

Service Animals

Educating businesses and citizens





What is a service animal?

- Trained to aid an individual with a disability
- Perform specific functions and services to assist an individual
- Not all animals wear a special harness or vest that identifies them as a service animal



Applicable laws

- The Blind Persons' Rights Act
- The Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act
- The Food Premises Regulation under the Health Protection and Promotion Act
- The Ontario Human Rights Code



Animal Control By-law 066-2020

- Includes definitions for:
 - service animal
 - guide dog
- Speaks to licensing of guide dogs

The City of Vaughan welcomes service animals at all municipal facilities.



Service animals and businesses

- Businesses must allow service animals into all areas customers are generally allowed.
- Businesses are not required to provide care for the animal.
- Businesses can ask for documentation on the service animal.



What should citizens do

- Put the person first
- Assume independence
- Recognize that people can bring service animals to any public space
- Don't distract service animals



Education campaign

To educate businesses and citizens about service animals and the rights of individuals with disabilities who use a service animal.



Soft Launch **Q1 2022**

January/February:

- Website updates
- Mailer to all homes in Vaughan
- Access Vaughan messaging
- Diversity and Inclusion Task Force
- Accessibility Advisory Committee

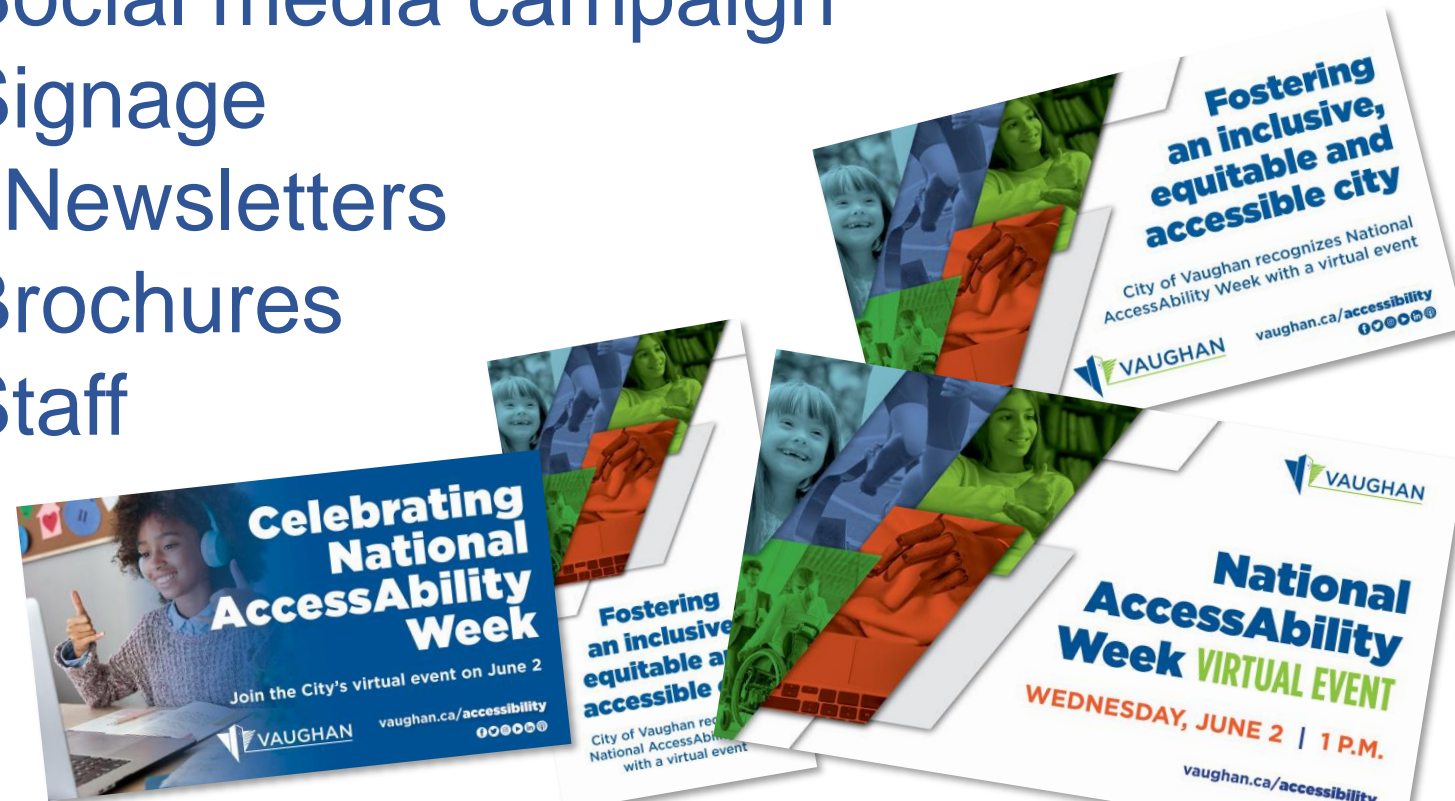




Hard Launch Q2 2022

May (National AccessAbility Week)

- Media outreach
- Social media campaign
- Signage
- eNewsletters
- Brochures
- Staff





Questions





Thank You.

