

STATEMENT of POLICY and PROCEDURE			
Manual:	Accessibility Standards	SPP No.	AS 2.03
Section:	Customer Service	Issued/re-issued:	Dec. 4, 2017
Subject:	Use of service animals	Effective:	January 1, 2012
Issue to:	All Employees and Customers of First Reference Inc.	Page:	1 of 3
		Replaces:	AS 2.03
Issued by:	First Reference Inc.	Dated:	Dec. 4, 2016

1 POLICY

- 1.01 First Reference Inc. welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public. If a service animal is excluded by law from First Reference Inc. premises, we will ensure that alternative means are available to enable the person with a disability to access our goods and services.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities who are accompanied by a service animal are treated accordingly.

3 SCOPE

- 3.01 This policy applies to all employees and all facilities of First Reference Inc in Ontario.

4 RESPONSIBILITY

- 4.01 It is the responsibility of the managers, immediate supervisors and/or department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and/or department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy.

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5 DEFINITIONS

5.01 **“Service animal”** is an animal that a person with a disability uses for support. Such use is either readily apparent or is supported by a letter from a regulated health professional in Ontario. Regulated health professionals **may be** audiologists and speech-language pathologists, chiropractors, nurses, occupational therapists, optometrists, and mental health therapists.

It may be readily apparent that an animal is a service animal when its appearance or behaviour (e.g., wearing a harness or saddle bags) identifies it as a service animal or the owner has a certificate or identification card from a service animal training school. It may also be apparent if a person is using the animal to assist him or her, e.g., opening doors or retrieving items.

Service animals offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas, such as food preparation areas. However, service animals are permitted in most public situations. For example, a service animal would not be allowed in a restaurant kitchen, but is allowed in the restaurant itself.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Accessibility for Ontarians with Disabilities Act, 2005

Integrated Accessibility Standards ON. Reg. 191/11

Health Protection and Promotion Act, Ontario Regulation 562, sections 59 & 60

Food Safety and Quality Act, 2001, Ontario Regulation 31/05, section 44

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7 PROCEDURES

- 7.01 Unless otherwise excluded by law, the customer service standard requires that a person is permitted to be accompanied by his or her guide dog or other service animal in the areas that are open to the public or third parties. As such, First Reference Inc employees will allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law.
- 7.02 In the event that a law excludes a service animal, the reason why the animal is excluded will be explained to the individual, and other reasonable arrangements to provide goods and services will be explored with the assistance of the person with the disability.
- 7.03 Service animals are non-participants and therefore whenever possible should be granted free admission to the goods and/or services being accessed by the person with a disability they are accompanying. If an amount is payable for the service animal, notice should be given in advance about the amount.
- 7.04 Policies governing how the organization is committed to accessibility must be reviewed at least annually or when there are changes to the law or to procedures or when an incident or breach occurs.