

Service Animals and Disability-Related Support Animals Policy

Purpose

Mulmer Services Ltd. (MSL) is committed to providing accessible transportation services in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code, and applicable transportation regulations. This policy outlines the accommodation of passengers who require a service animal or other disability-related support animal.

Definitions

Service Animal

A service animal is an animal that assists a person with a disability.

An animal may be recognized as a service animal when:

- It is readily identifiable as being used by a person for disability-related reasons (e.g., harness, vest, visual indicators); or
- The passenger provides documentation from a regulated health professional confirming that the animal is required because of a disability.

Disability-Related Support Animal

A disability-related support animal is an animal that provides emotional, psychiatric, psychological, or other support to a person with a disability. Where documentation confirms that the animal is required because of a disability, MSL will assess and provide accommodation in accordance with the Ontario Human Rights Code.

Pet

A pet is an animal that is not required because of a disability and is transported solely for companionship or personal preference. Pets are subject to MSL's Pet Policy.

Access Rights

Passengers accompanied by a service animal shall be permitted to travel with the animal in areas normally open to passengers, unless prohibited by law or where accommodation would create an undue hardship related to health or safety. No additional fee shall be charged for a service animal.

Documentation

Where it is not readily apparent that an animal is required because of a disability, company personnel may request documentation from a regulated health professional confirming that the animal is required for disability-related reasons. Company personnel shall not request information regarding the passenger's diagnosis or medical condition.

Driver Responsibilities

Drivers shall:

- Welcome passengers accompanied by service animals.
- Provide reasonable assistance when requested.
- Allow the animal to remain with the passenger whenever reasonably possible.

- Contact dispatch if questions or concerns arise.

Drivers shall not:

- Ask about a passenger's disability.
- Demand disclosure of medical information.
- Separate a passenger from a service animal unless required for safety reasons.

Safety Requirements

All animals transported on company vehicles must:

- Remain under the control of the passenger or handler.
- Not create a health or safety risk to other passengers.
- Not obstruct vehicle operation, emergency exits, or aisles.

Where an animal presents an immediate safety risk, the driver shall contact dispatch for guidance.

Conflicting Disabilities

Where another passenger reports an allergy, phobia, or other disability-related concern involving an animal, MSL will make reasonable efforts to accommodate both individuals.

Emotional Support and Psychiatric Support Animals

MSL recognizes that some individuals require animals for emotional, psychiatric, or psychological disability-related support. Where appropriate documentation establishes that the animal is required because of a disability, MSL will consider the animal as part of its duty to accommodate under the Ontario Human Rights Code. Each situation will be assessed individually with consideration given to safety, operational requirements, and accommodation obligations.

Complaints and Accommodation Requests

Passengers requiring accommodation or wishing to raise concerns regarding this policy may contact Mulmer Services Ltd.'s head office at 416-615-1221 or sales@mulmerservices.ca. MSL will investigate complaints promptly and work toward a reasonable accommodation solution.

Staff Training

All drivers, dispatchers, supervisors, and customer service personnel will receive training on:

- Accessibility obligations;
- Service animal accommodation;
- Human Rights Code requirements;
- Appropriate interactions with passengers accompanied by service animals.

ACKNOWLEDGEMENT

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Reviewed / Revised: June 23, 2026