



**Accessibility Standards Plans, Policies and Procedures**

<b>Manual Section:</b>	<b>Scope of Document:</b> All Osler	<b>Document Type:</b> Procedure
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**Procedure for Welcoming Service Animals and Support Persons Accompanying Persons with Disabilities**

**Statement**

William Osler Health System (“Osler”) is committed to providing accessibility for persons with disabilities who require the assistance of service animal or support persons as defined by *Ontario Regulation 429/07*.

**Definitions**

“Service Animal” means any animal accompanying a person with a disability where (a) it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

“Support Person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

**Access for Persons with Disabilities with Service Animals**

- Osler shall permit all persons with disabilities accompanied by service animals to enter its facilities with their service animals and to keep animals with them so long as they are not entering areas where the animals are prohibited by law.
- If a person with a disability accompanied by a service animal is required to enter a part of Osler’s facilities where his or her service animal is prohibited by law, i.e. an isolation area or food preparation area, Osler will arrange for other measures to be taken in order for that person to be able to obtain, use or benefit from the service that the person is trying to access.

**Access for Persons with Disabilities with Support Persons**

- Osler shall permit all persons with disabilities accompanied by support persons to enter its facilities with their support persons and to assure that such persons are not denied access to their support persons while at Osler.
- Osler may require a person with disabilities to be accompanied by a support person while at Osler if a support person is necessary to protect the health and safety of the person with disability or the health and safety of others on the premises.

**Procedure for Special Accommodation**

When a person with a disability wishes to access Osler services with the accompaniment of a service animal or support person and cannot do so because of legal, safety or other medical considerations, the staff member or physician attending to such person should initiate the following procedure:

- Contact Patient Management for assistance;
- Explain the situation to the person in a manner that takes into account the person’s disability; and

- Coordinate with relevant medical staff and Patient Management to arrange for alternative provision of the service that is agreeable to both parties.

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