



# SERVICE ANIMAL POLICY

---

## 1.0 PURPOSE

This policy is for the presence of service animals handled by students and guests at the New Brunswick College of Craft and Design (NBCCD) ("the College"). Staff and faculty should refer to the Government of New Brunswick policy.

NBCCD is committed to the inclusion and accommodation of persons with disabilities. This includes the presence of service animals within all aspects of college life, including, but not limited to classrooms, offices, studios, and common areas.

Service/support animals perform various tasks and provide services for people with disabilities (who may train their own service animals or acquire one from a training facility), including, but not limited to the following:

- Hearing or signal – alerts a person with hearing loss or deafness when a sound occurs, such as an alarm or a knock on the door and may perform other assistive tasks for a person who is deaf or hard of hearing.
- Mobility assistance – helps a person who has a mobility or health disability. They may carry, fetch, open doors, ring doorbells, activate elevator buttons, pull a wheelchair, steady a person while walking, help someone get up after a fall, etc.
- Incident/situation response – warns a person of an impending seizure, or provides aid during a seizure, such as going for help or standing guard over the person. Similar support functions may be provided by service animals to persons with other conditions.
- Guide – serves as a travel aide for a person who is legally blind.

Mental health condition where presence of an animal is deemed therapeutic by a psychologist or physician.

## 2.0 DEFINITIONS

**Handler** is a person with a disability who uses a service/support animal to provide assistance with daily tasks.

**Service animal** is an animal that has been trained to perform specific tasks in order to provide disability specific assistance to an individual with a documented disability.

## 3.0 ACCESSIBILITY

All students requesting the accompaniment of a service/support animal shall do so through the College's Learning Strategist, or in their absence, the Student Services Manager.

- All requests for accompaniment of a service/support animal require appropriate documentation and justification from a licensed health care professional, such as a physician, psychologist, or nurse practitioner, or the request must be included in the verification of accommodation report.
- All requests shall be made 30 days in advance of student accompaniment of a service/support animal. Accommodation requests made under 30 days in advance due to unforeseen circumstances will be considered on a case-by-case basis.
- The College may seek clarification on whether the animal is a service animal and the role the animal serves. Requests for additional information should be limited to what is related to the person's need for a service animal, such that the College is able to respond to the need for accommodation.
- Documentation clarifying that the animal is a service animal may include a doctor's note indicating that the person requires the animal for medical reasons, or a certificate indicating that the animal is a certified service animal.

### 3.1 Exclusions

A service animal may be excluded when any one of the four conditions exist:

- i) The service animal is disruptive, and the handler is not effectively controlling the animal;
- ii) The presence of the service animal would fundamentally change the nature of the learning environment;
- iii) The service animal's presence, behaviour, or actions pose an unreasonable or direct threat to property or the health or safety of others;
- iv) The service animal is at risk of injury due to nature of college sanctioned activity or classroom environment (exposure to chemicals, heat).

If the service animal is to be excluded for any of the above reasons, the handler must be given the option of participating in an activity or receiving services without the service animal on the premises.

- If the handler decides to participate without the service animal, efforts must be made to reasonably accommodate the handler.
- If the animal has been excluded because of disruptive behaviour, the handler must be allowed to participate in the activity with the service animal once the animal's behaviour is under control, which will be deemed by the Instructor, or staff member in the event the disruption occurs outside of class.

### **3.2 Visitors**

An individual with a disability, who utilizes a service/support animal, and is a visitor at the New Brunswick College of Craft and Design, is welcome to request any specific accommodations related to the needs of the visitor or the service/support animal. If additional information is needed, including information on individual accommodations, a visitor may contact the Student Services Manager.

All requests shall be made 30 days in advance of student accompaniment of a service/support animal. Accommodation requests made under 30 days in advance due to unforeseen circumstances will be considered on a case-by-case basis.

### **3.3 Responsibilities**

All service/support animals shall be licensed with the Province of New Brunswick and have up-to-date municipal tags visible at all times as required.

A service animal must always be under the care and control of their handler (e.g., harnessed, leashed, or tethered) unless doing so interferes with the work or task that it performs. If a person's disability prevents maintaining physical control of the animal, the person must still maintain control of the animal through voice, signal, or other means.

All service/support animals must be under their handler's control at all times when participating in any associated college activity. The below regulations must also be observed by the handler:

- i) Local ordinances regarding animals apply to service animals, including requirements for immunization, provincial licensing, noise, at-large animals, and dangerous animals. Dogs must wear a license tag and a current rabies vaccination tag.
- ii) The care and supervision of a service animal is solely the responsibility of its handler.
- iii) The handler is responsible for cleaning up all animal waste. The handler should always carry equipment and bags sufficient to clean and properly dispose of the animal's waste. Handlers who are not physically able to pick up and dispose of waste are responsible for making all necessary arrangements for assistance.
- iv) The handler is responsible for damage caused by the animal.

### **3.3 Balancing Accommodation Needs**

A situation may arise where the College also has an obligation to accommodate a student or Instructor who is unable to be around a service animal due to an allergy or phobia. The College must make every effort to balance the needs of both the handler and the other student or Instructor. How this is done will vary based on the needs being balanced but may include implementing measures to keep the service animal at a distance from the other student.

## **4.0 IMPLEMENTATION**

The Learning Strategist or Student Services Manager (for requests from students) or

Human Resources (for requests from employees) will notify the applicant in writing of the decision regarding the service animal request within 7 business days. If the application is approved, the appropriate stakeholders and/or service providers will be copied on the approval letter to ensure that they are aware that the service animal is authorized to be on campus.

### **3.4 Complaints or Incidents Related to the Service Animal**

Incidents, problems, or complaints related to an approved service/support animal will be reported to the Student Services Manager. The handler and appropriate stakeholders and/or service providers will be contacted by the Student Services Manager, to resolve the issue. If a problem persists, the animal will not be permitted to remain on campus. In the event of a disagreement about the appropriateness of an accommodation, service quality, or an animal exclusion, a student may use the Appeals process as outlined in the Student Code of Conduct.

## **5.0 RELATED POLICIES**

- Student Code of Conduct Policy
- Accommodations Policy
- Anti-Harassment Policy
- Student Attendance and Participation Policy

## **6.0 POLICY CUSTODIAN**

Camila Vásquez, Student Services Manager, [camila.vasquez@gnb.ca](mailto:camila.vasquez@gnb.ca)