

The Canadian Foundation for Animal-Assisted
Support Services/ LA FONDATION
CANADIENNE DES SERVICES DE SOUTIEN
ASSISTÉS PAR ANIMAUX

Service Dog Brief

Notices of Intent

Joanne Moss, CEO
5-20-2021

BRIEF FOR THE STANDING COMMITTEE ON VETERANS AFFAIRS

Purpose

The purpose of this brief is to provide comments and recommendations to the Standing Committee on Veterans Affairs concerning service dogs for veterans.

Background

Animal-Assisted Services (AAS) are mutually beneficial relationships that nurture One Health for People, Pets, and Partners™. Health in this context includes the physical, mental, emotional, and social well-being of people of all ages and the welfare of pets and other animals involved in delivering services. Unfortunately, this promising multi-million-dollar sector is both unregulated and highly fragmented.

Consequently, the Foundation promotes the advancement of Canada's Animal-Assisted Services Sector to ensure the well-being of consumers, end-users, the welfare of the animals involved in delivering AAS, and to enhance the credibility of practitioners and service providers to foster public confidence.¹

The Service Dog Industry is one of many segments within the emerging sector. Unfortunately, there is no national code of conduct or ethics, common vocabulary, definitions, National Occupational Classifications (NOC), or National Standards of Canada (NSC).

Accreditation within this milieu does not refer to a 'third party' contractual or governmental accreditation through regulatory requirements. But instead, an internal process suggesting a degree of self-attestation and, or peer-review process that determines an organization's benchmarks or private company standards for brand performance and recognition. In other words, all documents that are referred to as national or international standards are private. Therefore, they are only applicable to those who develop them or their respective member organizations or affiliated service providers, not the entire Service Dog Industry, as is the case in this instance.

For these reasons, the Foundation and HRSO, the organization accredited by the Standards Council of Canada, followed rigorous procedures in developing the Notices of Intent (NOIs) for the National Standards of Canada, confirming the need for National Standards of Canada (NSCs) where none currently exist.²

Status - Proceeding to development

Scope

The proposed National Standard of Canada (NSC) applies to all types of Animal-Assisted Services (AAS), including therapies, activities, assistance, crisis response, and interventions accessed by persons with visible and invisible disabilities, life-altering injuries, and other daily challenges. The scope includes veterans, military, RCMP, first responders, and their families.

¹ <https://www.cf4aass.org/>

² <https://www.hrso-onrh.org/>

A Summary of the Notices of Intent

CAN/HRSO-500.01-2021 - THE DEVELOPMENT OF A MANAGEMENT SYSTEM FOR ANIMAL-ASSISTED SERVICES (AAS)

The National Standard of Canada (NSC) about a Management System for AAS will encompass all types of Animal-Assisted Services (AAS). In addition, the Technical-Committee Members (TC) will consider documentation available to the public concerning existing practices such as policies, procedures, and private standards.

This NSC will serve as a generic baseline by identifying, specifying, defining, and establishing requirements and objectives regardless of the size of an organization, business, or the type of AAS being provided.

CAN/HRSO-500.02-2021 - PRODUCTION AND DELIVERY OF ANIMAL-ASSISTED SERVICES (AAS)

This National Standard of Canada (NSC) will specify the service delivery requirements by type of service, e.g., therapies, activities, assistance, crisis response, and interventions to establish suitability for their performance under actual service conditions.

CAN/HRSO-500.03-2021 - TRAINING, HANDLING, AND CARE OF ANIMALS IN SERVICE

This National Standard of Canada (NSC) will specify benchmarks for the training, handling, and care of pets and other animals involved in the delivery of services regardless of type or the size of a business, practice, or organization.

CAN/HRSO-500.04-2021 - PRODUCTION AND DELIVERY OF ANIMAL-ASSISTED SERVICES (AAS) DURING PUBLICLY DECLARED EMERGENCIES

This National Standard of Canada (NSC) will specify benchmarks for the handlers' safety, training, handling, and care of animals during natural or human-induced publicly declared emergencies and hazardous situations.

The proposed NSC are part of an overarching strategic plan to advance the sector. For more information, please refer to the enclosed footnotes³.

