



### What is a service animal?

A service animal has been specifically trained to work for or perform tasks for the benefit of a person with a disability. A service animal is not a pet.

The majority of service animals are dogs but other animals may also be used. Examples of service animals include hearing or signal animals, seizure alert animals, mobility dogs, mental health support and guide dogs.

### May I bring my service animal to Mount Sinai Hospital?

Yes. Mount Sinai welcomes persons with disabilities who are accompanied by a service animal. This includes patients, visitors and staff.

### What service animal documents should I bring?

We ask that you ensure that your service animal is clearly identified or recognizable as a service animal. If it is not, please bring documentation showing the animal has been trained by an accredited service animal training school or a supporting letter from your treating physician or nurse confirming that you require the animal for reasons relating to your disability.

### Do I need to tell MSH in advance that I am bringing my service animal?

No, but we ask that you please make reasonable efforts to provide the Hospital with advance notice so any necessary pre-planning can be done.

### What if I am not able to care for my service animal while I am here?

Please arrange for a support person to assume responsibility and provide care for the animal. Mount Sinai will ensure that you are nonetheless able to access/use the Hospital's goods or services.

### Can my service animal stay with me at all times?

In most cases, yes. However, due to infection control reasons, there may be some special care areas of the Hospital, for example, the operating room, where service animals will not be permitted. In such cases, Mount Sinai will work with you to ensure your needs are met as much as possible and that you are reunited with your service animal as soon as possible.

### Are there any special precautions I should take?

After touching any animal, patients and visitors should perform hand hygiene. If there are any other infection control or patient safety concerns, your health care team and an infection control staff member will speak with you.

### Questions?

If you have questions about bringing service animals into Mount Sinai Hospital, please call **416 586-4800 x"0"** and ask to speak with the Chair of the Access for Ontarians with Disabilities Committee or the Human Rights & Health Equity Office.

You can also email: [access@mtsinai.on.ca](mailto:access@mtsinai.on.ca) or [humanrights@mtsinai.on.ca](mailto:humanrights@mtsinai.on.ca)

