

SERVICE ANIMAL POLICY
QUEEN'S UNIVERSITY
RESIDENCES

Introduction

Queen's University is committed to the inclusion and accommodation of students with disabilities. This includes the presence of Service Animals within all aspects of University life, including residences.

Service Animal Definition

According to the *Accessibility for Ontarians with Disability Act (AODA)*, 2005, the definition of a service animal is an animal performing tasks for the benefit of an individual with a disability.

This can be defined by;

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person's disability is not obviously apparent, a provided letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability

If an animal meets this definition, it is considered a service animal regardless of whether it has been licensed or certified that it has been trained. The following chart lists some types of service animals, key tasks they perform and those who use service animals.

| Service Animal | Key Tasks |
|-----------------------|--|
| Autism assistance | Provides a calming effect when sensory stimulus is heightened by being a physical and emotional anchor and alerts Partner to possible danger |
| Guide | Serves as a travel aide for a person who is legally blind |
| Hearing or signal | Alerts a person with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door |
| Psychiatric | Retrieves and prompts the person to take medicine, retrieves or activates medical alert, leads person out of crowds, etc. |
| Mobility assistance | Helps a person who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up after a fall, etc. |
| Seizure response | Warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person. |

Partner

A **Partner** is defined as a person with a disability who uses a service animal to provide assistance with daily tasks.

Policy

Queen's University's policy permits service animals that assist students with physical, mental and/or sensory disabilities at Queen's-related functions both on and off campus, including food service areas.

Residence Etiquette

Students who reside in residence and residence staff will be notified of the following etiquette requirements;

- Maintain a respectful distance from the service animal. It is not appropriate to pet, feed or startle a service animal. Ask permission before touching the animal as this might distract it from its work.
- Allow a service animal to accompany the Partner at all times and in all areas of residence where students customarily have access.
- Speak to the Partner before giving attention to the animal
- Do not add extra charges for a service animal
- Ensure that a person using a service animal is included and not isolated from others.

Emergency Situations

Every effort will be made to keep the animal with its Partner. Emergency responders will be trained to recognize a service animal and to be aware that an animal may be trying to communicate a need for assistance. Emergency responders will also be aware that a service animal might be very protective of its Partner and may be confused or agitated by the emergency. They will direct the Partner in a manner that does not interfere with the animal/Partner team. The Partner, of course, is the institution's priority. If the Partner is incapacitated campus security or members of an Emergency Response Team trained to deal with emergency situation will be called upon for assistance.

Documentation Requirements for Students with Service Animals

Students are required to submit supporting documentation verifying their need of a service animal for reasons of a disability. This documentation is to be submitted to the Disability Services office (DSO). DSO advising staff will review the documentation and communicate their recommendations to Residence Admissions Staff on whether the student should be permitted to bring the animal into Residence. Please note the following:

- When submitting the documentation, please indicate clearly that it is being submitted for review of an application to bring a service animal into the Residence

- Documentation can be in the form of a letter (on official letterhead) from 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.
- Practitioners should indicate the student's disability or condition, explain the need for the service animal as it relates specifically and rationally to the student's disability and where appropriate, indicate the actual tasks the service animal will perform.

To ensure arrangements can be made to accommodate a service animal, students are strongly advised to submit their special consideration form (a link for this form is attached to the residence application) by the residence application deadline in June. While every effort will be made to meet the needs of the student with a service animal, Residences cannot guarantee students will be allocated a private room if they apply after this deadline.

Animals in Residence

Only service animals and their Partners that meet the criteria described below will be exempt from the rules that otherwise restrict or prohibit animals in residence.

Requirements for Service Animals

- Animals must wear a valid vaccination and identification tag
- Animals must be in good health. Any service animals occupying university housing must have certification of annual vaccinations from a veterinarian.
- While the AODA customer standard doesn't require that all service animals are formally trained it is an expectation that all "service animals" can behave safely in social settings. Since residence is a communal living environment this verification service animals are required to demonstrate upon request that they can handle public access situations including;
 - Mastery of basic obedience commands such as "sit, down, stay, come, wait, go, back, etc.
 - Promptly return to the partner when called in the presence of high distraction. All service animals, regardless of normal working position, need to demonstrate this ability

Partner Responsibilities

- to maintain control over the service animal at all times
- to assume responsibility for any damages caused by the animal
- If physically able, to immediately clean up animal waste and properly dispose of it. Partners who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance.

- When residence accommodation is shared, the service animal is prohibited from entering the shared space unless in the company of the partner.
- Have the animal on a leash or otherwise appropriately secured at all times while in public and common areas in the residence and while moving through hallways.
- The animal should be as unobtrusive as possible and not interfere with the access and use of Residence facilities by other residents. (For example, service animals are not permitted on furniture in any of the common areas).
- While not a legal requirement, it is highly recommended that the service animal wear some type of easily recognized symbol (i.e., harness, backpack, special collar or scarf) that identifies it is a service animal.

Not meeting any of the above requirements and responsibilities would be reasonable grounds for requiring the service animal to leave the residence. If the service animal is to be excluded from living in residence for any of the above reasons, the partner must be given the option of living in residence without the service animal on the premises and efforts will be made to reasonably accommodate the student.

Fellow Residents with Disabilities

Fellow residents (room-mates or floor mates) with diagnosed disabilities (i.e., asthma, allergies or phobia of animals) that may be exacerbated when in close proximity of a service animal should contact the Manager of Residence to request an accommodation. Residents should know that they will be asked to submit medical or other appropriate documentation verifying the nature of their disability and containing evidence that they cannot be in close proximity of service animals. Residences will make every effort to respond to such matters as expeditious as possible. Residences will consult with the Disability Services Office for advice in such situations as necessary.

Appeals Procedure

Appeals regarding a disagreement about the appropriateness of an accommodation, service quality or an animal exclusion should be submitted in writing to the Manager of Queen's University Residence Admissions. The Manager will form an ad hoc committee to discuss and resolve the issue. The ad hoc committee will be comprised of the Manager and Director of Residence Services and other necessary personnel, including an advisor from Queen's Health Counseling and Disability Services. Residences will make every effort to respond to such matters as expeditious as possible.

Residence Contract Addendum

As the Partner of a service animal, I agree to abide by the requirements outlined in the Queen's University Service Animal Policy's Requirements for Service Animals and Partner Responsibilities while living in a Queen's University Residence. I understand that these requirements are reasonable given that I will be living in a community environment.

I agree to provide all the required paperwork outlined below on or before the residence application and special consideration deadline in June.

Residence Applicant's Documentation Requirements

A letter on letterhead from a physician, occupational therapist, ophthalmologist, audiologist, psychologist, speech-language pathologist, physiotherapist or nurse practitioner addressed to the Manager of Residence Services as per the information outlined in the requirements.

Residence Applicant's Service Animal Documentation Requirements

1. The partner must be ready to demonstrate to Residence Admission staff that the animal understands the required commands to live in residence.
2. Vaccination records from a licensed veterinarian dated within the last 12 months.

Name: (print clearly) _____

Signature: _____

Date: _____