SERVICE DOG TEAMS STANDARDS DEVELOPMENT PROJECT FAQ'S

UPDATE: APRIL 16, 2018 – NOTICE OF INTENT WITHDRAWN FOR INFORMATION AND FURTHER INQUIRIES PLEASE VISIT HTTP://WWW.SCC.CA/EN/STANDARDS/NOTICES-OF-INTENT/CGSB/SERVICE-DOGS

This publication was co-created by The Canadian Foundation for Animal-Assisted Support Services (CFAS) in collaboration with end-users[i], disability organizations, producers, and other stakeholders. We would like to thank everyone who directly or indirectly contributed to this conversation, including Standards Council of Canada (SCC) and the Canadian General Standards Board (CGSB) for their input. If you would like to help us keep this information current and relevant, please contact CFAS at community@cf4aass.org.

Background

CFAS receives thousands of calls and emails annually with respect to service dogs. Please visit the Service Dogs in Canada page for general information by clicking on the enclosed link: http://www.cf4aass.org/service-dogs-in-canada.html. As a result, we are constantly exploring new ways to build bridges between the community and the evolving service dog industry. Exploring and tapping into Canada's National Standards System was considered one of many possible resources to help accomplish this.

About CFAS

CFAS has two national designations, the first being a registered non-profit entity, and the second, a national public health disability foundation. The organization's charitable mission is to help build healthier and safer communities with and for people, pets, and partners (animals in service). We do this by investing in the human-animal bond, one of Canada's most treasured connections. Since 1998, CFAS has been uniting and engaging people and organizations for the purpose of co-creating their collective desired future.

SECTION 1: FREQUENTLY ASKED QUESTIONS ABOUT LIVING WITH A SERVICE DOG

What should I do if I believe that my rights have been violated?

If you believe your rights have been violated, please contact the human rights commission in your province or territory. In some jurisdictions like BC and Alberta, you can file a complaint with the Human Rights Commissions or you can file a complaint with the provincial department responsible for guide and service dogs.

Does every province and territory protect the access rights of service dog teams?

Of Canada's 13 jurisdictions, only seven provinces (B.C., Alberta, Saskatchewan, Manitoba, Ontario, Nova Scotia, Newfoundland and Labrador) have enacted specific legislation which mandates access to public premises for guide dog or service animal teams.

In all jurisdictions, human rights legislation prohibits against discriminating against a person with a disability working with a service animal. Discrimination includes denial of access to any premises to which the public would normally have access, including tenancy rights (http://www.cnib.ca/en/services/Guide-Dog/Pages/For-Guide-Dog-Users-.aspx).

How many service dog teams graduate annually?

There are currently no statistics available to determine the total number of service dog team graduates. Please contact the individual organizations to request this information.

The draft Standard appears to be asking me to identify that I am a person with a disability if I file a human rights complaint; is that allowed?

Under human rights complaints, proof of disability is required if the discrimination is claimed because the person has a disability. Proof that the dog is a service dog is required when the discrimination is based on failure to accommodate a person with a disability because they are accompanied by a service dog.

The type of disability is private information and normally an individual has aright to keep this information private under Human Rights Codes. Persons with disabilities using service dogs are not required to provide any diagnosis or prognosis respecting their disability.

Sometimes when I am in public spaces, I am asked to prove that I have a disability and that my dog is a service dog, not a pet. Why does this happen, if I haven't done anything wrong?

Health Protection Legislation covers restraints in instances where food is prepared, sold, and consumed. Regulations under the Hospitals Act allows restricted access. Zoos may also have internal policies covering areas where the public is not able to go with service dogs for health and safety reasons. These policies do not supersede government-sanctioned regulations or legislation, however, the handler's consideration and caution must be exercised whenever health and safety is a concern.

What kind of documentation do I need when my public access is challenged?

Documentation requirements are not uniform across Canada. In British Columbia (BC), the current practice is that a person needs to produce the BC Guide and Service Dog ID Card and in Alberta the Alberta Service Dog ID Card. In Ontario, a letter from a doctor or registered nurse is all that is required. One benefit of developing a national standard would be that only one ID Card would be needed.

