

<b>To:</b>	Chair Burley and the Grey County Joint Accessibility Advisory Committee
<b>Committee Date:</b>	September 5, 2019
<b>Subject / Report No:</b>	CCR-JAAC-14-19
<b>Title:</b>	Pets and Service Animals in the Workplace Policy Update
<b>Prepared by:</b>	Jacquelyn Morrison
<b>Reviewed by:</b>	Heather Morrison
<b>Lower Tier(s) Affected:</b>	None
<b>Status:</b>	Recommendation adopted by Committee September 5, 2019; Endorsed by Committee of the Whole September 26, 2019 per Resolution CW184-19; Endorsed by Council October 10, 2019 per Resolution CC80-19;

## Recommendation

1. That Report CCR-CW-14-19 be received and Council endorse the updates to A-GEN-006-001 being the Pets and Service Animals in the Workplace Policy.

## Executive Summary

Under the Customer Service Standard of the *Accessibility for Ontarians with Disabilities Act ("AODA")*, service providers' that operate premises open to the public must have a policy that welcomes service animals.

Grey County is committed to providing a safe, accessible, and healthy environment for the public and employees, which includes welcoming service animals while prohibiting pets and non-service animals for health and safety reasons. The Pets and Service Animals in the Workplace Policy has been updated to reflect updates in legislation, policy structure, and to ensure accessibility and clarity.

## Background and Discussion

All people should be able to access public goods, services, and facilities in a way that respects their independence and dignity. Under the Customer Service Standard of the *AODA*, public sector organizations and service providers' that operate premises open to the public must have policies that welcome service animals. Service animals must be able to accompany customers with disabilities anywhere they need to go, except places where the law excludes service animals.

Pets and other non-service animals are not permitted in County buildings for health and safety reasons. Pets and non-service animals may pose risks in the workplace, such as minor to severe allergic reactions, potentially spreading germs or viruses, physical attacks, and other concerns.

The intent is that the Policy applies to County public buildings, but that it does not limit the use of animals for therapeutic and educational involvement. For example, Grey Roots Museum and Archives hosts animals in Moreston Heritage Village and currently has a live animal exhibit, “Under the Canopy”. The County’s long-term care homes also use animals for therapy and permit visiting pets to enter their buildings. All visiting pets that enter the long-term care homes are required to have up-to-date immunization records and must be on a leash and supervised. This Policy does not override or replace the separate long-term care policies and procedures, such as: Animal/Pet Immunization & Infection Prevention and Long Term Care Homes Manual on Accessibility for Ontarians with Disabilities Act.

The suggested changes to the Pets and Service Animals in the Workplace Policy are summarized as follows:

- Updated Policy format using the new corporate policy template;
- Updated “Purpose” and “Scope” sections with the addition of a “Policy Statement” section;
- Expanded definitions for clarity;
- Addition of a “Legislation” section;
- The “General” section is an expansion of the previous “Procedures” section that clearly states the general Pets and Services Animals in the Workplace mandate to reflect the legislated requirements;
- The “Application” section is an expansion of the previous “Responsibility” section and provides the responsibilities of the person with the service animal and the County;
- Changes to wording, spacing, and paragraphs to promote clarity and plain language; and
- Administrative updates to formatting to ensure accessibility.

## Legal and Legislated Requirements

Accessibility Standards for Customer Service, Ontario Regulation 165/16, section 4(2) states that if a person with a disability is accompanied by a guide dog or other service animal, the provider of goods or services will ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises.

## Financial and Resource Implications

There are no additional financial implications related to the update of this Policy.

## Relevant Consultation

- Internal – Long-Term Care, Housing, Paramedics, Grey Roots
- External

# Appendices and Attachments

Draft Policy

[O.Reg 165/16](#)

## Pets and Service Animals in the Workplace

**Approved by:** County Council

**Policy:** A-GEN-006-001

**By-law:**

**Date Approved:**

**Replaces:**

**Last Revision Date:** August 2019

**Section:** Administration

**Scheduled for Review by:** 2024

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### Policy Statement

The Corporation of the County of Grey (“the County”) is committed to providing a safe, accessible, and healthy environment for the public and employees.

