

Policy/Procedure: SERVICE ANIMALS (2020)

Date of Issue: September 2020

Effective: September 2020

Forms/Documentation:

- PDSB Accommodation Plan for the Care of the Guide Dog/Service Animal
- PDSB Request for Service Animal Form
- PDSB Decision Letter Approving Service Animal
- PDSB Decision Letter Denying Service Animal
- PDSB Letter to the School regarding New Guide Dog or Service Animal
- PDSB Letter to Families of Students in the Class(es) or Residence(s) regarding New Guide Dog or Service Animal
- PDSB Letter to Families of Students Sharing Transportation regarding New Guide Dog or Service Animal
- PDSB Guide Dogs or Service Animals Agreement Template
- PDSB Guide Dogs or Service Animals Data Collection Template

Cross-reference:

- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Applicable Collective Agreements](#)
- [Ontario Blind Persons' Rights Act](#)
- [Ontario Health Protection and Promotion Act](#)
- [Ontario Human Rights Code](#)
- [Ontario Regulation 58, Guide Dogs, made pursuant to the Blind Persons' Rights Act](#)
- [Ontario Regulation 191/11 \(Integrated Accessibility Standards\) made under the AODA](#)
- [OPS Disability Accommodation Policy](#)
- [PPM 163: School Board Policies on Service Animals](#)

Replaces: Service Animals (2012)

Next Review date: Every 3 years or more frequently as required

1. POLICY

The Provincial and Demonstration Schools Branch (PDSB) is responsible for the direct operation of schools that serve students who are blind, low vision, Deaf, hard of hearing, deafblind and students with severe learning disabilities. PDSB recognises that service animals, including guide dogs, are working animals used by persons with disabilities for reasons relating to the person's disability. PDSB is committed to welcoming all people

with disabilities who are accompanied by a guide dog or a service animal on the parts of its premises that are open to the public and third parties.

PDSB will accommodate all individuals in their use of guide dogs or service animals, in accordance with its obligations under Ontario's *Human Rights Code*, *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the *Blind Persons' Rights Act*, collective agreements and applicable laws and government policies.

Where there is a risk to the health and safety of another person as a result of the presence of a service animal (i.e., severe allergy), PDSB will first consider the options available to mitigate the risk before considering the exclusion of a service animal. PDSB will decide, on a case-by-case basis, whether a service animal may accompany a person. PDSB will take into account all circumstances, including the needs of the individual and the PDSB community and in the case of students, the PDSB's obligation to provide meaningful access to education.

2. DEFINITIONS

Guide Dog: A dog specifically trained as a guide for a blind person and has the qualifications prescribed by the regulations pursuant to the *Blind Persons' Rights Act*. In most circumstances, a guide dog will be a highly trained dog provided to support the orientation and mobility needs of a handler who has a diagnosis of blindness/low vision, and the guide dog will provide the handler with greater independence, dignity and opportunity for integration.

Service animal: an animal is a service animal for a person with a disability if, (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or (b) the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

Student handler: A student who is assigned a guide dog or service animal and is trained by a training organization to manage the animal.

Staff handler: Staff who is assigned a guide dog or service animal and is trained by a training organization to manage the animal.

3. PROCEDURES

3.1 Process for Student Use of a Guide Dog

3.1.1 The process for students' requests to be accompanied by a guide dog is as follows:

- a. Prior to bringing a guide dog to school, the student's parent/guardian or adult student must inform the Principal two (2) weeks in advance and provide the following documentation:

