

Service Animal Toolkit

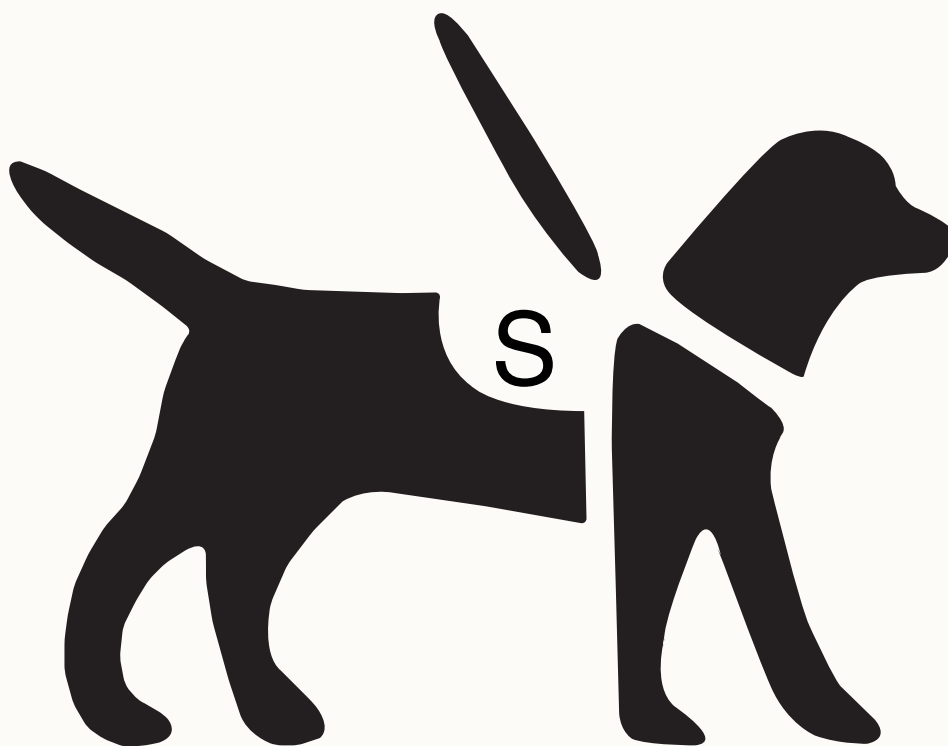


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Dear Colleague:

University Health Network (UHN) is pleased to provide the Toolkit for Persons with Disabilities accompanied by a service animal.

The toolkit has been created to increase awareness about the role of the service animal to Persons with Disabilities and UHN's responsibility to accommodate Persons with Disabilities accompanied by a service animal.

We hope that you will find this toolkit useful and helpful in providing patients, employees and our partners with resources to improve accommodation, communication, safety and satisfaction for people with disabilities accompanied by a service animal.

Sincerely,

A handwritten signature in cursive script that reads "Emma Pavlov".

Emma Pavlov
Executive Vice President, Human Resources
& Organizational Development, UHN

What is in the Toolkit

UHN Service Animal Signage: This sign can be posted on the unit or department to communicate that service animals are welcome.

Types of Working Animals: This information describes the different types of working animals that are allowed at UHN.

Service Animal Task Chart: This information provides a summary of the tasks that service animals provide to their handler/owner.

Service Animal Flow Chart: If unclear about the type of working animal this flow chart will clarify the appropriate actions and correct right policy to be used.

Responsibilities: This information summarizes Leader, Handler/Owner/Patient and employee responsibilities about service animals.

Animal in Room Notice: This sign can be posted to respectfully alert others that a service animal is present in a classroom, meeting room or in a patient area on the unit.

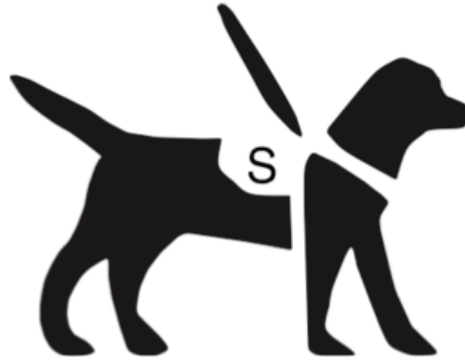
Checklist: This information helps with the planning process to accommodate a Person with a Disability(s) accompanied by a service animal.