Why can I not just say that I have a disability, instead of having to prove that I have a disability?

When going into a public space where pets are not allowed, service dog teams are sometimes challenged because many people do not know or understand or know about the legal rights of service dog teams. Under Privacy Legislation, an individual only needs to state that they are a person with a disability and that the dog is trained to assist them. Persons with a disability or daily living challenge is not required to provide information in excess of what is in a doctor's note or on an ID Card. If the person inquiring is insistent on getting more information, it is appropriate to contact the police or ask for assistance to contact the police.

What are the rights, obligations, and expectations of members of the public with respect to Service Dogs?

The public has the right to enter all public spaces with the same freedoms as service dog teams. The basic expectation of the public at large is that a service dog be focused on its handler, does not cause a disturbance, is not aggressive, is well groomed and cared for.

If a dog trainer or anyone else, including on-line services, agrees to provide me with a vest and an ID Card that states that my pet dog is a certified service dog would this be considered acceptable?

Violating legislation with fraudulent activities and claims such as this would be considered a criminal offence if found guilty in a court of law. It is important to remember that pets are not service dogs. In addition, causing harm to a dog is a criminal offence under cruelty to animals. Causing harm to a service dog is also a criminal offence, which carries the same judicial consequences' as causing harm to a police or military dog which could result in up to 14 years in jail.

Are there nationally recognized standards for service dogs trained to work with people who have been diagnosed with PTSD?

No, there are no PTSD Service Dog National Standards of Canada. PTSD Service Dog Industry standards could be developed once stakeholders agree to develop a service dog industry and corresponding standard.

Do all stakeholders support the development of a voluntary National Standard of Canada?

No, not everyone supports or believes that a National Standard of Canada or a national certification program would improve the rights of service dog teams. In Canada, there is no consensus regarding the best approach to guaranty equality of access for service dog teams.

How could a national certification program benefit service dog teams?

A national approach would initiate one national identification card, while promoting the standard within Canada's legislative framework; this would enhance and simplify public access by cultivating continuity and clarity.

If people with service dogs already have, a right to access public spaces why is the standard and a potential certification program even needed?

The reason for doing this is to enhance barrier free environments.

SECTION 2 – HOW DID THE DEVELOPMENT OF THIS STANDARD COME ABOUT?

In order to answer this question it is best to provide a backdrop to help put it into context. Well over 20 years ago, Joanne Moss, CFAS Founder, CEO and disability advocate, became well acquainted with the many challenges associated with obtaining, caring for and accessing public spaces with service dogs.

Numerous gaps were identified including, but not limited to, the absence of a recognized and/or regulated Service Dog Industry and inconsistent legislation. Fragmentation and the lack of a sustainable infrastructure also set the stage for increasingly competitive marketplace with few balance and checks in place. While in the process of exploring potential resources to bridge gaps knowledge of Canada's National Standards System offered a glimmer of hope.

In 1997 Standards Council of Canada featured, a story in Consensus Magazine Volume 24 Number 1 called, "*Standards – are they going to the dogs?*" The article raised awareness about the industry gaps and need for solidarity in order to support service dog teams and their families, ensure the welfare of the canines, while increasing public confidence.

Service Dog Programs Approval and Oversight

There is currently no national, provincial, or international third-party oversight program, third-party regulatory body, or service dog industry association that approves and monitors service dog trainers, qualifications, or schools (organizations). Private company standards should not be confused with National Standards of Canada (NSC). This project was intended to develop a NSC to prevent the exploitation of service dog teams as well as to overcome accessibility barriers.

How were veterans involved?

Veterans Affairs Canada, the Department of National Defence and the Canadian Armed Forces began looking into the benefits of service dogs because of a growing interest in how canines could assist individuals with Operational Stress Injuries and Post Traumatic Stress Disorders. Interest peaked in 2012. CFAS had received hundreds of inquires from military personnel, individuals, family members, doctors and clinicians.

In order to facilitate cross-sector and interdisciplinary discussions the charity hosted two national Military Service Dog Summits in the latter part of 2013.