³ **Consensus Standards - are going to the dogs?**

- CFAS established the [Major-General Lew MacKenzie Fund](#)
- [The Canadian Foundation for Animal-Assisted Support Services Presentation](#)
- [The First Canadian Military Service Dog Summit Report](#)
- [The Second Canadian Military Service Dog Summit Report](#)
- [The First Canadian Military Assistance Dog Summit Video](#)
- [The Second Canadian Military Service Dog Summit Video](#)
- CFAS was asked to write and submit a New Work Item Proposal (NWIP) to the Canadian General Standards Board (CGSB), who presented at both summits following the second national summit to determine the feasibility of developing an NSC for service dogs
- The Notice of Intent (NOI) to set [C**/CGSB-193.1](#) as a National Standard of Canada was withdrawn on 2018-03-27 as requested by the responsible SDO CGSB (NOI originally published on 2015-01-20). See also: [FAQs](#)
- <https://www.cf4aass.org/service-dogs-in-canada.html>
- <https://www.cf4aass.org/notices-of-intent.html>
- <https://www.cf4aass.org/how-national-standards-of-canada-are-developed.html>
- <https://www.cf4aass.org/the-big-picture.html>

Private Company Standards

An existing private company standard cannot be considered an NSC for Service Dogs because an accredited Standards Development Organization does not develop them through a balanced Technical Committee with representatives in the required categories with representation from all five regions in Canada.

The Accessibility and Accommodation of Service Dog Teams

"A driving license is a privilege. Being a person with disabilities and being able to enter a place — it's a right." ⁴ Accommodating Service Dog Teams is the inherent right of the handler.

When a law conflicts with human rights, the Charter prevails, as does human rights legislation. "The Canadian Human Rights Commission (CHRC) welcomes this new bill as a critical step that not only provides a new human rights framework for accessibility, but enables Canada to better meet its human rights obligations under the UN Convention on the Rights of Persons with Disabilities (UNCRPD), and the Canadian Human Rights Act (CHRA)."

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- <https://www.cf4aass.org/what-are-national-standards-of-canada.html>
 - <https://www.cf4aass.org/how-national-standards-of-canada-are-developed.html>
 - <https://www.cf4aass.org/the-big-picture.html>
 - <https://www.cf4aass.org/what-are-national-standards-of-canada.html>
 - <https://www.cf4aass.org/sector-innovation.html>
 - 2019 to Present CFAS is a partner in the "[A PAWSitive Support Program for Veterans with PTSD and Who Problematically Use Substances](#)" Research Project
 - [The Canadian Service Dog Industry and Marketplace Study](#) and [Pour accéder à l'étude, veuillez cliquer ici](#)
 - CFAS received an email on April 21st to inform me that Trevor Nicholson – Acting Manager, Program Policy advised that VAC would not be able to participate on a Technical Committee for the proposed National Standards of Canada (NSC).
 - Ways to get involved:
 - Those who wish to contribute to this initiative can do so by:
 - completing the subscribe form on the Notices of Intent page to receive email updates,
 - attending an information session concerning the roles and responsibilities of participating on a Technical Committee (TC) by checking off this option on the subscribe form,
 - submitting relevant documents concerning existing private standards and practices to inform the process and or
 - participating in public consultations.

⁴ The Honourable Mike Farnworth, Minister of British Columbia Public Safety and Solicitor General - The Official Report of Debates of the Legislative Assembly (HANSARD), the Honourable Linda Reid, Speaker Tuesday, April 21, 2015, Afternoon Sitting, Volume 23, Number 9.

Benefits of Developing and Applying National Standards of Canada⁵

National Standards of Canada

- Increase consumers' confidence and improve quality of life.
- Promote competition and fuel the economy while managing risk and providing a competitive advantage in the marketplace.
- Referenced NSC can save time and costs when drafting regulations and codes.⁶

About Us

The Canadian Foundation for Animal-Assisted Support Services (CFAS) is an impartial national non-profit and registered charity that promotes the advancement of Canada's Animal-Assisted Services Sector.

Why We Exist

We are dedicated to end-users, the welfare of animals involved in delivering services, and the recognition of practitioners and service providers while fostering public confidence.

What We Do

We build bridges between communities, disciplines and sectors to benefit people, pets and partners (other animals involved in delivering services).

⁵ <https://www.scc.ca/en/standards/what-are-standards/benefits>

⁶ <https://www.scc.ca/en/standards/what-are-standards/benefits>