

Report CCR-CS-36-14

To: Chair Bob Pringle and members of the Corporate Services Committee
From: Geraldine Cole, Health and Safety Manager and Rob Hatten,
Communications Officer
Meeting Date: November 19, 2014
Subject: Pets in the Workplace Policy and Procedure
Status: Recommendation adopted by Committee as presented per Resolution
CS94-14; Endorsed by County Council November 25, 2014 per
Resolution CC165-14;

Recommendation(s)

WHEREAS the County of Grey continues to provide accessible customer service by welcoming service animals into the workplace;

AND WHEREAS the County of Grey requires a Procedure to permit service animals into the workplace while prohibiting personal pets in order to mitigate health and safety concerns for staff and the public;

AND WHEREAS the draft Procedure has been endorsed by the Accessibility Advisory Committee at the October 28, 2014 meeting;

NOW THEREFORE BE IT RESOLVED THAT Report CCR-CS-36-14 be received;

AND THAT A-GEN-006-001, being the Pets in the Workplace Procedure be endorsed as presented.

Background

Service animals provide an essential service to many people with a disability. With this procedure service animals will continue to be welcomed into Grey County workplaces with employees being trained to serve individuals accompanied by service animals. In the event that the presence of a service animal prevents a Grey County employee from providing assistance for any reason (i.e. allergy or phobia etc.), the employee or another

staff member will communicate with that person to determine how best to provide service with an option of another employee providing the requested assistance.

Service animals are normally identifiable by an article of clothing they are wearing; however, in some cases they can be harder to distinguish. If the animal is not identifiable, staff have the right to ask if it is a service animal, and may ask to see identification such as a doctor's note.

Service animals and personal pets play an important role in the lives of the public as well as staff. On occasion, pets have been brought into County workplaces which raising health and safety concerns. Pets may pose certain health and safety risks in the workplace such as minor to severe allergic reactions, potentially spreading germs or virus, physical attacks and other concerns.

The policy was presented to the Accessibility Advisory Committee in October for input and feedback to ensure the policy is clear and would not create accessibility barriers. The committee reviewed and endorsed the policy without any questions or suggested improvements.

Financial / Staffing / Legal / Information Technology

Considerations

Grey County will place signs in the form of noticeable stickers at main entrances to appropriate County buildings indicating service animals are allowed on the premises. Accessibility Ontario can provide custom sized signs for \$25 each to post outside of our entrances. In total, 12 will be required at a cost of \$300.00 plus HST and postage.

The new procedure as well as the new signage will be reviewed with the appropriate staff so they are comfortable speaking to the procedure.

Link to Strategic Goals / Priorities

Corporate Strategic Plan goal 2.5 – Encourage policies and the provision of programs and services that enable seniors to age in place within the community of their choice.

Corporate Strategic Plan goal 5.2 – Collaborate with the public, stakeholders, and other governments to improve delivery of county services.

Corporate Strategic Plan goal 6.7 – Ensure that county services and programs are inclusive, accessible, and reflective of the diversity of the population.

Respectfully submitted by,

Rob Hatten
Communications Officer

Director Sign Off: *Sharon Vokes and Grant McLevy*

Pets and Service Animals in the Workplace

Approved by: County Council

Date Approved:

Replaces: N/A

Last Modified Date:

Scheduled for Review by:

Procedure Number: A-GEN-006-001 **Parent Policy:** A-GEN-006

Author: Clerk's Department

References and Related Documents

[Accessibility Policy](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Multi Year Accessibility Plan](#)

[Accessible Customer Service Procedure](#)

[VIII-E-30.00 Animal Pet Immunization and Infection Prevention](#)

Forms

[Service Animals Signage](#)

Purpose

The County recognizes the important role of service animals and personal pets in the lives of the public. The purpose of this policy is to provide a safe, accessible and healthy environment for the public and County employees with respect to animals.

Scope

Only service animals are permitted in all Grey County buildings. Under the Access for Ontarians with Disabilities Act, a person accompanied by a service animal shall be permitted to enter the premises with the animal unless the animal is otherwise excluded by law. A service animal is often identifiable or identification such as a doctor's note may present.

Approval for animals used in pet therapy (i.e. Lee Manor, Rockwood Terrace and Grey Gables) will be on a case by case basis and must meet the guidelines outlined in the Animal/Pet Immunization and Infection Prevention procedure.

The County will provide a safe location outside of county buildings where personal pets can be securely tethered and not obstruct entrances or impede the public or employees.

Definitions

For the purposes of this procedure, the following definitions will apply:

service animal- a trained animal providing assistance to a person with a disability.

personal pet- a domestic animal owned and cared for but not considered a service animal.

Procedures

Signage will be posted outside of all Grey County public buildings indicating personal pets are not allowed in the workplace but service animals are welcome. Because of health and safety concerns, anyone bringing a personal pet into a County building will be asked to remove it from the workplace.

In the event a service animal prevents an employee from providing assistance (i.e. allergy or phobia etc.), the employee will arrange to have another staff member assist the individual.

Responsibility

Appropriate staff will be trained on the procedure and how to respond to questions or concerns about the procedure.

The responsibility for communication of and overseeing compliance with this procedures lies with the immediate supervisor.