

Service Animals		
For Policy Office Use Only		
Policy Type: Administrative		Policy Number: 219
Approved By: Executive Team	Original Date:	Version: 1
Approval Date: Apr 20, 2010	Revised Date(s):	
Effective Date: Apr 20, 2010	Next Review Date:	
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Policy Sponsor: VP - Corporate Service and CFO		
Policy Author: Patient Experience		Dept: Patient Experience
Scope/Impact: This policy applies to all CHEO staff, physicians, students, volunteers and CHEO “customers”. This policy does not apply to personal pets or pet therapy animals.		
Keywords: Service animal, guide dog, service dog		

See [Writing Guidelines in the Policy Toolkit](#) for definitions and tips on how to complete this template

1. Purpose

To provide guidance on how to accommodate service animals while they are at CHEO and comply with provincial legislation.

2. Policy

CHEO is committed to welcoming and supporting the presence of persons with disabilities who are accompanied by service animals

3. Responsibilities

3.1. Questions or feedback

Questions or feedback about the purpose or content of this policy should be referred to the Patient/Family Representative and Coordinator for Patient/Family Centred Care.

3.2. Care, supervision and wellbeing of the service animal

The person accompanied by the service animal is responsible for the care and supervision of their service animal.

They are also responsible to identify if their service animal is unwell (parasites, fleas/ticks, diarrhea/vomiting, respiratory symptoms or exposed skin lesions) and therefore restricted from access. Should they have to be separated or be unable to care for the service animal, they are responsible for finding an alternate care provider.

4. Procedure

4.1. Healthy, well behaved, well trained service animals are permitted to accompany the disabled person to all public areas of the hospital unless excluded by law. Exclusions at CHEO include the food preparation areas and any area where Personal Protective Equipment (PPE) is to be worn (e.g. kitchen, sterilization areas, isolation rooms and the operating room). Dogs are the only service animals allowed in areas where food is stored or sold. The service animal will be reunited to resume its duty as soon as possible.

4.2. Staff, physicians and volunteers should refrain from touching, interacting with or feeding service animals without the owner's consent

4.3. Infection Prevention and Control is to be consulted if exceptions to this policy are being considered, and/or if questions/concerns arise regarding any potential risk of infection to persons or the service animal.

5. Cross-References

- 5.1. Pet Therapy Program Policy
- 5.2. Customer Service: Providing Goods and Services to People with Disabilities Policy
- 5.3. Centre for Disease Control, Guidelines for Environmental Infection Control in Health-Care Facilities, 2003
- 5.4. Health Protection and Promotion Act 2001, Regulation 562
- 5.5. Food Safety and Quality Act 2001, Regulation 31/05

6. References

Legislation & Regulations

- Blind Persons Rights Act R.S.O. 1990, c. B.7
- [ONTARIO REGULATION 429/07](#) made under the Accessibility for Ontarians with Disabilities Act, 2005

7. Definitions

7.1. Service Animals

“Service Animals” are not pets. They are working animals that have special training to assist a person to overcome barriers. To be considered a service animal it must be readily apparent that the animal is being used because of a person’s disability or the person with a disability may be requested to provide a letter from a physician or nurse confirming that it is required because of his or her disability. They may also have an identification card from the Ministry of the Attorney General.

Examples of service animals include:

- Guide Dogs: travel tool for persons with severe visual impairment / blind.
- Hearing Dog: trained to alert a person with severe hearing loss/deaf when a sound occurs.
- Service or Mobility Dog: trained to enhance life and mitigate disability e.g. open doors, ring doorbell, activate elevator, steady while walking, carry objects, pull wheelchair, etc.
- Seizure Response Dog: trained to alert to an oncoming seizure, assist by standing guard during a seizure or get help during a seizure.
- Psychiatric Service Dog: trained to retrieve medication, lead person out of a crowd, activate medical alert, etc.

Version History:

Date	Type of revisions	List of revisions