

ACCESSIBILITY: USE OF SERVICE ANIMALS

Document Type: Policy and Procedure Document

Scope of Document: Organization Wide

A. Purpose

We are committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times. Wellvision supports the right of the individual to be accompanied by a Guide dog or other Service animal, except where excluded by law. All employees and affiliates are expected to comply with this policy.

B. Policy Statement(s)

1. The office supports the Accessibility for Ontarians with Disabilities Act.
2. Guide dogs and Service animals are not pets but working animals. Staff will refrain from touching or petting the guide dog or service animal.
3. Guide dogs and other Service animals may accompany people with disabilities in all areas of the our facilities except where excluded by law or where there is a significant risk to a staff person or member of the public (identified risk of severe allergic reaction).
4. Manager, staff and person with a disability will collaborate, discuss and develop an accessibility plan identifying necessary support arrangements.
5. Guide dogs and other Service animals are not permitted where sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
 - 1) sterilized Rooms;
 - 2) Minor Procedure Rooms or Rooms where sterile procedures are occurring like dry eye procedures ,contact lens fitting, foreign bodies removal.And allergy free zones.
6. Staff will collaborate and discuss with the person with a disability areas where the presence of a Guide dog or Service animal is not allowed prior to their arrival (where possible) and develop

alternate arrangements.

7. Infection Prevention and Control and the Manager/Shift Administrator and/or Manager on Call must be contacted whenever a patient with a Guide dog or Service animal is admitted to the hospital or whenever there is a concern regarding the safety and/or security of persons in the area.

8. The care of the Guide dog or Service animal is the responsibility of the owner.

9. If in accordance with this policy, it becomes necessary to separate the Guide dog or Service animal from its owner, healthcare personnel will make all reasonable efforts to help facilitate the transfer of the animal to a designated person.

10. The person who requires the Guide dog or Service animal may be asked to provide a letter from a physician or nurse, or documentation from the Ministry of the Attorney General's office confirming that the person requires a Guide dog or Service animal.

11. Notice of the availability of Accessibility policies will be posted in a conspicuous place on the premises and/or on the web page.

12. All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.

C. Policy Content

DEFINITIONS

Guide Dog: is a dog trained as a guide for a blind person.

Service Animal: are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting.

a person who is having a seizure or performing other special tasks.

GUIDELINES

1. Tips on interacting with a customer who uses a service animal:

a) Service animal is a working animal, not a pet.

b) Avoid touching or addressing Service animals: they are working and are required to pay attention at all times.

c) Avoid making assumptions about the animal. Not all Service animals wear special collars or

harnesses. If you are not sure if the animal is a pet or Service animal, ask the person with a disability.

d) Patient is responsible for the care and supervision of their Service animal. Staff is not expected to provide care or food for the animal. However, staff can provide water for the Service animal if the patient requests this.