



Housing & Conference
Services

Service Animal Agreement in Residence

McMaster University
Housing & Conference Services

Policy as of August 25, 2021, is subject to change.

McMaster University is committed to the inclusion and reasonable accommodation of students with disabilities. This includes the presence of Service Animals (as defined by the Accessibility for Ontarians with Disability Act, 2005) within aspects of university life, including Residences. To balance the health and safety of all residents with the presence of service animals in the Residence environment, the Resident will sign a Service Animal Agreement with Housing & Conference Services agreeing to abide by specific requirements and expectations that are in the best interest of all students.

Service Animal Definition

According to the Accessibility for Ontarians with Disability Act (AODA), 2005, the definition of a service animal is an animal performing tasks for the benefit of an individual with a disability. This can be defined by;

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person's disability is not obviously apparent, a provided letter from a physician or nurse practitioner confirming that the person requires the animal for reasons relating to the disability

McMaster University Policy on Service Animals On-Campus

McMaster University's policy permits service animals that assist students with physical, mental and/or sensory disabilities to live in residence. Service animals are not permitted in some areas on campus, with the exception of residences, such as, but not limited to; where food preparation is being undertaken; or, as otherwise disallowed by law. For complete detail please visit [here](#).

The following are the specific requirements and expectations of the Resident and the service animal to agree to before they move-in to residence and to abide by whilst living in residence at McMaster University.

1. Service Animals in Residence

Only approved service animals and their Resident that meet the criteria described below will be exempt from the standards that otherwise restrict or prohibit animals in residence.

1.1 Requirements of Service Animals

- Service Animals must be permitted to live or enter Canada and an approved animal by the CFIA (See References).
- Service Animals must be in good health. Any service animal occupying Residence must have certification of annual vaccinations from a veterinarian.
- Service Animals must wear a valid vaccination and identification tag.

- Service Animal must be spayed or neutered (where applicable).
- Service Animals must be able to behave safely in social settings. While the AODA customer standard doesn't require that all service animals are formally trained, it is an expectation that all service animals can behave safely in social settings.
- As Residence is a communal living environment, service animals are required to demonstrate, upon request by Housing & Conference Services staff that they can handle public access situations.
- If the Service Animal is a dog, the dog and owner need to demonstrate the ability to;
 - Master basic obedience commands such as, "sit, down, stay, come, etc."
 - Promptly return to the Resident when called in the presence of high distraction.

1.2 Requirements and Expectations of the Resident

- To inform their Residence Life Area Coordinator (RLAC), Community Advisor (CA) and fellow residents during the first-floor community meeting of the identity and presence of the service animal, and to review the expectations/etiquette of the service animal, the Resident and the fellow residents living together in the community.
- To always maintain control over the service animal.
- To secure the service animal in the room (i.e., kennel, crate, cage, etc.) when the Resident is *not* with the service animal for the safety and security of the service animal and McMaster University staff members who may enter during emergency situations and/or to complete a work order for facility-related issues. Should a McMaster University staff member request the service animal *not* to be present in their workplace for any reason, the Resident and the service animal will leave the room/area until the work is completed.
- The Resident shall take appropriate care and supervision of the Service Animal and shall take the Service Animal with them when leaving campus overnight or for prolonged periods of time. The Owner will *not* leave the Service Animal in residence to be cared for by another resident.
- The Resident shall ensure that the Service Animal is clean, well-groomed and does not have an offensive odour but shall not use residence showers, sinks or baths to clean their Service Animal. Local groomers are recommended.
- To assume personal and financial responsibility for any damages caused by the service animal. This includes, but is not limited to; extra cleaning for animal waste, replacement of damaged amenities (i.e., furniture, carpet etc.), pest control costs, etc.

Owner is responsible for the health and well-being of their Service Animal and no responsibility is borne by the University.

- To take the service animal outside to relieve themselves. The owner must wear a mask outside of their room/suite/apartment and in common rooms and hallways at all times.
- If physically able, to immediately clean up animal waste and properly dispose of it. Residents who are not physically able to pick up and dispose of waste are responsible for making necessary arrangements for assistance.
- When residence accommodation is in a traditional building, the service animal is prohibited from entering the hallway, bathroom, or floor/building common areas unless in the company of the Resident and appropriately secured on a leash and/or kennel, carry case, crate, cage, etc.
- Always have the service animal on a leash and/or in a crate/kennel/cage while in public and common areas, including lobbies in residence. Exceptions may be made for owners living in suite-style and apartment-style units where the Service Animal may be in common shared living space(s). The Resident must be respectful to all roommates and ensure agreeance between all roommates for use of common shared areas in suites/apartments.
- The service animal should be as unobtrusive as possible and not interfere with access or use of the residence living environment of other residents including, but is not limited to;
 - Service animals are not permitted on furniture in any shared or common areas, including traditional and non-traditional style room types.
 - Unreasonable noise from the service animal disrupting the residence community.
 - Fellow residents with a medical (i.e., diagnosed allergy/asthma), religious or psychological (i.e., phobia of animals) accommodation need.
- While not a legal requirement, it is highly recommended that the service animal wear some type of easily recognizable symbol (i.e., harness, backpack, special collar or scarf) that identifies it is a service animal.

