



Administrative Guideline

Title: Accessibility Standards for Customer Service
Use of Service Animals by General Public

Effective Date: 2010/01/01

Responsibility: Superintendent of Business

ADMINISTRATIVE PROCEDURE

1.0 Responsibility

1.1 Supervisory Officers, Principals, Managers and Supervisors will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

2.0 Access to Board premises

2.1 Any person with a disability who is accompanied by a service animal will be welcomed on Board and/or school premises with his or her service animal and will be accompanied by the service animal while on the premises. Access will be in accordance with normal security procedures.

2.2 This requirement applies only to those areas of the premises where the public or third parties customarily have access and does not include areas of the school or board offices where the public does not have access.

2.3 This procedure deals solely with the individual's right to be accompanied by a service animal. Access to classrooms for service animals used by students and staff is covered under separate procedures.

3.0 Exclusion of Service Animal

3.1 A service animal can only be excluded from access to the premises where this is required by another law. Examples include the *Health Protection and Promotion Act* and the *Food Safety and Quality Act*. The former Act prohibits service animals in places where food is prepared, processed, or handled (e.g., kitchen of school cafeteria or culinary arts classroom) although service dogs are permitted where food is served and sold (e.g. school cafeteria or lunchroom).

3.2 Where there is a risk to the health and safety of another person as a result of the presence of a service animal, consideration must be given to options available prior to exclusion of a service animal. An example would be a situation where an individual has a severe allergy to the service animal. It is

4.0 Alternative measures if Service Animal must be excluded

4.1 In the rare instance where a service animal must be excluded, the Board must make every effort to put alternative arrangements in place to provide the services required by the person with a disability. This could involve leaving the animal in a secure area where it is permitted by law and discussing with the person how best to serve them, e.g., a person with a vision disability might need someone (a member of staff or volunteer) to guide them.

5.0 When it is necessary to confirm an animal is a Service Animal

5.1 Where an animal is not a trained guide dog and it is not readily apparent that the animal is a service animal, the school or board staff member may ask the person using the service animal for a letter from a physician or nurse confirming that the animal is needed because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used.

5.2 Where the person using the service animal regularly attends at the school or board facility, the principal or manager may request to keep a copy of the letter on file but only as long as required by the circumstances. Alternatively, the person using the service animal may be asked to bring a letter with them on occasions when they visit the premises. The principal or manager shall preserve the confidentiality of the letter and information contained in the letter, and shall not use or disclose the letter or information except as provided for in the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, cM56, or as otherwise required by law.

Legal Framework

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Ontario Human Rights Code

Cross-Referencing

NNDSB Administrative Guidelines:

- x Near North District School Board Accessibility Standards Policy
- x Accessibility Standards Use of Assistive Devices by the General Public
- x Accessibility Standards Notification of Disruption of Service
- x Accessibility Standards Monitoring and Feedback on Accessible Customer Service
- x Accessibility Standards Use of Support Person by the General Public
- x Safe Schools: Interim (Pending appropriate consultation) Code of Conduct for all Persons in Schools
- x School Closure/Power Interruption/Plant Disruption/Bus Cancellation
- x Volunteers
- x Human Rights
- x Workplace Harassment