 <p>POLICY</p> <p>WRH Universal (WRU)</p>	Document Title: Service Animals Policy		Policy Number: ADM-66
	Department: Corporate Services		Page 1 of 3
	Author: Kevin Marshall, Director Corporate Services	Authorized By: Mark Fathers, CFO & VP Finance David Musyj, CEO	Effective Date: 06/01/2017 Next Review Date: 06/01/2019 Origination Date: 01/01/2010

Service Animals Policy

POLICY

Windsor Regional Hospital welcomes Service Animals in our facilities subject to the regulations outlined in this policy as compliant with the Accessibility for Ontarians with Disabilities Act, 2005.

PURPOSE

Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

Under the Accessibility for Ontarians with Disabilities Act, 2005 all public sector organizations including Windsor Regional Hospital must meet the requirements of accessibility standards established by regulation. This policy establishes the accessibility standards for customer service for WRH, in accordance with Ontario Regulation 429/07.

SCOPE

This policy applies to all employees, volunteers and contracted staff of Windsor Regional Hospital.

DEFINITIONS

Accessible means:

- a) Patient care and other related services is provided in a manner that is capable of being easily understood or appreciated; easy to get at; capable of being reached, or entered; obtainable.

Disability means:


- a) Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limited the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device
- b) A condition of mental impairment or a developmental disability
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- d) A mental disorder
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

PROCESS

Windsor Regional Hospital is committed to providing exceptional and accessible service for its customers. Health care and services will be provided in a manner that respects the dignity and independence to all patients, clients, residents and visitors. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the healthcare services provided by and on behalf of the organization.

The requirements of the standard only apply to those areas of the premises where the public or third parties customarily have access. Service animals therefore may be denied access into places or areas where the public does not have access. This would include areas such as, but not limited to the operating room and intensive care units.

If a person with a disability is accompanied by a guide dog or other service animal, Windsor Regional Hospital will make every reasonable effort to ensure that the person is permitted to enter the premises with the animal and to keep the animal

 <p>POLICY</p> <p>WRH Universal (WRU)</p>	Document Title: Service Animals Policy		Policy Number: ADM-66
	Department: Corporate Services		Page 2 of 3
	Author: Kevin Marshall, Director Corporate Services	Authorized By: Mark Fathers, CFO & VP Finance David Musyj, CEO	Effective Date: 06/01/2017 Next Review Date: 06/01/2019 Origination Date: 01/01/2010

with him or her unless the animal is otherwise excluded by law from the premises. The person accompanied by a service animal will be held responsible for that animal while in the facility.

The customer service standard requires a provider to ensure that a person is permitted to be accompanied by his or her guide dog or other service animal in the areas of their premises that are open to the public or third parties. This means that Windsor Regional Hospital will allow the animal onto their premises and allow the person with a disability to be accompanied by the animal.

There is an exception to the requirement on allowing service animals under the customer service standard and that is when another law specifically states animals must be excluded or when, by operation of another law, the animal is excluded.

Below are examples of laws that exclude animals. These are meant to be examples and do not necessarily cover every situation where an animal would be excluded by law. The provision of “otherwise excluded by law” applies only to this section of the customer service standard.

(i) Where food is prepared, stored or sold

Two examples of laws that specifically exclude animals are regulations under the Health Protection and Promotion Act and the Food Safety and Quality Act, 2001.

Ontario Regulation 562 under the Health Protection and Promotion Act states that animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. It does make an exception for service dogs to allow them to go where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

(ii) Health and safety requirements

There may be rare circumstances where, for the reasons of health and safety of another person, allowing a person with a disability to enter a premises and be accompanied by their service animal needs to be considered. In the rare situation where another person’s health and safety could be seriously impacted by the presence of a service animal on premises open to the public, the Patient Representative will analyze all options for safely allowing the service animal. In general, people with allergies to animals are affected if they touch the animal or are in very close proximity for a lengthy period of time. Some of the options to consider may be creating distance between two individuals, eliminating in-person contact, changing the time the two receive service, using air purifiers and any other measures that would allow the person to use their service animal on the premises. Windsor Regional Hospital will consider all relevant factors and options in trying to find a solution that meets the needs of both individuals.

