

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-104
Service Animals		Effective Date: May 2015
Standard: Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	Authority: CEO	Review: June 2014, May 2021 November 2023
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1.0. POLICY STATEMENT

Belvedere Heights is committed to serving people with disabilities. We will uphold an individual's right to access places of public accommodation and respect the health and well-being of all as defined by Regulation 429/07 & 191/11 and the Ontarians with Disabilities Act 2005. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will work with those requiring the assistance of a service animal to ensure these are supported within our organization.

2.0 DEFINITIONS

2.1 Disability:

2.1.1 Any degree of physical 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, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.

2.1.2 A condition of mental impairment or developmental disability.

2.1.3 A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.4 A mental disorder.

2.1.5 An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

2.2 Service Animal:

2.2.1 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 the person provides a letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability

2.2.2 Any animal individually trained to assist people with disabilities in the activities of normal daily living, to enhance quality of life and mitigate their disabilities.

2.2.3 A service animal is afforded access to all places the public is invited when accompanying their human partner.

2.3 Area of Public Accommodation:

2.3.1 Any area within the Home that is open to the public or third parties.

2.3.2 This includes patient rooms, waiting rooms, patient/family rooms, elevators, stairwells, examination rooms, hallways, external grounds, and cafeterias.

2.3.3 Prohibited Areas: food preparation areas, pharmacy and medication preparation and storage areas, all sterile storage areas.

3.0 EQUIPMENT

3.1 N/A

4.0 PROCEDURE

4.1 Use of Service Animals

4.1.1 Staff must ensure that a person with a disability is permitted to enter Belvedere Heights with their service animal unless the animal is excluded by law. See Prohibited Areas indicated above.

4.1.2 Where there is any question regarding whether an animal is fulfilling the role of a service animal, the person with the disability may be asked to supply written confirmation from a qualified regulated health professional registered with:

4.1.2.1 College of Audiologists and Speech-Language Pathologists of Ontario

4.1.2.2 College of Chiropractors of Ontario

4.1.2.3 College of Nurses of Ontario

4.1.2.4 College of Occupational Therapists of Ontario

4.1.2.5 College of Optometrists of Ontario

4.1.2.6 College of Physicians and Surgeons of Ontario

4.1.2.7 College of Physiotherapists of Ontario

4.1.2.8 College of Psychologists of Ontario

4.1.2.9 College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

4.1.3 Any service animal admitted to the premises must wear an appropriate harness or leash.

4.1.4 Any service animal is not to be touched by other individuals in the Home without expressed permission.

4.1.5 Where a service animal is excluded by law, the Home will employ other measures that will enable the person with a disability to obtain, use and benefit from the Home's programs and services.

4.1.6 Where the presence of the service animal poses a risk to the health and safety of another person (e.g. severe allergies), options to minimize the risk while still providing access to service will be identified.

4.1.7 Individuals admitted to the Home that require the support of a service animal should be considered for private accommodation.

4.1.8 Patients requiring a service animal are to be provided with the following information either during the pre-admission process or otherwise at the earliest opportunity:

4.1.8.1 The care and supervision of the service animal is the responsibility of the individual who uses the service animal's service. The individual must maintain control of the service animal at all times and is responsible for the clean up of all animal waste.

4.1.8.2 A family member, friend or volunteer may be necessary to assist with the feeding and elimination needs of the service animal. Elimination needs are to take place outside the Home and are **not** the responsibility of the health care staff. Any waste is to be disposed of appropriately into a plastic bag and placed in an outside garbage receptacle.

4.1.8.3 Hand hygiene is to be performed after attending to feeding and elimination needs.

4.1.8.4 The service animal is not permitted in other resident's rooms unless invited.

5.0 OUTCOMES

5.1 All persons with disabilities will have safe and equitable access to care and the ability to participate in the procurement of goods and services at the Home. This includes those who require the support of a service animal.

6.0 REFERENCES

6.1 Regulation 429/07 & 191/11

6.2 Ontarians with Disabilities Act

