

CERTIFIED SERVICE DOG TEAMS

Policy Number: 2022-013

Date Authorized: November 2022

To be reviewed: November 2025

Purpose or intent:

The Town of Trochu Library Board allows entry into the Trochu Municipal Library for both guide dogs and certified service dogs. Guide dogs are specifically trained to assist people who are blind or visually impaired. Certified service dogs help people with specific tasks relating to visible and non-visible disabilities such as epilepsy, PTSD, diabetes or mobility limitations.

Both guide dogs and qualified service dogs have been trained and tested to ensure safety in public. By law, qualified service dog teams have the right to access any location where the public is allowed.

Authority:

The *Service Dogs Act* (2009) prohibits discriminatory practices regarding a disabled person accompanied by a service dog or a certified dog-trainer accompanied by a dog in training¹.

The Town of Trochu Library Board adheres to the *Service Dogs Act* (2009) and the *Service Dogs Qualifications Regulation* (2017) with respect to identifying the qualification of a service dog team.

Policy Statement(s):

1. An identification card issued under the *Service Dogs Qualifications Regulation* (2017) Sec (1) is proof, in the absence of evidence to the contrary, that the disabled person and that person's service dog are qualified as a service team.
2. Service dog owners should carry their Service Dog ID card with them at all times when in public. A qualified service dog team has their right to access public spaces protected under the law.
3. The right to public access means that a service dog team has the right to go anywhere the public may go, including the Trochu Municipal Library. Trochu Municipal Library keeps the following in mind:

¹ *Service Dogs Act*. 2009. Sec 3 (1)



- The rights of all Albertans must be considered in a respectful and tolerant manner.
- Some people may have allergies, fear of dogs or avoid dogs for religious reasons. Upon expressing their concerns to the manager of the public space, they, the manager and the service dog team will cooperate to make alternate arrangements or find a compromise that satisfies everyone.

4. It is the responsibility of the handler to always maintain control of the service dog. Service dogs must be maintained on a leash. If the service dog displays behaviors that are aggressive, disruptive to other patrons or damaging to property, the service dog team can be asked to leave.
5. Animals used to provide emotional support or comfort and therapy dogs are not considered service dogs under Alberta's *Service Dogs Act* (2009) and *Service Dogs Qualifications Regulation* (2017) and do not have legal protection to access public spaces. Emotional support animals provide comfort and companionship to the owner but are not trained to do specific tasks that assist a disability. Emotional support or comfort animals and therapy dogs are not eligible to enter the Trochu Municipal Library.
6. The *Service Dogs Act* (2009) include fines for violation from both service dog handlers and businesses. Fines include the following:
 - a. Falsely claiming to be a disabled person to get protection under the Act - \$300.
 - b. Refusing to return a service dog identification card when asked to do so - \$300.
 - c. Discriminating against a person lawfully using a qualified service dog or refusing access to a qualified service dog team - \$3000.
7. A concern about a service dog, service dog handler or service dog trainer can be reported to by submitting an on-line form found at <https://www.alberta.ca/report-concern-about-service-dogs.aspx>². Inquiries can be made at 780-427-9145 or by email to servicedogs@gov.ab.ca.

Pam Bezanson, Library Chairperson

Date

² Accessed on November 1, 2022, at <https://www.alberta.ca/service-dogs-in-public.aspx>.