### Purpose

This policy ensures a safe, accessible, and healthy environment for the public and employees with respect to animals in the workplace.

### Scope

This policy applies to the Corporation of the County of Grey.

## 1.0 Definitions

- 1.1 “County” means the Corporation of the County of Grey.
- 1.2 “Disability” means disability as defined in the *Accessibility for Ontarians with Disabilities Act, 2005*:
  - a) any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
  - b) a condition of mental impairment or a developmental disability,
  - c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
  - d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.

1.3 “Service animal” means an animal trained in providing assistance to a person with a disability; and

a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or

b) the person provides documentation from one of the following regulated health professionals confirming that the animal is required for reasons relating to the disability:

i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.

ii) A member of the College of Chiropractors of Ontario.

iii) A member of the College of Nurses of Ontario.

iv) A member of the College of Occupational Therapists of Ontario.

v) A member of the College of Optometrists of Ontario.

vi) A member of the College of Physicians and Surgeons of Ontario.

vii) A member of the College of Physiotherapists of Ontario.

viii) A member of the College of Psychologists of Ontario.

ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.

1.4 “Personal pet” means a domestic animal owned and cared for by a person, but not considered a service animal.

1.5 “Public building” means a building that is open to the public and does not include private housing units.

## 2.0 Legislated Requirements

2.1 Accessibility Standards for Customer Service, Ontario Regulation 165/16, requires that a person with a disability who is accompanied by a guide dog or other service animal be permitted to enter the premises of public sector organizations and service providers with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

## 3.0 General

3.1 Only service animals are permitted in Grey County public buildings. A person accompanied by a service animal will be permitted to enter the premises with the

animal and keep the animal with him or her, unless the animal is otherwise excluded by law.

- 3.2 Personal pets are not permitted in Grey County public buildings because of health and safety concerns.
- 3.3 Local By-laws regarding animals also apply to service animals, including but not limited to requirements for immunization, rabies vaccinations, licensing, noise, and dangerous animals.
- 3.4 Approval for animals used in pet therapy and/or education (i.e. Lee Manor, Rockwood Terrace, Grey Gables, Grey Roots) will be made by the appropriate director on a case by case basis and must meet the guidelines outlined in the Animal/Pet Immunization and Infection Prevention procedure.
- 3.5 Where separate by-laws, policies, or procedures have been enacted, such as in the County's long-term care homes, the provisions set out in such by-laws, policies, or procedures will prevail over this Policy.

## 4.0 Application

- 4.1 It is the responsibility of the person with a disability to ensure that his or her service animal is trained and is always under his or her care and control.
- 4.2 If it is not apparent that the animal is a service animal, a County employee may ask the person with the animal to provide documentation from a regulated health professional confirming that the person requires the animal for reasons relating to his or her disability. The person with a disability is not required to disclose his or her disability.
- 4.3 If a service animal is excluded by law, the County will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from the County's goods and services.
- 4.4 If a service animal prevents an employee from providing assistance (for example because of an allergy or phobia), the employee will arrange to have another staff member assist the individual.
- 4.5 The County will post signage outside of all County public buildings indicating that service animals are welcome.
- 4.6 Anyone bringing a personal pet or non-service animal into a County public building will be asked to remove it from the premises.
- 4.7 The County will provide a safe location outside of County public buildings where personal pets can be securely tethered and will not obstruct entrances or impede public or employees.

- 4.8 Appropriate staff will be trained on the procedure and how to respond to questions or concerns about the procedure.
- 4.9 The responsibility for communication of and overseeing compliance with this Policy lies with the immediate supervisor.

## Forms

[Service Animals Signage](#)