

SERVICE ANIMALS

1.0 Purpose

- .i Zelus Material Handling 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 Zelus Material Handling

2.0 Scope

- .i 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 Zelus Material Handling, whether an employee, contractor, third party or volunteer.

3.0 Definitions

- .i Service Animal - any animal that is specifically trained to assist a person with a disability, where it is either readily apparent that the animal is used by the person for reasons relating to his/her disability (e.g. a hearing dog wearing a harness), or the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. 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:

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

4.0 Procedure

- .i Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to his/her disability, the Zelus Material Handling representative may request that the person with the disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

.ii 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 Zelus Material Handling's goods and services, the Zelus Material Handling representative should not:

- .i Touch the service animal;
- .ii Make eye contact with the service animal;
- .iii Talk to the service animal;
- .iv Attempt to feed the service animal; or
- .v Give the service animal any form of attention.

.iii The person with the service animal will be responsible for maintaining the care and control of the animal at all times while accessing Zelus Material Handling's goods and services. This includes keeping control of the animal while present on the property, and cleaning any messes created by the service animal on Zelus Material Handling property.

4.1 Areas Open and Closed to Service Animals

- .i Service animals may enter those areas of Zelus Material Handling property that are open to the public or other third parties, unless the presence of the animal in those areas is prohibited by law.
- .ii Service animals may not enter any areas of Zelus Material Handling's property where the presence of an animal is prohibited by law. For example, service animals may enter into an area where food is served, but may not enter into an area where food is prepared.
- .iii If a person with a service animal enters into an area where the presence of an animal is prohibited by law, the Zelus Material Handling representative will:
 - .i Inform the person with the service animal why the animal is not permitted in the area.
 - .ii Offer to provide the goods and services to the person in a reasonable alternate location where the presence of the service animal is permitted.
 - .iii If a reasonable alternate location is not available and if the person is willing to be separated from the service animal, the Zelus Material Handling representative will offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal. For example, a person with vision loss might need someone to guide him/her.

4.2 Allergies

- .i It is Zelus Material Handling'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, Zelus Material Handling representatives should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.
- .ii If a Zelus Material Handling representative is allergic to a service animal, the representative will:
 - .i Seek an alternate qualified Zelus Material Handling representative to provide the goods or services to the person with the service animal;
 - .ii Seek a reasonable alternate location to provide the goods or services to the person with the service animal; or
 - .iii If an alternate qualified Zelus Material Handling representative 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. For example, a person with vision loss might need someone to guide him/her.
 - .iii If a member of the public or a third party is allergic to a service animal, the Zelus Material Handling representative 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. If being relocated to an alternate location would provide greater accommodation for the person with the service animal, the Zelus Material Handling representative will invite the person with the service animal to relocate. If a person has to remove him/herself from a waiting area due to an allergic reaction, the Zelus Material Handling representative will make reasonable efforts to ensure that he/she does not lose his/her place in the sequence.

5.0 Related Policies & Documents

- .i Accessible Customer Service Plan
- .ii Providing Customer Service to People with Disabilities