

Parkwood National Historic Site

Service Animal Policy

Animals pose additional risks to the integrity of our museum and national historic site and its artifacts within. **Service animals supporting a person with a disability are welcome, however emotional support or therapy animals are not permitted.**

Parkwood National Historic Site is committed to providing exceptional and accessible service for its customers, in a manner that respects the dignity and independence of all customers. Persons with disabilities, including those that use or need the use of assistive devices and/or support persons or service animals, will be given an opportunity, equal to that given to others, to obtain, use or benefit from the goods and services provided by Parkwood.

Parkwood will ensure that the guest is permitted to enter Parkwood with a service animal and keep the animal with them unless the guide dog or service animal is otherwise excluded by law from the premises.

In the case that a guest is excluded by law from keeping their guide dog or service animal with them, Parkwood staff shall consult with the individual to provide other measures to enable the person to obtain, use or benefit from the goods and services.

Service Animals & Guide Dogs

There are no restrictions on what type of animal can be used as a service animal to support a person with a disability. An animal is considered a service animal if;

- the animal is easily identifiable as relating to the person's disability (for example, it is a guide dog or other animal wearing a vest, harness or other visual indicator)
- The guest provides documentation from a regulated health professional (see below) confirming the animal is required for reasons relating to the disability (this can be in the form of a letter, note, form letter, etc. It does not have to be a certificate or identity card)
 - audiologist or speech-language pathologist
 - nurse
 - occupational therapist
 - optometrist
 - physician or surgeon
 - psychologist
 - psychotherapist

it is important to ensure that when making the request for the documentation, it happens in a manner that respects the dignity and independence of the guest to ensure integration and equal opportunity for people with disabilities; and that the confidentiality of the guest and/or the circumstances related to their guide dog or service animal are respected.

Support Animals, Therapy Animals and Pets

Leashed, non-aggressive animals are permitted on the grounds of Parkwood and at the Tea House Restaurant (outdoor side tables only). Guests must clean up after their animals and Parkwood, at our discretion, has the right to ask guests and their animals to leave the property.

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Guidelines for interaction

Service animals are not pets, and they have an important job to do. Here are some guidelines when dealing with service animals

- A guest shall not be separated from their service animal
- A service animal is not to be touched
- A service animal is not to be fed
- A s service animal should not be deliberately startled
- The guest with the disability is responsible for the care of their service animal

Reasonable behaviour is expected from those interacting with service animals. Owners of disruptive and aggressive service animals and those who interact with service animals in a negative way may be asked to leave the premises.

Service Animals vs. Support Animals

The main difference between a service animal and a support animal is that service animals are trained to perform tasks for people with disabilities, while support animals provide companionship and/or support.

3 TYPES OF SUPPORT ANIMALS in Canada			
	SERVICE DOGS (in Canada)	THERAPY DOGS (in Canada)	EMOTIONAL SUPPORT ANIMALS ((pets)
COMPARISON	SERVICE DOGS	THERAPY DOGS	EMOTIONAL SUPPORT
Accessibility laws may allow dog type into a variety of public places	✓	✗ some places like libraries & nursing homes may allow access for specific activities	✗
Needs to tolerate a wide variety of experiences, environments, people	✓	✓	✗
Allowed in living areas where pets not normally allowed.	✓	✗	✗ only in U.S.A. is access allowed
Primary function is to provide emotional support, through companionship	✗	✗	✓
Specifically trained to assist just one person	✓	✗	✗
Provide emotional support and comfort to many people	✗	✓	✗

Types of Service Dogs

Autism Assistance Dogs

Diabetic Alert Dogs

Guide Dogs

Hearing Dogs

Mobility Assistance Dogs

Psychiatric Service Dogs

Seizure Alert Dogs

Severe Allergy Alert Dogs

Wheelchair Assistance Dogs