

SERVICE ANIMAL GUIDELINES FOR QUEEN'S UNIVERSITY RESIDENCES

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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. This document has been created pursuant to the University's Accessibility Policy and with reference to the principles supporting the presence of Service Animals on campus, as outlined in the following documents: a) Customer service to persons who use Service Animals guidelines b) Procedures for persons who use Service Animals.

Within this document, the student will be referred to as the Handler.

Service Animal Definition

The *Accessibility for Ontarians with Disability Act (AODA)*, 2005, defines a Service Animal as:

- (a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability
 - i. A member of the College of Audiologists and Speech Language Pathologists of Ontario
 - ii. A member of the College of Chiropractors of Ontario
 - iii. A member of the College of Nurses of Ontario
 - iv. A member of the College of Occupational Therapists of Ontario
 - v. A member of the College of Optometrists of Ontario
 - vi. A member of the College of Physicians and Surgeons of Ontario
 - vii. A member of the College of Physiotherapists of Ontario
 - viii. A member of the College of Psychologists of Ontario
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

Documentation from equivalent out of Province/Country Health Care providers will also be considered.

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. Handlers use Service Animals for many reasons, such as: vision loss, being culturally Deaf, oral deaf, deafened or hard of hearing, mental health disabilities, physical disabilities, epilepsy or other seizure-related disorders, autism or other developmental/intellectual disabilities.

Only Service Animals and their Handlers that meet the Service Animal criteria will be exempt from the rules that otherwise restrict or prohibit animals and pets in Residences.

City By-Laws

Local ordinances in compliance with the Kingston city by-laws apply to Service Animals in Residences. This includes requirements for immunization, licensing, noise, animals at large, livestock, poultry and dangerous or exotic animals. <https://www.cityofkingston.ca/residents/animals-pets>

In the event of a conflict with City By-Laws, the Handler will be responsible to initiate contact to apply for an exemption from the City of Kingston's current By-laws. The University will engage with City officials for discussion of potential accommodation.

Service Animals in Training

In reference to Service Animals described in part (a) of the definition, where such an animal is in-training, the animal may visit the university grounds with permission, however these Service Animals in-training are not approved to live in Residences until their training is complete. Requests to bring animals in training on university property must be approved by the Queen's Environmental Health and Safety department.

Service Animal Registration

All students requesting the use of a Service Animal in Residences must first register with the Queen's Student Accessibility Office (QSAS). A registration package must be completed to provide the information required to assess the request and allow the University to establish expectations regarding the Service Animal, such as:

- a) The name, species and size of the animal
- b) Proof of up to date vaccination (if applicable) from a registered veterinarian
- c) Emergency contact information and/or an alternate caregiver on or near campus for the service animal
- d) Validity of animal registration where required
- e) Information to establish how the Service Animal addresses the Handler's particular accommodation needs

Once registered, QSAS will communicate relevant information to the Residences office for the purpose of implementing the required accommodation(s). Residences will follow up directly with the Handler, who will be required to sign a behavioural contract specific to Residences, after move-in. (see Appendix A)

Academic Accommodation

QSAS will inform Residence Admissions of accommodation requirements in Residences once the Service Animal is approved. If the Service Animal is required in the classroom or any other approved teaching area, it will be the Handler's responsibility to contact their faculty office to confirm approval by presenting the Service Animal identification card supplied by QSAS.

Emergency Situations

In the event of an emergency in Residences, every effort will be made to keep the animal with its Handler. The first effort will always be toward the Handler; this may necessitate leaving an animal behind in certain emergency situations. If the Handler is not in the room when an evacuation takes

place, the First Responder will evacuate the animal if it is safe to do so and if it does not interfere with the Responder's priorities of rescue of students, fire control and property conservation.

In the case of allergies or fear of animals

In some cases, another student's allergies or phobia may be so severe that the presence of an animal may cause competing accommodation requests. Students with severe allergies or fears are encouraged to fill out a medical special consideration form and have their health care provider confirm there is a functional limitation associated with living with an animal, to enable the University to make appropriate room allocations to limit exposure to a Service Animal. If documentation is not provided when special considerations are due or allergies and phobias occur after move-in, each situation will be reviewed on a case-by-case basis that considers all relevant factors and options in trying to find a solution that meets the needs of everyone involved. All situations should be directed to the Manager of Residence Admissions and solutions may involve consultation with both the Accessibility Office as well as the Residence Life Office.

