



# PROCEDURES FOR PERSONS WHO USE SERVICE ANIMALS

**Contact Officer**

*Accessibility Coordinator*

## **Purpose**

Queen's is committed to the inclusion and accommodation of persons with disabilities. This includes the presence of Service Animals that assist visitors, students or employees within all aspects of University life including Queen's-related functions both on and off campus.

## **Definitions**

**A Partner is:**

- Defined as a person with a disability who uses a service animal to provide assistance with daily tasks.

**Advisors are:**

- Accessibility service advisors with the Queen's Student Accessibility Services (QSAS);
- Human Resources Return to Work and Accommodation Department who provide assistance for employees requiring access to a workplace accommodation;
- The Human Rights Office advisors who provide information regarding protections available under the Ontario Human Rights Code.

**Service Animal:**

1. According to the [Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005, section 80.45 subsection 3](#) states:

- "guide dog" means a guide dog as defined in section 1 of the Blind Persons' Rights Act;
  - a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations. Blind Persons' Act, R.S.O. 1990, c. B7, s.1(1)
- "service animal" means an animal described in subsection (4):

- [Ontario Regulation 191/11 of the Accessibility for Ontarians with Disabilities Act, 2005, section 80.45 subsection 4](#) states:

- an animal is a service animal for a person with a disability if:

- (a) 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; or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
  - i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
  - ii. A member of the College of Chiropractors of Ontario.
  - iii. A member of the College of Nurses of Ontario.
  - iv. A member of the College of Occupational Therapists of Ontario.
  - v. A member of the College of Optometrists of Ontario.
  - vi. A member of the College of Physicians and Surgeons of Ontario.
  - vii. A member of the College of Physiotherapists of Ontario.
  - viii. A member of the College of Psychologists of Ontario.
  - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

2. Human Rights Tribunal of Ontario - ([Allarie v. Rouble, 2010 HRTO 61](#)):

- The definition of disability under section 10(1) of the Ontario Human Rights Code contemplates circumstances where a person might physically rely on an animal to assist with their disability-related needs. Disability also clearly includes a condition of mental impairment. There is nothing in the Ontario Human Rights Code which limits the definition of a service animal to one which is trained or certified by a recognized disability-related organization.

**Procedures for Visitors/Volunteers to campus**

Responsible Officer/Section	Step	Details
Visitor/Volunteer	1	<p>Local ordinances regarding animals also apply to service dogs and cats, including requirements for immunization, licensing, noise, at-large animals and dangerous animals.</p> <p>Dogs and cats must wear a license tag and a current rabies vaccination tag from its home municipality.</p>

<b>Responsible Officer/Section</b>	<b>Step</b>	<b>Details</b>
Visitor/Volunteer	2	<p>An individual with a disability who utilizes a service animal and is a visitor at Queen's University, is welcome to request any specific accommodations related to the needs of the visitor or the service animal.</p> <p>If additional information is needed, including information on individual accommodations, a visitor /volunteer may contact the unit responsible for the service or the Accessibility Coordinator. No registration with the university is required.</p>
Visitor/Volunteer	3	<p>A visitor/volunteer with a disagreement regarding the use of a service animal should contact the unit responsible for the related service and, if the concern is not resolved, may contact the Accessibility Coordinator.</p>
Visitor/Volunteer	4	<p>Review the "Guidelines for Customer Service to Persons who use Service Animals" document.</p>

### **Procedure for Students**

<b>Responsible Officer/Section</b>	<b>Step</b>	<b>Details</b>
Student	1	<p>Local ordinances regarding animals apply to service animals, including requirements for immunization, licensing, noise, at-large animals and dangerous animals.</p> <p>Dogs and cats must wear a license tag and a current rabies vaccination tag from its home municipality.</p>
Student	2	<p>Students with a disability who rely on the support of a service animal and who requires academic accommodations are encouraged to register with the Queen's Student Accessibility Service (QSAS).</p> <p>If the need for the service animal is not apparent, it may be necessary for the partner to provide information necessary to evaluate the disability-related need for the service animal.</p> <p>When requested, documentation for students with a disability who require the support of a service animal for reasons of disability shall include the following:</p> <ul style="list-style-type: none"> <li>• Name and credentials of professional or evaluator;</li> <li>• Description of the current functional limitations as they relate to the need for the service animal; and</li> </ul>

Responsible Officer/Section	Step	Details
		<ul style="list-style-type: none"> <li>If the need for the service animal is non-apparent, specific tasks the service animal performs to meet the needs of the individual.</li> </ul>
Student	3	<p>In the event of a disagreement about the appropriateness of a service animal accommodation, service quality, or an animal exclusion, a student should confer with the Accessibility Services Advisor at QSAS.</p> <p>The student may confer with the Accessibility Coordinator at any point during this process.</p>
Student	4	Review the "Guidelines for Customer Service to Persons who use Service Animals" document.

