

ANIMALS ON PREMISES PROCEDURE

Procedure Section:	People & Culture	Effective Date:	September 27, 2019
Policy Owner:	President & CEO	Last Revised:	June 6, 2025
Policy Administrator:	Director, People & Culture	Review Scheduled:	Every 4 years
Approver:	Executive Committee		
The official controlled version of this document is held with the Legislative Compliance / Policy & Procedure Coordinator.			

A. PROCEDURE

To identify situations where animals are permitted or prohibited on Keyano College (the College) property (campus).

1. QUALIFIED SERVICE DOG REQUIREMENT

When an employee or student requires the assistance of a Qualified Service Dog "Service Dog" on College property, the following applies:

- 1.1 Written notification, to the Director, People & Culture (for employees), and to the Director, Academic Experience (for students), is required including but not limited to:
 - a. "Service Dog Notification form" (see Appendix A).
- 1.2 All documentation in accordance with the Government of Alberta "Qualified Service Dog" is required:
 - a. Government of Alberta Service Dog identification card
- 1.3 A person who brings a Service Dog onto College property will be held responsible within reason for any costs, damages, injury and/or lawsuits brought forward in relation to their Service Dog.
- 1.4 Owners are required to maintain control over their Service Dog at all times. Service Dogs should not growl, bark aggressively, snap, bite, or lunge at anyone at any time. Protection under the Service Dogs Act does not apply if the owner does not control the behaviour of their service dog. In all cases, only clean, trained, well-behaved, non-aggressive Service Animals are allowed, and they are to be leashed and kept under control at all times.
- 1.5 An authorized official of College reserves the right to ask the owner to leave the public place if their Service Dog is not under control.

- 1.6 It is the owner's responsibility to ensure that animals relieve themselves outside.
- 1.7 It is the owner's responsibility to clean up after their animal. Owners should not call upon other students, co-workers or facilities staff for any clean up.
- 1.8 Individuals are reminded not to touch, feed or pet a Service Dog when the animal is working as it distracts the animal from the task at hand.
- 1.9 Service Dogs are permitted in areas where food is served, sold or offered for sale to customers; however, there are laws prohibiting service animals in areas where food is stored, processed, prepared and handled, such as the kitchen area.

2. CERTIFIED THERAPY ANIMALS

When an event is being planned that will have Certified Therapy Animals in attendance.

- 2.1 Written approval process through the Director, People & Culture for employee events and to the Director, Student Services for student events including but not limited to:
 - a. Documentation of Certified Therapy Animal through hosting agency
 - b. Proof of Liability Insurance and WCB: covering damages to the animal, volunteers or other people. The hosting agency must hold general liability insurance for their employees and volunteers and produce a Certificate of Insurance to the College showing two million dollars in coverage and having the College as an "Additional Insured." Their employees and/or volunteers must also be covered by WCB held by the hosting agency.
 - c. Any contracts or agreements with host agency/third-party parties must be reviewed by the Safety & Security and Procurement departments.
- 2.2 All Certified Therapy Animals should wear visible identification.
- 2.3 Certified Therapy Animals are only permitted in area identified for the College sanctioned event.
- 2.4 It is the owner and/or host agency responsibility to ensure that animals relieve themselves outside and that any waste is properly collected and disposed of.
- 2.5 Owners/host agencies are required to maintain control over their Certified Therapy Animal at all times. Certified Therapy Animals should not growl, bark aggressively, snap, bite, or lunge at anyone at any time. In all cases, only clean, trained, well-behaved, non-aggressive Certified Therapy Animals are allowed, and are to be leashed/harnessed and kept under control at all times.
- 2.6 An authorized official of the College reserves the right to ask the host agency to leave the event if a Certified Therapy Animal is not under control.
- 2.7 Any College Community member who questions or have health and safety concerns regarding the presence of a Certified Therapy animal should contact Security.

3. DEPARTMENT RESPONSIBILITIES

- 3.1 **First Aid:** In case of a first aid issue during the program, first aid qualified staff should be available.
- 3.2 **Allergies:** Promotional material must indicate what types of animals are included so individuals with allergies are made aware of the possible exposure.
- 3.3 **Clean up of Accidents:** The Department and/or host agency are responsible to clean up any “accidents” and must arrange for a thorough cleaning of the area afterwards to remove any animal hair or dander.
- 3.4 **Space:** Where possible for programs that will take place inside buildings, the department should try to use a room that has access directly to the outside to minimize the potential for people being exposed to allergens. The space must also allow for an alternate route to avoid the event area. Organizers are asked to contact Facilities Manager to plan for events with animals well in advance of the event.
- 3.5 **Pictures:** the College’s *Protection of Privacy policy* must be followed if pictures are taken of individuals attending the event.
- 3.6 **Exceptions/Special Events:** Should there be a need for a domestic animal that is not a therapy or service animal to be on premises; the responsible leader of the department accountable for the event/requester is to submit all details for review to Director, People & Culture and their respective member of the Executive committee for review prior to any contract or agreement being granted.
- 3.7 **Reporting of a Concern:** Concerns are to be reported to the Director, Academic Experience or Director, People & Culture.

