accompanied by a service animal on parts of the premises that are open to the public and other third parties. If not readily apparent that the animal is a service animal by the person for the reasons relating to his or her disability, we may ask the person to provide a letter from a regulated health professional confirming that the person require the animal for reasons relating to the disability.
If required documentation is not available when requested, staff is not obligated to allow entry of the animal onto the premises until such documentation is available. Staff should however use discretion on this issue recognizing that visitors may not be aware of the building’s policies.
2. Staff will allow individuals with a disability who are accompanied by a service animal to enter the premises and keep their service animal with them as they use all parts of the premises open to the public and where not excluded by law. This includes common areas such as lobby, hallways,

laundry facilities, indoor and outdoor recreational facilities, the building office, common eating areas, meeting rooms etc.

Service animals are not permitted where food preparation is being undertaken; or as otherwise disallowed by law.

3. The individuals accompanied by a service animal will be allowed to enter the premises with the animal and keep the animal with him or her at all times, unless the animal is excluded by law from the premises.
4. The individual is responsible for the care, supervision and control of their service animal while on the premises.
5. Individuals will not touch a service animal without permission and will not speak to a service animal while it is working.
6. Staff will notify individuals who use a service animal of areas designated for service animals to relieve themselves and communicate the policy that the individual is responsible for supervision and care of their service animal.
7. Staff/volunteers/ contractors will be trained on rules and regulations regarding service animals so that they can answer questions from other tenants in an informed and accurate manner, if they arise.

REFERENCE DOCUMENTS

AUTHORITY: CEO