

WHITE OAKS CONFERENCE RESORT & SPA

PET POLICY

On a personal note - we love pets! However White Oaks Conference Resort & Spa is a pet-free facility in all areas of the resort with the exception of service animals (as defined below). We kindly ask that Guests visiting with their service companions adhere to the policies and guidelines that have been outlined in this document.

SERVICE ANIMALS:

White Oaks is committed to welcoming people with disabilities who are accompanied by a service animal. Service animals are allowed on the parts of our premises that are open to the public. A service animal can be easily identified through visual indicators, such as when it wears a “uniform” such as a harness or a vest, or when it helps the person perform certain tasks.

Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, subsection 4(9) states: “An animal is a service animal for a person with a disability,

- If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- If the person provides a valid identification card or training certificate from a recognized service animal training school; or
- If the person provides a letter from a recognized medical institution or association by the AODA confirming that the person requires the animal for reason relating to the disability. A regulated health professional is defined as a member of one of the following colleges:
 - *College of Audiologists and Speech-Language Pathologists of Ontario*
 - *College of Chiropractors of Ontario*
 - *College of Nurses of Ontario*
 - *College of Occupational Therapists of Ontario*
 - *College of Optometrists of Ontario*
 - *College of Physicians and Surgeons of Ontario*
 - *College of Physiotherapists of Ontario*
 - *College of Psychologists of Ontario*
 - *College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario*

Persons with disabilities accompanied by a service animal may access White Oaks Conference Resort & Spa and may keep the animal with them except where excluded by law. CONTINUED...

THE CLUB AT **WHITE OAKS** RESORT & SPA

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Where the service animal is excluded by law, other options are to be made available to ensure the person with disability has access to the goods and services of White Oaks. Where the service animal may affect the health and safety of other persons, White Oaks team members will use other measures to ensure the access of goods and services.

Service animals are usually well trained and well-behaved. In the unlikely event that this is not the case, service animals may be removed from the premise after discussion with the User for any one of the following reasons:

- Disruptive or aggressive behaviour; such as growling or other signs of threatening or aggressive behaviour. PLEASE NOTE: If the dog guide in this case is a Seizure Response Dog – this is an expected response from the animal when assisting the person with a disability.
- Causing damage; including causing damage to any person or property
- Poor health, such as a contagious disease where the animal risks spreading the disease to others.

In situations where a person who requires a service animal may be in contact with a person who is allergic to or fearful of animals, White Oaks will make reasonable attempts to accommodate both persons while respecting their needs.

EXCLUSIONS OF SERVICE ANIMALS

There are exceptions to the Customer Service Standard requirements:

- Ontario Regulation 562 under the Health Protection and Promotion Act states that animals are not allowed in places where food is manufactured, prepared, processed, handled, served, displayed, stored, sold or offered for sale. The regulation makes an exception for service animals, which are permitted where food is normally served, sold or offered for sale. Other types of service animals are not permitted in these areas.

If it is not readily apparent that the animal is being used by the Guest for reasons relating to their disability, White Oaks Conference Resort & Spa may request verification from the Guest.

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EMOTIONAL SUPPORT ANIMALS

Emotional Support Animals provide comfort and security; however, they do not have training for specific tasks. Therefore, emotional support animals do not formally qualify as service animals under the AODA. White Oaks will accommodate emotional support Animals provided they do not cause undue hardship (included hardship related to health and safety). To support any request, a guest is required to provide medical documentation to confirm diagnosed disability (injury or illness) and the need for the support animal as a form of accommodation.

CARE AND CONTROL OF THE SERVICE ANIMAL

The Guest that is accompanied by a guide dog, service dog and/or service animal is responsible for maintaining care and control of the animal at all times. Service animals must be leashed, caged, or firmly held when they are in all common areas of the resort.

ALLERGIES

If a health and safety concern presents itself, for example in the form of a severe allergy to the animal, White Oaks Conference Resort & Spa will make all reasonable efforts to meet the needs of all individuals.

FOOD SERVICE AREAS

A Guest with a disability that is accompanied by a guide dog or service dog will be allowed access to food service areas that are open to the public unless otherwise excluded by law. Other types of service animals are not permitted into food services areas due to the Health Protection and Promotion Act, Ontario Regulation 562.

HOUSEKEEPING

For the safety and comfort of your service animal, Housekeeping will enter your room only if: (a) your service animal is not present, or (b) you are present and can monitor your service animal (dog's must be on a leash), or (c) your service animal is caged.

DAMAGE TO GUEST ROOMS AND COMMON AREAS

Your hotel account will be charged for the repair or replacement cost for any damage caused by your service animal.