




## West Parry Sound Health Centre

| <b>CORPORATE</b>                       |   |                                |          |
|--|---|--------------------------------|----------|
| <b>ACCESSIBILITY: SERVICE ANIMALS</b>  |   |                                |          |
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### 1.0. POLICY STATEMENT

West Parry Sound Health Centre (WPSHC) is committed to serving people with disabilities. We will uphold an individual’s right to access places of public accommodation and respect the health and well-being of all as defined by Ontario Regulation 429/07 & 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will work with those requiring the assistance of a service animal to ensure these are supported within our organization.

### 2.0 DEFINITIONS

#### 2.1 Disability:

**2.1.1** The Accessibility for Ontarians with Disabilities Act, 2005, defines a disability as follows:

**2.1.1.1** Any degree of physical disability, infirmity, malformation, or disfigurement caused by bodily injury, birth defect or illness (i.e., diabetes mellitus, epilepsy, brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech.

**2.1.1.2** Impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device.

**2.2.1.3** A condition of mental impairment or a developmental disability.

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**2.1.1.4** A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

**2.1.1.5** A mental disorder.

**2.1.1.6** An injury or disability for which benefits were claimed or received under insurance plan established under the Workplace Safety & Insurance Act, 1997.

## **2.2 Service Animal:**

**2.2.1** An animal is a service animal for a person with a disability if: It is readily apparent that the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

**2.2.2** Any animal individually trained to assist people with disabilities in the activities of normal daily living, to enhance quality of life and mitigate their disabilities.

**2.2.3** A service animal is afforded access to all places the public is invited when accompanying their human partner.

## **2.3 Area of Public Accommodation:**

**2.3.1** Any area within the WPSHC that is open to the public or third parties.

**2.3.2** This includes patient rooms, waiting rooms, patient/family rooms, elevators, stairwells, examination rooms, hallways, external grounds, and cafeterias.

**2.3.3** Prohibited Areas: operating rooms, recovery rooms, food preparation areas, pharmacy and medication preparation and storage areas, all sterile storage areas, intensive care units.

## **3.0 EQUIPMENT**

### **3.1 N/A**

## **4.0 PROCEDURE**

### **4.1 Use of Service Animals**

**4.1.1** Staff must ensure that a person with a disability is permitted to enter WPSHC with their service animal unless the animal is excluded by law. See Prohibited Areas indicated above (Section 2.3.3).

**4.1.2** Where there is any question regarding whether an animal is fulfilling the role of a service animal, the person with the disability may be asked to supply written confirmation from a qualified regulated health professional registered with:

**4.1.2.1** College of Audiologists and Speech-Language Pathologists of

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- Ontario,
- 4.1.2.2 College of Chiropractors of Ontario,
  - 4.1.2.3 College of Nurses of Ontario,
  - 4.1.2.4 College of Occupational Therapists of Ontario,
  - 4.1.2.5 College of Optometrists of Ontario,
  - 4.1.2.6 College of Physicians and Surgeons of Ontario,
  - 4.1.2.7 College of Physiotherapists of Ontario,
  - 4.1.2.8 College of Psychologists of Ontario,
  - 4.1.2.9 College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.
- 4.1.3 Any service animal admitted to the premises must wear an appropriate harness or leash.
  - 4.1.4 Any service animal is not to be touched by other individuals in the health centre without expressed permission.
  - 4.1.5 Where a service animal is excluded by law, WPSHC will employ other measures that will enable the person with a disability to obtain, use and benefit from WPSHC programs and services.
  - 4.1.6 Where the presence of the service animal poses a risk to the health and safety of another person (e.g. severe allergies), options to minimize the risk while still providing access to service will be identified.
  - 4.1.7 Individuals admitted to WPSHC that require the support of a service animal should be considered for private accommodation.
  - 4.1.8 Patients requiring a service animal during a hospital admission are to be provided with the following information either during the pre-admission process or otherwise at the earliest opportunity:
    - 4.1.8.1 The care and supervision of the service animal is the responsibility of the individual who uses the service animal's service. The individual must maintain control of the service animal at all times and is responsible for the clean up of all animal waste.
    - 4.1.8.2 A family member, friend or volunteer may be necessary to assist with the feeding and elimination needs of the service animal. Elimination needs are to take place outside the health care facility and are **not** the responsibility of the health care staff. Any waste is to be disposed of appropriately into a plastic bag and placed in an outside garbage receptacle.
    - 4.1.8.3 Hand hygiene is to be performed after attending to feeding and elimination needs.
    - 4.1.8.4 The service animal is not permitted in other in-patient rooms.

## 5.0 OUTCOMES

5.1 All persons with disabilities will have safe and equitable access to care and the

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ability to participate in the procurement of goods and services at West Parry Sound Health Centre. This includes those who require the support of a service animal.

## **6.0 REFERENCES**

- 6.1** Ontario Regulation 429/07 & 191/11
- 6.2** Accessibility for Ontarians with Disabilities Act

## **7.0 RELATED POLICIES**

- 7.1** Corporate Policy 0125: Accessibility at West Parry Sound Health Centre

## **8.0 APPENDIX**

- 8.1** N/A

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