- i. A Certificate of Training or an Attestation Letter from a guide dog training organization listed in Regulation 58 (Guide Dogs) made under the *Blind Persons' Rights Act* or equivalent guide dog training organization, confirming successful completion of training for the guide dog and date of completion and the training for the student handler and date of completion;
 - ii. A copy of the municipal animal license for guide dogs, dated within the last 12 months (this confirmation must also be provided annually); and
 - iii. A copy of the Veterinary Certificate, dated within the last 12 months, provided by a veterinarian in the Province of Ontario (confirmation to be updated annually) attesting to:
 - 1. The breed of dog and age of dog;
 - 2. The dog does not have a disease or illness that might pose a risk to humans or other animals;
 - 3. The dog has received all required vaccinations and
 - 4. The dog is in good health to assist the student.
- b. Upon receipt of the notice outlined in 3.1.1, the Principal will:
- i. Ensure receipt of the supporting documentation outlined in section 3.1.2.
 - ii. Send the “PDSB Accommodation Plan for the Care of the Guide Dog/Service Animal” and “PDSB Service Animal Service Agreement” to the parent/guardian or adult student for signature.
 - iii. Inform the Residence Manager, management team, staff, parents, and students of the presence of the working guide dog.
 - iv. Ensure that the privacy rights of the student seeking to bring a guide dog to school are always considered throughout the process.
 - v. If required, arrange for demonstrations from the guide dog training organization to orient the student to the school or residence environment.
 - vi. Organize an information session with the student body, staff, and others as required to provide education and awareness of guide dogs on the PDSB campus.
 - vii. Retain all letters/information regarding the service animal in the student’s folder (or Ontario Student Record if the accommodation is being requested for the improvement of instruction of the pupil) for a period of one year, or until superseded.
 - viii. If the accommodation is being requested for the improvement of instruction of the pupil or for residence programming, consider recording

the information in the student's Individual Education Plan (IEP) or Individual Residence Plan (IRP).

- ix. Liaise with the Superintendent and Residence Manager and other Managers, as required, to resolve any specific concerns or issues raised regarding the presence of a guide dog.
- x. Request, annually at the beginning of the school year, that the student's parent/guardian or adult student provide the school with up-to-date vaccination record, a municipal licence, and confirmation from a veterinarian that the guide dog is in good health.
- xi. Request payment from the student's parent/guardian or adult student responsible for the guide dog, for any financial implications regarding the use and care of the guide dog.
- xii. If transportation of the guide dog is required, contact the PDSB Student Transportation Coordinator (for residence students) or District School Board's Transportation Coordinator (for day students) regarding any transportation requirements.
- xiii. If a safe location is required for the guide dog when the handler needs to enter prohibited areas listed in 3.7, ensure a safe location is arranged for the guide dog, appropriate assistance is provided to the handler and an explanation for the exclusion be provided.
- xiv. Work with the PDSB Compliance Officer to revise emergency procedures, as required, to include the guide dog, such as evacuations, and notification to the Fire Department and Police regarding the existence of the guide dog.
- xv. Comply with the communication plan protocols in 3.4 below for the purposes of sharing information with members of the school, who may be impacted by the decision (e.g., other students, parents, educators, school staff, volunteers, Special Education Advisory Committees) and organizations that use PDSB facilities.
- xvi. If necessary, set out any conditions or limitations to the use of guide dogs on PDSB property as circumstances warrant.

3.2 Process for Student's Use of a Service Animal (excluding Guide Dogs)

3.2.1 The process to make a request for students to be accompanied by a service animal at a PDSB school is as follows:

- a. Prior to bringing a service animal to school, the student's parent/guardian or adult student must make a request in writing for use of a service animal to the

Principal using the template “PDSB Application for Service Animal”. With the completed template, the following supporting documentation will be required:

- i. An assessment report from a regulated health professional describing in detail the disability-related learning needs or acts of daily living to be accommodated and how the service animal will provide accommodation in a school setting and if applicable, residence setting.
 - ii. A Certificate of Training or an Attestation Letter from a service animal training organization confirming successful completion of training for the service animal and date of completion and the training for the student handler and date of completion.
 - iii. A copy of the municipal license for service animals that are dogs or cats, dated within the last 12 months (this confirmation is to be provided annually). All other animals will need to comply with the local municipal bylaws to ensure the animal is not on the local prohibited list for that municipality.
 - iv. A copy of the Veterinary Certificate, dated within the last 12 months, provided by a veterinarian qualified to practice veterinary medicine in the Province of Ontario (confirmation to be updated annually) attesting to:
 1. The species of animal and age of animal;
 2. The animal does not have a disease or illness that might pose a risk to humans or other animals;
 3. The animal has received all required vaccinations; and
 4. The animal is in good health to assist the student.
- b. Upon receipt of the request, the Principal will, as soon as practicable, consult with the management team, staff, parents, and students on the proposed presence of the service animal and elicit information including allergies, extreme phobias or religious considerations and any other pertinent information of other PDSB community members.
- c. The Principal will organize a case conference with the student, their parent/guardian, staff, a representative from the service animal training provider (if available) and others as necessary, to discuss and develop an accommodation plan using the “PDSB Accommodation Plan for a Guide Dog or Service Animal” to determine:

