

Policy

Type of Policy: AODA		Policy No. AODA 19.1
Name of Policy	Procedures	Target Group
<ul style="list-style-type: none"> Service Animals and Support Persons 	<ul style="list-style-type: none"> Service Animals Support Persons 	<ul style="list-style-type: none"> All employees
Council Approval	Effective Date	Supercedes
<ul style="list-style-type: none"> September 28, 2009 	<ul style="list-style-type: none"> January 1, 2010 	<ul style="list-style-type: none"> n/a

Service Animals and Support Persons policy

The Corporation of the County of Northumberland is committed to providing exceptional customer service to all customers, including those who use service animals or support persons in order to obtain, use or benefit from our goods and services.

It is the policy of the Corporation of the County of Northumberland to ensure that people with disabilities who are accompanied by service animals and/or support persons are allowed entry to all parts of our premises that are open to the public, unless otherwise excluded by law.

Objective

The objectives of this policy are to:

- Ensure that people with disabilities accompanied by a service animal and/or support person are permitted access to those areas our premises that are open to the public

Procedures

Service Animals

Service animals are used by people with many different kinds of disabilities to overcome barriers. Service animals are not pets – they are working animals. A few 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.

To be considered a service animal under the Customer Service Standard, O. Reg 429/07, it must be either readily apparent (obvious by its appearance or by what it is doing) that the animal is being used because of a person's disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

The County will permit any person with a disability who is accompanied by a guide dog or other service animal to enter our premises (those areas that are open to the public) with the service animal and to keep the animal with him/her, unless the animal is otherwise excluded by law.

Employees of the County, whether staff, volunteers or others dealing with the public on the County's behalf will receive training on how to interact with people with disabilities who are accompanied by a service animal.

Policy

Support Persons

Some people with disabilities rely on support persons in order to help with communication, mobility, personal care, medical needs, or with access to goods or services. A support person may be a paid professional, a volunteer, a family member or a friend of the person with a disability. He or she does not necessarily need to have special training or qualifications.

If a person with a disability is accompanied by a support person, the County will permit both persons to enter the premise together (those areas open to the public) and ensure that the person with a disability is not prevented from having access to their support person.

In some cases a support person may have to agree to rules or requirements that are specific to the kinds of goods or services that we provide. Where confidentiality is important because of the kinds of information discussed, we may require the support person to sign a confidentiality/privacy agreement.

Notice will be given, in advance, about the admission cost to the premises, if any, payable for the support person.

Employees of the County, whether staff, volunteers or others dealing with the public on the County's behalf will receive training on how to interact with people with disabilities who are accompanied by a support person.