

Service Animals

Identifying Service Animals

Service animals are typically recognized by a harness or a sign. If it is not readily apparent that the animal is used by the person for reasons related to their disability, the Siskinds representative may request that the person with the disability provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Examples of service animals include, but are not limited to:

- A guide dog;
- Hearing alert animals;
- Animals trained to alert persons to oncoming seizures; and
- Animals trained to assist people with autism, mental health disabilities, physical disabilities and other disabilities.

Service Animals are Not Pets

Service animals are working animals. They are not considered pets. For this reason, they are not to be treated like a pet. When a person with a service animal is attempting to access our legal services, the Siskinds representative should not:

- Touch the service animal;
- Make eye contact with the service animal;
- Talk to the service animal;
- Attempt to feed the service animal; or
- Give the service animal any form of attention.

The person with the service animal will be responsible for maintaining the care and control of the animal at all times while accessing our legal services. This includes keeping control of the animal while present on the property, and cleaning any messes created by the service animal on Siskinds property.

Allergies & Service Animals

It is Siskinds' duty to provide the greatest amount of accommodation for the person with the service animal; however, this should not be at the expense of another person. In all situations where a person announces that they are allergic to a service animal, Siskinds representatives should discuss the situation with the affected person(s) and make every effort to meet the needs of all parties.

- If a Siskinds representative is allergic to a service animal, the representative will:
- Seek an alternate qualified Siskinds representative to provide our legal services to the person with the service animal;
- Seek a reasonable alternate location to provide our legal services to the person with the service animal; or
- If an alternate qualified Siskinds representative is not reasonably available and if the person is willing to be separated from the animal, offer a safe location where the animal can wait and offer assistance to the person while separated from the service animal. For example, a person with vision loss might need someone to guide him/her.

If a member of the public or a third party is allergic to a service animal, the Siskinds representative will seek an alternate location to provide our legal services to the person with the service animal, or invite the person with the allergy to wait in a different location until the person with the service animal has vacated the area of service. If being relocated to an alternate location would provide greater accommodation for the person with the service animal, the Siskinds representative will invite the person with the service animal to relocate.