A number of speakers from the various interest groups made presentations at both summits. Interviews were also conducted and a video was produced at the second summit to capture the views and needs expressed by the attendees. Both events facilitated breakout sessions to identify common ground and potential next steps. Two reports were made available following the events to highlight milestones and information gathered during these dialogues. To access these resources, please visit http://www.cf4aass.org/the-major-general-lew-mackenzie-fund.html . Please click the enclosed link to view or listen to the Military Service Dog Summit video produced during the second summit: https://www.youtube.com/watch?v=16u4lZbRkzg .

Among the speakers were two representatives from the **Canadian General Standards Board** (CGSB), one person was from the standards development division and the other from the certification and conformity assessment division.

Why did CFAS ask CGSB to develop a National Standard of Canada (NSC)?

CFAS did not ask CGSB to develop a NSC; what it did do is provide an opportunity to unite and involve concerned people and organizations to demonstrate their collective support and interest in supporting Canada's military personnel, Veterans and their families.

Nearing the conclusion of the second military summit one of the attendees' suggested that a vote be cast to determine interest in CFAS preparing and submitting a New Work Item Proposal (NWIP) to the CGSB. The purpose of the proposal was to evaluate whether a NSC was even feasible. The vote was unanimous. Shortly after submitting the proposal, CGSB announced that the project had been deemed feasible and that they had entered into a contract with Veterans Affairs Canada to launch the project.

Was a study carried out prior to beginning the development of a NSC?

CGSB used the minutes of the first meeting held on October 14 and 15, 2015 as sufficient evidence to determine the project's feasibility.

How can we support Canada's Veterans and their families to get service dogs?

The short answer is by working together. In order for military governmental organizations to allocate funding for service dogs for Veterans they needed to produce a National Standard of Canada. Officials also invested in Canadian research to assess the impact of service dogs. Participating in public consultations and donations are needed to support Canada's Veterans and their families.

SECTION 3 – THE STATUS QUO

Does Canada have an accredited service dog body?

There are no SCC accredited service dog bodies in Canada, or globally within the international Accreditation Forum. As such, if service dog producers envision this level of worldwide recognition so that their work is accepted anywhere in the world it may be worth exploring the benefits of developing a national certification program in Canada in order to demonstrate their commitment to quality and industry excellence.

Producers involved in a voluntary third-party conformity assessment program attest that they have adhered to and/or exceeded the requirements set out in a National Standard of Canada. In this instance, mechanisms could also include graduating service dog teams with a National ID Card. For more information about this process, please refer to the FAQ below entitled: **Can producers' apply for equivalency to ensure that their services meet and/or exceed a National Standard of Canada?**

Another valuable resource for service dog producers is ISO 26000 - Social Responsibility. This standard provides guidance rather than requirements.

It clarifies what social responsibility is and helps businesses and other organizations build trust and credibility by translating principles into a long-term social responsibility strategy on everything from socially responsible working practices to environmental policies and sustainable development (Source: https://www.iso.org/iso-26000-social-responsibility.html).

Is there an official service dog industry?

Producers are comprised of private trainers, charities, non-profits and for profit businesses. To the best of our knowledge not all producers have developed 'private company standards'. Therefore, each business or organization promotes and markets their respective brands.

The Service Dog Industry is still emerging. As a result, a third-party like the government does not regulate it. Given its rapid growth, establishing a credibility chain is vital in order to ensure quality assurance, safety, and end-user satisfaction. There is a growing consensus that building this sector would be advantageous to end-users, their families, producers, donors, regulatory bodies and other stakeholders by taking the guesswork out of this fragmented environment. Furthermore, a National Occupational Classification could be explored to recognize Service Dog Trainers within Canada's labour market.

Can producers' apply for equivalency to ensure that their services meet or even exceed a National Standard of Canada?

SCC supports the principle of recognition of accreditation or equivalent systems in the context of conformity assessment systems that are based on international standards such as ISO/IEC 17011, ISO/IEC 17065, ISO/IEC 17021, ISO 17024 etc. This topic goes beyond the scope of the Service Dog Team Standard Project.

As an accreditation body, SCC must comply with ISO/IEC 17011 which is the basis of 2 international mutual recognition agreements. These allow SCC to accredit conformity assessment bodies based on ISO standards who in return see their accreditation recognized worldwide.

