




<i>Housing Corporation Act R.S.P.E.I 1993, Cap. H-11.1</i>	Program	Seniors Housing Program	
	Subject	Pet, Dog, and Service Animal Complaints	Policy # 6-6(4)
Effective Date: March 1, 2013		Authorized by:	
Revised Date: September 1, 2016		 Deputy Minister, Teresa Hennebery	

1.0 PURPOSE

1.1 To ensure that complaints about pets, dogs, and service animals in seniors housing are dealt with fairly and efficiently.

2.0 DEFINITIONS

2.1 **Dog:** a dog weighing 25 pounds or less. A dog is not defined as a pet for the purposes of this policy.

2.2 **Pet:** a cat, bird, or fish, but not a dog.

2.3 **Service Animal:** an animal that is individually trained to do work, or perform tasks, for the benefit of an individual with a disability, including a physical, sensory, psychiatric, or intellectual disability. Service animals must be trained by an accredited facility.

3.0 POLICY STATEMENT

3.1 Complaints about pets, dogs, and service animals in seniors housing will be investigated by Housing Services. All complaints must be in writing and signed by the person making the complaint. The names of people making complaints are kept confidential.

3.2 Anonymous complaints will not be investigated.

3.3 Housing Services is not responsible for any costs incurred by any individual as a result of an animal bite, attack, or injury caused by a visiting pet, visiting dog, or visiting service animal.

4.0 PROCEDURE STATEMENT

- 4.1 Upon receiving a written complaint related to pets, dogs, or service animals, Housing Services shall meet with the person submitting the complaint to determine the nature of the complaint and, if necessary, review the applicable sections of the relevant policies.
- 4.2 After meeting with the person who submitted the written complaint, Housing Services shall meet with the pet, dog, or service animal owner, outline the nature of the complaint and, if necessary, review the applicable sections of the relevant policies.
- 4.3 Following the meetings, Housing Services shall prepare a written summary outlining the complaint, desired behavior, and plan for resolution. Housing Services shall provide the pet, dog, or service animal owner with a signed and dated copy of the written notice and retain a copy in the owner's file.
- 4.4 Housing Services will follow up in 30 days to ensure compliance. If at that time the issue is not resolved, a second verbal and written notice to the owner will be made.
- 4.5 If two verbal and written notices are given to the owner without evidence of successful resolution, Housing Services will provide written notice to the pet, dog, or service animal owner that approval for pet, dog, or service animal ownership in seniors housing is revoked. The pet, dog, or service animal owner must remove the pet, dog, or service animal within 30 days.
- 4.6 If the pet, dog, or service animal has not been removed after 30 days from written notice, Housing Services may issue a notice of eviction.
- 4.7 Upon receiving notice of an animal bite, attack, or injury by a pet, dog, or service animal in seniors housing, Housing Services shall prepare a written summary of the incident, including details of date, witnesses, and related outcomes.
- 4.8 Housing Services may require that the pet, dog, or service animal involved in a biting incident be removed from seniors housing pending investigation of the biting incident. The animal owner will be responsible for finding an alternative location for the pet, dog, or service animal; the animal owner will be responsible for any cost related to the alternative location.
- 4.9 Housing Services shall meet with the owner of the pet, dog, or service animal which has bitten, attacked, or injured, provide the pet, dog, or service animal owner a signed and dated copy of the written summary and provide the pet, dog, or service animal owner with written notice to remove the animal within 24 hours of receiving the written notice. Copies of all documents shall be retained in the pet, dog, or service animal owner's file.

4.10 If the pet, dog, or service animal which has bitten, attacked, or injured has not been removed by the owner within 24 hours of receiving the written notice, Housing Services will issue a notice of eviction.

5.0 REFERENCES

Pet, Dog, and Service Animal Policy
Request to Keep a Pet or Dog Policy
Request to Keep a Service Animal Policy
Visiting Pets, Dogs, and Service Animals Policy
Pets, Dogs, and Service Animals in Seniors Housing -- Addendum
Pets, Dogs, and Service Animals in Seniors Housing -- Application Form

6.0 ATTACHMENTS

None

HISTORY:

September 1, 2016 - Revised for policy formatting and minor wording changes.