

**THE CORPORATION OF THE TOWN OF GANANOQUE BY-LAW
BY-LAW NO. 2017-054**

**BEING A BY-LAW TO ESTABLISH A SERVICE ANIMAL AND SUPPORT PERSONS
POLICY FOR THE TOWN OF GANANOQUE.**

AND WHEREAS section 5 of the Municipal Act, 2001, S.O. 2001, c. 25, the powers of a municipal corporation are to be exercised by its Council;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, provided that the powers of every Council are to be exercised by By-law;

NOW THEREFORE the Council of the Corporation of the Town of Gananoque enacts as follows:

1. That the Service Animal and Support Persons Policy for the Town of Gananoque attached hereto as Schedule 'A' and forming part of this by-law is hereby adopted.
2. That this by-law come into force and effect on the date of passing.
3. That any by-law inconsistent with this by-law is hereby repealed.


READ THREE TIMES and finally passed this 18th day of July 2017.



Mayor, Erika Demchuk



Deputy Clerk, Linda Robinson

		THE CORPORATION OF THE TOWN OF GANANOQUE SERVICE ANIMALS AND SUPPORT PERSONS POLICY	
POLICY NO.	2017-09	APPROVAL DATE:	July 18, 2017
AUTHORITY	Council	EFFECTIVE DATE:	July 18, 2017
SUBJECT	SERVICE ANIMALS AND SUPPORT PERSONS POLICY - ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT – O. Reg 191/11		

POLICY

The Corporation of the Town of Gananoque is committed to providing exceptional customer service to all customers, including those who use service animals or support persons in order to obtain, use or benefit from our goods and services.

It is the policy of the Corporation of the Town of Gananoque to ensure that people with disabilities who are accompanied by service animals and/or support persons are allowed entry to all parts of our premises that are open to the public, unless otherwise excluded by law.

OBJECTIVE(S)

The objective of this policy is to:

- Ensure that people with disabilities accompanied by service animals and/or support person are permitted access to those areas of our premises that are open to the public

PROCEDURES

Service Animals

Service animals are used by people with many different kinds of disabilities to overcome barriers. Service animals are not pets – they are working animals. A few examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened or hard of hearing, and animals trained to alert an individual to an oncoming seizure and lead them to safety.

To be considered a service animal under the Customer Service Standard, O. Reg 191/11, it must be either readily apparent (obvious by its appearance or by what it is doing) that the animal is being used because of a person’s disability or the person with a disability must provide a letter from a physician or nurse confirming that it is required because of his or her disability.

The Town will permit any person with a disability who is accompanied by a guide dog or other service animal to enter our premises (those areas that are open to the public) with the service animal and to keep the animal with him/her, unless the animal is otherwise excluded by law.

Employees of the Town, whether staff, volunteers or others dealing with the public on the Town's behalf will receive training on how to interact with people with disabilities who are accompanied by a service animal.

Support Persons

Some people with disabilities rely on support persons in order to help with communication, mobility, personal care, medical needs, or with access to goods or services. A support person may be a paid professional, a volunteer, a family member or a friend of the person with a disability. He or she does not necessarily need to have special training or qualifications.

If a person with a disability is accompanied by a support person, the Town will permit both persons to enter the premise together (those areas open to the public) and ensure that the person with a disability is not prevented from having access to their support person.

In some cases, a support person may have to agree to rules or requirements that are specific to the kinds of goods or services that we provide. Where confidentiality is important because of the kinds of information discussed, we may require the support person to sign a confidentiality/privacy agreement.

Notice will be given, in advance, about the admission cost to the premises, if any, payable for the support person.

Employees of the Town, whether staff, volunteers or others dealing with the public on the Town's behalf will receive training on how to interact with people with disabilities who are accompanied by a support person.

Enquiries

Town Clerk (Accessibility Coordinator)

Town of Gananoque

Telephone: 613-382-2149