



## SERVICE ANIMALS ON CAMPUS PROCEDURES

### PURPOSE

The purpose of these Procedures is to set out the processes to be followed by members of the Brock University community with respect to Service Animals on Campus.

These Procedures are intended to enable an accessible and inclusive environment for individuals who wish to be accompanied by a Service Animal on the University's Campus, while at the same time ensuring the University complies with all sanitation and health regulations and provides a safe and healthy work, learning, and living environment for all members of the campus community. These Procedures support and implement the commitments set out in the University's Accessibility Policy, Animals on Campus Policy, Employment Accommodation Policy, and Policy on Academic Accommodations for Students with Disabilities.

### SCOPE

These Procedures apply to the use and management of Service Animals and Service Animals-in-Training on the University Campus.

These Procedures apply to Brock University staff, faculty, professional librarians, volunteers, students, and visitors to the University's Campus.

These Procedures do not apply to premises not owned or operated by the University. When attending experiential learning or placements, particularly in healthcare settings, or other University related activities off Campus, there may be situations whereby Service Animals or Service Animals-in-Training may not be permitted. Any University Member who wishes to be accompanied by a Service Animal or Service Animal-in-Training in such premises or activities should discuss the matter with the applicable Authority who will review it with the placement supervisor or relevant area.

### DEFINITIONS

**Accredited Training Organization** means a provincially or nationally accredited training organization for Service Animals which is recognized by the University, at its sole discretion.

**Authority** means the functional area or position that is responsible for validating documentation and registering Service Animals for University Members under their purview, as set out in section 1 of these Procedures.

**Campus** means any property owned and operated or leased by the University. For greater certainty, Campus does not include property owned by the University but leased to third parties or operated by third parties.

**Disability** has the same meaning as set out in the [Ontario Human Rights Code, 1990](#) (the “Code”) and the [AODA](#).

**Handler** means the individual who has charge of the Service Animal or Service Animal-in-Training on Campus.

**Service Animal** means:

- a. a guide dog as defined in section 1 of the [Blind Persons’ Rights Act, 1990](#), or
- b. a service animal within the definition of service animal under the Integrated Accessibility Standards under the AODA (O.Reg. 191/11) (“IASR”), which stipulate that an animal is a service animal for a person with a disability if:
  - I. 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
  - II. the person provides documentation from one of the regulated health professionals listed in the IASR, appropriately confirming that the person requires the animal for reasons relating to the disability.

Therapy, emotional support, and comfort animals do not qualify as Service Animals unless they meet the Service Animal definition under the IASR.

**Service Animal-in-Training** means an animal undergoing training as a Service Animal by a provincially or nationally accredited training organization for Service Animals recognized by the University.

**University Member** means an individual who is:

- a. employed by the University;
- b. registered as a student;
- c. holding an appointment or volunteer position with the University, including paid, unpaid and/or honorific appointments; and
- d. otherwise subject to University policies by virtue of the terms of an agreement.

## PROCEDURES

### 1. Registration Process for University Members

### 1.1. Registration application

Any University Member who wishes to be accompanied by a Service Animal within areas of the University Campus not open to the public (e.g., classrooms, laboratories, workspaces, residences) is required to submit a Service Animal Registration Form to the Authority indicated below, together with satisfactory supporting documentation demonstrating the need for the Service Animal to assist with their disability-related needs. Such requests will be processed as a request for accommodation on the basis of disability and handled in accordance with the Employment Accommodation Policy (for employees) and Policy on Academic Accommodations for Students with Disabilities (for students).

Authorities:

If the requestor is a student the authority will be Student Accessibility Services. For Service Animals in Residence, the authority is Housing Services.

If the requestor is an employee or volunteer, the authority will be the Office of People and Culture (Health Management) in consultation with applicable supervisors.

If the requestor is for any other University Member, the authority will be the applicable contract administrator.

### 1.2. Supporting documentation

- a. A registered health practitioner must complete, date, and sign the Health Practitioner's Form, which must include an explanation of the need for the Service Animal as it relates to the University Member's disability and indicate the specific tasks or functions that the Service Animal performs;
- b. A registered veterinarian must complete, date, and sign the Service Animal Health Form to confirm that the Service Animal has been vaccinated and has the capacity to be in public spaces or other areas of Campus;
- c. Documentation must be provided to verify that the Service Animal is properly licensed as required by Ontario law and/or municipal by-law.
- d. The University may require additional information or documentation where necessary to validate the need for the Service Animal or their capacity to be on Campus.
- e. A University Member who wishes to be accompanied by a guide dog as defined by the Blind Persons' Rights Act may provide a copy of the identification card issued under the *Blind Persons' Rights Act* as an alternative to the supporting documentation listed above.