SCC uses ISO standards for conformity assessment because they have the highest credibility globally and comply with the requirements of the World Trade Organization (WTO). Accreditation is the confirmation that a conformity assessment body is competent to do that type of work. Conformity assessment bodies are independent third-party organizations that certify services, products, systems, people or management systems to standards deemed appropriate for the sector. It is not unusual to hear organizations use the term accreditation when *what is meant is in fact certification to standards*. For more information, please refer to SCC's website on Benefits of accreditation https://www.scc.ca/en/benefits-scc-accreditation or contact SCC directly.

What does this mean in terms of the current situation?

In non-technical language what this means is that a National Standard of Canada (NSC) must meet the following criteria in order for Standards Council of Canada (SCC) to consider this designation. The criteria is as follows:

• developed by consensus from a balanced committee of stakeholders,
• subjected to public scrutiny,
• published in both official languages, consistent with or incorporate existing international and pertinent foreign standards recognized by ISO, and, not be a barrier to trade.

None of the current '**private company standards**' meet this criteria.

What are some of the gaps within the evolving service dog industry?

Fifty-seven people and organizations from across Canada responded to a flash quiz within a five-day period in September 2017 with respect to this topic. This 'sampling' provided further validation of what we have known for years.
This emerging industry still needs the infrastructure to inform and invest in service excellence in order to respond to and meet the needs of existing and future service dog teams and their families. The questions in the quiz and the subsequent responses were as follows:

Question 1: Should service dog trainers' be required to have and maintain specific credentials?

Yes - 46 (80.70%) No - 4 (7.02%) Not Sure – 7 (12.28%)

Question 2: Should there be a requirement for service dog trainers to work with a multi-disciplinary team in order to provide services?

Yes – 44 (77.19%) No – 6 (10.53%) Not Sure – 7 (12.28%)

Question 3: Should there be a national service dog trainer registry for the sake of transparency and accountability?

Yes – 51 (89.47%) No – 4 (7.02%) Not Sure – 2 (3.51%)

Question 4: Should there be clear direction with regard to the collection and protection of the information documented from the applicants?

Definitely Needed - 51 (89.47%) Probably Needed - 5 (8.77%) Neutral – 1 (1.75%)

Question 5: Should there be access to Frequently Asked Questions?

Yes – 45 (78.95%) Not Necessary – 2 (3.51%) Unsure – 10 (17.54%)

Question 6: Should there be guidelines for fees for services?

Yes – 46 (80.70%) No – 5 (8.77%) Neutral – 6 (10.53%)

Question 7: Should there be national benchmarks for the accreditation of service dog producing organizations?

Yes – 50 (87.72%) No – 3 (5.26%) Don't Know – 4 (7.02%)

Question 8: Should there be fundraising best practices that ensure that acquiring a service dog is not dependent upon participating in fundraising events before, during or after a match is made?

Yes – 47 (82.46%) No – 0 Unsure – 10 (17.54%)

Question 9: Should there be definitions for professional service dog trainers, service dog teams' certification, and organizational accreditation?

Yes – 55 (96.49%) No – 2 (3.51%)

Question 10: Should there be a national fund to cultivate sustainable resources for canine-assisted living?

Absolutely – 34 (59.65%) Perhaps – 23 (40.35%)

SECTION 4 - AN OVERVIEW OF VOLUNTARY STANDARDS DEVELOPMENT IN CANADA

Standards Council of Canada (SCC)

The Standards Council of Canada (SCC) is a Crown Corporation established by an **Act of Parliament in 1970** in order to foster and promote efficient and effective voluntary standardization in Canada. SCC's services include the accreditation of Standards Development Organizations (SDOs) and the approval of National Standards of Canada (NSCs); the promotion of the use of standards in regulations, legislation; and the various programs offered by the Accreditation Services Branch. The Council is also a registered charity, for the purposes of the Income Tax Act. Its registration number is 119162774 RR0001 and its effective date of status: 1975-01-01. SCC serves as Canada's focal point for voluntary standardization; however, SCC does not coordinate all national voluntary standards development. SCC is not a regulator and has no authority as such. A National Standard of Canada is a voluntary document (has no regulatory authority) unless incorporated by reference in a regulation. The document entitled "Key Considerations for Development and Use of Standards in Regulatory Instruments," is a guidance document, and is therefore not mandatory.