Support: This information provides contact details about how to access supports for service animals while at UHN.

Resources: This information provides additional contact details if you have questions or need assistance to support a situation involving a service animal while at UHN.

General Information: The questions provides answers frequently asked questions about service animals.

Power Point Presentation: The power point presentation provides information to promote general awareness about service animals while accompanying a Person with Disability while at UHN.



Service Animals Welcome
Do not distract working animals

Los perros de asistencia son bienvenidos
No distraiga a los perros de trabajo

Xin chào đón chó giúp người
Đừng làm chó giúp người bị phân tâm

歡迎服務犬進入
請勿影響其工作

欢迎服务犬进入
请勿影响其工作

I cani guida sono benvenuti
Non distrarre i cani guida in servizio

Cães de serviço são bem-vindos
Não distraia cães a trabalho

The Law

Prohibits discrimination against persons with **disabilities** in employment, the provision of goods and services.

The definition of disability in the Ontario Human Rights *Code* includes the **physical reliance on a guide dog or other animal** or on a wheelchair or other remedial appliance or device,

The Accessibility For Ontarians with Disabilities Act (AODA) requires that:

- people with disabilities who are accompanied by a service animal have the right to access UHN's services and facilities with their animal.
- employees are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Types of Working Animals



A service animals **is a** fully trained working animal, with clearly visible ID on it's harness, leash or vest including emergency contact details for the training school (optional). The animal accompanies their handler/ owner to perform tasks directly related to the persons disability.

The animal must be kept with the owner at all times.

An Emotional Support Animal is **not** a service animal and provides comfort to their hander during stressful situations by their presence only. Any animal can be an emotional support animal, dogs and cats are most common.

A Pet Therapy Dog is **not** a service animal. It provides comfort and support to individuals who may not have a disability but who may be affected by an illness during their stay in a hospital or nursing home.

Service Animal Tasks



Service Animal	Tasks	
People with autism or other developmental/intellectual disabilities.	Prevents owner from running into danger and assists when sensory stimulus is heightened.	People with autism or other developmental / intellectual disabilities.
Guide dog, dog guide or seeing eye dog.	Follows directions of owner, alerts owner to changes in elevation (e.g., curbs, stairs) and obstacles.	People with vision loss.
Hearing ear, hearing, sound alert or hearing alert dog, cat or animal.	Alerts owner to sounds by a nudge or pawing and leads to the source of the sound. May use a special signal to alert owner to fire alarm.	People who are Deaf, oral deaf, deafened or hard of hearing.
Psychiatric service dog.	Prompts the person to take medicine. Retrieves or activates medical alert, leads person out of crowds, etc.	People with mental health disabilities.
Service or mobility dog or animal, special skills dog. Small ponies or miniature horses are used but are not as common).	May pull wheelchairs, carry objects, pull items, and turn handles or push buttons such as door openers. Larger dogs may provide balance support.	People with physical disabilities.
Seizure, seizure detection, seizure alert, seizure assist or seizure response dog or animal.	Steers owner from danger during a seizure, activates medical alert. Can alert owner to an oncoming seizure.	People who have epilepsy.

Accessibility and Inclusion

Admission, Registration, Intake ask:

At admission, intake (patients) and onboarding (employee, student and volunteer) where appropriate respectfully ask:

- The patient's preferred language for discussing their care.
- If assistance is needed to complete forms.
- The person's name (preferred) and pronoun.
- If Religious or Spiritual accommodation needed?
- If storage or safe keeping of assistive devices (i.e. hearing aid, cochlear implant, speech writer) or planning for a **service animal** is needed.

* **Communicate** needs to the Health Care Team (patients), Education team (students) and Human Resources (employees/volunteers).

