

# Service Animals

Educating businesses and citizens





# What is a service animal?

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- 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

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- 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**

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- 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

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- 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

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





# Education campaign

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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



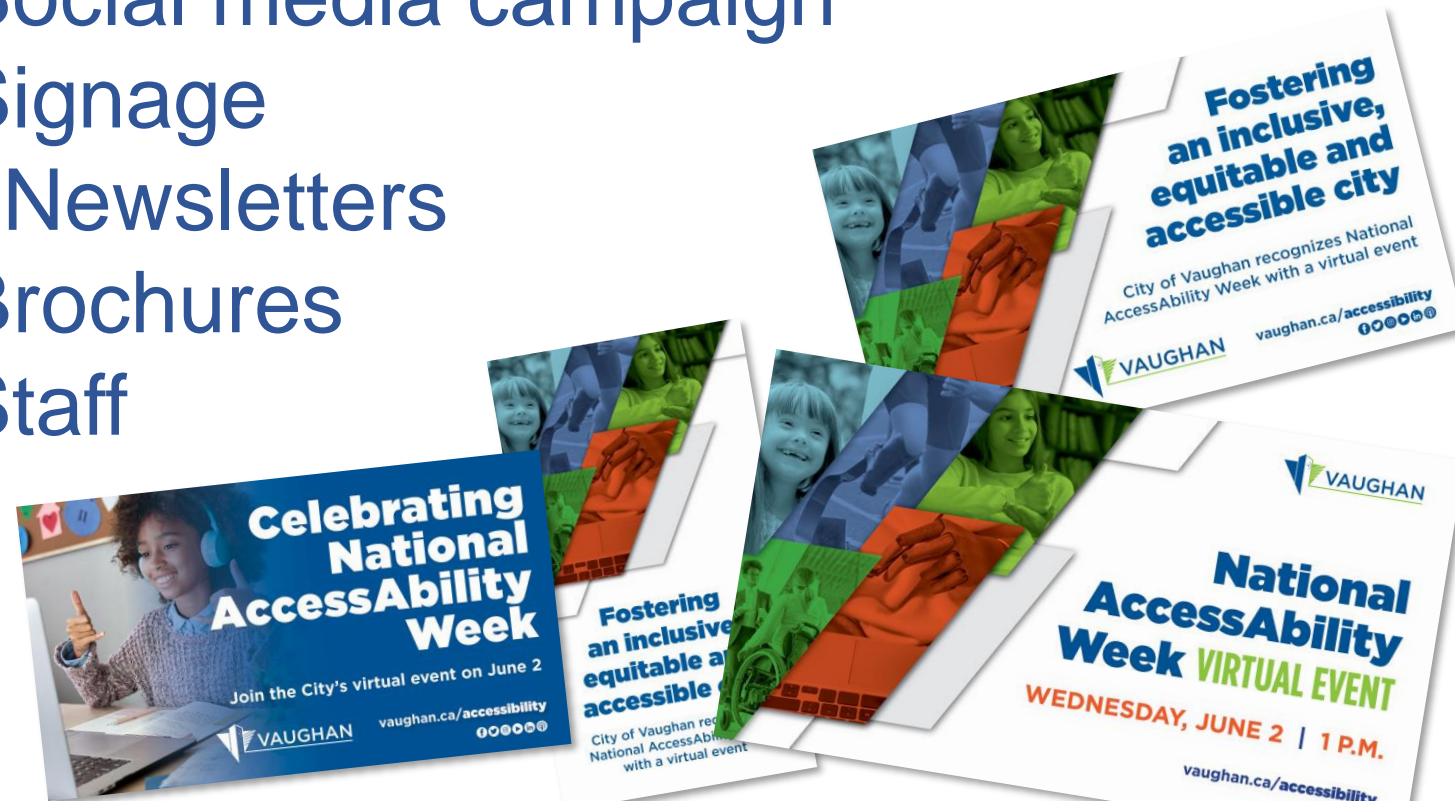




# Hard Launch Q2 2022

## May (National AccessAbility Week)

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





# Questions

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# Thank You.

