

## EVERGREEN PET POLICY

<b>Policy name:</b>	Pet Policy
<b>Policy #:</b>	
<b>Date created:</b>	August 2012
<b>Date approved:</b>	
<b>Date revised:</b>	May 9, 2013
<b>Related policies:</b>	Accessible Customer Service, Accommodation

### **Policy:**

Evergreen strives to create a welcoming environment for both people and their pets and an atmosphere where all can enjoy Evergreen Brick Works in a comfortable, safe, clean and respectful environment. We seek to encourage sharing of this public asset while addressing concerns for food safety and public health, property maintenance, personal welfare and cultural sensitivity.

We do so in a manner that encompasses:

- compliance with relevant health, accessibility and accommodation legislation, as well as the Occupational Health and Safety Act; and
- proactive, clear and effective communication regarding proper pet etiquette with all Evergreen stakeholders including, but not limited to, program participants, EBW site visitors, staff, volunteers and EBW tenants.

Live animals include domesticated animals, including but not limited to, dogs, cats, birds and rodents such as hamsters.

*EBW Permitted Live Animal Areas:* Animals must always be on leash or in a cage/crate and are welcome throughout the non-fenced public exterior grounds.

*EBW Non-Permitted Live Animal Areas and Uses:* Excluding guide dogs and special assistance animals, pets are not permitted inside any fenced area or enclosed building at Evergreen Brick Works, including:

- The food court area of the farmers' market;
- Spaces that have been rented for the purpose of third party events;
- Fenced program events that include prepared food, i.e. pizza nights, the beer garden, food-themed festivals, etc.;
- Chimney Court;
- EBW shuttle bus;
- Building 12 – Welcome Centre, FIDO Classroom, Evergreen office, Welcome Centre, tenant office spaces, BMO, CIBC Classroom and the Mudroom and the BMO Atrium;
- Building 15 – Koerner Gardens, including the skating rink when in use;
- Building 14 including the EG Garden Market and the open space between Belong Café and EG Garden Market; and
- Building 16 – the Kiln Buildings.

Evergreen does not permit live animals, such as chickens and pigeons, for sale in the farmers' market.

### **Exceptions**

*Service animals:* We welcome people with disabilities and their service animals. Service animals are permitted in all areas of EBW that are open to the public, as well as on the shuttle bus. When it is not readily apparent that the animal is a service animal, staff or volunteers may ask for a document confirming the need for or the status of the service animal.

### **Guidelines and Responsibilities:**

Evergreen is responsible for managing the industrial pad of the Evergreen Brick Works site in accordance with our Head Lease with the City of Toronto and Toronto and Region Conservation Authority.

Evergreen's Live Animal Policy adheres to applicable legislation, including:

*Accessibility Standard for Customer Service, Accessibility for Ontarians with Disabilities Act (AODA) 2005* – ensures that Evergreen provides customers and visitors with disabilities equal opportunities and standards of service

*Ontario Health Promotion and Protection Act, Regulation 562/90 – Food Premises Section 60*

Visitor health is of utmost importance to Evergreen and we are in regular communication with Toronto Public Health (TPH) to ensure compliance with all relevant health by-laws pertaining to farmer's markets and food safety.

The City of Toronto is responsible for public uses in the broader Don Valley Parklands including the Weston Family Quarry Garden and the ravine trails that lead to the Evergreen Brick Works site. In accordance with bylaw enforcement:

- Off-leash dogs are only allowed in the designated fenced park on the west side of the site. All pet-owners are responsible for leashing and cleaning up after their pet; and
- Must be kept on a leash in the Weston Family Quarry Garden.

Evergreen staff may ask pet-owners to leash pets on Evergreen-managed property, and to stay within the dog permitted areas. In the event that leashed dogs are misbehaving in permitted areas and becoming a nuisance for others, Evergreen staff may ask pet owners to tie their pets in a dedicated "pet zone".

Evergreen staff are not responsible for enforcing the City of Toronto leash by-law in the quarry or ravines.

### **Public Education and Awareness**

To communicate Evergreen's Live Animal Policy, Evergreen:

- Posts signs as to where dogs are/are not permitted at EBW;
- Provides designated animal-friendly zones including posts/stands for tying up dogs and including water/food dishes to assist pet walkers in accommodating the rule;
- Codify "acceptable pet behaviours" that clarify acceptable pet behaviours and inform pet owners that we have the right to ask a misbehaving pet and its owner to leave until the pet settles down;
- Post signage in the Local Food Court stating "**ONLY IN THE LOCAL FOOD COURT – NO Live Animals Allowed, due to public health regulation**". Post similar signage in the FIDO Cooking Classroom.
- Communicate this policy and related dog protocols with key EBW stakeholders, including tenants, farmers' market vendors and third party event clients, through contracts including leases, newsletters, e-mail bulletins, handbooks, etc.
- Communicate dog protocol with general public on EBW website and relevant communications.