Leader Responsibilities

Leader: (Manager, In Charge, Physician, Nursing Administration, Educator)

- Inform anyone providing a service about the role of the service animal and how to appropriately interact with the handler/owner/patient and the service animal.
- Address any employee concerns about **allergies, religious exemptions or fear of dogs**
- Post 'animal in room sign' on the unit to notify other patients about the service animal's presence and address any concerns about allergies, religious exceptions or fear of dogs.
- Discuss with the handler/owner/patient the responsibilities for feeding, handling and cleaning issues.
- Arrange for supports to assist with the service animal, as required.

Handler/Owner/Patient Responsibilities



Includes in-patient, clinic, outpatient and visitors where applicable.

- Pre-arrange for the care of the service animal if it is known in advance that the patient will be unable to retain control of their service animal.
- Provide care, and supervise their service animal's behavior while at UHN.
- Make clearly visible the service animal's ID on the harness, leash or vest.
- Ensure ID includes; training school information (optional), emergency, after hours contact details and up-to-date immunization records, if required.
- Notify the Leader: (Manager, In Charge, Physician, Nursing Administration, Educator) of any concerns about allergies, objections based on religion or fear related to the presence of a service animal for themselves, family or visitors.

Employee Responsibilities



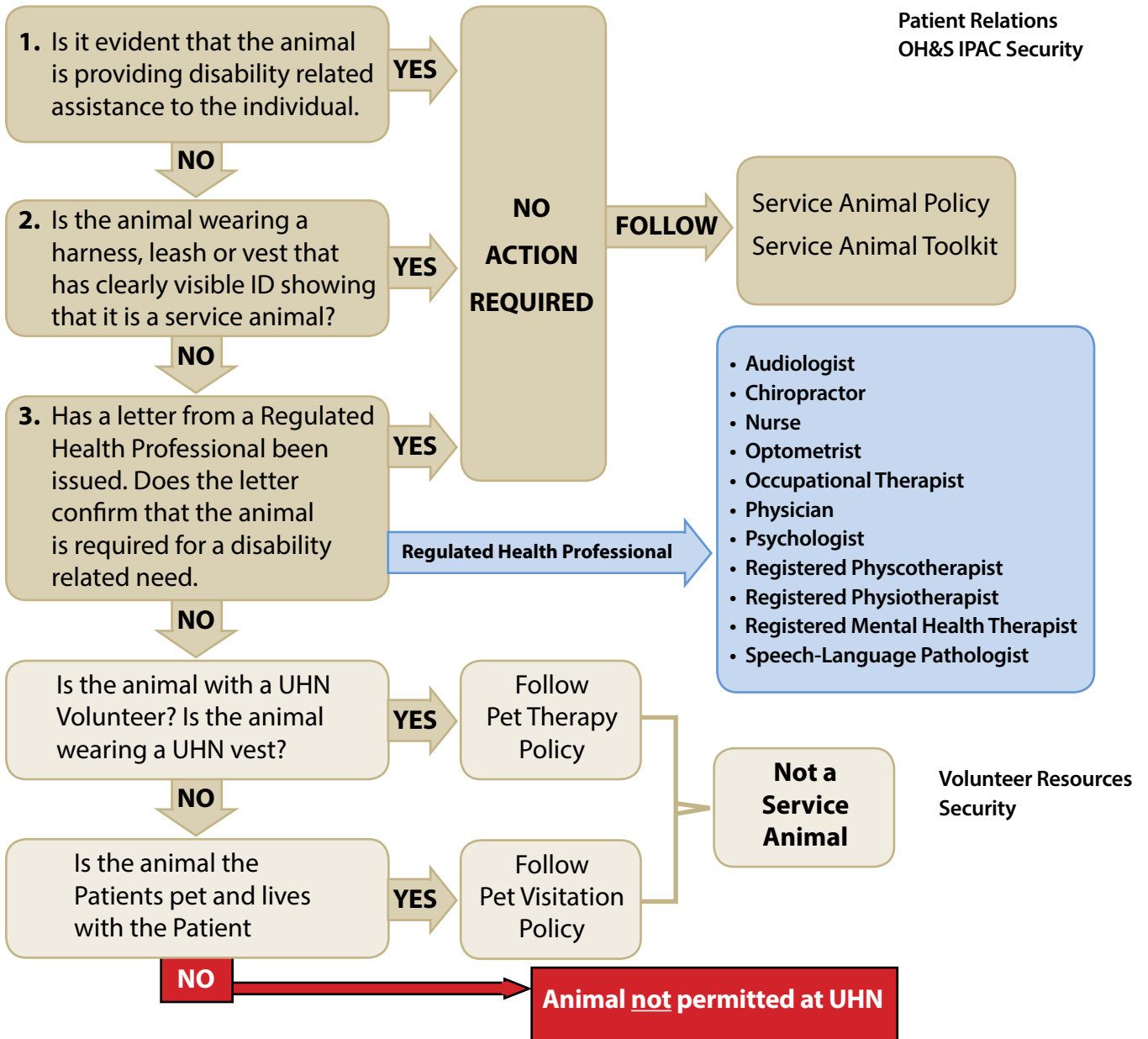
1. Notify the Leader: (Manager, In Charge, Physician, Nursing Administration, Educator) of allergies, religious exceptions or fears about animals.
2. If needed help to identify a health care provider on the team who is willing to switch, interact with or provide care to the patient with a service animal.
3. Document any changes or re-assignment of the health care provider due to accommodation.
4. Report to the Manager, if the patient cannot consent to be separated from their service animal due to medical reasons.
5. Ask for documentation if it is not obvious that the animal is a service animal.

