

Service Animals

Navigating Legal Rights & Protections



Animals can assist people with physical and mental disabilities in daily tasks. They can offer emotional support and help with mobility. We understand how important these animals are, but the laws surrounding them can be confusing. This confusion can create barriers to access and lead to misunderstandings. This infographic is designed to clarify the different protections animals have in Newfoundland and Labrador, helping ensure a clearer and more informed approach for everyone.

Service Animal Act & Regulations

- ✓ This law protects animals that have **completed a service animal training program from an accredited school** (e.g., Assistance Dogs International or the International Guide Dog Federation) or are recognized as service animals under the laws of another Canadian jurisdiction **and**
- ✓ It should **also** be readily apparent that the service animal is used by the person for reasons relating to their disability **or**
- ✓ If it is not readily apparent, employers and service providers can ask for certification and/or a medical note confirming that the person requires the service animal for reasons relating to the disability.
- ✓ A person who contravenes this Act or the regulations may be subject to a fine or imprisonment. The Commission has no authority to enforce this Act.

Important Reminder

Collaboration, respect, and communication are key to a successful accommodation process.

Human Rights Act

- ✓ This law protects animals that are necessary for disability-related needs.
- ✓ To request an accommodation, individuals **must provide a medical note**, if asked, that confirms they require an animal for reasons related to their disability.
- ✓ Employers or service providers are required to accommodate the person's disability-related need, including the animal, unless it would cause undue hardship.
- ✓ When assessing undue hardship, factors that may be considered include the handler's ability to control the animal, the size of the animal, and the animal's behavior.