B. DEFINITIONS

(1)	Authorized Official:	means responsibilities to request an animal be removed from College property. Such individuals could include, but may not be limited to, members of; <ul style="list-style-type: none"> ○ Safety & Security ○ Facilities and Asset Management ○ Executive, Management employees of the College.
(2)	Certified Therapy Animal:	means animals that are only permitted public access during College sanctioned events. They are animals that are trained to support and provide well- being for people other than the handler. Liability for the animal is the responsibility of the owner or may also be covered by the individual therapy society.
(3)	College:	means Keyano College.
(4)	College Community:	means registered Keyano students (apprentice, credit and non-credit), staff, volunteers, tenants, and contracted service providers.

(5)	Companion Animal:	means a domesticated animal whose primary purpose is to provide companionship in a close daily relationship with humans. Commonly known as pets, such animals are not trained to provide specialized assistance. Examples would include, but not limited to, cats, dogs, reptiles, etc.
(6)	Policy:	means this Animals on Premises Policy.
(7)	Qualified Service Dog:	<p>means an animal (dog) used by a person with a disability, when;</p> <ul style="list-style-type: none"> ○ The work or task of the animal is directly related to the person's disability; and ○ The animal has been trained and registered by the Government of Alberta to perform the tasks needed to support the person with a disability. <p>A service dog or a dog in training must wear a harness or a vest identifying the dog as a service dog or a dog in training while in public.</p>
(8)	Service Dog Identification Card:	means a card issued by the Government of Alberta containing the name and a photo of the handler and dog, a validation number and a date of expiration.
(9)	Working Dog:	means a dog included but is not limited to, police, detection, security and/or rescue dogs.

C. RELATED LEGISLATION

- *Alberta Human Rights Act*
- *Blind Persons' Rights Act*
- *Occupational Health and Safety Act*
- *Protection of Privacy Act*
- *RMWB Animal Control Bylaw*
- *Service Dog Act*

D. RELATED DOCUMENTS

- Employee Progressive Discipline Procedure
- Non-Academic Misconduct Procedure
- Protection of Privacy Policy

E. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
09/27/2019	New	All	Executive Director, Human Resources	President & CEO
09/7/2021	Move to new template, update information	All	Executive Director, Human Resources	President & CEO
06/06/2025	Updated Policy Administrator Updated related legislation Updated and attached Appendix A. Previous version of Procedure will be rescinded.	Appendix A	Manager, People & Culture; HR Business Partner	Director People & Culture

APPENDIX A

Service Dog Notification Form

Personal Information

Full Name: _____

Student or Employee ID number: _____

Program of Study (if current student): _____

Phone number: _____

Email Address: _____

Service Dog Information

Name of Service Dog: _____

Breed of Service Dog: _____

Service Dog's Age: _____

Description of Service Dog: _____

Nature of Service Provided: _____

Documentation

Attach a copy of the following:

- Government of Alberta Service Dog Identification Card
- Any additional relevant documentation

Acknowledgement and Agreement

By signing below, I acknowledge and agree to the following:

- I am responsible for any costs, damages, injury, and/or lawsuits related to my Service Dog while on Keyano College property.
- I will always maintain control over my Service Dog, ensuring it does not display aggressive behavior such as growling, barking aggressively, snapping, biting, or lunging.
- I understand that my Service Dog must be always leashed and under control.
- I will ensure that my Service Dog relieves itself outside and that I will clean up after it.
- I will not allow others to touch, feed, or pet my Service Dog when it is working.
- I am aware that Service Dogs are permitted in areas where food is served but are prohibited in areas where food is stored, processed, prepared, or handled.



Procedure

Signature: _____

Date: _____

For Office Use Only

Received by (Name and Title): _____

Date Received: _____

Comments: _____

Submit this form to:

Director, People & Culture (for employees)
accessibility.services@keyano.ca (for students)

Please ensure that this form is completed in full and submitted with the necessary documentation as per the [Animal on Premises Policy](#) and procedures of Keyano College.