Baseline Requirements for Standards Development in Canada

Canada's National Standards System (NSS) provides the baseline requirements for Standards Development Organizations (SDOs) in Canada. For regulated areas however, additional considerations and guidance are needed to meet the expectations of policy and regulatory decision makers. Further details can be accessed online through SCC's publication *'Key Considerations in the Development and Use of Standards in Legislative Instruments Understanding the Partnership of the Regulatory and Voluntary Standards Systems'* at https://www.scc.ca/sites/default/files/migrated_files/DLFE-476.pdf

What is a National Standard of Canada (NSC)?

A NSC designation indicates that it is recognized as the official Canadian standard in a particular subject area or topic. Before a standard can become a national standard, Standards Council of Canada must approve it and that the core process requirements of the Canadian established development system have been met. Standards that include the prefix CAN as part of their reference number have been designated an NSC.
For more information, see Requirements and Guidance: Approval of National Standards of Canada Designation (Source: https://www.scc.ca/en/faq-what-is-a-national-standard-of-canada).

Accreditation Services – An Accreditation Program Overview

The International Organization for Standardization, ISO/IEC 17000 defines accreditation as "third-party attestation (5.2) related to a conformity assessment body (2.5) conveying formal demonstration of its competence to carry out specific conformity assessment tasks." SCC, as an accreditation body, uses a formal process to independently assess the competence of conformity assessment bodies.
Source: http://www.scc.ca/en/system/files/publications/ASB_POV_ASB-Program-Overview_v0.5_2017-07-31.pdf

General Principles of Canada's National Standards System (NSS)

Section 3.1 in SCC's publication Key Considerations in the Development and Use of Standards in Legislative Instruments explains the importance of "Increasing regulatory confidence in standards is critical to the overall social utility of the standards world. Standards only have value if they are used. When a standard is incorporated into a regulation, it is being utilized at the highest possible level and becomes part of the overall technical and social infrastructure of the jurisdiction(s) concerned (Source: https://www.scc.ca/sites/default/files/migrated_files/DLFE-476.pdf). To gain a more comprehensive understanding of the advantages of referencing national standards in Canadian regulation please click on the above link and refer to Section 3.3.

SCC's Collaboration with the Provincial-Territorial Advisory Committee (PTAC)

When work spans across the nation understanding the correlation between the provincial and territorial regulatory and Voluntary Standards Systems in Canada is essential. As a result, an advisory committee of the Board works with SCC in order to make recommendations to the Council to promote collaboration to facilitate relevant considerations in the development and use of standard practices within legislative frameworks.
To review this partnership please refer to SCC's Annex A in its corresponding publication: Key Consideration its in The Development and Use of Standards in Legislative Instruments. Please click on the enclosed link to be redirected to this source document: https://www.scc.ca/sites/default/files/migrated_files/DLFE-476.pdf

To review the full Standard Council of Canada Act please click on the enclosed links:
http://www.scc.ca/en/about/governance/mandate.shtml
http://laws.justice.gc.ca/eng/acts/S-16/FullText.html
http://laws.justice.gc.ca/PDF/S-16.pdf

THE STANDARDS DEVELOPMENT PROCESS AT THE CANADIAN GENERAL STANDARDS BOARD

The Canadian General Standards Board manages the development and revision of voluntary consensus standards through a process summarized below.

Canadian General Standards Board

The Canadian General Standards Board (CGSB) is a federal government organization that offers client-centred, comprehensive standards development, and conformity assessment services, in support of socio-economic, regulatory, procurement, health, safety and environmental interests of its stakeholders — government, industry and consumers.

