Georgina Public Library Board Policy Manual

Policy Title: Service Animals

Intent
Georgina Public Library is committed to providing an open, accessible, and equitable environment that meets the needs of its employees and customers, including people with disabilities, in a welcoming and supportive environment. GPL will comply with the Customer Service Standards regulation, made under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Scope
This policy applies to all GPL employees, volunteers, third parties providing goods and services, and members of the public when in any Library Branch.

Regulations
The Library allows and welcomes service animals within its branches that are needed to assist persons with disabilities. Persons with disabilities, accompanied by a service animal, shall be permitted to enter any Library Branch and shall not be separated from their service animal unless the animal is otherwise excluded from the premises by law.

If a service animal is excluded from entering the facility by law, the Library will ensure that other measures are available to enable the person with a disability to obtain, use, or benefit from the Library's goods, services, or facilities.

A service animal must be readily identified as being used by a person for reasons relating to their disability through visual indicators, such as a vest or harness. If the animal cannot be readily identified as a service animal, the Library may request documentation from a regulated health professional authorized under the Integrated Accessibility Standards Regulation confirming that the person requires the animal for reasons relating to their disability.

POLICY HISTORY:	
Initial Draft	November 22,2006
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Board Adoption:	August 16, 2007,
Board Review:	January 2016; October 15, 2026