DO NOT

- **Separate** a handler/owner/patient from their service animal without consent.
- **Pet, touch, play, feed or interact** with the service animal.
- **Deliberately startle** or **distract** a service animal from its duties.
- **Feed, walk, exercise, cleaning or any other care** for the animal.

Service Animal Flow Chart

Contact:
AODA
Patient Relations
OH&S IPAC Security



Tips: Service Animals



Issue	Description
Accommodation	Patients/visitors/employees must be reasonably accommodated for reasons related to religious exception, allergies or fear of animals.
Documentation	<p>Audiologist, Chiropractor, Nursing, Optometrist and Physicians can issue documentation confirming that a service animal is required.</p> <p>Only ask for documentation where it is not obvious that the animal is a service animal.</p>
Emergencies	Contact Security for lost or aggressive service animals.
Internal Resources	<ul style="list-style-type: none"> - UHN ARC Vet Tech may provide support up to 2.0 hours - Security may keep the service animal in the kennel up to 6.0 hours - AODA service animal consultant provides support if a service animal demonstrates anxiety (non threatening behavior).
External resources	If a support or contact person is not available and the patient will be separated from the service animal for more than 6 hours. The emergency service telephone number on the <u>service animal's</u> vest or in the pocket of the vest should be contacted to pick up the service animal.
Safety	<p>An Incident report must be immediately completed for employee, patient or visitor who sustains an injury such as bite(s) and scratches from a service animal.</p> <p>All employee injuries must be reported to Occupational Health.</p>

Exclusion of Service Animals



- Service animals are **not** permitted where sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
- Pre-operative, post-anesthetic, intensive/critical care, or step down units
 - Operating Rooms
 - Clean or sterile supply storage areas
 - Isolation Rooms
 - Medication preparation or storage areas
 - Food preparation and food storage areas
 - Procedure Rooms where radiation exposure occurs (X-ray, CT)
- If it is necessary to separate the service animal from the patient/owner, the healthcare team will consult with Patient Relations and facilitate the **transfer** of the animal to Security.
- If after hours or Patient Relations is not available contact Security directly.
- Document anytime a service animal is excluded from any area due to a sterile procedure.

