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| <b>Section:</b>     | Customer Service                              | <b>Procedure #:</b> | 020-01-003    |
| <b>Sub-Section:</b> | Standards                                     | <b>Updated:</b>     | July 08, 2009 |
| <b>Title:</b>       | Respect for Service Animals & Support Persons |                     |               |

## **Standards – Respect for Service Animals & Support Persons**

### ***Background***

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 procedure is required for Oshawa Public Libraries staff, volunteers and agents.

### ***Procedures***

#### **Guide Dogs and Service Animals**

1. Oshawa Public Libraries staff shall ensure that the customer is permitted to enter the Library premises open to the public or third parties with the animal and to keep the animal with him/her unless the guide dog or service animal is otherwise excluded by law from the premises.
2. If a customer is excluded by law from keeping their guide dog or service animal with them, Library staff shall consult with the individual to provide other measures to enable the person to obtain, use or benefit from our goods and services.
3. It is not necessary for staff to request documentation for verification of a guide dog or service animal if it is readily apparent that the animal is used by the customer for reasons relating to his or her disability.
4. In circumstances where it is not apparent that the guide dog or service animal is used by a customer for reasons relating to his or her disability, Library staff may ask the person to provide a letter from a physician or nurse confirming that the customer requires the animal for reasons relating to the disability.
5. Representatives of the Library are required to ensure that this request is made in a format that respects the dignity and independence of the customer to ensure integration and equal opportunity for people with disabilities.
6. Additional factors to consider include:
  1. not all disabilities are visible;
  2. not all service animals wear identifying gear, such as harnesses or tags;
  3. a person is not to be separated from their guide dog or service animal;
  4. a guide dog or service animal is not to be touched;
  5. a guide dog or service animal is not to be fed or deliberately startled;
  - and,
  6. respecting confidentiality of the customer and circumstances related to his/her guide dog or service animal.
7. Reasonable behaviour is expected from those interacting with service animals. The owners of disruptive and aggressive service animals and those who interact with service animals in a negative way may be asked to leave the premises.

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### **Support Persons**

1. If a customer with a disability is accompanied by a support person, Library staff shall permit both persons to enter the premises together and ensure the customer with a disability is not prevented from having access to the support person while on the premises.
2. If a Library staff member feels that a reasonable health or safety concern for a customer with a disability or of others on the premises may be in jeopardy, the staff member may request that a support person be present.
3. It may be necessary for the support person to provide consent to regulations specific to the service provided and agree to a confidentiality clause when Library staff are discussing information concerning the person they are assisting. (see below—available on the intranet ).
4. If an admission fee is to be charged for a support person, Library staff shall ensure advance notice of applicable fees is provided. A number of methods are available for the posting of notice of fees, including but not limited to, the Library's website, publications and signage.

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## Consent for Presence of Support Person

I, \_\_\_\_\_, consent to  
*Name of Individual Consenting*

\_\_\_\_\_ being present during my  
*Name of Support Person*

meeting with the staff of Oshawa Public Libraries.

I may revoke this Consent at any time by providing such revocation to Oshawa Public Libraries in writing.

SIGNED in the City of Oshawa this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_ Oshawa Public Libraries

\_\_\_\_\_ Individual

## Declaration of Confidentiality

I, \_\_\_\_\_, agree at all times to treat as  
*Name of Support Person*

confidential all information discussed by \_\_\_\_\_

and staff of The Oshawa Public Libraries.

SIGNED in the City of Oshawa this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_ Oshawa Public Libraries

\_\_\_\_\_ Individual