

**BADER INTERNATIONAL STUDY  
CENTRE  
Service Animal Policy**

Approved 12 June 2015

## Introduction

The BISC is committed to the inclusion and accommodation of students with disabilities. This includes the presence of Service Animals within all aspects of BISC life, including Bader Hall.

## Service Animal Definition

Under the UK Equality Act 2010 an “assistance dog” means:

- (a) a dog which has been trained to guide a blind person;
- (b) a dog which has been trained to assist a deaf person;
- (c) a dog which has been trained by a prescribed charity to assist a disabled person who has a disability that consists of epilepsy or otherwise affects the person's mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects;
- (d) a dog of a prescribed category which has been trained to assist a disabled person who has a disability (other than one falling within paragraph (c)) of a prescribed kind;

However there is no broader definition of a Service Animal in UK; therefore the BISC defers to the Accessibility for Ontarians with Disability Act (AODA), 2005, in which the definition of a service animal is given as an animal performing a task for the benefit of an individual with a disability. This can be defined by:

1. if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
2. if the person's disability is not obviously apparent, a provided letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability

If an animal meets this definition, it is considered a service animal regardless of whether it has been licensed or certified that it has been trained. The following chart lists some types of service animals, key tasks they perform and those who use service animals.

## Service Animals and Key Tasks

### Autism assistance

Provides a calming effect when sensory stimulus is heightened by being a physical and emotional anchor and alerts Partner to possible danger

### Guide

Serves as a travel aide for a person who is legally blind

### Hearing or signal

Alerts a person with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door

## **Psychiatric**

Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc.

## **Mobility assistance**

Helps a person who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up after a fall, etc.

## **Seizure response**

Warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person.

## **Partner**

A Partner is defined as a person with a disability who uses a service animal to provide assistance with daily tasks.

## **Policy**

BISC policy permits service animals that assist students with physical, mental and/or sensory disabilities at BISC-related functions both on and off campus, including food service areas.

Please note that the BISC cannot be held responsible for the policies and actions of other institutions such as those visited on field studies.

## **Residence Etiquette**

Students who reside in residence and residence staff will be notified of the following etiquette requirements:

- Maintain a respectful distance from the service animal. It is not appropriate to pet, feed or startle a service animal. Ask permission before touching the animal as this might distract it from its work.
- Allow a service animal to accompany the Partner at all times and in all areas of residence where students customarily have access.
- Speak to the Partner before giving attention to the animal
- Do not add extra charges for a service animal
- Ensure that a person using a service animal is included and not isolated from others.

## Emergency Situations

Every effort will be made to keep the animal with its Partner. BISC First Responders will be trained to recognize a service animal and to be aware that an animal may be trying to communicate a need for assistance. BISC First Responders will also be aware that a service animal might be very protective of its Partner and may be confused or agitated by the emergency. They will direct the Partner in a manner that does not interfere with the animal/Partner team. The Partner, of course, is the institution's priority. If the Partner is incapacitated campus security or Student Services, or another member of staff trained to deal with an emergency situation will be called upon for assistance.

## Documentation Requirements for Students with Service Animals

Students are required to submit supporting documentation verifying their need of a service animal for reasons of a disability. This documentation is to be submitted to the Disability Services office (DSO) on main campus. DSO advising staff will review the documentation and communicate their recommendations to Student Services on whether the student should be permitted to bring the animal to the BISC. For students studying on a Letter of Permission please follow the same procedure with your institution's Disability Services Office (or equivalent). Please note the following:

- When submitting the documentation, please indicate clearly that it is being submitted for review of an application to bring a service animal to the BISC.
- Documentation can be in the form of a letter (on official letterhead) from a physician, occupational therapist, ophthalmologist, audiologist, psychologist, speech-language pathologist or physiotherapist. Practitioner-specific forms for this purpose are also acceptable.
- Documentation must be dated and include the practitioner's credentials, contact information and signature.
- Practitioners should indicate the student's disability or condition, explain the need for the service animal as it relates specifically and rationally to the student's disability and where appropriate, indicate the actual tasks the service animal will perform.

To ensure arrangements can be made to accommodate a service animal, students are strongly advised to submit their special consideration when completing the Residence form. While every effort will be made to meet the needs of the student with a service animal, the BISC cannot guarantee students will be allocated a private room if they apply after this deadline.

## Animals at the BISC

Only service animals and their Partners that meet the criteria described below will be exempt from the rules that otherwise restrict or prohibit animals in residence.

