



COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: ANIMALS ON CAMPUS

Procedure No.	PO-007-PR	Division	President's Office
Supersedes	n/a	Board Policy Ref.	n/a
Related Policies	AC-112	Effective Date	March 24, 2025

PROCEDURE

1.0 Definitions

Accommodation	Temporary adjustments to work/study conditions, assignments, policies, rules, practices, programs, or the work/study environment to address current or potential needs arising from a disability which is supported by medical documentation.
Accredited Training School for Service Animals	As per the Service Animal Regulations , an organization that: (i) provides training programs respecting service animals and that is accredited by, or has been accepted into an accreditation program by, (A) Assistance Dogs International, or (B) International Guide Dog Federation, or (ii) is approved or recognized under the legislation of another jurisdiction in Canada as an organization providing training programs respecting service animals.

College of the North Atlantic Community

A member of the College of the North Atlantic community under this Policy includes but is not limited to:

- **Affiliates:** any individual working in collaboration with College of the North Atlantic for a business or academic purpose or an external community member, including all College of the North Atlantic graduates and alumni.
- **College of the North Atlantic Board of Governors:** individuals forming the governing body of College of the North Atlantic.
- **Contractors:** any individual or company (and its employees) who provides services to College of the North Atlantic under a service contract (i.e., a non-employee-employer relationship).
- **Employees:** any individual who is currently employed by College of the North Atlantic or provides services to College of the North Atlantic under an employment contract. This includes all employees, regardless of status, as well as current employees who are on a leave of absence (i.e., paid/unpaid).
- **Students:** any individual registered in College of the North Atlantic programs or otherwise participating in College of the North Atlantic courses, programs, events, and activities. This includes prospective students and recently accepted student applicants.
- **Visitors:** any individual visiting College of the North Atlantic property and/or facilities.
- **Volunteers:** any individual performing work for College of the North Atlantic in an unpaid capacity.

Companion Animals

Domesticated or domestic-bred animals who are primarily kept as pets for company or companionship. Companion animals do not meet the requirements to be considered service or therapy animals.

Emotional Support Animals

Emotional support animals provide emotional support and comfort to their owner. Emotional support animals are sometimes prescribed by a healthcare or mental health professional but do

	not meet the requirements to be considered service or therapy animals.
Person with a Disability	A person who has a degree of disability (i.e., a physical disability, a condition of mental impairment or developmental disability, learning disability, or mental disorder).
Reasonable Accommodation	The requirement upon the employer/service provider to accommodate disability-related needs, up to the point of undue hardship.
Service Animal	<p>As per the Service Animal Act, an animal trained to provide assistance to a person with a disability and having the qualifications prescribed by the regulations and used by a person with a disability:</p> <p>(i) where it is readily apparent that the service animal is used by the person for reasons relating to his or her disability, or</p> <p>(ii) where the person provides a letter from a physician, a nurse, or those persons or categories of persons prescribed in the regulations confirming that the person requires the service animal for reasons relating to the disability.</p>
Therapy Animals	Companion animals trained, managed, and approved by a qualified third-party provider to provide affection and comfort to people, other than the animal handler, for the purpose of an approved visitation to community organizations, hospitals, schools, nursing homes, etc. All therapy animals visiting College of the North Atlantic must be coordinated through St. John Ambulance.
Undue Hardship	The limits of reasonable accommodation beyond which the employer/service provider does not have a duty to accommodate. Undue hardship is assessed on a case-by-case basis, considering various factors relating to the situation, including but not limited to, health and safety risks, operational requirements, impact on the rights of others, etc.

2.0 Eligibility

2.1 Service Animals

Service animals will be permitted access to College of the North Atlantic (CNA) premises as per the [Service Animal Act](#) and associated regulations.

Students wishing to bring service animals onto CNA premises will register with Accessibility Services. All other CNA community members wishing to bring service animals onto CNA premises will register with Disability Management Services.

The registration process may require a note from a qualified practitioner (e.g., a physician, a nurse, or those persons or categories of persons prescribed in the regulations) verifying the need of a service animal for persons with a disability and documentation from a recognized organization certifying proof of acceptance into, or completion of, an accredited training school for service animals. A person with a service animal may be asked for additional information during the registration process to accommodate their specific needs. These records will be reviewed on an as needed basis.

Contents of this request are confidential; however, relevant campus administration may be consulted, as required. Other relevant parties (e.g., security, instructors, classmates/coworkers) may be notified of the presence of a service animal on or in a particular campus location or building, as needed.

Where service animals cannot be permitted on or in a particular campus location or building due to applicable laws and requirements, CNA will attempt to provide alternate reasonable accommodation on a case-by-case basis. Each case will be reviewed to avoid violations of individual human rights.

Drop-ins to CNA premises, if the service animal is not already registered with Accessibility Services or Disability Management Services, will be required to follow instructions listed at the main entrance.

2.2 Therapy Animals

Therapy animals may be permitted onto CNA premises for approved visitations as coordinated by Department of Student Services and/or Department of Human Resources, in consultation with the relevant campus administration.

Individual CNA community members must request therapy animal visitation via the Therapy Animal Visitation form, subject to review and approval by the Director of Student Services and Supports and/or the Manager of Employee Relations.

2.3 Prohibited Animals

Companion and emotional support animals are not permitted on CNA premises.

3.0 Responsibilities

3.1 Animal Handlers

Animal handlers on CNA premises must ensure animals are:

- registered with Accessibility Services or Disability Management Services (drop-ins are to follow the instructions listed at the main entrance);
- leashed and under their care and control at all times;
- restricted to the agreed upon area within CNA premises;
- cleaned up after and waste disposed of in an appropriate manner;
- not impeding normal activities, including work or study, of any CNA community member; and
- currently up to date on their vaccinations.

3.2 CNA Community Members

CNA community members are to:

- respect the roles of any animal handler and their animals;
- keep an appropriate distance from any animals;
- not pet, feed, startle, or take photos of animals without permission; and
- follow the event protocols.

3.3 Offices of Accessibility Services and Disability Management Services

The offices will:

- review and verify the service animal registration documentation;
- consult with relevant campus administration as required; and
- notify relevant parties (e.g., administration, security, instructors, classmates/coworkers) of the presence of a service animal.

3.4 Director of Student Services and Supports/Manager of Employee Relations

The Director or Manager will:

- review and approve Therapy Animal Visitation forms in consultation with relevant Campus Administration;
- maintain relevant records of all current and past therapy animal handlers, their animals, and visitations; and
- review and address any complaints or concerns about animals on CNA premises.

4.0 Animal Concerns

- 4.1 CNA recognizes that the presence of animals on CNA premises may trigger allergies or cause anxiety for other CNA community members. Allergies or fear of animals are generally not sufficient conditions to exclude an animal from CNA premises. CNA will work to accommodate individual requests on a case-by-case basis.
- 4.2 Students with a complaint or concern about an animal on CNA premises are to contact the Director of Student Services and Supports. Any other CNA community members with a complaint or concern about an animal on CNA premises are to contact the Manager of Employee Relations.
- 4.3 CNA may ask an animal handler to remove an animal from CNA premises if:
- the animal handler is not upholding their responsibilities under the Animals on Campus Policy;
 - the animal is unrestrained or unattended;
 - the animal displays aggressive behavior (i.e., barking, growling, biting);
 - the animal damages property;
 - the animal is creating a public nuisance;
 - the animal appears to be in distress; or
 - a situation is deemed to be unsafe for the animal, the animal handler, or any CNA community member.

Animal handlers and/or owners may be responsible for any damages caused by the animal.

Approval History	
Approved by President	March 24, 2025