Supports

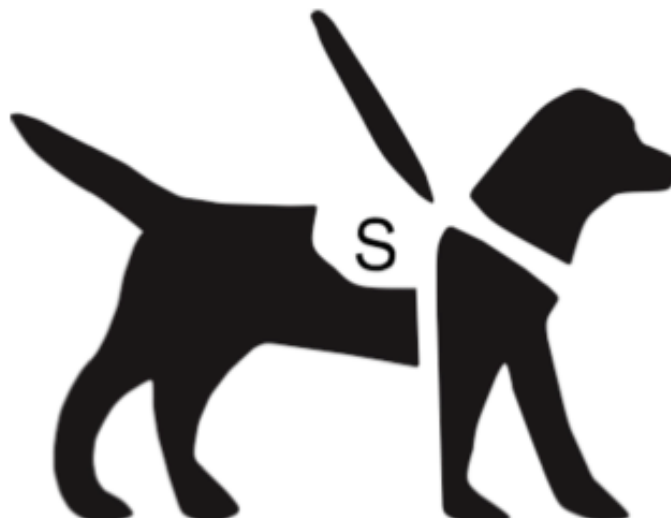
Mon- Fri 7:00AM - 3:00PM a site UHN Veterinarian Technician may provide support where a service animal is temporarily separated from the owner/patient and the animal is demonstrating disruptive or anxious behaviour.

Site	First Contact	Second Contact
PMH 620 University Ave	Site Supervisor: 416 946 2995 Cel: 647 964 7881	Manager: 416 946 4501 x 4914 Cel: 416 882 7106
TGH 200 Elizabeth Street	Site Supervisor: 416 340 3105	Manager: 416 946 4501 x 4914 Cel: 416 882 7106 Site Supervisor: 416 581 7721
TR: University Center 550 University Ave	Site Supervisor: 416 946 2995 Cel: 647 964 7881	Manager: 416 946 4501 x 4914 Cel: 416 882 7106
TR: Bickle Center 130 Dunn Street	416 716 8539	416 617 8217
TR: Lyndhurst Center 520 Sutherland Ave	416 716 8539	416 617 8217
TW 399 Bathurst Street	Site Supervisor: 416 603 5800 X 7384; Cel: 647 881 7692	Manager: 416 946 4501 x 4914 Cel: 416 882 7106
After Hours	AODA service animal Consultant: 416 716 8539	

Resources



AODA Policy	1.20.011
AODA Council	accessibility@uhn.ca
UHN AODA Service Animal Consultant	416 716-8539 After Hours
Diversity and Mediation Services	416 603-5526
Infection Prevention and Control	Daytime - 416 340-4800 ext. 6063 or 7801 After hours - (weekdays 4pm - 8am, weekends, holidays): Contact IPAC on call through Switchboard.
Lyndhurst pager	416 235-8784
Occupational Health and Safety	647 390-2184
Patient Relations	patientrelations@uhn.ca 416 340-4907
Security	416 340-4111
Toronto Public Health Monday to Friday 8:30am - 4:30pm	311 or 416 338-7600
After hours 4:30pm – 8:30am	416 392-2489



ATTENTION



Animal in Room

**Direct questions about
the animal in this room
to the leader on duty**



Service Animal Checklist

	ID	Requirement	Action
1.	Is the animal a service animal?	<p>Does the animal appear to perform tasks to assist the person with a disability related need?</p> <p>The animal must have visible ID:</p> <ul style="list-style-type: none"> • Vest with the name and contact details of the service animal training school (if available). • Harness or leash with the name and contact details of the service animal training school where available. • ID card issued by service animal training school (if available). • Up to date Immunization records 	<p>No action or questions required if it is obvious that the animal is a service animal.</p> <p>No action is required if the animal's behavior is appropriate.</p>
2.	If it is not obvious that the animal is a service animal.	<p>Does the animal have documentation or a letter confirming that it is trained for a disability related need?</p> <p>The documentation/letter is Issued by:</p> <ul style="list-style-type: none"> • audiologist, • chiropractor • nurse • occupational therapist • optometrist • physician • speech language pathologist • physiotherapist • psychologist • psychotherapist • registered mental health therapist 	<p>No action required if the animal has visible ID.</p> <p>No action is required if the animal's behavior is appropriate.</p>
3.	Any special arrangements needed for a service animal?	<p>Service animals provide specific tasks:</p> <ul style="list-style-type: none"> • guide a person who is blind or low vision • alert a person who is deaf or hard of hearing or hearing loss to sounds • provide emotional, cognitive, or other support including, but not limited to, traumatic brain injuries or mental health disabilities, such as major depression. 	<p>Where possible:</p> <ul style="list-style-type: none"> ✓ Declutter physical layout and clear the floor space. ✓ Provide space that is quiet or not busy. ✓ Provide space that is away from general area