### Procedure for Students in Residence

Responsible Officer/Section	Step	Details
Student	1	<p>Local ordinances regarding animals apply to service animals, including requirements for immunization, licensing, noise, at-large animals and dangerous animals.</p> <p>Dogs and cats must wear a license tag and a current rabies vaccination tag from its home municipality.</p>
Student	2	<p>To ensure arrangements can be made to accommodate a service animal, students are strongly advised to submit their special consideration form by the residence application deadline in June.</p> <p><a href="http://residences.housing.queensu.ca/coming-to-residence/residence-policies-and-forms/">http://residences.housing.queensu.ca/coming-to-residence/residence-policies-and-forms/</a></p>
Student	3	<p>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 Residence Admissions Office.</p> <p>When requested, documentation for students with a disability who require the support of a service animal for reasons of disability shall include the following:</p> <ul style="list-style-type: none"> <li>Name and credentials of professional or evaluator;</li> </ul>

Responsible Officer/Section	Step	Details
		<ul style="list-style-type: none"> <li>• Description of the current functional limitations as they relate to the need for the service animal; and</li> <li>• If the need for the service animal is non-apparent, specific tasks the service animal performs to meet the needs of the individual.</li> </ul>
Queen's Student Accessibility Service (QSAS)	4	<p>When requested by Residences, QSAS will be asked by Residence Admissions to review all requests pertaining to service animal.</p> <p>QSAS advisors will review the documentation and communicate their recommendations to Residence Admissions Staff on whether the student should be permitted to bring the animal into Residence.</p> <p>Residence Admissions will then communicate the decision to the student.</p>
Residence Admissions Staff	5	<p>Residence Admissions staff will handle all requests for Service animals according to the Residence Service Animal agreement and will communicate the decision to the student and advise of the "Service Animal Policy Queen's University Residences".</p> <p><a href="http://residences.housing.queensu.ca/coming-to-residence/residence-policies-and-forms/">http://residences.housing.queensu.ca/coming-to-residence/residence-policies-and-forms/</a></p> <p>If classroom or exam accommodation is needed, Residence Admissions will refer the student to QSAS.</p>
		<b>Review</b>
Student	6	<p>The basis for a review of the University's decision on a service animal is based on a disagreement on the application of this procedure or in the event additional information is provided that is relevant to the decision.</p> <p>A review may involve a written submission to the Manager of Residence Admissions. If appropriate, the Manager will form an ad hoc committee comprised of the Manager of Residence Admissions, the Executive Director of Housing and Ancillary Services and a representative from QSAS to review the written submission and any additional information provided.</p> <p>The student may confer with an advisor in the Human Rights Office at any point during this process.</p>
Student	7	Review the "Guidelines for Customer Service to Persons who use Service Animals" document.

## Procedure for Employees

Responsible Officer/Section	Step	Details
Employee	1	<p>Be aware that local ordinances regarding animals apply to service animals, including requirements for immunization, licensing, noise, at-large animals and dangerous animals.</p> <p>Dogs and cats must wear a license tag and a current rabies vaccination tag from its home municipality.</p>
Employee	2	<p>Employees with a disability who regularly utilize a service animal are requested to register with the Human Resources Return to Work and Accommodation Department.</p> <p>If the need for the service animal is not apparent, it may be necessary for the partner to provide information necessary to evaluate the disability-related need for the service animal.</p> <p>When requested, documentation for employees with a disability who use a service animal shall include the following:</p> <ul style="list-style-type: none"> <li>• Name and credentials of professional or evaluator;</li> <li>• Description of the current functional limitations as they relate to the need for the service animal; and</li> <li>• If the need for the service animal is non-apparent, specific tasks the service animal performs to meet the needs of the individual.</li> </ul>
Employee	3	<p>An employee with a disagreement should confer with an Advisor in the Human Resources Return to Work and Accommodation Department and if the concern is not resolved, may contact the Accessibility Coordinator. Any employee may also contact their respective Union representative.</p>
Employee	4	<p>Review the "Guidelines for Customer Service to Persons who use Service Animals" document.</p>

## Procedures to Bring Service Animals in Training on Campus

Responsible Officer/Section	Step	Details
User/Owner/Trainer	1	<p>Be aware that Local ordinances regarding animals also apply to service dogs and cats, including</p>

<b>Responsible Officer/Section</b>	<b>Step</b>	<b>Details</b>
		requirements for immunization, licensing, noise, at-large animals and dangerous animals.  Dogs and cats must wear a license tag and a current rabies vaccination tag from its home municipality.
User/Owner/Trainer	2	In support of accessibility, the University may allow service animals in training on campus. To seek approval, please contact Environmental Health and Safety.
User/Owner/Trainer	3	A visitor/volunteer with a disagreement regarding the use of a service animal may contact the Accessibility Coordinator.
User/Owner/Trainer	4	Review the "Guidelines for Customer Service to Persons who use Service Animals" document.

<b>Date Approved</b>	<i>November 27, 2017</i>
<b>Approval Authority</b>	VPOC
<b>Date of Commencement</b>	<i>2017 November 27</i>
<b>Amendment Dates</b>	
<b>Date for Next Review</b>	<i>2022 November 27</i>
<b>Related Policies, Procedures and Guidelines</b>	<a href="#">Accessibility Policy</a> <a href="#">Service Animal Policy Queen's University Residences</a> <a href="#">Queen's Policy Concerning Students with Disabilities</a> <a href="#">Academic Accommodations for Students Policy</a> <a href="#">Academic Accommodations for Students Procedure</a> <a href="#">Disability Accommodations Statement</a> <a href="#">Human Resources Accommodation of Disabilities in the Workplace Policy</a>