- i. the purpose and function of the service animal;
- ii. who will accompany and handle the service animal outside;
- iii. personal care and physical needs of the service animal, including the safest and most environmentally sound place for the service animal to relieve itself;
- iv. removal and disposal of animal waste;
- v. provision of a suitable container for waste that the service animal handler can access;
- vi. considerations for seasonal changes and inclement weather;
- vii. classroom considerations such as seating arrangements;
- viii. any necessary changes in routine and procedures and program changes;
- ix. arrangements for the service animal to visit the school without students present in order to familiarize it with the PDSB campus;
- x. a transition plan for the service animal and the student;
- xi. a timetable for the introduction of the service animal to the school, and class, and if applicable, residence, and for the training of the student's school or residence team (principal, teachers, educational assistants, residence counsellors, etc.);
- xii. rules of conduct around the service animal for students, staff, and the public; and
- xiii. disseminating and regulating such rules.

The case conference may include observation, either live or by video, of specific techniques used with the student and service animal.

- d. Following the case conference, the Principal will make a decision, on the request for the students' use of a service animal based on the following factors:
 - i. any documentation on how the service animal supports the student's learning needs and/or disability-related needs, including documentation from the student's health professionals;
 - ii. the disability-related needs and learning needs of the student;

- iii. other accommodations available;
 - iv. the rights of other students and the needs of the school;
 - v. any training or certification of the service animal; and
 - vi. any special considerations that may arise if the animal is a species other than a dog.
- e. If the request for a service animal is approved, then the Principal will:
- i. Send the “PDSB Decision Letter Approving Service Animal” for the parent/guardian or adult student’s records. Along with the letter, send the “PDSB Accommodation Plan for the Care of the Guide Dog/Service Animal” and “PDSB Service Animal Service Agreement” to be signed by the parent/guardian or adult student.
 - ii. Inform the management team, staff, parents, and students on the presence of the service animal.
 - iii. Ensure that the privacy rights of the student seeking to bring a service animal to school are always considered throughout the process.
 - iv. If required, arrange for demonstrations from a service animal training organization for the student to orient the student to the school or residence environment.
 - v. Organize an information session with the student body, staff, and others as required, to provide education and awareness of service animals in schools.
 - vi. Retain all letters/information regarding the service animal in the student’s folder (or Ontario Student Record if the accommodation is being requested for the improvement of instruction of the pupil) for a period of one year, or until superseded.
 - vii. If the accommodation is being requested for the improvement of instruction of the pupil or for residence programming, consider recording the information in the student’s Individual Education Plan (IEP) or Individual Residence Plan (IRP).
 - viii. Liaise with the Superintendent and Residence Manager and other Managers, as required, to resolve any specific concerns or issues raised regarding the presence of a service animal.
 - ix. Conduct an annual review of the ongoing need for a service animal.

- x. Request, annually by the beginning of the school year, that the student's parent/guardian or adult student provide the school with up-to-date vaccination record, a municipal service animal licence, and confirmation from a veterinarian that the service animal is in good health.
 - xi. Request payment from the student's parent/guardian or adult student responsible for the service animal, for any financial implications regarding the use and care of the service animal.
 - xii. If transportation of the service animal is required, contact the PDSB Student Transportation Coordinator (for residence students) or District School Board's Transportation Coordinator (for day students) regarding any transportation requirements.
 - xiii. Work with the PDSB Compliance Officer to revise emergency procedures, as required, to include the service animal, such as evacuations, and notification to the Fire Department and Police regarding the existence of the service animal.
 - xiv. If a safe location is required for a service animal when the handler needs to enter prohibited areas listed in 3.7, ensure a safe location is arranged for the service animal, appropriate assistance is provided to the handler and an explanation for the exclusion be provided.
 - xv. Comply with the communication plan protocols in 3.4 below for the purposes of sharing information with members of the school who may be impacted by the decision (e.g., other students, parents, educators, school staff, volunteers, Special Education Advisory Committees) and organizations that use PDSB facilities.
 - xvi. If necessary, set out any conditions or limitations to the use of service animals on PDSB property as circumstances warrant.
- f. If the request for accompaniment by a service animal is denied, then the Principal will:
- i. Send the "PDSB Decision Letter Denying Service Animal", which will include reasons for decision; and
 - ii. Retain all letters/information regarding the service animal in the student's Folder (or Ontario Student Record if the accommodation is being requested for the improvement of instruction of the pupil) for a period of one year, or until superseded;

