
Respect for Service Animals and Support Persons Policy

This Policy is consistent with the equivalent corporate policy of the City of Oshawa.

1. Purpose

The purpose of this policy and procedure is to establish a library--wide approach for the use of service animals and support persons by persons with disabilities. The objective is to:

- clarify the allowance of guide dogs and service animals in Oshawa Public Libraries facilities;
- clarify the provisions of support persons; and,
- provide documentation as required by Ontario Regulation 429/07 made under the *Accessibility for Ontarians with Disabilities Act (AODA)*, 2005.

2. Policy

To meet the requirements of the Accessibility Standard for Customer Service (Ontario Regulation 429/07) made under the *Accessibility for Ontarians with Disabilities Act*, 2005, this Policy and Procedure has been created for Oshawa Public Libraries staff, volunteers and agents.

For the purposes of this policy, any reference to “staff” also applies to Library volunteers and agents.

An animal is a “service animal” for a person with a disability, (Section 4, subsection 9 of the AODA, 2005 - Ontario Regulation 429/07):

- if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

A “guide dog” means a guide dog as defined in section 1 of the *Blind Persons Rights’ Act*.

A “support person” means, in relation to a person with a disability, another

person who accompanies him or her in order to help with communication, mobility, personal care or medical needs with access to goods or services.

Service Animal

This process will ensure that:

- if a person with a disability is accompanied by a guide dog or other service animal, the Library shall permit that person to enter premises open to the public or third parties with the animal and to keep the animal with him or her unless the animal is otherwise excluded by law; and,
- if a guide dog or service animal is excluded by law from the premises, the Library will make other measures available to enable the person with a disability to obtain, use or benefit from the goods and services.

Support Person

This process will ensure that:

- if a person with a disability is accompanied by a support person both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises;
- Library staff may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and,
- if an admission fee is to be charged for a support person, Library staff shall ensure advance notice of applicable fees is provided.