

Kitchener Downtown Community Health Centre

Type of Policy:

<input type="checkbox"/> Administration (A)	Client Services
<input type="checkbox"/> Financial (F)	<input checked="" type="checkbox"/> General (CG)
<input type="checkbox"/> Board of Directors (B)	<input type="checkbox"/> Programs (CP)
<input type="checkbox"/> Human Resources (H)	<input type="checkbox"/> Medical Services (CM)
<input type="checkbox"/> Occupational Health & Safety (S)	
<input type="checkbox"/> Volunteers (V)	

Policy No: CG1108

Title: Service Animals

Policy

1. KDCHC welcomes people with disabilities who are accompanied by a service animal or guide dog.
2. KDCHC will ensure that a person with a disability is permitted to enter the premises with the animal and to keep the animal with them in all parts of its premises that are open to the public, unless the animal is otherwise excluded by law. If a service animal is excluded by law from a section of the premises by law, KDCHC will ensure that alternate means are available to enable the person with a disability to access KDCHC materials and services.
3. KDCHC will assist people with disabilities who have a service animal and who request help with their animal if it is safe and reasonable to do so.
4. KDCHC will advocate with other premises for access for service animals should this issue arise.
5. This policy does not cover:
 - a) KDCHC events held off premises over which KDCHC has no control.
 - b) Animals that do not come under the definition of “service animal” or “guide dog”.

Procedures

6. Training will be provided to staff, board members, students and volunteers about people with disabilities who require the use of service animals.
7. If requested by the client, KDCHC will provide water for a service animal.
8. KDCHC is not required to allow an animal on its premises if it is not obvious that an animal is a service animal, or if the person does not have a letter from one of the below

listed regulated health professionals, or an identification card from the Ministry of the Attorney General.

Definition of a service animal:

Service animals are animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are for example are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks

A service animal can be readily identified as one that is being used by the person for reasons relating to their disability as a result of visual indicators such as a vest or harness worn by the animal. A person may also confirm that they require the accompaniment of a service animal by providing a letter from a Member of one of the following Colleges:

- Audiologists and Speech Language Pathologists of Ontario
- Chiropractors of Ontario
- Nurses of Ontario
- Occupational Therapists of Ontario
- Optometrists of Ontario
- Physicians & Surgeons of Ontario
- Physiotherapists of Ontario
- Psychologists of Ontario
- Regulated Psychologists and Regulated Mental Health Therapists of Ontario

Definition of a Guide Dog:

A guide dog is a dog trained as a guide for a blind person. This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Persons' Rights Act and has been qualified as a guide dog.

Reference Documents:

Accessibility Standards for Customer Service (Policy No.1104)

Approved By: Eric Goldberg, Executive Director

Date: July 6, 2016