How do I serve someone if their animal is excluded by law?

If a service animal is excluded by law from the premises, Windsor Regional Hospital will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the Healthcare provider.

The Office of the Patient Representative may be contacted in order to assist in coming to a mutually agreeable solution that will allow the person with a disability to attain the desired outcome while respecting the Hospital’s goals related to safety and well being of others.


Where an animal is excluded by law from the premises, WRH will still take steps to make sure that healthcare services can be provided to the person with a disability. The Patient Representative will explain to the individual why the animal is excluded and see what other arrangements can be made to provide them with healthcare or services.

If the person with the service animal agrees, this might mean leaving the animal in a secure area where it is permitted by law. It might also mean offering to serve the person outside or in another location where the animal is permitted.

The needs of the person with a disability must be addressed if his or her service animal is excluded. For example, a person with a vision disability might need someone to guide him or her. The important thing is to ensure that other measures are explored when a person’s service animal is excluded.

How are Service Animals and Guide Dogs Defined?

Customer Service Standard – Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

 <p>POLICY</p> <p>WRH Universal (WRU)</p>	Document Title: Service Animals Policy	Policy Number: ADM-66
	Department: Corporate Services	Page 3 of 3
	Author: Kevin Marshall, Director Corporate Services	Authorized By: Mark Fathers, CFO & VP Finance David Musyj, CEO

4.(8) In this section,
 “guide dog” means a guide dog as defined in section 1 of the Blind Persons’ Rights Act; (“chien-guide”)
 “service animal” means an animal described in subsection (9); (“animal d’assistance”)

4. (9) For the purposes of this section, an animal is a service animal for a person with a disability,
 (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Blind Persons’ Rights Act Section 1. (1) “guide dog” means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations.

A guide dog is a dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons’ Rights Act to act as a guide dog for people who are blind.

The customer service standard’s provisions also apply to other service animals, including animals used by people with autism, mental health disabilities, those with physical or dexterity disabilities as well as others. To be considered a service animal under the standard, it must either be readily apparent that the animal is being used because of a person’s disability or the person with a disability must be prepared to show a letter from a doctor or nurse confirming that it is required for reasons relating to his or her disability.

(i) Readily apparent

It is “readily apparent” that an animal is a service animal when it is obvious by its appearance or by what it is doing. For example, it may be readily apparent that an animal is service animal if it is wearing a harness, saddle bags, a sign that identifies it as a service animal or has a certificate or identification card from a service animal training school or an identification card from the Attorney General of Ontario. It may also be readily apparent if a person is using the animal to assist him or her in doing things, such as opening doors or retrieving items.

(ii) A letter from a doctor or nurse

Where an animal is not a trained guide dog and it is not readily apparent to an average, informed person that the animal is a service animal, the most responsible person may ask the person using the service animal for a letter from a doctor or nurse that says the animal is needed because of a disability. The letter need only explain that the animal is required because of a disability. The letter does not need to identify the disability, why the animal is needed or how it is used. In some circumstances, such as where WRH is providing ongoing services to a person with a service animal or in other special circumstances, WRH may wish to maintain a copy of the letter. You should only keep a copy of the letter when necessary and only for as long as necessary. You should be mindful of the privacy issues that may arise from collecting this information and obligations that you may have with respect to this type of information under other applicable laws (for example, Freedom of Information and Protection of Privacy Act, the Municipal Freedom of Information and Protection of Privacy Act, the Personal Health Information Protection Act, 2004).

Again, if there are issues that are not easily/readily solved please contact the Office of the Patient Representative at Extension 52317.

REFERENCES

- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Freedom of Information and Protection of Privacy Act*
- *Municipal Freedom of Information and Protection of Privacy Act*
- *Personal Health Information Protection Act, 2004*
- *Health Protection and Promotion Act*
- *Food Safety and Quality Act, 2001*