

# **Frequently Asked Questions:**

## **Service Animals**

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# Service Animals

## 1. What is a service animal?

The Accessibility Standard for Customer Service uses the definition of a service animal found in The Human Rights Code (The Code). In The Code, a service animal is “an animal that has been trained to provide assistance to a person with a disability that relates to that person’s disability.”

Service animals help people with various kinds of disability-related needs. Sometimes, the assistance they provide is obvious, such as dog guiding a person who is blind or pulling a person’s wheelchair.

Service animals also support people with less obvious or invisible disability-related needs. For example, service animals may be trained to support a person with a hearing impairment, post-traumatic stress disorder, or autism. Service animals may also alert handlers about the handler’s health condition, or remind the person to take medication.

Animals that provide comfort and companionship and that are not trained to assist with a person’s disability-related need are *not* service animals.

If you aren’t sure if an animal is a service animal, you can ask:

- Has this animal been trained to help with a disability-related need?

Please remember that a handler does not have to disclose their diagnosis or personal health information.

## 2. How do I know if an animal is a service animal and not a pet?

Often, but not always, a service animal may be wearing a vest or harness. If you are uncertain whether an animal is assisting a person with a disability-related need, you may ask for more information. Please remember to be respectful when making your inquiry. A handler does not have to disclose their diagnosis or personal health information.

Some handlers carry documentation (such as a letter, note or form) from a regulated health professional, care provider, or service animal trainer that states that they require the animal because of a disability-related need. You may consider asking for documentation only when the service the animal is providing is not obvious.

There is no standardized identification or certification of service animals in Manitoba. Therefore any animal that is identified as having been trained, including self-trained, to provide assistance to someone with a disability, may be a service animal under [The Manitoba Human Rights Code](#). Please see the Manitoba Human Rights Commission's [Discrimination against Persons with Disabilities who use Service Animals Guideline](#) or [Fact Sheet: Service Animals and The Human Rights Code](#).

If a service animal is barking, whining, or wandering, you can request that the handler control the service animal. If the service animal continues to misbehave, you can ask the handler to leave with the service animal.

More information on service animals can be found at the Manitoba Human Rights Commission [website](#), and by reviewing their [guideline](#) and [fact sheet](#) on service animals.

## For more information, or to request alternate formats:

Visit **AccessibilityMB.ca** or contact:

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