The CGSB is accredited by the Standards Council of Canada as a Standards Development Organization (SDO) that accepts responsibility for the development, approval, publication, and maintenance of standards. The organization engages with Canadians in developing standards in response to clear needs and provides conformity assessment services to meet Canada's national interests. For more information, visit the Canadian General Standards Board at http://www.tpsgc-pwgsc.gc.ca/ongc-cgsb/index-eng.html or email the Canadian General Standards Board at ncr.cgsb-ongc@tpsgc-pwgsc.gc.ca

Standards Committee

Membership on a standards committee is derived from four main groups of stakeholders: producers; users; general interest groups; and regulators. Membership on a standards committee is open to individuals and representatives or organizations who are technically qualified or otherwise knowledgeable in the subject area of the committee.

Committee activity begins with an invitation from the Canadian General Standards Board to relevant individuals and organizations to be members. The list of potential members is compiled from many different sources, including various levels of government, lists of associations, and Internet searches. Replies to this invitation may contain suggestions for other potential members. In addition, other individuals or groups may indicate their interest by contacting the Canadian General Standards Board directly.

Deliberations

Deliberations by a standards committee begin with a draft outline or draft preliminary standard on the product or service. Following discussion among committee members, a draft standard is developed by the Canadian General Standards Board.

The committee members review this draft standard and the Canadian General Standards Board compiles their comments for further discussion at subsequent committee meetings. Whenever possible, the Canadian General Standards Board uses recognized international standards as the basis for the development of National Standards of Canada. Several meetings may be required to develop a draft standard upon which consensus can be achieved.

Approval by Consensus

Approval of the draft standard is achieved by consensus, which is defined as substantial agreement by those involved in the preparation of the standard. Consensus implies much more than a simple majority, but it is not necessarily unanimity, to resolve all objections to the draft standard. Formal committee approval of a National Standard of Canada requires more than 50% of the members who are eligible to vote cast affirmative votes, and 2/3 of the votes cast are affirmative.

Comments may be included with the ballots. Non-voting members may also submit comments for consideration. Besides managing the standards development process, the Canadian General Standards Board must ensure that all applicable standards development policies and procedures have been followed. If the draft standard is a candidate National Standard of Canada, the draft standard must meet all the standards development process requirements set by the Standards Council of Canada.

Did the Canadian General Standards Board ensure the balance of interests on the Technical Committee?

A requirement of any Technical Committee run by the Canadian General Standards Board is that there must be a balanced group of stakeholders that comprise the voting membership. The four categories of stakeholders are: Regulators, Users, Producers and General Interest. The Committee to date is comprised of 12 Producers, 6 Users, 5 Regulators and 7 General Interest members. Additionally, there are 25 Non-Voting members that are also representative of these various categories.

Was there a process or resources in place for ongoing communication with fellow Technical Committee members throughout this process?

Five different working groups were formed throughout the standards development process. These groups were created to allow for more informal discussions and drafting work on the Standard to occur. They also served as a way for cross-communication for Committee Members. Discussions and communication through-out the process whether formal or informal are always encouraged and the Canadian General Standards Board.

SECTION 5 – GENERAL QUESTIONS

How is success measured in this context?

For this process to be successful, the standard must tackle public interest gaps and weaknesses, while avoiding duplication of existing National Standards of Canada (NSC) or existing standards developed with Canada's global partners affiliated with the ISO for the sole purpose of working toward things like advancing the economy, sustainability, health and safety, protecting consumers and fair trade.

In order for Canadians and organizations to adopt a voluntary standard, the need for financial resources will be inevitable. Are there any direct sources to access funding?

Standards Council of Canada's Mandate and Powers are articulated as an Act of Parliament. The Council, in carrying out its mandate, *may provide financial assistance* to Canadians and to Canadian organizations concerned with voluntary standardization to assist them in meeting national and international requirements.

Why was this standards development project developing a public policy?

The purpose of this project is to develop a voluntary National Standard of Canada, not a public policy. The need to develop a public policy related to service dogs was also raised.

Why is a cookie cutter standard being developed?

This voluntary initiative is to establish a social progress benchmark to support service dog teams and their families, not to create a cookie cutter standard.

How is the term consensus defined in this context?

Consensus does not imply that decisions are consistently unanimous. Rather, the process is to allow the views of interested parties to be heard and considered, while facilitating and resolving any major conflicts of interest.