Service Animal Checklist

	ID	Requirement	Action
4.	If the service animal is separated from the handler/owner/patient ?	Determine the support needed based on how long the service animal will be separated from the handler/owner/patient <ul style="list-style-type: none"> • 2 hours or less • 2–6 hours • 6 hours or more 	Service animal stays on unit/ area Service animal taken to on site Security Office and kept in the kennel Arrange for service animal to be picked up by: Family members. Emergency contact on animal vest or harness
5.	Any IPAC issues?	Service Animals should not access <ul style="list-style-type: none"> • Pre-operative, post-anesthetic, intensive/critical care, or step down units • Operating Rooms • Clean or sterile supply storage areas • Medication preparation or storage areas for patients on isolation, please contact Infection Prevention and Control (IPAC). 	Contact IPAC Notify facilities to pre-arrange cleaning
6.	If a Patient, Family member or Visitor requests accommodation related to the service animal.	<ul style="list-style-type: none"> • allergies • fear of animals • religious requirements 	Post animal in room sign Where possible: <ul style="list-style-type: none"> • move the patient to an alternate location. • assign the person with the service animal to a private room or a semi-private room with consent of the sharing patient.
7.	If an employee, student or volunteer needs accommodation related to the service animal.	<ul style="list-style-type: none"> • allergies • fear of animals • religious requirements 	Allergies/fear of dogs contact: <ul style="list-style-type: none"> • Employee Relations • Occupational Health Religious accommodation contact: <ul style="list-style-type: none"> • Employee Relations • Diversity and Mediation
8.	If a service animal is demonstrating disruptive behaviour.	The owner does not take effective action to control the service animal from: <ul style="list-style-type: none"> • Barking • Running • Posing a direct threat to the health and safety of others. 	<ul style="list-style-type: none"> • Contact Security

Service Animal – General Information

Q1. What is a service animal?

A service is an animal that has been trained to perform tasks for a person with a disability.

Q2. Can service animals be any type of animal?

Service animals may be any type of animal but are most often dogs. Service animals are mostly larger breeds of dogs such as labradors (labs) or retrievers but the AODA does not specify the type of dog or breed of dog that can be a service animal.

Q3. What does a service animal do?

A service animal performs tasks directly related to the person's disability. For example, a person with diabetes may have a dog that is trained to alert when the person's blood sugar reaches high or low levels. Or a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure. A person with depression may have a dog that is trained to remind them to take their medication. A person who experiences anxiety attacks may have a dog that has been trained to sense that an anxiety attack is about to happen and take a specific action to help avoid the attack or lessen its impact by calming the person.

Q4. How do I know if an animal is a service animal?

A service animal may be obvious and can be easily identified by:

- A vest, leash or harness with the service animal training school (optional).
- A letter confirming that the person requires the service animal for reasons relating to their disability from a Regulated Health Professional including but not limited to: audiologist, chiropractor, nurse, occupational therapist, optometrist, physician, speech language pathologist, physiotherapist, psychologist, psychotherapist or registered mental health therapist.

Service Animal – General Information cont'd

Q5. Can I ask for documentation?

Yes. If it is not obvious or “readily apparent” that the animal is a service animal because of its behavior and it is not wearing a leash, harness or vest that identifies it as service animal, you can ask “Is this a service animal?” If additional information is needed, you may ask to see a letter from an approved regulated health professional listed in #4.

Q6. Can a service animal be trained by its owner?

Yes. A service animal may be owner trained to perform the tasks related to a person's disability. Where the owner confirms that their service animal is owner trained, immunization records and letter from a Regulated Health Professional is required:

- audiologist,
- chiropractor
- nurse
- occupational therapist
- optometrist
- physician
- speech language pathologist
- physiotherapist
- psychologist
- psychotherapist
- registered mental health therapist

Q7. Are service animals allowed at UHN?

Yes. It is the law that people with disabilities who are accompanied by a service animal are allowed anywhere that the general public is allowed and have the right to access UHN's services and facilities with their service animal.

