

1.1.1 SERVICE DOG POLICY

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Policy:	Service Dog Policy
Purpose:	To aid individuals with disabilities who require the assistance of service animals.
Scope:	All current and potential Parkland employees across Canada.
Description:	<p>In compliance with applicable laws, Parkland generally allows service animals in its facilities and at Company events when the animal is accompanied by an individual with a disability who indicates the service animal is trained to provide, and does provide, a specific service to them that is directly related to their disability.</p> <p>Parkland may not permit service animals when the animal poses a substantial and direct threat to health or safety or when the presence of the animal constitutes a fundamental alteration to the nature of the program or service. Parkland will make those determinations on a case-by-case basis.</p>
Definitions:	<ol style="list-style-type: none"> 1. Handler A person with a disability that a service animal assists or a personal care attendant who handles the animal for a person with a disability. 2. Service Animal Any dog individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental incapacities. The work or tasks performed must be directly related to the individual's disability. Examples include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors.
Application Process:	<ol style="list-style-type: none"> 1. Staff who require the assistance of a service animal at work are required to partner with Human Resources, especially if other accommodations are required. Advance notice of a service animal entering the work environment may allow more flexibility in meeting staff's specific requests for accommodation. 2. Individuals are required to submit an Accommodation Request Form on the Connector to your local Human Resources Representative and provide any additional mandatory documentation as requested. <ol style="list-style-type: none"> a) A doctor's note may be required to verify there is a need for the service animal but the type of disability will not be required. b) Parkland may require proof that the animal has been certified as a service animal when it is not readily apparent that an animal is trained to do work or perform tasks for an individual with a disability. 3. Human Resources will work with the individual and the appropriate Supervisor/Manager to identify modified work arrangement options and facilitate the accommodation. 4. Where accommodation requests are of a highly difficult nature, Human Resources, as well as the divisional VP, may be involved to help determine an acceptable solution and approve budget requirements.

	<p>5. All documents relating to specific requests for accommodation will be kept confidential and will only be disclosed with the expressed consent of the individual.</p>
Handler Responsibilities	<ol style="list-style-type: none"> 1. Handlers are responsible for any damage or injuries caused by their animals and must take appropriate precautions to prevent property damage or injury. The cost of care, arrangements and responsibilities for the well-being of a service animal are the sole responsibility of the handler at all times. 2. Service Animal Control Requirements: <ol style="list-style-type: none"> a) The animal should be on a leash when not providing a needed service to the partner. b) The animal should respond to voice or hand commands at all times, and be in full control of the handler. c) To the extent possible, the animal should be unobtrusive to other individuals and the working environment. d) Identification – It is recommended that the animal wear some type of commonly recognized identification symbol, identifying the animal as a working animal, but not disclosing disability. 3. Animal Etiquette: <ol style="list-style-type: none"> a) To the extent possible, the handler should ensure that the animal does not: <ul style="list-style-type: none"> ▪ Sniff people, desks, tables or the personal belongings of others. ▪ Display any behaviors or noises that are disruptive to others, unless part of the service being provided the handler. ▪ Block an aisle or passageway for fire egress. 4. Waste Cleanup Rule: <ol style="list-style-type: none"> a) Cleaning up after the animal is the sole responsibility of the handler. b) In the event that the handler is not physically able to clean up after the animal, it is then the responsibility of the handler to hire someone capable of cleaning up after the animal. c) The person cleaning up after the animal should abide by the following guidelines: <ul style="list-style-type: none"> ▪ Always carry equipment sufficient to clean up the animal's feces whenever the animal is on Parkland facilities. ▪ Properly dispose of waste and/or litter in appropriate containers. ▪ Contact staff if arrangements are needed to assist with cleanup. Any cost incurred for doing so is the sole responsibility of the handler. 5. A dog being trained has the same rights as a fully trained dog when accompanied by a trainer and identified as such in any place of public accommodation. Handlers of service dogs in training must also adhere to the requirements for service animals and are subject to the removal policies as outlined in this policy.
Removal of Service Animals	<ol style="list-style-type: none"> 1. Service Animals may be ordered to be removed for the following reasons: <ol style="list-style-type: none"> a) Out of Control Animal: A handler may be directed to remove an animal that is out of control and the handler does not take effective action to control it. If the improper animal behavior happens repeatedly, the handler may be prohibited from bringing the animal into the office until the handler can demonstrate that s/he has taken significant steps to mitigate the behavior. b) Non-housebroken Animal: A handler may be directed to remove an animal that is not housebroken. c) Direct Threat: A handler may be directed to remove an animal that Parkland determines to be a substantial and direct threat to the health and safety of individuals. This may occur as a result of a very ill animal or a substantial lack of cleanliness of the animal. 2. Where a service animal is properly removed pursuant to this policy, Parkland work with the handler to determine reasonable alternative opportunities to participate in the service, program, or activity without having the service animal on the premises.
Emergency	<ol style="list-style-type: none"> 1. In the event of an emergency, employees should recognize service animals and be aware that

Response	<p>the animal may be trying to communicate the need for help.</p> <ol style="list-style-type: none"> 2. The animal may become disoriented from the smell of smoke in a fire emergency, from sirens or wind noise, or from shaking and moving ground. The handler or animal may be confused from the stressful situation. 3. Employees should be aware that the animal is trying to be protective and, in its confusion, is not to automatically be considered harmful. 4. Employees should make every effort to keep the animal with its handler. However, first efforts should be toward protecting the handler; this may necessitate leaving the animal behind in certain emergency evacuation situations.
Conflicting Disabilities	<ol style="list-style-type: none"> 1. Some people may have allergic reactions to animals that are substantial enough to qualify as disabilities. Parkland will consider the needs of both persons in meeting its obligations to reasonably accommodate all disabilities and to resolve the problem as efficiently and expeditiously as possible. 2. Staff requesting allergy accommodations should contact Human Resources.
Public Etiquette	<ol style="list-style-type: none"> 1. It is not proper etiquette to ask the handler what their disability is. 2. It is reasonable to ask someone if she/he would like assistance if there seems to be confusion, however, you should avoid the following: <ol style="list-style-type: none"> a) Petting a service animal, as it may distract them from the task at hand; b) Feeding the service animal; c) Deliberately startling a service animal; and/or d) Separating or attempting to separate a handler from his/her service animal.
Appeal of Denied or Alternative Offerings	<ol style="list-style-type: none"> 1. The employee requesting the accommodation will be informed of the decision, with supporting rationale, and has the right to request a review of the decision. 2. The employee may submit a written request for reconsideration to Human Resources.
Owners:	<ol style="list-style-type: none"> 1. Employees for requesting accommodation, including identifying, where possible, the types of accommodation they consider appropriate. 2. Supervisors/Managers for complying with the policy. 3. Human Resource for addressing non-compliance with managers and employees, ensuring all information and forms are maintained in a current manner in Parkland's Employee Manual and on the Intranet. Changes to the policy will be communicated via email and posted where required.
Keys to Success:	<ol style="list-style-type: none"> 1. Supervisors/Managers to help aid in the positive facilitation of accommodations. 2. Human Resources to ensure fair administration of the policy for all employees and to ensure Parkland complies with respective Employment Standards and Human Rights Acts. 3. Employees to act respectfully towards both handlers and service animals.