



# Transit Departmental Policy

## Policy Title

**Service Animals and Pets**

## Policy Information

**Effective Date:** November 19, 2021

**Amended Date:**

**Revision Date:** 19 November 2021 12:27 PM

**Next Review Date:** 19 November 2024

## Policy Statement

Customers using a service animal or bringing a pet on board a vehicle are responsible for the animal and will be held liable for the behavior of the animal. Service animals will sit on the floor of the vehicle and are not allowed on the seats. Pets will be transported in a carrier and must be handled by the customer only.

If prebooking a transit trip, the customer must inform the booking agent or log it in the trip details at the time of booking if they are travelling with a service animal or pet.

## Scope

This policy applies to all Burlington Transit customers using fixed route, on-demand, and specialized services.

## Objectives

To ensure that all customers share a safe and positive experience on Burlington Transit.

## Definitions

N/A



## Principles

### Certified Service Animal

**Certified service animals** are allowed on all buses if they're identified by collar, neckerchief, vest or harness, with certification from a professional institution.

When it cannot easily or clearly be seen that the animal is a service animal, a document from a regulated health professional confirming that the person requires the animal for reasons relating to their disability must be presented to the driver when boarding a Burlington Transit vehicle.

The following are regulated health professionals authorized to issue a service animal letter:

- A member of the College of Audiologists and Speech-Language Pathologists of Ontario
- A member of the College of Chiropractors of Ontario
- A member of the College of Nurses of Ontario
- A member of the College of Occupational Therapists of Ontario
- A member of the College of Optometrists of Ontario
- A member of the College of Physicians and Surgeons of Ontario
- A member of the College of Physiotherapists of Ontario
- A member of the College of Psychologists of Ontario
- A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

### Non-Certified Animals and Pets

**Non-certified small animals and household pets** are allowed on transit buses provided they are:

- transported inside an enclosed, secure pet carrier or other suitable device. Acceptable carriers are either rigid plastic, or soft-sided vented duffel style. The animal must be completely secured in these carriers.
- carried at all times by the customer.
- not taking up a seat or causing an obstruction in the aisle.
- not creating a disturbance or inconvenience to other customers.
- not inconveniencing or jeopardizing the safety of other customers or employees.

Customers are required to be in care and control of any animal or items brought on board, ensuring they are properly secured.



## References

O. Reg. 191/11: Integrated Accessibility Standards under Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 (PART IV.2)

## Roles

### Accountable:

The Director of Transit, or designate, is answerable for the timely review, updating and dissemination of the policy.

### Responsible:

Managers and supervisors are responsible to promote, support and ensure the effective implementation of the policy.