

Manual:	AODA Manual – Customer Service	Policy Number:	103
Subject:	GUIDE DOGS AND SERVICE ANIMALS POLICY		
Developed:	May 2011		
Revised:			
Approved:	December 2011		
References:	BHO Standard		
Policy References:	Blind Person’s Rights Act: Regulation 58 Guide Dogs Health Protection and Promotion Act, Regulation 562 Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
Approved by:	Executive Director		

Policy Summary

This policy describes how Langs will welcome people with disabilities who are accompanied with guide dogs or other service animals.

Purpose

This policy describes how people with disabilities and their service animals will be treated on Langs premises.

Policy Statement

Langs is committed to allowing full access to our services and premises to people with disabilities and their service animals wherever possible. We will do this by:

1. Allowing full access to our premises, unless that area of the organization is not open to the public or other third parties or animals are excluded by other laws such as public health.
2. Educating staff, volunteers, students and others dealing with the public about the use of service animals.
3. Providing training to staff, volunteers, students and others dealing with the public on how to interact appropriately with people with disabilities who are accompanied by a service animal.
4. Assisting people with disabilities who are accompanied by a service animal when they request help with their animal if it is safe and reasonable to do so.
5. Ensuring health regulations concerning service animals are posted in any area where food is prepared and served.
6. Providing other measures to access our services for people with disabilities if their service animal is excluded by law from certain areas of our premises.

Definitions

Guide Dog

This is a dog that has successfully completed the training program at any of the facilities listed in the Blind Person’s Rights Act and has been qualified as a guide dog.

Premises

All locations and facilities under the control of Langs.

Service Animal

May also be called “assistance animals”, “assist animals”, “support animals” or “helper animals”.

An animal is qualified to be a service animal if:

- It is readily apparent the animal is used by the person for reasons relating to his/her disability; or
- The person provides a letter from a medical practitioner confirming the person requires the animal for reasons relating to the disability.

Limitations

This policy does not cover:

1. Langs events held off premises over which Langs has no control.
2. Animals that do not come under the definition of “guide dog” or “service animal”.

Applicability

This policy and its sub-policies apply to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of Langs and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

