



THE UNIVERSITY OF WINNIPEG

PROCEDURE TITLE: Service Animals on Campus Procedures

EFFECTIVE DATE: November 29, 2016

APPROVAL BODY: University Administration

PROCEDURE PURPOSE

These Procedures outline the necessary steps for the implementation of the Service Animals on Campus Policy.

APPLICABILITY

These Procedures apply to staff and students on University property and is intended to outline the rights and responsibilities of students and staff with disabilities who utilize Service Animals.

RESPONSIBILITY

The Vice-President Human Resources, Audit and Sustainability, on behalf of the University Administration of the University, is responsible for the development, administration and review of these Procedures.

KEY DEFINITIONS

The following definitions apply to terms as they are used in these Procedures:

- “Service Animal” means an animal that has that has been trained to provide assistance to a person with a disability that relates to that person’s disability (ss. 9(2)(l) Manitoba Human Rights Code).” The disability can be visible (example: visual impairment) or invisible (example: epilepsy). Under section 2 of *The Service Animals Protection Act*, a service animal is defined as being one that is:
 - a) trained to be used by a person with a disability for reasons relating to his or her disability;
 - b) trained to be used by a peace officer in the execution of his or her duties; or
 - c) trained to be used by a person who is authorized by a peace officer to assist peace officers in their duties.
- “Barrier” means anything (for a person who has a physical, mental, intellectual or sensory disability) that interacts with that disability in a way that may hinder the person's full and effective participation in society on an equal basis. (ss. 3(1) of the AMA). An organization such as the University of Winnipeg must establish and implement measures, policies and practices respecting barrier-free access to the good or services that it provides (ss. 4(1) of Customer Service Standard Regulation 171/2015 of the AMA). Also, the University’s polices



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must recognize that a person who is disabled by a barrier may be accompanied by a service animal when he or she seeks to obtain, use or benefit from its goods or services. (ss. 8 of Customer Service Standard Regulation 171/2015 of the AMA).

- “Custodian” means an individual who, as a result of a disability, requires the assistance of a service animal.

PROCEDURE ELEMENTS

Documentation

Before bringing a Service Animal on University Property, staff or students shall make an application and have submitted satisfactory supporting documentation demonstrating their requirement for a Service Animal to assist with their disability. The application and supporting documentation shall be submitted by students to Accessibility Services and by staff to Human Resources. Supporting documentation shall meet the following requirements:

- Clearly indicate that the written request is an application to bring a Service Animal on Campus.
- Documentation must be on official letterhead of a physician, occupational therapist, ophthalmologist, audiologist, psychologist, speech-language pathologist or physiotherapist. Practitioner-specific forms for this purpose are also acceptable.
- Documentation must be dated and include the practitioner’s credentials, contact information and signature.
- A practitioner should provide a detailed explanation of the need for the Service Animal as it relates specifically and rationally to the requester’s disability, and where appropriate, indicate the specific tasks that the service animal performs.
- Documentation, if available, from a recognized organization certifying that the service animal has been trained as a Service Animal to provide assistance for the particular disability on which the application is based.

Principal Factors for Consideration

1. Does the animal provide assistance to a person with a disability, which relates to the person’s disability?
2. Has the animal been individually trained to provide assistance to a person with a disability that relates to the person’s disability?

While an animal may not have received formal training, if the Custodian can demonstrate that it is an integral part of their disability related treatment program, the animal may be considered a Service Animal.

Request for Reconsideration

Where a Service Animal has been denied access on University property, a Custodian may submit a written Request for Reconsideration which shall include:



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- Reason(s) for the request, including the basis upon which a reconsideration is necessary;
- Submission of further supporting documentation in support of the request; and
- A statement of the result desired (i.e. how should the decision be changed).

In the case of staff, a Request of Reconsideration should be sent to the Human Resources Department and to Accessibility Service, in the case of students.

Appeal to Human Rights Officer

Where a Request for Reconsideration is not successful, a final appeal may be submitted to the Human Rights Officer.

Service Animal Certification

Service Animal Certification for a particular disability through the organizations list by the Canadian Association of Guide & Assistant Dog Schools or Assistance Dogs International is recognized under this Policy. Links can be found at:

<http://www.cagads.com/find.html> and;
<http://www.assistancedogsinternational.org/location/canada/>

Certification by any other organization may be recognized at the discretion of Accessibility Services in the case of students and Human Resources in the case of staff applications.

Custodian's Rights

The Custodian has the right to request that others avoid the following:

- Petting or addressing the Service Animal as this may distract them from the task at hand;
- Feeding the Service Animal;
- Deliberately startling the Service Animal; and
- Separating or attempting to separate the Custodian from the Service Animal.

Management of Service Animals

The Service Animal must be vaccinated and licensed as required by Manitoba law and/or civic ordinance. Staff and Students should only intervene if the Custodian has specifically requested assistance or appears to be confused and is having difficulty handling their Service Animal.

Service Animal Maintenance

The Custodian is responsible for all aspects of maintenance of the Service Animal including:

- Any cleaning that may result from the Service Animal;
- Any costs associated with cleaning the Service Animal; and
- Ensuring that all feces is cleaned immediately and disposed of in an appropriate receptacle.



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This includes responsibility for the Service Animal on all University property both interior and exterior such as common space, walkways, lawns etc.

Service Animals on Campus

At all times, Service Animals must be:

- Accompanied by the Custodian
- Remain in close proximity to the Custodian; and
- Restrained on a leash.

If at any time a Service Animal becomes aggressive or is deemed to pose a direct threat to the health and safety of other staff, students, or visitors, the Custodian will be required to remove the animal from University property.

Living with a Service Animal in University Housing

When work is required in University-owned housing units, the resident Custodian must remove the Service Animal while work is being completed.

Any cleaning related to the presence of the Service Animal must be arranged for and paid by the Custodian. This applies to any common areas and the exterior of the property such as courtyards or sidewalks etc. which is accessed by the Service Animal.

All students living with a Service Animal are required to obtain Renter's Insurance, including liability coverage for the animal.

Removal of Service Animal from University Housing

A Custodian may be ordered by UWinnipeg Campus Living to remove their Service Animal from University housing in certain instances. This includes reported instances of, but not limited to, excessive barking, running around off leash, or growling and/or threatening others. It is the responsibility of the Custodian, at all times upon being contacted by UWinnipeg Campus Living, to answer to the Accessibility Resource Centre when requested.

When living in University housing the Custodian must, at all times, be aware that other students will be studying or sleeping and that any excessive noise caused by the Service Animal may be disruptive. Any such incidents will result in the immediate removal of the Service Animal from the premises until such time that the disruptive behaviour is corrected and it is demonstrated the Animal will no longer be disruptive. A request may be presented to a Custodian for temporary removal of any Service Animal deemed to be unkempt and to be returned only when the issue has been resolved.

Failure to uphold and abide by the terms articulated in the Policy and these Procedures may result in a Custodian not being permitted to keep his/her Service Animal in University housing.



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Emergency Situations

It is important that Service Animals are visibly identifiable to emergency response teams, if and when an emergency situation should arise. Emergency response personnel are trained to identify a Service Animal and to understand the Service Animal may attempt to communicate the need for help.

ASSOCIATED POLICY

- Service Animals on Campus Policy

RELATED POLICIES & PROCEDURES

- Respectful Working and Learning Environment Policy

RELEVANT DATES

Effective: **November 29, 2016**

Scheduled Review: **November 29, 2021**
