

## Ingersoll Support Services Inc.

### **Policy: Supporting the Well-Being of the Person: Pets and Service Animals**

**Policy # QAM 34**  
Section: Quality Assurance

Approved by the Board of Directors: *May 24 2011*  
Procedure Revision: *December 2011*  
Review Date: September 26 2017

Ministry requirement –  
**QAM IV.25**

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*ISSI supports both the rights and the responsibilities of all persons receiving support regarding pets and service animals in and around their home.*

#### **Procedure:**

1. The owner of the pet may require assistance with managing the necessary immunization records. Permission to copy the pertinent records will be requested for ISSI health and safety files.
2. As part of safe and healthy practices pets should be immunized and their food kept separate. Litter boxes and cages should be kept clean and maintained. Assigned responsibilities for pet care tasks should be clearly understood by the owner and their support network.
3. Animals and their care should be considered with respect to safety for all persons living in the home, for example, with respect to safety in mobility.
4. Persons supported by the agency may need assistance to adequately support their personal pets. This may be a necessary part of the support provided. Consideration should be given to the right of the person to own the pet in conjunction with consideration of the impact on their room-mates or co-tenants.
5. Situations that arise uniquely with respect to animals that visit with friends or family, organizational members, for service purposes, or as strays should be considered with the principles of safety, mutual consent of room-mates, and declaration in the communication record in mind and under the advice of the manager.