3.3 Process for Considering Staff's Requests to be accompanied by a Service Animal

- 3.3.1** Staff wishing to use a guide dog or request for a service animal are to submit a request to their principal or manager.
- 3.3.2** Upon receipt of a staff request for use of a service animal, principals and managers are to consult with the PDSB HR Unit and / or the Disability Accommodation Specialist prior to implementing an accommodation plan.
- 3.3.3** Principals and Managers must also consult the PDSB management team on the proposed presence of the service animal at the school and elicit information concerning allergies, extreme phobias, or religious considerations.
- 3.3.4** Managers and Principals will request, annually by the beginning of the school year, that the staff with the guide dog or service animal provide the school with up-to-date vaccination record, a municipal service animal licence, and confirmation from the veterinarian that the service animal is in good health.

3.4 Communication Plan

- 3.4.1** For all new guide dogs or service animals to the school, the Principal will inform the following individuals:
- all students, all staff including teachers, educational assistants, housekeeping, maintenance, residential services, all support staff, volunteers, school council, union representatives, and health and safety representatives of the presence of service animals
 - the students in any of the classes where the guide dog or service animal will be present to elicit information concerning allergies, extreme phobias, or religious considerations
 - the students who will be sharing transportation where the service animal will be present
- 3.4.2** The following templates can be used to inform the PDSB Campus:
- PDSB Letter to the School regarding New Service Animal
 - PDSB Letter to Families of Students in the Class(es) or Residence(s)
 - PDSB Letter to Families of Students Sharing Transportation
 - PDSB Memo to Staff regarding New Service Animal
- 3.4.3** If a guide dog or service animal for a staff member is present on property, the Manager will work with the Principal to inform students, parent/guardians, and staff as required and others as appropriate using the template listed in 3.4.2.

3.5 Conditions for Use of Guide Dog or Approval of Service Animal

- 3.5.1** Approval of service animals or use of guide dogs may be revoked or modified at any time if:

- a. There are any concerns that arise for the health, safety and well-being of students, staff or the guide dog/service animal.
- b. The animal's behaviour is distracting, disruptive or aggressive, including failing to follow commands, growling or nipping.
 - i. In the event that this behaviour occurs, the student or staff will be required to remove the guide dog/service animal from the classroom/residence/office immediately. The student's parent/guardian or adult student or staff will be expected to take the guide dog/service animal off PDSB property. Alternative options for accommodation will be discussed by the Principal or Manager as applicable.
- c. A competing consideration arises that should be addressed (e.g., a new student who has allergies to the service animal).

3.6 Health, Safety and Other Concerns

- 3.6.1** All health, safety and any other concerns regarding service animals must be reported to the Principal in the case of students or Manager in the case of staff.
- 3.6.2** The Principal or Manager is responsible for taking the necessary steps to address any health, safety and well-being concerns in consultation with others as necessary. Consideration shall be given to other options available prior to exclusion of a service animal. The situation must be fully analyzed and measures to eliminate the risk must be considered, (e.g., creating distance between the two individuals concerned, making reasonable alterations to schedules)

3.7 Areas Off-Limits to Guide Dogs or Service Animals

- 3.7.1** Persons using service animals or guide dogs must not take the service animal into the industrial kitchen or food preparation areas of the cafeteria on PDSB grounds.
- 3.7.2** The guide dog/service animal will be given a safe place during all aquatics lessons. PDSB deems it necessary to limit the guide dog/service animal access to the pool deck while programs are being run as the pool deck could pose a health/safety risk to the student handler, guide dog, or to others present.
- 3.7.3** A safe location will be provided for the service animal should a handler with a service animal need to enter prohibited areas (e.g., industrial kitchen). Assistance to the handler will be offered should they be separated from the service animal and an explanation for the exclusion be provided.

3.8 Liability

- 3.8.1** For a guide dog and if the service animal is a dog, the *Dog Owner's Liability Act, R.S.O. 1990* applies to any event of an injury or death to any persons a result of the service animal's presence on PDSB property or PDSB-related event.
- 3.8.2** For all other service animals, the owner of the service animal is responsible in any event of an injury or death to any person, or damages to any building, property, or contents as a result of the service animal's attendance on PDSB property or PDSB-related event.

