

Assiniboine College is committed to fostering an inclusive and accessible learning and working environment. This policy outlines the rights and responsibilities related to service animals on campus, clarifies the distinction between service animals and other animals, and provides guidance for requesting exceptions.

**1. Policy Statement:**

Individuals who rely on service animals for disability-related needs have an automatic right of access to public areas, with very few exceptions. At Assiniboine, there may be some instances, where access may be reasonably limited. In these instances, the College will employ a reasonable accommodation process to assess the needs and the barriers so that it can present reasonable accommodation options when there is no undue hardship to do so.

**2. Definitions:**

**2.1 Service Animal:** An animal trained or being trained to assist a person with needs relating to a physical or mental disability; or that has been trained to be used by a peace officer or person authorized by a peace officer in the execution/assistance of the peace officer's duties. Service animals are working animals trained to perform specific tasks that support individuals with disabilities.

**2.2 Partner:** The individual with a disability who uses and maintains care and control of the service animal.

**2.3 Team:** The partner and their service animal working together to perform tasks.

**2.4 Therapy Animal or Companion Animal:** A therapy animal is typically trained to provide comfort and emotional support to multiple people in structured settings such as hospitals, schools, or during wellness events. They do not perform specific tasks for a person with a disability and are not granted public access rights given to service animals. Some therapy animals may have completed training programs and may hold certifications. Therapy animals are not service animals and are not permitted on campus without prior approval See [Section 7 Exceptions for Non-Service Animals on Campus](#)

**3. Scope:**

This Policy applies to all staff, faculty, affiliates and visitors of the College.

**4. Application:**

While the College recognizes that the partner and service animal ("the team") have an immediate right of access, students and staff are encouraged to speak with their Student Success Advisor or Human Resources prior to bringing a service animal to campus. This helps ensure orientation to relief areas

and allows the College to consider any necessary accommodations, optimizing the barrier-free experience. Documentation may be requested in accordance with College's accommodation policies.

Visitors with service animals are welcome and may be respectfully asked to confirm the animal's role (tasks it completes) if the service animal is not clearly identifiable. Please see the Service Animal Process Guide for further information.

#### **4.1 Identification of a Service Animal**

Individuals with service animals will be granted access when the service animal is clearly identifiable through any of the following:

- a vest or harness which identifies the animal as a service animal
- when the partner identifies the animal as a service animal

Service animals in training should be identified as such, by wearing an appropriate vest. Service animals in training will be expected to be trained to a point that they are not disruptive (able to remain calm, quiet and under control) on campus.

Identification: If an animal on campus is not clearly identifiable as a service animal, a responsible College official staff person can inquire about the animal, by asking questions such as:

- "Is this service animal required for a disability?"
- "What task is the animal trained to perform?" (if not obvious)

Partners are not required to disclose their disability or provide documentation unless there is a legitimate concern about the animal's behavior, role, or presence on campus.

#### **4.2 Expectations for Partners**

Partners are required to:

- provide all care and control of the service animal
- where possible, make reasonable efforts to provide Human Resources/Student Services Advisor with advance notice of the use of a service animal
- ensure the service animal is clearly identifiable by wearing its vest
- keep the service animal leashed or tethered at all times unless this interferes with the animal's work or task, in which case, the partner must maintain care and control by voice signal or other means. Once the work or task is complete, the service animal must be returned to a leashed or tethered status.
- attend to the service animal's basic needs (e.g. feeding, voiding, exercise)

#### **4.3 Expectations for All Others**

When a service animal is on campus, all other individuals should:

- not touch, pet, distract, deliberately startle, feed, impede or interfere, nor provide care for the service animal, without permission from the Partner
- not ask about the nature of the Partner's disability

- not request that the partner produce certification or proof of training for the service animal unless there is a reasonable basis to believe the animal is not a service animal
- Contact security or Human Resources if they have a question or concern about a service animal or other animal on campus.

#### **4.4 Relief Areas**

Relief areas will be identified on each campus's Accessibility Map and be communicated to the partner during their campus orientation. Requests for individual changes can be made by completing the [Service Animal Accommodation & Concern Form](#). (Also found on the [Justice, Equity, Diversity and Inclusion](#) webpages)

It is the partner's responsibility to be aware of their service animal's needs to relieve itself or rest.

#### **4.5 Conflicting Rights**

Assiniboine College recognizes that while service animals support accessibility, some individuals may have disability-related needs that conflict with their presence (e.g., severe allergies or phobias).

If you have a concern, you may submit it using the [Service Animal Accommodation & Concern Form](#). The Respectful College Coordinator will:

- Review the concern through a reasonable accommodation process
- Request medical documentation if the concern relates to a disability
- Explore solutions that respect the rights of all parties involved

The goal is to ensure a respectful, inclusive environment where competing rights are balanced fairly and thoughtfully.

For example, seating adjustments may be made to accommodate both a student with a service animal and another with severe allergies.

### **5. Removal or Exclusion of the Service Animal from the College:**

Concerns about animals on campus should be directed to Security, who will assess the situation and, if necessary, consult with Human Resources or the appropriate academic manager to determine next steps.

Any action taken will seek to be respectful, consistent with College policy, and prioritizes safety and inclusion.

A service animal may be removed from campus at the request of:

- Security
- Human Resources

This action may be taken if:

- The service animal is aggressive or disruptive.

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- The partner cannot maintain control of the animal.
- The animal is visibly ill or unfit to work.

Security or Human Resources should respectfully inform the partner that the animal is misbehaving. If the behavior continues or poses a risk, the partner may be asked to remove the animal from campus. Repeated incidents may result in further review and accommodation reassessment. Any removal will be documented by Security, and the partner will be informed of next steps or appeal options.

## 6. Exceptions for Non-Service Animals on Campus

In rare cases, animals may be permitted on campus for specific reasons (e.g., therapy dogs during exam periods).

Requests must be submitted in advance using the [Animals on Campus Request Form](#) and will be reviewed by Security and Human Resources. Approval will be based on the purpose of the visit, type and number of animals, location, duration, and any required documentation (e.g., insurance or certification).

If approved, individuals or event organizers are responsible for ensuring appropriate supervision, safety measures, and communication to the campus community. Additional guidance is available in the *Animals on Campus Event Planning Guide*.

For additional guidance and answers to common questions, please refer to the *Service Animal FAQ document*.

## 7. Policy History

Policy Change Date	Details
December 2025	Policy updated to ensure proper alignment and relevance, and to outline a process for exceptions for non-service animals on campus.
July 18, 2018	Policy Created

## 8. Authority

The Accessibility for Manitobans Act

The Human Rights Code (Manitoba)

The Service Animals Protection Act, (2015, C.C.S.M. c. S90).

Policy A03 – Academic Accommodations for Students with Disabilities (students)

Policy HR5 – Reasonable Accommodation & Accessible Employment Policy (staff)

Policy M18 – Justice, Equity, Diversity and Inclusion Policy

Original signed by Mark Frison

March 20, 2026

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President

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Date

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