Why is this considered important?

The world of service dogs is becoming more complex and particularly so because of the increasing demand for service dogs, the perceptions of what a service dog is and is not, inconsistent terminologies, legislative gaps, service dog industry fragmentation, the absence of public policy, and social, cultural, economical, attitudinal, and stereotypical barriers.

Consequently, the development of this *performance-based standard* is intended to articulate and simulate the performance of service dog teams under general service conditions, not to restrict their performance, but to help people better understand their significance. Further, it was thought that helping to remove public access barriers would then make it easier for people to engage in and address interrelated systemic barriers to overcome discrimination and the disadvantages imposed through ignorance.

At what point of the development of a National Standard of Canada should certification be discussed?

Published standards typically need a means to determine whether conformance to a standard is achieved, for this reason producers' typically develop a quality assurance program to determine whether their services conform to a given standard. In this case, certification needed to be considered prior to developing the standard. Proposed certification schemes cannot be mentioned in the standard itself, but a corresponding overview can be articulated in the Information Section of a standard's document.

Were the Members of the Information Committee able to vote?

No, they contribute their knowledge and participate in discussions and drafting, however, they are not able to vote in motions at meetings or use committee ballots. Only Members of the Technical Committee can vote.

Does the standard take into account related topics?

Related topic like 'education' were cited through this process. Those that were not addressed were put on the back burner, which the Technical Committee referred to as the 'parking lot.'

Why did the draft standard consist of a list of things for service dog teams to do instead of compiling best evidence/best practices achieved by current service dog teams?

The draft document is in the process of being revised to integrate feedback received during the first public consultation.

If the goal is to establish a benchmark to remove barriers encountered by service dog teams and their families, why does the draft standard focus on the performance of the teams?

The purpose of this performance-based standard is to focus on how service dog teams function when in public spaces. Because training is tailored to the specific needs of each end-user, the draft standard attempted to capture a number of factors in order to formulate a benchmark that encompassed common practices. The goal of this benchmark would then become a means to educate people with respect to the complexities involved with partnering with a service dog, their significance and to differentiate between a canine companion and a service dog.

Is there a difference between a standard and a best practice (best evidence)?

Some may say it is a matter of semantics', but in essence, one way to capture the differences may be as follows: best practices can be likened to methods and actions that consistently produce a desired result. Best practices may evolve over time. They may also be used as a standardized benchmark or baseline to ensure quality and safety. A standard then becomes the framework in which to describe best practices or best evidence. A certification program may then follow in order to determine whether conformance to a standard has been achieved.

Why does the draft standard not explain how the standard will address the service dog industry gaps and systemic issues?

The draft standard has a limited scope because it was not possible to address every barrier with one standard. However, removing public access barriers is an important step toward increased engagement of service dog teams and their families so they are better able to participate in activities that endeavor to address remaining barriers.

What is the difference between a public policy and a standard?

A public policy is typically a document that the government produces to attend to the constitutional needs of its citizens. The Canadian Encyclopedia[ii] defines public policy in the following manner: Public Policy generally denotes both the general purpose of government action and the views on the best or preferred means of carrying it out; more specifically, it refers to government actions designed to achieve one or more objectives.

A National Standard of Canada (**NSC)** is developed by Canada's standards development organizations (SDO) and submitted to the Standards Council of Canada (SCC) to see if it meets the criteria to become a NSC.
This criteria states the standard must be developed by consensus of a balanced committee of stakeholders, undergo public scrutiny, be published in both official languages, be consistent with, or incorporate existing international and pertinent foreign standards. In addition, NSC's must not act as a barrier for trade (https://www.scc.ca/en/agl-nsc). This project is focused on the development of a NSC.

How would a public policy for service dog teams differ from a NSC and how can either of these instruments support service dog teams?

A public policy would focus on the constitutional rights of persons with disabilities that utilize service dogs, whereas the development of a NSC for service dog teams would provide further specifics in terms of protecting the health and safety of Canadians and in this instance the canines, by capturing these details within the standard.