Exclusions

- All animals prohibited from living in Kingston as outlined in the City of Kingston By-law to regulate animals <https://www.cityofkingston.ca/residents/animals-pets> will not be allowed to live in Residences. The University reserves the right, for certain species (eg: provide examples) to require clearance by Queen's Environmental Health & Safety to ensure the animal is not a potential carrier of a harmful disease/bacteria that can affect humans.
- Certain restrictions are in place for reasons of health and safety requirements. All Service Animals will be assessed on a case by case basis and provided with an individualized accommodation plan that will define each animal's eligibility to be in residence dining halls and retail food outlets.
- If the Service Animal is disruptive and the Handler is not effectively controlling it, Residences may determine that the animal can no longer live on campus.
- If the Service Animal's presence, behavior or actions pose an unreasonable or direct threat to property or the health or safety of others, Residences may determine that the animal can no longer live on campus. This does not include perceived or speculative concerns. Allergies and general fears are not sufficient reasons to exclude a Service Animal.

Exclusions will be determined on an individual basis. If the Service Animal is excluded, the student will be given the option of withdrawing from Residences and receiving a pro-rated refund of residence fees or given the option of living in Residences without the Service Animal, in which case reasonable efforts will be made to accommodate the student through alternative means. If the animal has been excluded due to disruptive behavior, the Handler will have the option of bringing the animal back into Residences once its behavior is under control.

Reconsideration Process

Students asking for reconsideration for either of the following reasons may submit their request in writing to the Manager of Queen's University Residence Admissions.

- a) If the Service Animal has been denied the option to live in Residences
- b) If the animal has been asked to leave Residences

The Manager will present the request to a committee to discuss and resolve the issue. The committee will be comprised of members of the Queen's community who have relevant expertise regarding the request. Committee members will include representation from all or a subset of the following Queen's University offices: Housing and Ancillary Services, Student Accessibility Service, Student Wellness Services, The Human Rights office, Legal Counsel and Environmental Health and Safety. Once a decision has been reached, Residences will communicate the final decision to the student.

Incident Reporting Procedure

Any incidents within Residences involving a Service Animal should be directed to a member of the Residence Life team. This may include the Don or Residence Life Coordinator (RLC) for the student's assigned floor/building or any staff member in the Residence Life Main office. Every effort to resolve the issue within the community will be made. If all efforts to correct the issue have been exhausted and the result does not comply with Handler responsibilities, the Service Animal will be asked to leave residence.

Handler Responsibilities

Queen's University Residences is committed to supporting all students who require accommodations, including the use of Service Animals. In doing so, however, we must consider the rights, safety and security of Service Animals and other students living in Residences as well as those of the Handler. In order to maintain a safe and secure environment for all, Handlers have the following responsibilities:

- Handlers must comply with the Health Protection and Promotion Act, 1990, and the Ontario Society for the Prevention of Cruelty to Animals Act, 1990 to ensure appropriate animal care.
- Handlers of Service Dogs must comply with the Dog Owners' Liability Act, 1990, which restricts ownership of pit bulls in Ontario and requires dog owners to take reasonable precautions to prevent dogs from behaving in a menacing or aggressive manner towards people and other domestic animals.
- Cats and dogs must wear a license tag and a current rabies vaccination tag from its home municipality
- While the AODA customer standard doesn't require that all Service Animals be formally trained, it is an expectation that all Service Animals are appropriately socialized to live safely in communal residential settings. The Handler must ensure the Service Animal can interact safely with diverse populations and other animals.
- The Handler is solely responsible for their Service Animal, which must remain under the direct control of the handler while in any common areas in Residences. , Where the nature of the service being provided to the Handler by the animal does not necessitate direct contact at all times, approval may be granted for the animal to be left in a residence room unattended. While

physically separated from the Service Animal, the Handler remains accountable for ensuring the animal behaves in a manner consistent with Residence Community Standards.

- The Handler will assume responsibility for any damages caused by the Service Animal
- Handlers are required to immediately clean up animal waste and properly dispose of it. Handlers who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance.
- Handlers are responsible for managing the hygiene of the animal and its environment. Animals are not to be bathed and animal enclosures (e.g. tanks or cages) are not to be cleaned in private, semi-private or common student washrooms as these are not suitable for such activities. Residences may set aside designated cleaning areas for Service Animals if appropriate facilities are available. If the Handler is unable to access this area, it is their responsibility to use a grooming/cleaning service should regular bathing/cleaning be necessary.
- The Handler is expected within reason to make sure the Service Animal is not disrupting others with noise.
- The Service Animal must be on a leash not exceeding 6 feet in length (no extendable leashes) or otherwise appropriately secured at all times while in public and common areas in Residences and while moving through hallways. This may include the use of a carrier/crate or a reasonable alternative restraint method. Exceptions to this would be if the restriction prevents the animal from performing their required tasks in which case it is expected that the Handler is in close proximity and the animal can be kept fully under control using voice commands or hand signals.
- The Service Animal should be as unobtrusive as possible and not interfere with the access and use of Residences facilities by other residents. (For example, Service Animals are not permitted on furniture in any of the common areas).
- If a member of the Residence Facilities team is entering a student room for maintenance, the animal must be secured in a kennel or cage or removed from the room during the scheduled time.
- 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 as a Service Animal. If this is not possible, the Handler will be provided with a Service Animal identification card to present if the animal's presence is questioned. This card should be carried by the Handler at all times when they are accompanied by the animal on Campus grounds.
- Service Animals should stay with the Handler and should not be left on campus. If the Handler leaves campus for any reason, either overnight or during University breaks, the Service Animal should also leave.
- Not meeting any of the above requirements and responsibilities would be reasonable grounds for requiring the Service Animal to leave Residences. If the Service Animal is to be excluded from living in Residence, the protocol listed in the exclusion paragraph will apply.



