

Purpose

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to provide information regarding the use of service animals by people with disabilities when obtaining, using, or benefiting from City goods or services.

Application

This procedure applies to:

- Every person with a disability who uses a service animal;
- Every customer service representative;
- Anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties;
- Premises, where City goods or services are offered, to which the public or other third parties have access; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

Procedure

Identifying service animals

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to their disability, the customer service representative may request that the person with the disability provides documentation from a health care practitioner confirming that the person requires the animal for reasons relating to the disability.

Examples of service animals include:

- A guide dog;
- Hearing alert animals;
- Animals trained to alert persons to oncoming seizures; and
- Animals trained to assist people with autism, mental health disabilities, physical disabilities, and other disabilities.

Service animals are not pets

Service animals are working animals, and they are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is seeking City goods or services, a customer service representative will not:

- Touch the animal;
- Make eye contact with the animal;
- Talk to the animal;
- Attempt to feed the animal; and
- Give the animal any form of attention.

Areas open to service animals

Service animals may enter into any property where City goods or services are offered unless the presence of the animal is prohibited by law.

In some City locations there may be a rule of “No Pets Allowed”. In such situations, this rule does not apply to service animals.

Areas closed to service animals

Service animals may not enter into an area where the presence of an animal is prohibited by law. For example, service animals may enter into an area where food is served, but may not enter into an area where food is prepared.

Alternate service options where animals are restricted by law

If a person with a service animal enters into an area where the presence of the animal is prohibited by law, the customer service representative will:

- Inform the person with the service animal why the animal is not permitted in the area;
- Offer to provide the goods or services in a location where the presence of the animal is permitted; and
- If a reasonable alternate location is not available and if the person is willing to be separated from the animal, the customer service representative will offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide them.

Allergies and service animals

It is the City’s duty to provide the greatest amount of accommodation for the person with the service animal, however this should not be at the expense of another person. In all

situations where a person announces they are allergic to a service animal, customer service representatives should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If a customer service representative is allergic to a service animal, the customer service representative will:

- Seek an alternate qualified customer service representative to provide the goods or services to the person with the service animal; or
- Seek an alternate location to provide the goods or services to the person with the disability; or
- If an alternate qualified customer service representative is not reasonably available and the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person with a disability while they are separated from the service animal. For example, a person with vision loss might need someone to guide them.

If a member of the public or a third party is allergic to a service animal, the customer service representative will seek an alternate location to provide the goods or services to that person or invite them to wait in a different location until the person with the service animal has vacated the area of service. If relocation would provide greater accommodation for the person with the service animal, the customer service representative will invite the person with the service animal to relocate. If a person has to remove themselves from a waiting area due to an allergic reaction, the customer service representative will make reasonable efforts to ensure that they do not lose their place in the sequence.