



*Operational Procedure*

*Use of Service Animals Policy*

Program: Human Resources	Document Owner: Cindy Kremer	Reference Number: HR 5.17
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**KEYWORDS**

Accessibility for Ontarians with Disabilities Act, 2005  
AODA  
Service Animals

**RATIONALE**

**Policy Summary**

This policy describes how Canadian Mental Health Association Lambton Kent Branch will welcome and accommodate people with disabilities who are accompanied by a service animal.

**Purpose**

This policy describes how people with disabilities and their service animal will access services on CMHA Lambton Kent premises and CMHA Lambton Kent sponsored events.

**POLICY**

**Policy Statement**

CMHA is committed to allowing full access to our services and premises to people with disabilities and their service animals. We will do this by:

1. Allowing full access to our premises to people with disabilities and their support persons, unless that area of the organization is not open to the public or other third parties or it is unsafe to do so.
2. Ensure the person with a disability and his/her support person are able to enter our premises together and that the person with a disability has access to his/her support person at all times while on CMHA Lambton Kent premises.
3. When clients access CMHA Lambton Kent services and programs in the company of their support person, it is understood that the client has provided implied consent to the presence of their support person and that the client's support person understands and commits to the confidentiality of the client's personal health information.
  - a. It is also understood that if the support person has access to any confidential information related to other clients, they commit to keep it confidential. It will be the responsibility of the client's worker to explain this duty to the support person.
4. Educating and training staff, volunteers, students and others who provide service to the public about the role of support persons for those with a disability and the accommodations for access the Agency.
5. Including in our publications and website where appropriate that we welcome people who are accompanied by support persons.
6. Giving advance notice about the admission fee that will be charged for support persons who accompany people with disabilities to events or services sponsored by CMHA Lambton Kent Branch. We will ensure that signage and template for events provide details about admission costs for support people are available and written in clear language.

## **Definitions**

### **Premises**

All locations under the control of CMHA Lambton Kent including satellite locations.

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons' Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog if:

- it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability;
- or the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

## **SCOPE**

### **Limitations**

This policy does not cover:

1. Events held on CMHA Lambton Kent premises that are not sponsored by us
2. CMHA Lambton Kent events held off premises over which CMHA Lambton Kent has no control.

### **Applicability**

This policy and its sub-policies apply to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of CMHA Lambton Kent and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

## **PROCEDURE**

Reference/Source: Human Resources  
[Accessibility for Ontarians with Disabilities Act, 2005](#)  
[Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service](#)

Distribution: \_\_\_\_\_

Filing: \_\_\_\_\_

Monitoring:

Human Resources

Related Documents:

[HR 5.01 Communicating with People with Disabilities Policy](#)

[HR 5.14 Notice of Disruptions in Service Procedures](#)

[Volunteer Feedback Form](#)

[HR 5.16 Use of Assistive Devices Policy](#)