

# True North Imaging

## Use of Service Animals Procedure

**Objective:** To outline True North Imaging's ("TNI") commitment to allowing persons with disabilities to bring and utilize service animals in our business locations.

### Definitions:

**Service Animals** - are individually trained to perform tasks for persons with disabilities. They are not always dogs (other animals may assist persons with disabilities), and they do not always have a harness, a sign, or a symbol indicating that they are service animals. A service animal is not a pet.

Service animals assist persons with disabilities in many different ways, such as:

- Guiding persons with vision loss and retrieving dropped objects for them;
- Alerting persons with a hearing impairment to sounds and the presence of others;
- Carrying and picking up items, opening doors, or flipping switches for people with disabilities who have limited use of hands, arms or legs, or limited ability to bend or stoop;
- Pulling wheelchairs;
- Alerting people with disabilities to the onset of medical conditions such as seizures, protecting them, cushioning them if they fall, and reviving them; and
- Providing physical support and assisting people with physical disabilities with stability and balance.

### Responsibilities:

#### Owner's Responsibilities

The service animal is to remain with the owner at all times. The owner is responsible for the animal's control (i.e. the animal's behavior, care, supervision and well-being), as well as providing proof in the form of a letter or certification that the animal is a service animal, if required.

#### Manager Responsibilities

In the event that a particular service animal's vicious behavior poses a direct threat to the health or safety of others, TNI has the right to exclude the animal from its premises at that time. Each situation will be considered individually. In the event TNI excludes a service animal, it may not refuse service to the person with a disability when he or she is not accompanied by that particular service animal.

#### Employee Responsibilities

Employees who greet clients upon arrival are responsible for permitting service animals to accompany persons with disabilities to all areas normally used by clients. Employees are not to pet or otherwise distract the service animal. Employees are expected to treat service animals with the same courtesy and respect that TNI affords to all of its clients.

If Employees have a concern about an animal in a clinic, they are to contact the location Supervisor or designate. Only the Supervisor, VP Operations or designate can make the decision to exclude a service animal, except in the unusual circumstance where a service animal's behavior requires immediate action to prevent imminent injury to others and there is not enough time to contact a Supervisor or designate.

## *Use of Service Animals*

### **Eviction or Exclusion:**

Eviction or exclusion of a service animal may only occur for reasons that are demonstrable, not speculative. If a person complains about the presence of a service animal (because of allergies, fear, or other reasons not related to the animal's demeanor or health), the person with objections to the animal should be consulted and provided with alternatives that do not compromise access to service being sought. Each situation is to be considered individually.

A service animal may be evicted, excluded or separated from its owner only if the animal's actual behavior or health poses a direct threat to the health or safety of others.

If a client must be separated from the service animal while receiving services at TNI:

- the client must make arrangements for the supervision and care of the animal during this period of separation, and
- Employees are to make appropriate arrangements to address the client's needs in the absence of the service animal.

Revision Date: January 23, 2013