

# Service Animals on Campus Policy

**Category:** Operations

**Approval:** PVP

**Responsibility:** Human Resources and Student Accessibility Services

**Date Approved:** October 25, 2023

## Definitions:

**AODA** – Accessibility for Ontarians with Disabilities Act

**Emotional Support Animals:** Provide comfort and/or security to persons. Under Ontario law, if an animal is not used to support a disability related need as documented by a regulated health professional, the animal is considered a pet and the owner is not entitled to any special rights regarding that animal.

**Handler:** Any person who brings a service animal onto campus.

**Laboratories:** Spaces used for scientific purposes where chemicals, biologicals, radioactive, hazardous materials or sensitive scientific equipment or instruments are in use. Pets are not allowed in laboratories where research animals are handled or in Level 2 or higher laboratories. Spaces used for study or interviews are not considered laboratories under this policy.

**Pets:** Any animal kept for companionship or pleasure, that is not prohibited by the municipalities in which Trent properties are located. The term 'pet' does not include service animals or animals used in teaching and research where approved by the University's Animal Care Committee, but does include service animals in training and emotional support animals.

**Safekeeping:** The provision of security of an animal in order to prevent the animal from attacking or injuring a person or another animal, causing psychological or mental harm to a person or another animal or exposing such person or animal to infection or disease, and also includes the provision of an environment wherein the animal cannot be injured, infected or experience psychological or mental harm by their enclosure or restraint.

**Service Animals:** Any animal that is used by a person with a disability and performs a specific function related to supporting that disability. In accordance with [Ontario provincial law set out in the AODA](#), and the Regulations thereunder, a service animal can be identified in two ways:

- 1) The animal can be readily identified as one that is being used to support a disability. Visual indicators that would identify a service animal include a vest or harness;
- 2) The handler provides documentation from one of the following regulated health professionals confirming that the handler requires the animal for reasons relating to a disability:
  - A member of the College of Audiologists and Speech-Language Pathologists of Ontario

- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario
- A member of the College of Optometrists of Ontario
- A member of the College of Physicians and Surgeons of Ontario
- A member of the College of Physiotherapists of Ontario
- A member of the College of Psychologists of Ontario
- Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### **Purpose/Reason for Policy:**

Trent University is committed to providing an equitable, inclusive, safe, and healthy environment that accommodates persons who are differently-abled and / or navigating a disability as defined by AODA. Trent University is committed to compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code and to the principle of non-discriminatory treatment in the provision of services, and compliance with the duty to accommodate. Accordingly, this policy is intended to ensure there are measures in place to facilitate this process. This includes ways to assist handlers to manage service animals on campus in a way that does not pose a health and safety risk to any person or disrupt the operations of the University. It also includes promoting awareness of the role of service animals and the needs of differently-abled persons so that students and staff can lend greater support.

### **Scope of this Policy:**

This policy applies to all persons on property owned, leased, or rented by Trent University and within buildings on those properties, including Symons campus, Trill campus, Trent Durham campus, the Windy Pine property and the Oliver Ecological Centre, from here after referred to as “campus” spaces. Persons engaged in off-campus academic and/or administrative activities must comply with the laws and policies of the property owner and/or legal jurisdiction of the off-campus activity location with respect to service animals as well as the provisions of this policy.

### **Policy Statement:**

If a person (handler) with a disability who is accompanied by a service animal wishes to bring the service animal to campus, they shall provide the required documentation from a regulated health professional to the university, as outlined in this policy. The university shall ensure that the handler is permitted to enter the premises with the animal and to keep the animal with them, unless the service animal is otherwise excluded from the premises by law or under this policy. Handlers who bring their service animals to campus assume full responsibility for safekeeping, controlling, providing for and cleaning up after their service animals at all times.

Handlers are expected to respect the rights of others to engage in University activities in a safe and healthy environment. Service animals are permitted a wide range of public access rights when documentation from a regulated health professional has been presented and approved by Human Resources (employees) or Student Accessibility Services (students). Emotional support animals and pets do not have the same privileges as service animals do under this policy.

If a service animal is excluded by law from the premises, the University shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the University’s goods, services or facilities. Handlers must ensure the safe keeping and appropriate

behaviour of service animals at all times, including arranging for their care and needs when handlers are unable to do so for their service animal.