SERVICE ANIMAL RESIDENCE CONTRACT

Handler Name _____

Building/room # _____

Animal Name _____

Animal species/breed/description _____

Handler Cell # _____

Emergency contact name and cell# _____

Has the residence section of the handler agreement been signed and presented?

Yes

No (if no - a copy is provided, please have student sign)

1. Your animal has been added to a spreadsheet of students (and service animals) who may need assistance in the event of an emergency/evacuation so they are aware that your animal is in the room. In the event of an emergency in Residences, every effort will be made to keep the animal with you. The first effort will always be toward you; this may necessitate leaving your animal behind in certain emergency situations. If you are not in the room when an evacuation takes place, every effort will be made to evacuate your animal if it is safe to do so and does not interfere with the Responder's priorities of rescue of students, fire control and property conservation. This will ultimately be the decision of the first responder on the scene.
2. Your animal is expected to wear a license tag and a current rabies vaccination tag from its home municipality at all times. While not a legal requirement, it is highly recommended that your animal wear some type of easily recognized symbol (i.e., harness, backpack, special collar or scarf) that identifies it as a Service Animal. As well, please carry your service animal ID card provided to you by QSAS whenever you are outside your room with your animal.

3. You are required to immediately clean up your animal's waste and properly dispose of it. Residence Facilities has asked that you double bag the waste and place it in one of the outside garbage containers. FCC has garbage bags available on all floors for you to access. If you are wondering about the outside locations, please stop by FCC any day between 8am and 4pm and they can show you where to safely dispose of the waste.

4. Your animal is not to be bathed in private, semi-private or common student washrooms however we understand you indicated to QSAS that you have made other arrangements and that you do not require a designated washroom in residence for bathing your animal.

I understand the specifics outlined in this contract as well as the expectations in the Residence portion of the handler agreement. I also understand that not meeting these requirements and responsibilities would be reasonable grounds for requiring my service animal to leave Residences.

Student Name (please print) _____

Student signature _____

Residence Life Coordinator signature _____

Date _____

This section to be filled out by students living in Queen's Residences ONLY

In requesting to be accompanied by a Service Animal as an accommodation for reasons of a disability at Queen's University, I agree to the following:

- While I understand I may be allowed to leave my animal in my residence room, I acknowledge that I am solely responsible for my animal even when I do not have direct contact.
- My Service Animal is appropriately socialized to live in a high density residence setting
- If approved to be in common areas, I understand it is my responsibility to ensure my Service Animal is as unobtrusive as possible and will not interfere with the access and use of Residences facilities by other residents. (For example, Service Animals are not permitted on furniture in any of the common areas).
- If left unattended in a residence room, my Service Animal will be secured in a crate or carrier to ensure the safety and well-being of Residence Facilities staff in the event they need to enter my room for maintenance requests. (Handlers will be notified of dates and times this will apply)
- I understand that the University assumes no liability for Service Animal in the event of an emergency or evacuation if it is left alone in a residence room. If the Handler is in the room, responder's first line of action will be to help the Handler.
- I agree within reason to make sure my Service Animal is not disrupting others with noise
- I will take responsibility for the hygiene of my Service Animal and agree not to bathe my Service Animal or clean any animal enclosures (tanks or cages) in any private, semi-private, or common student washrooms. Residences may set aside designated cleaning areas for Service Animals upon request.
- I agree to assume financial responsibility for damages caused to Residence property or extra cleaning charges resulting from my Service Animal.
- I agree to never leave my animal on campus if I am leaving campus for any reason, either overnight or during University breaks.

I understand that not meeting any of the above requirements and responsibilities would be reasonable grounds for the University to rescind its permission for the admission of my Service Animal on campus.

Student Name (Please print): _____

Student Signature: _____

Date: _____

