



Dept:	PASSENGER SERVICES	Policy No.	PS 4.1.24
Section:	POLICIES AND PROCEDURES	Issued and Effective:	July 2018
Title:	GUIDE DOGS AND SERVICE ANIMALS	Revised:	July 2018

PURPOSE

The purpose of this policy is to ensure DARTS is AODA compliant when transporting passengers with guide dogs or service animals

POLICY

If a person with a disability is accompanied by a guide dog or other service animal, DARTS shall ensure that the person is permitted to enter the vehicle with the animal and to keep the animal with him or her.

Guide dogs and service animals travel for free on DARTS.

SCOPE

This policy applies to the DARTS organization.

JOINT RESPONSIBILITY

It is the responsibility of the passenger to inform DARTS that they will be travelling with a guide dog or service animal at the time of booking the trip.

This is to ensure that the appropriate assigned vehicle is able to accommodate the passenger and their service animal.

It also ensures that other passengers, who may be excluded from travelling with service animals, are not scheduled at the same time.

It is the responsibility of DARTS to ensure that the person traveling with a service animal is permitted to enter the vehicle and keep the animal with him or her during the trip.

DEFINITIONS

“Guide dogs” or “Service animals” are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are visually impaired, hearing alert animals for people who are hard of hearing and animals trained to alert an individual to an oncoming seizure and lead them to safety. Service animals are not always dogs. A bird, cat, or other trained animals may also be service animals.

“Guide dog” shall have the same meaning as set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, as amended;

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons’ Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog:

- if it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- if the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

For the purposes of this policy, an animal is a service animal for a person with a disability if,

- 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
- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.