Additionally, a NSC can be used to educate and train a wide range of stakeholders thus becoming a valuable resource by helping people to better understand the difference between a pet and a service dog. Likewise, a NSC may be referenced in existing producers' 'private company standards', in governmental regulations, and/or in legislation. Similarly, a NSC could prove to be instrumental in producing Voluntary Codes for service dog producers, educational resources and Occupational Classifications. NSC are reviewed at regular intervals to ensure their ongoing relevance to determine the need for continuance in an emergent landscape.

Why was the scope of the standard expanded to include guide dog teams?

When the project began, guide dog teams were not included. After the project's Technical Committee was formed, lengthy discussions took place with respect to defining the term 'Service Dog'. One reason that may have influenced this decision was the prospect of any direct or indirect impact that the prospective standard might have on guide dog users. As conversations evolved, a motion was passed to include guide dogs, with the understanding that this was subject to change based on the feedback from public consultation(s).

Why weren't guide dog users informed of this change?

Technical Committee Members were tasked to keep their respective interest groups informed at each stage of the standard's development. Those who are given permission to speak on behalf of their groups provide a presence and voice at the standards development table to inform the process based on their interaction with their respective stakeholders. End-users, the stakeholders, and the public at large are then invited to participate in a public consultation(s) once the draft standard becomes available and is posted online.

Notifications regarding the public consultation were posted online by the CGSB and SCC. In addition, the Technical Committee Members, the Information Committee Members and other stakeholders notified their networks. As well, word spread via email messages, social media, website notifications, private group distribution lists, organizational announcements, and so forth.

Why was the public consultation process not accessible?

Accessibility was an issue initially; however, the Canadian General Standards Board was made aware of the situation and the issue was resolved.

Why were existing standards and legislation not referenced?

Existing standards and legislation were cited before the New Work Item Proposal was submitted and thereafter on numerous occasions.

How would the community and service dog producers benefit if a Service Dog Industry is formed?

Forming a Service Dog Industry would protect the interests of end-users, donors, and other stakeholders' due to increased transparency and accountability.

Hasn't this process undermined the organizations with existing 'private company standards'?

Not in the least, in fact, this process has fostered a greater awareness about and appreciation for the industry players, their private company standards of practice, and the rapid growth within this emergent landscape.

Will the standard be published and when?

The outcome of the current process is still pending.

What is the difference between National Standard of Canada (NSC) verses National Industry Standards?

The main difference between the two is that Standards Council of Canada determines whether a standard meets the proper criteria to be considered a NSC. Standards that include the prefix CAN as part of their reference number have been designated an NSC (Source: https://www.scc.ca/en/faq-what-is-a-national-standard-of-canada).

NSC are recognized by Canada's National Standards System or by the International Organization for Standardization (ISO). Additionally, third-party standardization protects market place interests as a whole by bringing competitors' together to establish a measurable and recognized benchmark that all contribute to equally.

Industry standards can also be established, but they do not bear the seal of an accredited Standards Development Organization. Industry standards can become the precursor for a NSC of Canada or parts of the standard may be better represented as such. In either case, an industry standard can be used over a specified period in order to make such determinations.

Do Standards Development Organizations (SDO) only develop standards?

No, each SDO provides a variety of services. For specifics', please refer the Directory of Accredited Standards Development Organizations by clicking the enclosed link
https://www.scc.ca/en/accreditation/standards/directory-of-accredited-standards-development-organizations.

What are Voluntary Codes?

For a comprehensive explanation, please click on the enclosed PDF Link (238 KB, 40 pages). A brief overview is enclosed for your interest and convenience (Source: https://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca00963.html#what).

What is a Voluntary Code?

Voluntary codes are codes of practice and other arrangements that influence, shape, control or set benchmarks for behaviour in the marketplace. They encourage companies and organizations to conduct themselves in ways that benefit both themselves and the community. They can also serve as a sign to consumers that the organization's product, service, or activity meets certain standards. Voluntary codes exist for a range of industries, products and services, and address many aspects of marketplace behavior
(Source: https://www.ic.gc.ca/eic/site/oca-bc.nsf/eng/ca00863.html).

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[i] End-Users – People who partner with service dogs

[ii] http://www.thecanadianencyclopedia.ca/en/article/public-policy/