Q8. Is advance notice required to bring a service animal to UHN?

No. Where it is possible, it is helpful during pre-admission to provide the health care team with advance notice to assist with planning.

Service Animal – General Information cont'd

Q9. What areas of the hospital are service animals not allowed?

Service animals are not allowed where sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:

- Pre-operative, post-anesthetic, intensive/critical care, or step down units
- Operating Rooms
- Clean or sterile supply storage areas
- Isolation Rooms
- Medication preparation or storage areas
- Food preparation and food storage areas
- Procedure Rooms where radiation exposure occurs (X-ray, CT)

Q10. Are pet therapy, or pet visitation animals considered service animals?

No. Pet therapy, or pet visitation animals are used to describe animals that provide comfort by being with a person. Because they have not been trained to perform a specific job or task, they are not considered service animals. UHN's pet therapy and pet visitation program allows pets and emotional support animals on the premises. Link [Pet visitation and pet therapy policies](#).

Q11. What should I do if I have allergies or I am afraid of dogs?

Notify your Leader that you have allergies or fears about dogs. If you are concerned about privacy you should speak to your Employee Relations representative and Occupational Health, if required. The department leadership will address concerns about allergies or fear of dogs. Any changes or re-assignment of health care provider due to accommodation must be documented.

Q12. What should I do if I cannot be around dogs because of my religion?

Notify your Leader that you have a religious accommodation request. If you require confidential support you may contact your Employee Relations representative or Diversity and Mediation Services. Once you have communicated your need about exposure to the service dog based on religion, the department leadership team will work to accommodate your request. Any changes or re-assignment of health care providers due to accommodation must be documented.

Service Animal – General Information cont'd

Q13. Do service animals have to be on a leash and not bark?

Yes. The service animals must be under the control of the handler/owner/patient at all times. The service animal must be harnessed, leashed, or tethered while in public places unless these devices interfere with the service animal's work. In that case, the person must use voice, signal, or other effective means to maintain control of the animal. For example, a person who uses a wheelchair may use a long, retractable leash to allow the service animal to pick up or retrieve items.

Q14. Can a service animal be excluded if staff can assist the patient?

No. A service animal cannot be excluded on the basis that staff can provide the same service.

Q15. Who is responsible for the care and supervision of a service animal?

The owner (employee, patient, visitor or volunteer) is responsible for caring for and supervising their service animal, which includes toileting and feeding while at UHN.

Q16. Can an in-patient with a disability keep a service animal in their room?

Yes. Service animals where it is possible must be allowed in patient rooms and anywhere else in the hospital where the public and patients are allowed to go.



Service Animal – General Information cont'd

Q17. What happens if a patient accompanied by a service animal is admitted and is unable to care for or supervise their animal?

If the patient is not able to care for or supervise their service animal, arrangements for a family member, a friend or support person to come to the hospital to provide these services. If the patient is unable to care for the service animal and is unable to arrange for someone else to care for the dog and;

- The patient is having a test, exam or procedure and the service animal is not permitted in the test or exam room due to sterile procedures. The service animal may remain in the department in a designated space for no more than 2 hours.
- If the patient is separated and unable to care for their service animal for up to 6 hours, Security will transfer the service animal to a kennel for a period up to 6 hours.
- Patients who are separated from their service animal for more than 6 hours during the day, night or weekends and no support person or contact person is available. The emergency service telephone number on the service animal's vest or in the pocket of the vest will be contacted to pick up the animal.

Q18. What can I do when a service animal is being disruptive?

If a service animal is behaving disruptive, poses a direct threat to the health and safety of others and the owner does not take effective action to control it, staff should contact Security immediately. Security, will determine the risk and next steps.

Q19. When can a service animal be removed or excluded?

A person with a disability accompanied by a service animal may not be excluded based on assumptions or stereotypes about how the animal might behave. However, if a service animal behaves in a way that poses a direct threat to the health or safety of others or is not under the control of the owner that animal may be removed. If an animal is removed for such reasons, all UHN services or facilities must be provided to the person without the animal present.