### Requirements for Service Animals

- Animals must wear a valid vaccination and identification tag
- Animals must be in good health. Any service animals occupying university housing must have certification of annual vaccinations from a veterinarian.
- While the AODA customer standard doesn't require that all service animals are formally trained it is an expectation that all "service animals" can behave safely in social settings. Since residence is a communal living environment this verification service animals are required to demonstrate upon request that they can handle public access situations including;
  - Mastery of basic obedience commands such as "sit, down, stay, come, wait, go, back, etc.
  - Promptly return to the partner when called in the presence of high distraction. All service animals, regardless of normal working position, need to demonstrate this ability.

## Partner Responsibilities

Partners must:

- maintain control over the service animal at all times
- assume responsibility for any damages caused by the animal
- if physically able, immediately clean up animal waste and properly dispose of it. Partners who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance.
- have the animal on a leash or otherwise appropriately secured at all times while in public and common areas in the residence and while moving through hallways.

Other notes:

- When residence accommodation is shared, the service animal is prohibited from entering the shared space unless in the company of the partner.
- The animal should be as unobtrusive as possible and not interfere with the access and use of BISC facilities by other students, staff, and faculty. (For example, service animals are not permitted on furniture in any of the common areas.)
- While not a legal requirement, it is highly recommended that the service animal wear some type of easily recognized symbol (i.e., harness, backpack, special collar or scarf) that identifies it is a service animal.

Not meeting any of the above requirements and responsibilities would be reasonable grounds for requiring the service animal to leave the residence. If the service animal is to be excluded from living in residence for any of the above reasons, the partner must be given the option of living in residence without the service animal on the premises and efforts will be made to reasonably accommodate the student.

## **Fellow Residents with Disabilities**

Fellow residents (room-mates or floor mates) with diagnosed disabilities (i.e., asthma, allergies or phobia of animals) that may be exacerbated when in close proximity of a service animal should contact the Student and Enrolment Services Manager to request an accommodation. Residents should know that they will be asked to submit medical or other appropriate documentation verifying the nature of their disability and containing evidence that they cannot be in close proximity of service animals. The BISC will make every effort to respond to such matters as expeditiously as possible. The BISC may consult with the Disability Services Office for advice in such situations as necessary.

## **Appeals Procedure**

Appeals regarding a disagreement about the appropriateness of an accommodation, service quality or an animal exclusion should be submitted in writing to the Operations Manager at the BISC. The Manager will form an ad hoc committee to discuss and resolve the issue. The ad hoc committee will be comprised of the Student and Enrolment Services Manager and other necessary personnel, including an advisor from Queen's Health Counseling and Disability Services. The BISC will make every effort to respond to such matters as expeditious as possible.

## **Residence Contract Addendum**

As the Partner of a service animal, I agree to abide by the requirements outlined in the BISC Service Animal Policy's Requirements for Service Animals and Partner Responsibilities while living in Bader Hall. I understand that these requirements are reasonable given that I will be living in a community environment.

I agree to provide all the required paperwork outlined below on or before the deadline for submitting the Residence form.

## **Documentation Requirements**

A letter on letterhead from a physician, occupational therapist, ophthalmologist, audiologist, psychologist, speech-language pathologist, physiotherapist or nurse practitioner addressed to the Manager of Residence Services as per the information outlined in the requirements.

## **Service Animal Documentation Requirements**

1. The partner must be ready to demonstrate to Residence Admission staff that the animal understands the required commands to live in residence.
2. Vaccination records from a licensed veterinarian dated within the last 12 months.

Name: (print clearly)

Signature:

Date:

## Guidance

The BISC will consider without prejudice all applications from students wishing to bring Service Animals to the BISC.

While the BISC will support students who wish, and are eligible, to bring Service Animals to the BISC, students are encouraged to consider the realities of studying at the BISC, and possible issues, including:

- Insurance
- Access to veterinary services (emergency or otherwise)
- Whether you own the Service Animal and whether, if not, you are allowed to take the Service Animal out of country
- Field studies, cultural studies trips, and Mid-Term Trips which can be long, tiring, and involve long periods on coaches and other transportation. Please note the UK government requires taxis and private hire vehicles to make their vehicles accessible for disabled people, including wheelchair users and those with guide dogs, through the Equality Act 2010
- Policies and actions of other institutions which the BISC may visit but with which the BISC has no formal affiliation (e.g., institutions visited as part of field studies).

## Advice

- Helpful information for students with service dogs can be found at <http://www.assistancedogs.org.uk/>.
- The UK Government has published an 'easy read' version of the [Equality Act 2010](#).
- The Equality and Human Rights Commission also [explains](#) the Equality Act 2010.
- Full legislation can be [found online](#).