
**ROBERTSON BUILDING SYSTEMS
POLICY & PROCEDURES**

Subject: AODA – Service Animals

Effective: 11/1/12

Purpose

Robertson Building Systems is committed to serving people with disabilities who use service animals. The purpose of this procedure is to provide guidelines regarding the use of service animals by people with disabilities when accessing Robertson's goods and services.

Scope

This procedure applies to every person with a disability who uses a service animal. This procedure also applies to every person interacting with members of the public or other third parties on behalf of Robertson, whether an employee, contractor, third party or volunteer.

Definitions

Service Animal – an animal that a person with a disability uses for support. Such use is either readily apparent (e.g. a hearing dog wearing a harness) or is supported by a letter from a physician or nurse. For greater certainty, a service animal includes a dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the Blind Persons Rights' Act to act as a guide dog for people who are blind. Examples of service animals include, but are not limited to:

- A guide dog;
- Hearing alert animals;
- Animals trained to alert persons to oncoming seizures, and;
- Animals trained to assist people with autism, mental health disabilities, physical disabilities and other disabilities.

Procedure

Service animals may enter those areas of Robertson property that are open to the public or other third parties. As such, employees should allow persons with disabilities to be accompanied by their guide dog or service animal.

Service animals are working animals. They are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is attempting to access Robertson's goods and services, the employee should not:

- Touch the service animal;
- Make eye contact with the service animal;

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- Talk to the service animal;
- Attempt to feed the service animal, and;
- Give the service animal any form of attention.

The person with the service animal will be responsible to maintaining care and control of the animal at all times.

Allergies

It is Robertson's duty to provide the greatest amount of accommodation for the person with the service animal; however, this should not be at the expense of another person. In all situations where a person announces that he/she is allergic to a service animal, Robertson employees should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If a Robertson employee is allergic to a service animal, the employee will;

- Seek an alternate qualified Robertson employee to provide the goods or service to the person with the service animal;
- Seek a reasonable alternate location to provide the goods or service to the person with the service animal;
- If an alternate qualified Robertson employee is not reasonably available and if the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal.

If a member of the public or third party is allergic to a service animal, the Robertson employee will seek an alternate location to provide the goods or services to the person with the service animal, or invite the person with the allergy to wait in a different location until the person with the service animal has vacated the area of service.