

## Pets and Service Animals in the Workplace

**Approved by:** County Council

**By-law:**

**Replaces:** A-GEN-006-001

**Section:** Administration

**Policy:** 4-5

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### Policy Statement

The Corporation of the County of Grey (“the County”) is committed to providing a safe, accessible, and healthy environment for the public and employees.

### Purpose

This policy ensures a safe, accessible, and healthy environment for the public and employees with respect to animals in the workplace.

### Scope

This policy applies to the Corporation of the County of Grey.

### 1.0 Definitions

- 1.1 “County” means the Corporation of the County of Grey.
- 1.2 “Disability” means disability as defined in the *Accessibility for Ontarians with Disabilities Act, 2005*:
  - a) any degree of physical disability, infirmity, malformation, or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting 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 impediment, 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, or

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act*.
- 1.3 “Service animal” means an animal trained in providing assistance to a person with a disability; and
- a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
  - b) the person provides documentation from one of the following regulated health professionals confirming that the animal is required for reasons relating to the disability:
    - i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
    - ii) A member of the College of Chiropractors of Ontario.
    - iii) A member of the College of Nurses of Ontario.
    - iv) A member of the College of Occupational Therapists of Ontario.
    - v) A member of the College of Optometrists of Ontario.
    - vi) A member of the College of Physicians and Surgeons of Ontario.
    - vii) A member of the College of Physiotherapists of Ontario.
    - viii) A member of the College of Psychologists of Ontario.
    - ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- 1.4 “Personal pet” means a domestic animal owned and cared for by a person, but not considered a service animal.
- 1.5 “Public building” means a building that is open to the public and does not include private housing units.

## 2.0 Legislated Requirements

- 2.1 Accessibility Standards for Customer Service, Ontario Regulation 165/16, requires that a person with a disability who is accompanied by a guide dog or other service animal be permitted to enter the premises of public sector organizations and service providers with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

## 3.0 General

- 3.1 Only service animals are permitted in Grey County public buildings. A person accompanied by a service animal will be permitted to enter the premises with

the animal and keep the animal with him or her, unless the animal is otherwise excluded by law.

- 3.2 Personal pets are not permitted in Grey County public buildings because of health and safety concerns.
- 3.3 Local By-laws regarding animals also apply to service animals, including but not limited to requirements for immunization, rabies vaccinations, licensing, noise, and dangerous animals.
- 3.4 Approval for animals used in pet therapy and/or education (i.e. Lee Manor, Rockwood Terrace, Grey Gables, Grey Roots) will be made by the appropriate director on a case by case basis and must meet the guidelines outlined in the Animal/Pet Immunization and Infection Prevention procedure.
- 3.5 Where separate by-laws, policies, or procedures have been enacted, such as in the County's long-term care homes, the provisions set out in such by-laws, policies, or procedures will prevail over this Policy.

## 4.0 Application

- 4.1 It is the responsibility of the person with a disability to ensure that his or her service animal is trained and is always under his or her care and control.
- 4.2 If it is not apparent that the animal is a service animal, a County employee may ask the person with the animal to provide documentation from a regulated health professional confirming that the person requires the animal for reasons relating to his or her disability. The person with a disability is not required to disclose his or her disability.
- 4.3 If a service animal is excluded by law, the County will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from the County's goods and services.
- 4.4 If a service animal prevents an employee from providing assistance (for example because of an allergy or phobia), the employee will arrange to have another staff member assist the individual.
- 4.5 The County will post signage outside of all County public buildings indicating that service animals are welcome.
- 4.6 Anyone bringing a personal pet or non-service animal into a County public building will be asked to remove it from the premises.
- 4.7 The County will provide a safe location outside of County public buildings where personal pets can be securely tethered and will not obstruct entrances or impede public or employees.

- 4.8 Appropriate staff will be trained on the procedure and how to respond to questions or concerns about the procedure.
- 4.9 The responsibility for communication of and overseeing compliance with this Policy lies with the immediate supervisor.

## Forms

[Service Animals Signage](#)