



Anishinabek Family Care
Human Resource Policy & Procedures Manual

Section 11 Accessibility for Ontarians with Disabilities	
Policy Title: Service Animals	Approval Date: July 2015, June 2016; February 2020
Policy No: 11.05	Review Date: June 2016; February 2020

POLICY

Dilico welcomes persons with disabilities who are accompanied by a service animal on the parts of our Agency that are open to the public and other third parties, except where excluded by law, i.e. where food is prepared, handled, served or stored.

- If the service animal is excluded due to its breed, i.e. pit bull terrier under *Ontario Dog Owner's Liability Act*, Dilico will ensure other measures are available to enable the person with a disability to obtain, use, or benefit from our services;
- The service animal's care and supervision while on Dilico property is the sole responsibility of animal's handler.
- Staff who deal with clients will be trained on proper interaction to avoid touching or addressing the service animal - the service animal is working and has to pay attention at all times to its handler.
- Not all service animals wear special collars or harnesses and staff are to request documentation from a regulated health professional to confirm that the person needs the service animal for reasons relating to their disability.

PROCEDURES

1. Employees and student placements dealing with the public are trained in interacting with people with disabilities who are accompanied by a service animal.
2. Employees and student placement will not touch or interact with a service animal without permission from the animal's owner.



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RELATED FORMS AND POLICIES
1. #11.01 Customer Service Standard
2. #11.02 Accessibility Plan