



Independent Living Centre Kingston
Disability Resources and Support

Guide Dogs & Service Animals

Understanding how Service Animals are Used

If you have a guide dog or other service animal, they must be allowed to stay with you when you receive services in:

- restaurants
- grocery stores
- taxis

If your guide dog/service animal **does not wear a vest or harness**, you can show documentation from one of these regulated health professionals:

- audiologist or speech-language pathologist
- chiropractor
- nurse
- occupational therapist
- optometrist
- physician or surgeon
- physiotherapist
- psychologist
- psychotherapist or mental health therapist

Definition of a Guide Dog/Service Animal

According to the AODA's [Customer Service Standards](#), one of two conditions must apply for your animal to be considered a service animal:

1. the animal is easily identifiable as relating to your disability (for example, it is a guide dog or other animal wearing a vest or harness)

2. you can provide documentation from a regulated health professional confirming the animal is required due to a disability

Service animals are not pets. Additional fees or requirements that apply to pets do not apply to service animals.

What you need to know under the law

You are allowed to bring your service animal into areas that are open to the public unless the animal is excluded by another law.

Some municipalities may also have by-laws restricting certain breeds of animals or dogs from the municipality.

In cases where another law prohibits service animals from entering the premises, the business or organization must provide another way for you to access their goods, services or facilities.

Documentation & Certification

Under the Ontario Human Rights Code and the AODA, service animals **do not** need to have certificates or identity cards.

However, you may be asked to provide acceptable documentation. This includes:

- documentation from a regulated health professional
- an identification card from the Ontario Ministry of the Attorney General for people who are blind and use a guide dog