If the behaviour of a service animal while on campus causes a complaint, the University may require the handler to address the animal's behaviour. Service animals that have injured or threatened the safety of any person will be dealt with accordingly and may not be permitted re-entry to University spaces.

Costs, including costs for overtime spent by caretaking to clean, restore, and repair indoor spaces in which service animals are kept, legal costs, and damages arising from civil liability claims due to non-compliance with this policy, as well as animal care and upkeep shall be the handler's responsibility.

The University will do what it can to address conflicts and competing rights, will refer any related questions / issues to the Centre for Human Rights, Equity and Accessibility (CHREA) and legal team as needed.

## **Responsibilities:**

**Handlers** are required to:

- Register their service animal(s) with Student Accessibility Services, Human Resources, or Conference and Hospitality Services and participate in the accommodation process.
- Advise their instructors or supervisors that they will be accompanied by a service animal before they commence classes or work.
- Produce their Service Animal Authorization Card or documentation from a regulated health professional if requested, unless the animal can be readily identified as one that is being used to support a disability, by means of visual indicators such as a guide dog wearing a vest or harness.
- Always maintain the standard of care for the service animal, including keeping them away from locations where they may be harmed or that may cause them distress.
- Keep service animals leashed, caged, crated, and/or under the handlers' physical control at all times, and in a manner that respects the health and safety of other individuals. Service animals are not to be left unattended on university property, except within a safe enclosure such as a crate or cage.
- Ensure that service animal excrement is picked up, bagged, and placed in an appropriate outdoor waste receptacle.
- Ensure the service animal(s) have up to date rabies and core inoculations as determined by the Ontario Veterinary Medicine Association, are free of disease and pests and are tagged and licensed in accordance with municipal bylaws.
- Act in accordance with all local by-laws relating to animals, including the City of Peterborough Animal By-Law and the City of Oshawa Responsible Pet Owners By-Law
- Ensure service animals do not disrupt the work, study, or activities of others on campus.

**University supervisors, managers and unit heads** are responsible for the enforcement of this policy in their work units and in consultation with Human Resources or Human Rights may direct a handler to control or temporarily remove their animal from a workplace if there are health and safety concerns.

**Instructors, and/or laboratory managers** are responsible for the enforcement of this policy in their classrooms and laboratories. In the event of a health and safety concern, in consultation with Student Accessibility Services or Human Rights, may direct a handler to control or temporarily remove

their animal from the classroom. When there is question as to whether a service animal is allowed in a specific space, a risk assessment shall be conducted by the appropriate Dean or Department Head in collaboration with Health and Safety, to determine the outcome.

**Human Resources and Student Accessibility Services** are responsible to review requests for accommodation involving service animals and authorize the Card Office to issue a Service Animal Authorization Card as required. In the event of a health and safety concern, they will consult the Health and Safety Advisor to assess the risk before developing an individual accommodation plan. In the case of high hazard areas such as laboratories, they will also consult with the supervisor, instructor or lab manager.

**Trent Student Housing** are responsible for the enforcement of this policy as it relates to service animals.

**Conference and Hospitality Services:** are responsible for sharing this policy with any guests who may be staying overnight on campus and who will be accompanied by a Service Animal,

**The Office of Human Rights, Equity, and Accessibility** is responsible to review all cases where the issue of conflicting human rights and freedoms has been raised.

**Contact Officer:**

Director, Centre for Human Rights, Equity and Accessibility  
Director, Student Wellness  
Pension and Benefits Advisor, Human Resources  
Manager, Environmental, Health and Safety

**Date for Next Review:**

October 2026

**Related Legislation, Policies, Procedures & Guidelines**

- a) Accommodation of Students with Disabilities
- b) Accommodation of Employees with Disabilities Health and Safety Policy
- c) Accessibility Policy
- d) Pets on Campus Policy
- e) Accessibility for Ontarians Disabilities Act, 2005
- f) Integrated Accessibility Standards, O. Reg. 165/16
- g) Human Rights code
- h) Health Promotion and Protection Act
- i) The Ontario Society for the Prevention of Cruelty to Animals Act
- j) The Dog Owners Liability Act
- k) Prevention of Cruelty to Animals Act
- l) The City of Peterborough Animal By-Law 17-096
- m) The City of Oshawa Responsible Pet Owners By-Law 14-2010

**Policies Superseded by This Policy:**

- a) N/A