

# SERVICE ANIMALS

## Procedures

### Purpose

Tech Data is committed to serving people with disabilities who use service animals. The purpose of this procedure is to provide guidelines regarding the use of service animals by people with disabilities when accessing Tech Data's goods and services.

### Scope

This procedure applies to every person with a disability who uses a service animal. This procedure also applies to every person interacting with members of the public or other third parties on behalf of Tech Data, whether an employee, board member, contractor, third party or volunteer.

### Definitions

**Disability** means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

**Service Animal** means any animal that is specifically trained to assist a person with a disability, where it is either readily apparent that the animal is used by the person for reasons relating to his/her disability (e.g. a hearing dog wearing a harness), or the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. For greater certainty, a service animal includes a dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons Rights' Act* to act as a guide dog for people who are blind.

## **Procedure**

### **Identifying Service Animals**

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to his/her disability, the Tech Data representative may request that the person with the disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Examples of service animals include, but are not limited to:

- A guide dog;
- Hearing alert animals;
- Animals trained to alert persons to oncoming seizures; and
- Animals trained to assist people with autism, mental health disabilities, physical disabilities and other disabilities.

### **Service Animals are Not Pets**

Service animals are working animals. They are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is attempting to access Tech Data's goods and services, the Tech Data representative should not:

- Touch the service animal;
- Make eye contact with the service animal;
- Talk to the service animal;
- Attempt to feed the service animal; or
- Give the service animal any form of attention.

The person with the service animal will be responsible for maintaining the care and control of the animal at all times while accessing Tech Data's goods and services. This includes keeping control of the animal while present on the property, and cleaning any messes created by the service animal on Tech Data property.

### **Areas Open to Service Animals**

Service animals may enter those areas of Tech Data property that are open to the public or other third parties, unless the presence of the animal in those areas is prohibited by law.

### **Areas Closed to Service Animals**

Service animals may not enter any areas of Tech Data's property where the presence of an animal is prohibited by law. For example, service animals may enter into an area where food is served, but may not enter into an area where food is prepared.

### **Alternate Service Options Where Animals are prohibited by Law**

If a person with a service animal enters into an area where the presence of an animal is prohibited by law, the Tech Data representative will:

- Inform the person with the service animal why the animal is not permitted in the area.
- Offer to provide the goods and services to the person in a reasonable alternate location where the presence of the service animal is permitted.
- If a reasonable alternate location is not available and if the person is willing to be separated from the service animal, the Tech Data representative will offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal. For example, a person with vision loss might need someone to guide him/her.

### **Allergies & Service Animals**

It is Tech Data's duty to provide the greatest amount of accommodation for the person with the service animal; however, this should not be at the expense of another person. In all situations where a person announces that he/she is allergic to a service animal, Tech Data representatives should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

If a Tech Data representative is allergic to a service animal, the representative will:

- Seek an alternate qualified Tech Data representative to provide the goods or services to the person with the service animal;
- Seek a reasonable alternate location to provide the goods or services to the person with the service animal; or
- If an alternate qualified Tech Data representative is not reasonably available and if the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal. For example, a person with vision loss might need someone to guide him/her.

If a member of the public or a third party is allergic to a service animal, the Tech Data representative will seek an alternate location to provide the goods or services to the person with the service animal, or invite the person with the allergy to wait in a different location until the person with the service animal has vacated the area of service. If being relocated to an alternate location would provide greater accommodation for the person with the service animal, the Tech Data representative will invite the person with the service animal to relocate.

If a person has to remove him/herself from a waiting area due to an allergic reaction, the Tech Data representative will make reasonable efforts to ensure that he/she does not lose his/her place in the sequence.

**Related Policies & Documents**

Accessible Customer Service Plan