



## THE CALGARY ZOOLOGICAL SOCIETY

### SERVICE ANIMAL POLICY

The Calgary Zoo welcomes persons with disabilities and their service animals and works to ensure that all visitors have access to equivalent satisfying experiences during their visit. We support the concept of service animals and recognize the great benefits they can provide to persons with disabilities.

The Zoo also recognizes that it has a strong responsibility to the collection of animals under its care, and must do everything it can to protect those animals, many of which are endangered species. In view of this responsibility the Zoo has adopted policies that govern the admission of animals onto the zoo grounds. These policies are designed to provide the maximum safety for all zoo visitors and the animals in the zoo collection.

#### **Service Animal Policy**

1. With the exception of service animals, no domesticated animals of any kind can be admitted onto the zoo grounds.
2. The term “service animal” refers to any service animal or guide dog as defined in the Alberta Blind Person’s Act Chapter B-6, Sec 5(1) through 5(8).
3. Certification that the service animal is a registered service animal in good health will be requested at the time of entry. Service animals must have current vaccinations for rabies, distemper and/or other diseases to ensure the safety and health of the Calgary Zoo’s animal collection. Current vaccination papers are required under the Alberta Blind Person’s Act Chapter B-6, Sec 5(1) through 5(8).
4. Depending on circumstances, the zoo will restrict access to service animals in certain areas of the grounds and exhibits. The following are examples:
  - a. Newborn animals
  - b. Sensitive species during breeding season
  - c. Walk-through aviaries
  - d. Interactive animal areas
  - e. Other areas that may be designated by staff

5. All such areas will be pointed out to the visitor upon entry and circled on the zoo map.
6. Service animals may be monitored by Zoo staff to ensure the safety of our collection.
7. Service animals must be controlled or restrained at all times by a working harness or leash of no more than one (1) meter in length.
8. The service animal owner is responsible for all actions of the service animal including clean up of all fecal material from the animal while on zoo grounds. In addition, the owner may be held liable for any damage, injury or death caused by the service animal to the grounds, him/herself, the animal or plant collection, employees or visitors.
9. If at any time the service animal causes distress to or disruption of zoo animals, the owner must agree to move away from that area immediately. It is possible that the service animal will react negatively to exposure to zoo animals. It may become agitated, behave improperly, and fail to follow its cues or instructions, or otherwise act in an unpredictable manner. Any of these actions by a service animal could lead to damage, illness, or even death to the service animal, person with a disability, the grounds, Zoo animal or plant collections, employees or visitors. The service animal may be exposed to diseases of Zoo animals which could lead to serious illness or death.

The owner of the service animal must understand these risks and still be willing to freely and voluntarily bring the service animal onto Zoo grounds knowing and accepting these risks; agree that The Calgary Zoological Society or the City of Calgary is not responsible or liable for the actions or responses of the service animal as a result of being exposed to Zoo animals; and to the extent allowed by law, The Calgary Zoological Society is exempt from any damage, injury, or death caused by the service animal.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Address:

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