

SECTION:	PUBLIC RELATIONS	POLICY NUMBER:	PR 10-061
SUB-SECTION:	Public Access	EFFECTIVE DATE:	2009-12-03
SUBJECT:	Service Animals	LAST REVISION DATE:	

### DEFINITION:

“Service animals” are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, 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.

### POLICY:

1. Cornwall Community Hospital is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients. Patient care will be provided in a manner that respects the dignity and independence of all individuals.
2. Persons with disabilities may be accompanied by his or her guide dog or other Service Animal while in those areas of Cornwall Community Hospital that are open to the public or other third parties unless the animal is otherwise excluded by law (i.e. food preparation areas) from the premises. Proof that the animal is in fact a Service Animal may be required. (i.e. letter from physician or other Health professional)
3. Health and safety requirements: There may be rare circumstances where, for reasons of health and safety of another person, allowing a person with a disability to enter the Hospital and be accompanied by their service animal needs to be considered. In the rare situation where another person’s health and safety could be seriously impacted by the presence of a service animal on premises open to the public, the Hospital Unit Director will fully analyse all options for safely allowing the service animal. Some of the options to consider may be creating distance between two individuals, eliminating in-person contact, changing the time the two receive service, using air purifiers and any other measures that would allow the person to use their service animal on the premises.
4. Laws restricting animal breeds: If the service animal is excluded by law (Provincial and or Municipal) from the facility, the Hospital shall ensure that other measures are available to enable the person with disability to obtain, use or benefit from the Hospital services
5. The person with the disability must provide all the necessary care and attention for the Service Animal.
6. The Service Animal must be clean and in good health with proof of applicable immunization available upon request.

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7. Infection Control department is to be advised when patient is being accompanied by their Service Animal in the facility.

APPENDICES:	
REFERENCE DOCUMENTS:	<i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontarians with Disabilities Act, (ODA)</i> CCH Pet Visitation Policy - IC 10-057 CCH Pet Therapy Policy – PC 05-p-170
REPEALED POLICIES:	CGH Policy No. 5-20 – Guide Dogs, Service Dogs and Other Animals
APPROVAL PROCESS:	Accessibility Committee – October 26, 2009 Senior Administration Team – December 1, 2009 Board of Directors – December 3, 2009
APPROVAL SIGNATURE:	Jeanette Despatie Chief Executive Officer

*Version française disponible sous l'objet "Animaux d'assistance"*

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