3.9 Transportation

- 3.9.1** Transportation of the guide dog or service animal with the student will be permitted, consistent with the *Human Rights Code, R.S.O. 1990, c. H 19*.
- 3.9.2** The Principal will inform the PDSB Transportation Coordinator (for residence students) or District School Board's Transportation Coordinator (for day students) regarding transportation of guide dogs or service animals, and provide any specific pertinent information about the guide dog or service animal that will be beneficial for the transportation of the guide dog or service animal.
- 3.9.3** The transportation coordinator must ensure that any student(s) from another school or school board travelling with a student who has a service animal be advised, in advance, of the presence of the guide dog or service animal.
- 3.9.4** The transportation provider will ensure that there is documentation about the guide dog or service animal with the route information for all drivers involved.
- 3.9.5** The transportation coordinator will ensure that drivers and passengers have some basic understanding regarding conduct with the guide dog or service animal.

3.10 Record Keeping

- 3.10.1** A copy of the application and confirmation of approval or denial, and other relevant documentation supporting or denying any requested accommodation for improvement of instruction and other education of a student shall be retained in the student's folder or if the accommodation is being requested for the improvement of instruction of the pupil documents shall be retained in the OSR.
- 3.10.2** The PDSB is required to collect and use personal information of the student in order to consider any requested accommodations relating to service animals. Notice of any such collection or use must be provided to the parent/guardian/adult student. Efforts should be made to limit the collection or sharing of personal information to only that which is necessary.

3.11 Data Collection

3.11.1 At the end of September and end of January of every school year, Principals and Managers will complete the “PDSB Service Animals Data Reporting Template” and submit it to their Superintendent or Senior Manager, who will provide it to the PDSB Executive Director’s Office who will assemble all the data for PDSB.

3.11.2 The data to be collected bi-annually include, but will not be limited to:

- i. total number of requests for students to be accompanied by service animals;
- ii. whether requests are for elementary or secondary school students and day or residence students;
- iii. total number of requests for staff to be accompanied by service animals;
- iv. the number of requests approved and denied;
- v. if denied, the rationale for the decision, including a description of other supports and/or services provided to the student to support their access to education or staff to access their work;
- vi. species of service animals requested and approved; and
- vii. types of needs being supported (e.g., medical, physical, emotional).

3.11.3 Upon request from the Ministry of Education, the PDSB Executive Director’s Office will report to the Ministry regarding their activities to achieve the expectations outlined in the Ministry’s PPM 163: School Board Policies on Service Animals and provide specific data collected.

3.12 Training

3.12.1 All PDSB staff/volunteers must review this policy.

3.12.2 The Principal will organize an information session with the student body, staff, and others as required to provide education and awareness of service animals and guide dogs in schools.

4. ROLES AND RESPONSIBILITIES

4.1 Principals

The Principal is responsible for:

- i. responding to and taking appropriate and prompt action related to all student-related requests for guide dogs or service animals;
- responding to and taking appropriate and prompt action related to all school staff-related requests for guide dogs or service animals;

- ii. ensuring receipt of the supporting documentation outlined in section 3.1.2.;
- iii. informing the residence manager, management team, staff, parents, and students on the presence of the working guide dog or service animal;
- iv. ensuring the privacy rights of the student seeking to bring a guide dog or service animal to school are considered;
- v. if required, arranging for demonstrations from a guide dog or service animal organization for the student to orient the student to the school or residence environment;
- vi. if required, organizing an information session with the student body, staff, and others as required to provide education and awareness of guide dogs or service animals in schools;
- vii. retaining all letters/information regarding the service animal or guide dog in the student's folder (or Ontario Student Record if the accommodation is being requested for the improvement of instruction of the pupil) for a period of one year, or until superseded;
- viii. if the accommodation is being requested for the improvement of instruction of the pupil or for residence programming, consider recording the information in the student's Individual Education Plan (IEP) or Individual Residence Plan (IRP);
- ix. liaising with the Superintendent and Residence Manager and other Managers, as required, to resolve any specific concerns or issues raised regarding the presence of a guide dog or service animal;
- x. conducting an annual review of the ongoing need for a service animal;
- xi. requesting, annually at the beginning of the school year, that the student's parent/guardian or adult student provide the school with proof of up-to-date vaccinations, municipal license for service animals that are dogs or cats, and confirmation that the guide dog or service animal is in good health;
- xii. requesting payment from the student's parent/guardian or adult student responsible for the guide dog or service animal, for any financial implications regarding the use and care of the guide dog or service animal;
- xiii. if transportation of the guide dog or service animal is required, contacting the PDSB Student Transportation Coordinator (for residence

students) or District School Board's Transportation Coordinator (for day students) regarding any transportation requirements; and

- xiv. working with the PDSB Compliance Officer to revise emergency procedures, as required, to include the guide dog or service animal, such as evacuations, and notification to the Fire Department and Police regarding the existence of the guide dog or service animal.

