



THE CALGARY ZOOLOGICAL SOCIETY

SERVICE DOG POLICY

This policy was created in collaboration with the Alberta Government and certified service dog organizations to ensure that it complies with all qualifications and regulations that exist.

The Calgary zoo welcomes persons with disabilities and their certified public access service dog (service dog); and works to ensure that all visitors have access to equivalent satisfying experiences during their visit. We support service dogs and recognize the great benefits they provide to persons with disabilities.

We strongly encourage our guests to pre-register their visit, through our [online service dog registration](#) which enables the service dog to be pre-screened, ensuring required certification and vaccinations are current and valid. In the case that credentials do not meet our requirements, this provides the opportunity to gather any necessary paperwork required prior to the visit. Not pre-registering may delay entry while Guest Relations staff verify and confirm the service dog credentials.

The possibility exists that the service dog may be denied entry as a result of invalid or expired certifications.

Emotional support or comfort dogs and therapy dogs will not be granted access as they are not considered service dogs under **Alberta's Service Dogs Act and Regulations**.

Service dogs in training are not permitted on grounds during regular zoo hours. Instead, the Zoo will continue with the one day/month program in the fall and spring with the following conditions:

- This is the entry level for socializing the dogs, training them to walk with a loose leash, and to not react to noises, smells, crowds, people offering to pat them, etc.
- Pre-registration for a maximum of 8 dogs per session is on a first come/first served basis (online registration process)
- This will be a chaperoned visit with a member of the animal care team.

Public Access Service Dog Policy

1. With the exception of service dogs, no domesticated animals of any kind can be admitted onto the zoo grounds.

2. The term **public access service dog** refers to any service dog or guide dog as defined in the **Alberta Blind Person's Act Chapter B-6, Sec 5(1) through 5(8); or in the Alberta Service Dogs Act: Service Dogs Qualifications Regulation.**
3. Certification that the service dog is a valid **registered and qualified** public access service dog in good health will be requested at the time of entry. (Processing for pre-registered service dogs will be expedited). Service dogs must have current vaccinations for rabies, distemper and Canine Hepatitis (ADENOVIRUS) to ensure the safety and health of the Calgary Zoo's animal collection.
4. Service dog/handler team public access is governed provincially, therefore certification through an Assistance Dogs International-accredited organization OR a completed Qualification Assessment by the Alberta, British Columbia, or Nova Scotia Government must be presented to gain access to the Calgary Zoo. No other forms of certification will be accepted. As per Government of Alberta documentation (<https://www.alberta.ca/service-dogs-in-public.aspx>), "handlers travelling with dogs with owner- managed training or that have graduated from a non-ADI (Assistance Dogs International) school can apply for a qualification assessment. Please note that the application process and assessment scheduling takes some time, so plans must be made well in advance of travel."
5. Depending on circumstances, the zoo will restrict access to service dogs 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. Immersive animal areas (Lemurs and indoor penguin exhibit)
 - e. Other areas that may be designated by staff
 - i. The Calgary zoo asks that service dogs **stay removed from areas** where animals are outside of exhibits
 - ii. Handle-able animals
 - iii. Creature feature programs
 - iv. Alpaca and pot belly pig daily walks

***** All such areas will be pointed out to the visitor upon entry and circled on the zoo map.**

6. Service dogs may be monitored by Zoo staff to ensure the safety of our collection.

7. Service dogs 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 dog owner is responsible for all actions of the service dog including clean-up of all fecal material from the dog while on zoo grounds. In addition, the owner may be held liable for any damage, injury or death caused by the service dog to the grounds, him/herself, the animal or plant collection, employees or visitors.

9. If at any time the service dog causes distress to or disruption of zoo animals, **the owner must agree to move away from that area immediately and not use that opportunity for corrective action with the service dog.** It is possible that the service dog 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 dog could lead to damage, illness, or even death to the service dog, person with a disability, the grounds, Zoo animal or plant collections, employees or visitors. The service dog may be exposed to diseases of Zoo animals which could lead to serious illness or death.

The owner of the service dog must understand these risks and still be willing to freely and voluntarily bring the service dog 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 dog 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 dog.