

Use of Service Animals

1. Service Animals Policy

Policy Statement: Compass Holidays is committed to providing an inclusive and accessible environment for all clients and visitors. We recognize that service animals are essential for the independence of many individuals with disabilities. We welcome people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public."

Key Provisions:

- **Identification:** If it is not readily apparent that an animal is a service animal, our staff may ask the owner to provide documentation from a regulated health professional confirming the animal is required for reasons relating to a disability.
- **Responsibility:** The care and supervision of the service animal remain the sole responsibility of the owner at all times.
- **Health and Safety:** Service animals must be kept under control (e.g., on a leash or harness) unless the person's disability prevents their use.

2. Explanation of Access on Premises

In accordance with **IASR Section 80.47(2)**, we ensure access through the following protocols:

Open Access by Default

Service animals are permitted in all areas of our agency that are open to the public, including:

- The reception/waiting area.
- Private consultation desks or meeting rooms.
- Restroom facilities (where applicable to the public).

Handling Legal Prohibitions

In the rare event that a service animal is prohibited by another law (for example, in specific food preparation areas if your office shares a space with a cafeteria, or certain sterilized environments), we will:

1. **Explain the restriction:** Clearly inform the client why the animal cannot enter that specific area.
2. **Provide Alternatives:** Ensure the person can still access our travel services by other means, such as:
 - Moving the consultation to a different part of the office.
 - Serving the customer at the entrance or via a digital/phone platform.
 - Offering a safe space for the animal to wait while providing sighted guide assistance or other support to the client.

Staff Training

All employees, including travel consultants and administrative staff, are trained to:

- Identify service animals (vests, harnesses, or documentation).
- Interact with the **person**, not the animal (e.g., not petting or feeding the service animal).
- Understand the legal rights of the handler under the Human Rights Code and AODA.

Audit Tip: Required Evidence

To pass an audit for **IASR S. 80.47(2)**, you should have the following ready to show:

1. A printed copy of this **Service Animal Policy**.
2. **Training logs** showing the date your employees were trained on this policy.
3. A **public notice** (often in your lobby or on your website) stating that service animals are welcome.
4. **"Notice of Service Animal Welcome" sign posted in our web.**