### 1.3. **Review of documentation**

The Authority will review the submitted forms and documentation and may consult with affected areas as needed, on a need-to-know basis. Prior to approving the registration, the Authority will discuss with the requester:

- a. the roles and responsibilities of all stakeholders;
- b. the need for an individual risk assessment;
- c. alternate provisions for support if the Service Animal is prohibited entry by any other law, and the requester requires access to such areas;
- d. the duration of the need for Service Animal and reassessment period, as necessary; and
- e. additional disability-related accommodations that may be required (e.g., emergency response information, academic accommodations, workplace accommodations, etc.)

### 1.4. **Approval of registration**

If the Authority is satisfied that the Service Animal meets the definition of Service Animal and that there is no health or safety requirement which precludes the Service Animal from accompanying the requester in the non-public areas of Campus, the Authority will approve the registration and the requester will be instructed to obtain an identification card. The card is to be carried by the Handler at all times, or may be worn on the animal's collar, harness, or leash for visible identification. Lost or stolen identification cards must be replaced at the cost of the Handler.

### 1.5. **Notification to affected individuals and units**

Because the presence of certain Service Animals may affect other University Members due to environmental sensitivities, allergies, phobias, or other concerns, the Authority may notify University Members who work with, live with, or attend class, labs, or other academic program activities with the University Member and may be affected by the presence of a Service Animal. This notification will not include any confidential information about the nature of the University Member's disability.

### 1.6. **Registration changes**

University Members are required to renew or update their Service Animal registration when:

- a. Their disability related needs have changed and different support is required; or
- b. The Service Animal has changed.

University Members with registered Service Animals are required to maintain up-to-date vaccinations and licensing for their registered Service Animal and may be required to provide proof of current vaccination, licensing, or updated Service Animal Health Form upon request.

### 1.7. Denial of registration

If the Authority determines that the Service Animal may not be brought onto Campus, the University Member may not bring the Service Animal to Campus and the Authority will work with them to put in place other options that ensure the dignity, integration, individualization, and full participation of the University Member.

## 2. Service Animals-in-Training

### 2.1. Registration requirements

All University Members who wish to bring a Service Animal-in-Training onto Campus must follow the registration requirements and renewal of registration requirements for Service Animals.

### 2.2. Supporting documentation

The following additional supporting documentation is required for registering a Service Animal-in-Training:

- a. verification from the Accredited Training Organization that oversees animal training that the Handler will be working with the animal in question;
- b. verification from the Accredited Training Organization that the animal-in-training will be trained for purposes of becoming a service animal; and
- c. confirmation of insurance from the Accredited Training Organization indicating that the Handler and the Service Animal-in-Training are covered under its commercial general liability policy.

### 2.3. Approval of registration

Approval of a Service-Animal-in-Training is at the sole discretion of the applicable Authority in accordance with the Animals on Campus Policy. If the

Authority approves the registration of the Service Animal-in-Training, the requester will be instructed to obtain an identification card. The card is to be carried by the Handler at all times, or may be worn on the animal's collar, harness, or leash for visible identification. Lost or stolen identification cards must be replaced at the cost of the Handler.

When approval is granted, the requirements applicable to Service Animals set out in section 1.5 and 1.6 above will apply.

### **3. Dispute Resolution**

#### **3.1. Disagreements**

In the event of a disagreement about any decisions related to a Service Animal or Service Animal-in-Training, University Members should confer with the applicable Authority. If the concern is not resolved or an alternate accommodation cannot be agreed upon, the University Member may contact the University's Human Rights and Equity Office.

#### **3.2. Appeals**

- a. Employees may appeal decisions related to a Service Animal or Service Animal-in-Training through their relevant Collective Agreements, if applicable.
- b. Students may appeal decisions made under these Procedures through the appropriate policy (e.g., Academic Accommodations for Students with Disabilities Policy, Student Code of Conduct, Residence Community Standards).

### **4. Compliance, monitoring, and review**

#### **4.1. Administration and compliance**

The applicable Authority is responsible for administering these Procedures and resolving any complaints or issues related to the use of Service Animals on Campus. Campus Safety Services will assist supervisors, instructors, and other University Members with the enforcement of these Procedures as necessary.

#### **4.2. Review**

These Procedures will be reviewed as necessary and at least every three years. The Accessibility and Inclusion Advisor is responsible for monitoring and reviewing these Procedures in consultation with the Office of People & Culture,

the Office of the Vice-President, Academic, Student Accessibility Services, Housing Services, and University legal counsel.

## **PROCEDURE DETAILS**

### **Effective Date**

August 30, 2024

### **Related Documents**

#### Legislation:

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act (AODA)

Employment Standards Act

Occupational Health and Safety Act

Blind Persons Act

Dog Owners' Liability Act

Health Protection and Promotion Act

Food Safety and Quality Act

Fish and Wildlife Conservation Act

#### University Policies:

Respectful Work and Learning Environment Policy

Employment Accommodation Policy

Accessibility Policy

Academic Accommodations for Students with Disabilities

Student Code of Conduct

Student at Risk Policy

Workplace Violence Prevention Policy

Occupational Health and Safety Policy

Employment Equity Policy

Animals on Campus Policy

Residence Community Standards