

INSPIRE COMMUNITY SUPPORT SERVICES POLICY AND PROCEDURE MANUAL			
Manual	Agency	Number	HR 6.3
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Topic	SERVICE ANIMALS	Effective Date	September 2024
Issued by	Executive Director	Review Cycle	3 years
Replaces		Revision Date	

1. POLICY

Individuals with disabilities are permitted to be accompanied by their service animals in all areas of Inspire Community Support Services premises that are open to the public or third parties, unless otherwise prohibited by law.

2. PURPOSE

Inspire Community Support Services is committed to providing accessible services and fostering an inclusive environment in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code. This policy outlines how Inspire Community Support Services will accommodate individuals who are accompanied by service animals.

3. SCOPE

This policy applies to all Inspire- Community Support Services Employees, including full-time, part-time, contract and volunteer staff, at all agency locations and events.

4. DEFINITIONS

As defined under the AODA, a service animal is an animal that assists a person with a disability. An animal is considered a service animal if:

- It is readily apparent that the animal is used by the person for reasons relating to their disabilities, or
- The person provides a letter from a regulated health professional confirming the animal is required for reasons relating to their disability.

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5. PROCEDURE

5.1 Access to premises

- Service animals are welcome in all public areas of Inspire Community Support Services.
- The individual accompanied by the service animal is responsible for maintaining care and control of the animal at all times.

5.2 Exclusions

- If a service animal is excluded by law (eg. From areas where food is being prepared), Inspire Community Support Services will provide alternative measures to ensure the person can access services.

5.3 Health and safety concerns

- If another person on the premises has a severe allergy to the service animal, Inspire Community Support Services will make every reasonable effort to accommodate both parties.
- Concerns will be addressed on a case-by-case basis, ensuring accessibility is maintained.

6. RESPONSIBILITY

6.1 Responsibilities of the individual with the service animal

- The service animal must be under the individual's care and control (eg. Harnessed, leashed, or otherwise tethered, unless these interfere with the service animal's work or the person's disability prevents the use of such devices).
- The individual is responsible for the health, cleanliness, and behaviour of the service animal.

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6.2 Employee responsibility

- Employees and volunteers must allow service animals to accompany individuals with disabilities on Inspire Community Support Services premises, unless prohibited by law.
- If unsure whether an animal qualifies as a service animal, employees may ask the individual to provide confirmation from a regulated health professional.
- Employees must treat individuals accompanied by service animals with dignity and respect.

6. MONITORING

Method	Frequency
Internal Reporting	As required

7. ATTACHMENTS

N/A