



The Board welcomes all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of service animals, which include any animal that is being used because of a person's disability and this is either readily apparent or is supported by a letter from a regulated health professional which confirms that the person needs the service animal for reasons related to their disability.

Examples of service animals include dogs used by people who have vision loss, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety. The customer service standard's provisions also apply to animals providing other services to people with disabilities.

It is "readily apparent" that an animal is a service animal when it is obvious by its appearance or by what it is doing. For example, it may be readily apparent that an animal is a service animal if it is wearing a harness, saddle bags, a sign that identifies it as a service animal or has a certificate or identification card from a service animal training school or an identification card from the Attorney General of Ontario. It may also be readily apparent if a person is using the animal to assist him or her in doing things, such as opening doors or retrieving items.

1. Responsibility

- 1.1. Supervisory Officers, Principals and Departmental Managers will ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

2. Access to Board Premises

- 2.1. Any person with a disability who is accompanied by a service animal will be welcomed on Board and/or school premises with their service animal and will be accompanied by the service animal while on the premises. Access will be in accordance with normal security procedures.

- ### 3. Exclusion of Service Animal

- #### 4. Alternative Measures to Service Animal Being Excluded

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