

MANITOULIN HEALTH CENTRE Accessibility Standards – Utilization of a Service Animal	POLICY: ADM-10-04	DEPARTMENT: Administration
EFFECTIVE DATE: February 22, 2010	DATE REVIEWED: (annually) June 2017	
PREVIOUS POLICY: N/A	DISTRIBUTION: All Departments, Board of Directors	

STATEMENT OF POLICY

Manitoulin Health Centre (MHC) recognizes the requirements set out in Accessibility Standards for Customer Service (Ontario Regulation, 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as it pertains to the rights of a disabled person to utilize a Service Animal while accessing care at either of our two hospital sites.

PROCEDURE

1. Identifying Service Animals

Service Animals may be any animal that assists a person with a disability. They provide a wide range of assistance including 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:

- the animal may be wearing a service animal or 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

2. MHC's Responsibilities

Persons with disabilities who are accompanied by a Service Animal will be permitted to enter MHC's premises with the animal and keep the animal with them in areas where the public are allowed, which excludes the patient care areas, as necessitated for infection control reasons. MHC will provide notice and explanation to a person accompanied by a Service Animal in relation to this exclusion. Where required, MHC will provide alternate assistance in place of the excluded Service Animal.

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3. Responsibilities of Persons with Service Animals

The responsibilities of the person with the disability accompanied by a Service Animal include:

- a) Keeping the animal in control at all times
- b) Utilizing the Service Animal in a manner that is not a threat to health and safety of others; and
- c) Keeping the Service Animal's immunizations up-to-date

4. Removal of Service Animals from MHC's Premises

In the event that the parameters established by MHC for the use of Service Animals while accessing services at MHC are breached, Service Animals may be removed for any one of the following reasons:

- Disruptive or aggressive behavior, such as growling barking or others signs of threatening or aggressive behavior;
- Causing damage, including causing damage to any person or property;
- Poor health of the animal, such as contagious illness, where the animal risks spreading illness to others.

5. Other possible considerations

In rare circumstances, a person may have a severe or debilitating reaction to an animal, such as respiratory distress. If a situation of this nature occurs, or is reasonably believed to have the possibility of occurring, MHC will suggest alternative means of providing care services in this circumstance, taking into account the needs of all parties involved.

6. Agents/Others Providing Goods and Services on Behalf of MHC


Agents and others providing goods and services on behalf of MHC will adhere to these practices.

REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- Ministry of Community and Social Services (2009, April). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07.*

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President & CEO
June 2017

Derek Graham

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