



Policy Name: Animals in Town Facilities	Policy No: S100-17
Committee approval date:	-
Council approval date:	-
Revision date(s):	-
Department/Division:	Corporate Wide

1. Purpose

The purpose of this policy is to establish guidelines and procedures for animals to enter facilities operated by The Corporation of the Town of Pelham (“the Town”).

2. Policy Statement

The Town promotes a safe and inclusive environment at Town facilities. The Town is committed to protecting the health and well-being of all persons at Town facilities, including staff and patrons, and to equitable access for persons with disabilities. In furtherance of these objectives, the Town welcomes service animals and prohibits non-service animals at Town facilities.

3. Definitions

“**Animal**” means an Animal as defined in the Animal Control By-law.

“**Animal Control By-law**” means Town of Pelham By-law No. 69-2024, as updated or amended from time to time.

“**Animal Owner**” means the person that owns or has possession of an Animal.

“**Non-Service Animal**” means an Animal that is not a Service Animal, including pets.

“**Prohibited Animal**” means a Prohibited Animal as defined in the Animal Control By-law.

“**Regulated Health Professional**” means a member of a College listed in section 80.45(4)(b) of Ontario Regulation 191/11, *Integrated Accessibility Standards*, made under the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c. 11.¹

¹ Namely: (i) the College of Audiologists and Speech-Language Pathologists of Ontario; (ii) the College of Chiropractors of Ontario; (iii) the College of Nurses of Ontario; (iv) the College of Occupational Therapists of Ontario; (v) the College of Optometrists of Ontario; (vi) the College of Physicians and Surgeons of Ontario; (vii) the College of Physiotherapists of Ontario; (viii) the College of Psychologists of Ontario; and (ix) the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario.



“Service Animal” means an Animal that is used by an Animal Owner for reasons relating to the Animal Owner’s disability and one of the following conditions is met:

- (a) the Animal can be readily identified as one being used by the Animal Owner for reasons relating to the Animal Owner’s disability as a result of visual indicators such as a vest or harness worn by the Animal; or
- (b) the Animal Owner provides documentation from a Regulated Health Professional confirming that the Animal Owner requires the Animal for reasons relating to the disability.

“Town” means The Corporation of the Town of Pelham or the geographic area of the municipality, as the context requires.

“Town Facility” means any building owned or occupied by the Town that is open to the public.

4. General Provisions

4.1 Animals in Town Facilities

Service Animals are permitted in all areas of Town Facilities that are open to the public unless otherwise excluded by law from the area. Regulations under the *Health Protection and Promotion Act* and the *Food Safety and Quality Act, 2001*, for example, exclude Service Animals from areas that food is prepared, processed or packaged.² Additionally, the Animal Control By-law precludes ownership or possession of Prohibited Animals. While the Town recognizes that various Animals may be Service Animals, Prohibited Animals are not permitted in Town Facilities unless the Animal Owner provides documentation from a Regulated Health Professional confirming that the Animal Owner requires the Prohibited Animal for reasons relating to disability.

Non-Service Animals are not permitted in Town Facilities.

4.2 Responsibilities of the Town

The Town will maintain signage at the entrance of all Town Facilities to notify patrons that Service Animals are permitted in Town Facilities in accordance with this policy. Additionally, the Town will maintain signage to clearly identify any area(s) of a Town Facility from which Service Animals are excluded by law.

² *Health Protection and Promotion Act*, R.S.O. 1990, c. H.7 and O. Reg. 493/17, *Food Premises*; *Food Safety and Quality Act, 2001*, S.O. 2001, c. 20 and O. Reg. 465/19, *Fish Processing*.



The Town will provide equitable access to Town Facilities for Animal Owners of Service Animals by ensuring they are permitted to enter and remain with the Service Animal at Town Facilities. The Town will not isolate the Animal Owner from other users of a Town Facility and will not impose any additional charge or fee in relation to the Service Animal.

Where it is not readily apparent that an Animal is a Service Animal, the Town may ask the Animal Owner to show documentation from a Regulated Health Professional stating that the Animal is a Service Animal and is required by the Animal Owner for reasons relating to disability. The Animal Owner will not be asked to provide information about the nature of their disability.

The Town will not deny access or refuse service at a Town Facility to an Animal Owner using a Service Animal on the basis that others have allergies or express a fear of the Service Animal. The Town will make all efforts to respectfully accommodate both the Animal Owner and the other person(s).

Town staff will not bring a Non-Service Animal to the workplace unless prior approval is obtained from the Manager of People Services.

4.3 Responsibilities of Animal Owners

The Animal Owner of a Service Animal may notify Town staff of the use of the Service Animal.

Where it is not readily apparent that an Animal is a Service Animal, the Animal Owner must comply with a request by the Town to show documentation from a Regulated Health Professional stating that the Animal is a Service Animal and is required by the Animal Owner for reasons relating to disability.

Service Animals at Town Facilities are expected to meet reasonable standards of behaviour. The Animal Owner of a Service Animal is solely responsible for the supervision, care and control of the Service Animal. This includes, but is not limited to, ensuring compliance with the Animal Control By-law, using appropriate restraint methods to retain control, minimizing noise, providing food and water, and disposing of waste.

In the unlikely event that the behaviour of a Service Animal substantially disrupts the operations of a Town Facility, causes damage to a Town Facility, or poses a threat to the health and safety of others, and the Animal Owner is unable to correct or control the behaviour, the Service Animal will be required to leave the Town Facility. The Town will offer accommodations for the Animal Owner to access the Town Facility.



5. Attachments

None.

Additional resources can be found at the following links:

<https://aoda.ca/service-animal-laws-for-ontario-workplaces/>

<https://www.aoda.ca/understanding-service-animals/>

<https://www.ontario.ca/page/accessibility-ontario-what-you-need-to-know>

<https://www.ontario.ca/laws>

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