



SERVICE DOGS AT SHEENA'S PLACE POLICY September 2018

The ***Human Rights Code*** protects people with various disabilities from discrimination, harassment, and reprisal in all of the areas covered by the *Code*, including services, goods and facilities, accommodation, contracts, employment, and vocational associations.¹

The definition of disability includes people who rely on guide dogs and service animals.

The ***Integrated Accessibility Standards*** regulations under the *Accessibility for Ontarians with Disabilities Act* (“AODA”) contain protections for the users of both guide dogs and service animals, by allowing service animal teams to access to premises where goods, services, or facilities are provided to members of the public or third parties.²

The use of a vest or tag identifying the animal as a service animal is sufficient to establish the right to enter Sheena’s Place with the animal, particularly where it is clear that the animal is well behaved or well-trained.

Alternatively, a one-line medical note that reveals minimal personal information and simply states that the handler requires the use of a service animal (or the particular animal in question) for “medical reasons” is sufficient.

¹ *Human Rights Code*, RSO 1990, c H.19 [*Human Rights Code*].

² *Integrated Accessibility Standards*, O Reg 191/11 [*Integrated Accessibility Standards*].