If one or all of the above requirements and responsibilities are not met, it is reasonable grounds for requiring the Resident/service animal team to either be relocated to another residence room and/or building (where possible), requiring the service animal to leave the residence (boarding fees are the responsibility of the owner and will be charged to their Mosaic student account) or incur additional fees. The Resident agrees to pay any additional fees incurred. If the service animal is to be excluded from living in residence for any of the above reasons, the Resident will be given the option of continuing to live in residence without the service animal. If the Resident chooses to look for alternative accommodation

off-campus with the service animal, Housing & Conference Services will provide assistance through the Off-Campus Resource Centre.

2. Emergency

Every effort will be made to keep the service animal with the Resident. However, the Resident is the institution's priority during any emergency, McMaster University Security Services will be aware the service animal is living in residence.

3. Student Residence Etiquette

Students who reside in residence and Housing & Conference Services staff will be notified of the following etiquette requirements;

- Maintain a respectful distance from the service animal. It is not appropriate to pet, feed or startle a service animal. Ask permission before touching the service animal as this might distract from its work.
- Allow a service animal to accompany the Resident at all times and in all areas of residence where students customarily have access (i.e., common room, hallways).
- Speak to the Resident before giving attention to the service animal.
- Ensure that a person using a service animal is included and not isolated from others.

If the pet relieves themselves indoors:

- All supplies (i.e., litter, litter bin, scoop, etc.) and cleaning supplies are to be brought to the residence room by the Resident. Dispose of waste in appropriate receptacles outdoors.
- Maintaining a clean environment within McMaster's residence room during the Resident's stay is the sole responsibility of the Resident.
- Any additional cleaning required after departure will be charged to the Resident's account or is obligated to be paid with other methods within 30 days of receiving the invoice.

If the Service Animal relieves themselves outdoors:

- A mask must always be worn by the owner, including in outdoor spaces. Extra masks are provided in the room.
- Gloves must always be worn by the owner, including outdoor spaces, when touching any surfaces.

- The owner must exercise physical distancing when encountering anyone in public spaces by keeping a 2-meter (6 feet) distance between others.
- If there are multiple Service Animals simultaneously, each Service Animal may be assigned a specific outdoor area to stay within a 2-meter (6 feet) distance and Residents are required to keep the Service Animal within this area.
- Service Animals must stay on a leash at all times when outside of the room.
- The Resident must use the previously agreed upon entrance and exit and outdoor space, McMaster buildings and public outdoor spaces are monitored.
- Residents are required to collect all animal waste from McMaster's outdoor grounds and dispose of them in assigned trash receptacles.

4. Service Animal Supplies

The Resident is responsible for bringing every item allowed by Canadian Food Inspection Agency that the pet may need. McMaster University does not provide any pet supplies. Any items that are not allowed to cross borders (Pet food for example), must be ordered by the Resident from a Canadian supplier, and have shipped to McMaster Housing & Conference Services. Should a resident be unable to make an order, McMaster Housing and Conference Services, they will be responsible to designate a person(s) to arrange for items to be dropped off/delivered to residence following the Residence Guest Policy.

References:

PHAC site: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/animals-covid-19.html>

All animals entering Canada must meet import requirements set by the CFIA: <https://www.inspection.gc.ca/animal-health/terrestrial-animals/imports/import-policies/live-animals/pet-imports/eng/1326600389775/1326600500578>

Service Animal Agreement – Signature of Resident/Student

As the Resident of a service animal, I agree to abide by the specific requirements and expectations outlined in the McMaster University’s Service Animal Agreement during my contract living in residence. I understand that these specific requirements and expectations are reasonable given that I will living in a communal living environment in residence.

Further, I agree to the following outlined below as part of the McMaster University’s Service Animal Agreement;

1. If the Service Animal is a dog, the dog and owner must demonstrate to Jaimie Dickson, Manager of Residence Admissions & Administration the service animal understands the required basic commands to live in residence before the approved arrival date of the Service Animal.
2. Vaccination records from a licensed veterinarian dated within the last 12 months be sent to Jaimie Dickson, Manager of Residence Admissions & Administration by a specific date and before the approved arrival date of the Service Animal.
3. Send a photo of the Service Animal to have on record to identify the Service Animal in the residence community (when needed).
4. Should the Resident be unable to provide care to the Service Animal for an extended period of time (e.g. due to illness, academic obligation, etc.) they are responsible to find the appropriate care for the animal outside of residence. Housing may contact the Service Animal’s emergency contact in the event that the owner fails to provide appropriate care to the animal.

Emergency Contact Name:

Relationship to Resident :

Phone number & email:

Resident Name (Print):

Service Animal Name:

Service Animal Type (i.e., dog, cat, bird etc.):

Colour Service Animal:

Resident Signature (Sign):

Date of Signature:

Service Animal Agreement – Signature of Housing & Conference Services

Manager, Residence Admissions & Administration: (Print):

Approval of Basic Commands (if Service Animal is a dog) Date:

Valid Vaccination Records Date:

Valid Photo ID of Service Animal Received Date:

Signature (Sign):

Date of Signature: