

**St. Joseph's General Hospital Elliot Lake  
PROCEDURE MANUAL**

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| <b>Department</b>                                   | <b>Human Resources</b>                       |
| <b>Subject:</b>                                     | <b>AODA – Service Animals – Procedure</b>    |
| <b>Procedure Number:</b>                            | PRS II-a-20                                  |
| <b>Distribution List:</b>                           | All Departments                              |
| <b>Approved By: Chief Executive Officer</b>         | M. Hukezalie                                 |
| <b>Date Originated:</b>                             | December 1, 2009                             |
| <b>Last Reviewed:</b>                               |  |
| <b>Date(s) Revised: (NB RETAIN PREVIOUS POLICY)</b> |  |
| <b>Senior Manager's Signature:</b>                  | <i>R. Primeau</i> , Director Human Resources |

## **PROCEDURE**

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### **Purpose**

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standard for Customer Service: Ontario Regulation 429/07.

### **Application**

These procedures and practices apply where St. Joseph's General Hospital Elliot Lake ("the Hospital" which includes the Oaks Treatment Centre and St. Joseph's Manor) provides its goods and services on premises that it owns or operates, and if the public and other third parties have access to these premises.

### **Permitting Service Animals on Hospital Premises**

The Hospital recognizes the importance of service animals to persons with disabilities and welcomes them where the Hospital provides goods and services on property it owns or operates if the public or other third parties have access to these areas.

### **Identifying Service Animals**

Service animals may be any animal that assists a person with a disability. They provide a wide range of assistance including but not limited to, guiding a person who is blind, alerting a person who is deaf to certain sounds, opening doors and retrieving items for persons with mobility disabilities, emotional support for persons with mental illness, and many other forms of assistance.

Service animals may be identified by any one of the following methods:

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- The animal may be wearing a service animal vest, harness or saddle packs
- The animal may be observed providing assistance
- The person may have a letter from a physician or nurse stating that they require the animal for reasons related to a disability
- The person may show a valid identification card or training certificate from a recognized service animal training school

### **The Hospital's Responsibilities**

Persons with disabilities who are accompanied by a service animal will be permitted to enter the Hospital's premises with the animal and keep the animal with them in areas where the public or other third parties are allowed, unless the animal is excluded by law. If the animal is excluded by law, the Hospital will provide another means of accommodating the person. For example, if the animal is not permitted into a certain area by law, the Hospital may suggest providing services in an area where the service animal is permitted.

### **Responsibilities of Persons with Service Animals**

It is the responsibility of the person with the disability to ensure that:

- a) their service animal is kept in control at all times and is well behaved;
- b) the service animal is not a threat to health and safety; and
- c) the service animal's immunizations are up-to-date

### **Removal of Service Animals from the Hospital's Premises**

The Hospital is aware that service animals are usually well trained and well behaved. In the event that this is not the case, service animals may be removed for any one of the following reasons:

- disruptive or aggressive behaviour, such as growling, barking or other signs of threatening or aggressive behaviour
- causing damage, including causing damage to any person or property;
- poor health, such as a contagious illness where the animal risks spreading the illness to others.

### **Areas Off Limits to Service Animals**

Service animals may be prohibited from entering certain areas for health and safety reasons or due to law. For example, Ontario Regulation 562 under the Health Protection

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and Promotion Act states that animals are not permitted in areas where food is prepared, handled, served, displayed, stored, sold, or offered for sale. Other areas may include sterile areas such as the operating room.

It must be noted that service dogs are exempt from this restriction and are permitted to go where food is served, sold or offered for sale, such as restaurants including buffets. However all animals, including service dogs, are not permitted to enter areas where food is prepared, such as kitchens.

### **Persons Allergic to or Afraid of Service Animals**

Common allergies or fear of animals are not considered disabilities. As a courtesy, the Hospital may attempt to accommodate persons with common fears and allergies to animals.

In rare circumstances, a person may have a severe and debilitating reaction to an animal, such as respiratory distress. In these situations, the Hospital will suggest alternative means of providing the goods or services to the person, perhaps by limiting exposure to the animal or by another reasonable method.

### **Agents and Others Providing Goods and Services on Behalf of the Hospital**

Agents and others providing goods and services on behalf of the Hospital will adhere to these procedures and practices.

### **Review of Procedures and Practices**

These procedures and practices will be reviewed annually to ensure they are in accordance with legislation and meeting the needs of persons with disabilities.

(typist's initials)

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References:

Reviewed in consultation with: Senior Management, Managers

Policy Credits (author?): R. Primeau

Corresponding Form Numbers:

Path and File Name: