

 University College of the North	# Pages: Page 1 of 4	Policy Number: AD-02-06
	Approved by: President's Council	
Policies & Procedures Manual		
Section: ADMINISTRATION - ACCESSIBILITY	Effective Date: November 28, 2022	
Title: Service Animals	Replaces: New	

POLICY STATEMENT

The University College of the North (UCN) strives to ensure an inclusive and accessible work and learning environment. UCN shall provide accommodation to people with disabilities who require the support of a service animal.

PURPOSE OF POLICY

The purpose of the policy is to ensure service animals are welcomed at UCN, and individuals who require the support of a service animal are treated with fairness and dignity. This policy outlines the responsibilities of the Handlers of service animals, as well as UCN's responsibilities related to the presence of a service animal on any UCN owned or leased property.

DEFINITIONS

1. **Accommodation** refers to steps taken to prevent or remove barriers to allow persons with disabilities to participate equally in access to employment and learning opportunities.
2. **Handler** refers to an individual who maintains care and control of a service animal at all times. The Handler may be the person who requires the assistance of the service animal, a support person, or both.
3. **Service animal:** *The Manitoba Human Rights Code ("The Code")* defines a service animal to be an animal that has been trained to provide assistance to a person with a disability that is related to that person's disability.

Service animals are animals that are specifically trained to perform tasks for persons with physical disabilities and/or health impairments, such as, but not limited to:

- guiding people who are blind or visually impaired;
- alerting people who are deaf or hearing impaired;
- pulling wheelchairs for those with limited mobility;
- alerting and protecting a person who is having a seizure;
- performing other specialized tasks;
- reminding a person to take their medication; and
- carrying, retrieving, opening doors, ringing doorbells, activating elevator buttons, and steadying a Handler while walking or helping a Handler up after a fall.

There is no standardized identification or certification of service animals in Manitoba. Therefore, any animal that is identified as being trained, including self-trained by the Handler, to provide assistance to someone with a disability, may be a service animal for the purposes of *The Code*.

Service animals may also be referred to as assistance animals or emotional support animals. Generally, the assistance animals are utilized to assist the Handlers who have

experienced a traumatic event in their lives, or live with a hidden disability such as, but not limited to, severe anxiety, depression or ADHD. These animals are used to provide comfort and reduce stress in certain situations where the Handler may feel threatened or uncomfortable for any number of reasons.

Service animals are working animals and not pets. There are many different types of service animals and the majority are service dogs. However, in rare instances, service animals may include other animals.

SCOPE

This policy applies to all UCN employees, students, visitors, members of the Governing Council, Learning Council and Council of Elders, contractors, and any other member of the general public or individual or company who may perform services for UCN.

GUIDING PRINCIPLES

1. Pets and non-research animals are restricted from UCN property.
2. Service animals, accompanied by their Handlers, are permitted to access all areas of UCN which are generally accessible to the public, unless an area is closed off for construction, public safety reasons, or otherwise prohibited by law.
3. All students and employees must request an accommodation prior to bringing a service animal into an area that is generally restricted to the public (i.e. classroom, student housing/residence, workspace). In rare instances, there may be areas that are generally restricted and service animals are not permitted, which includes, but is not limited to: sterile laboratory room, food preparation areas, locked equipment and storage areas.
4. If a service animal is not permitted into an area, UCN will inform the Handler and discuss alternate measures for accessibility.
5. A service animal must remain under the care and control of the Handler at all times.
6. Service animals are working animals and not pets. Individuals are instructed not to feed or interact with a service animal unless the Handler has given expressed permission to do so.
7. If a service animal displays disruptive behaviour and the Handler is not able to effectively control the animal, they may be asked to leave the premises or the animal may be refused access to UCN.
8. A service animal is typically identified by a special harness or vest. Where an animal cannot easily be identified as a service animal, employees may ask in a respectful manner if the animal is assisting the person with a disability. Employees may not inquire about a person's disability.