4.2 Managers

Managers are responsible for:

- i. working with the Principal and other Managers, as required, to support any student or staff request for the use of a guide dog/service animal;
- ii. consulting the PDSB HR Unit and / or the Disability Accommodation Specialist for all staff-related requests prior to implementing an accommodation plan and follow the appropriate HR policy regarding disability accommodation;
- iii. consulting the PDSB management team on the proposed presence of the working service animal at the school and elicit information concerning allergies, extreme phobias, or religious considerations;
- iv. working with the PDSB Compliance Officer to revise emergency procedures, as required, to include the service animal, such as evacuations, and notification to the Fire Department and Police regarding the existence of the service animal;
- v. requesting, annually by the beginning of the school year, that the staff provide proof of up-to-date vaccinations, a copy of the municipal service animal licence, and confirmation that the service animal is in good health; and
- vi. requesting payment from the staff for any financial implications regarding the use and care of the service animal.

4.3 Student Handler or Staff Handler

4.3.1 The student or staff handler will be expected to act as the guide dog/service dog or service animal's primary handler and must:

- i. demonstrate the ability to control the guide dog or service animal in accordance with the training/certification received;
- ii. ensure the guide dog or service animal is always wearing its appropriate identification gear (e.g., a vest and leash or harness) when on duty;

- iii. to the best extent possible, ensure that the service animal, including a guide dog, does not disrupt the learning of others, including by way of aggressive or threatening behaviour towards others;
- iv. ensure the guide dog or service animal's biological needs are addressed;
- v. maintain the guide dog or service animal on a leash, harness, mat and/or crate, as appropriate; and
- vi. comply with any accommodation plans that are developed to address any competing human rights of others.
- vii. ensure that all elements in section 4.5 are followed.

4.4 Parents/Guardians or Adult Students

Parents/Guardians or Adult Students are responsible for:

- i. providing all necessary documentation and engage in the consultation process for the purpose of considering and implementing, if appropriate, the request that a guide dog or service animal accompany the student at school and/or on school-related events;
- ii. all costs related to the care of the guide dog or service animal (including but not limited to) food, grooming, harness, crate and/or mat and veterinary care, etc.;
- iii. obtaining training and maintaining the guide dog or service animal training to provide the accommodation in a safe manner that does not disrupt the student learning;
- iv. providing confirmation of municipal license for the dog or service animal (if the animal is a dog or cat) (to be updated annually);
- v. providing confirmation of certificates of training from a training organization attesting that the guide dog or service animal and student handler have successfully completed training and may safely engage in a public setting without creating a risk of safety or a risk of disruption within a school or if applicable, residence, setting;
- vi. providing a certificate from a veterinarian qualified to practice veterinary medicine in the Province of Ontario, attesting/identifying the guide dog or service animal (to be updated annually):
 - o age and breed;
 - o does not have a disease or illness that might pose a risk to humans;

- has received all required vaccinations; and,
- is in good health to assist the student.

viii. ensuring that all elements in section 4.5 are followed.

4.5 Guide Dog/Service Animal

Guide Dogs and Service Animals:

- i. Must be highly trained and certified by a training organization - evidence of training or re-certification confirming compliance with training requirements within the last six months is required;
- ii. Must always, while on PDSB property or PDSB-related events, be responsive to commands and demonstrate it can perform the necessary tasks or accommodation;
- iii. Must not engage in behaviour that puts at risk the safety of others, including other animals, or that creates disruption or distraction in the learning environment. Such behaviour includes, but is not limited to, growling, nipping; and are grounds to prohibit the guide dog/service dog or service animal's attendance on PDSB property, in PDSB building(s) or PDSB-related events.
- iv. Must have control of its biological functions so as not to soil the inside of buildings, or require feeding during the school day or; and
- v. Must demonstrate continuous appropriate behaviour with its handler and others in the PDSB environment to remain eligible for entry in PDSB buildings or PDSB-related events.