ACCOMMODATION FOR A SERVICE ANIMAL

1. Service animals must be registered with UCN prior to accessing an area that is generally not accessible to the public. UCN shall request and evaluate all required medical documentation through the accommodation process.
 - Students requesting an accommodation for a service animal must contact the Student Accessibility Services Office.
 - Employees requesting an accommodation for a service animal must contact Human Resources.
2. UCN will use the least intrusive approach when determining the need for verification and documentation.
 - a) If the disability is known and the need for the service animal is also apparent, additional information about the disability or the need for the accommodation does not need to be requested.

- b) If the disability is known, but the accommodation is not apparent, the request requires only information necessary to evaluate the disability-related need for the accommodation.
 - c) When requested, documentation for a service animal may include the following:
 - Name and credentials of professional where appropriate;
 - Description of the current functional limitations of the person with a disability; and
 - Specific tasks the service animal will perform to meet the accommodation needs, or assist with function limitations of the individual.
3. In providing accommodations for a service animal, UCN will:
- a) ensure that the Handler requesting to have a service animal on campus is duly registered with the Student Accessibility Services Office, or Human Resources;
 - b) ensure appropriate documentation is received from a qualified veterinary clinic, showing proof that the service animal has been spayed/neutered, and that vaccinations are up to date. These documents shall be placed in the student file or employee file;
 - c) place a copy of the current town/city animal license in the student file or employee file;
 - d) ensure the service animal is appropriately identified as a working animal;
 - e) determine if the service animal needs to be excluded from any areas which are generally restricted to the public. When any of the following conditions exist, it may be necessary to restrict access for the service animal:
 - the service animal is disruptive and not in the care and control of its Handler;
 - the presence of the service animal would fundamentally change the nature of the job, program, service or activity;
 - the service animal's presence, behaviour or actions pose an unreasonable or direct threat to property or the health or safety of others.
 - Risk may not be remote or speculative, such as assuming an animal may bite someone or annoy others.
 - Allergies or fear of animals are generally not sufficient conditions to exclude a service animal. There may be rare cases where a person's allergy or fear may be so severe that the presence of a service animal prevents participation. In such situations, the affected person may also request an accommodation to the appropriate office. Every effort will be made to provide reasonable accommodation to both parties.

RESPONSIBILITIES OF THE HANDLER OF A SERVICE ANIMAL

The care and supervision of a service animal is solely the responsibility of its Handler. In receiving accommodation for a service animal, the Handler will:

1. ensure the service animal is under the care and control of the Handler at all times;
2. correct disruptive behaviour immediately;
3. ensure the animal is harnessed, leashed/tethered at all times;
4. ensure the animal is identified as a service animal by means of harness/collar stating such;
5. be diligent with consistent and continuous training of the animal while on campus;
6. not allow others to interfere with the animal (pet or feed) while it is working, without the Handler's consent;

7. never leave the animal unattended in any UCN housing unit or Carroll Hall room at any time;
8. have a kennel in the classroom for the service animal (this will be assessed on a case by case basis);
9. be responsible for the clean-up and disposal of the animal's waste. If the Handler is unable to do so, then the responsibility lies with the Handler to arrange for someone to clean up.
10. have the rabies tag and town/city licenses attached to the animal's collar/harness;
11. ensure the service animal is groomed regularly to keep animal hair and dandruff to a minimum level.

RELATED POLICIES

AD-02-02 Accessibility for Students with Disabilities

AD-02-03 Accommodation of Employees and Prospective Employees

AD-02-05 Accessible Customer Service

RELATED INFORMATION

The Manitoba Human Rights Code

<https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php>

The Manitoba Human Rights Commission – Discrimination Against Persons with Disabilities Who Use Service Animals

<https://manitobahumanrights.ca/v1/education-resources/resources/service-animals-guidelines.html>

The Manitoba Human Rights Commission – Person with Service Animals and the Human Rights Code

<https://manitobahumanrights.ca/v1/education-resources/resources/fact-sheet-pages/fact-sheet-service-animals.html>

Accessibility for Manitobans Act / Accessibility Standards

<https://accessibilitymb.ca/law.html>