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| The Salvation Army Ministry Unit Policy and Procedure Manual |
| Procedure: Accommodation of Service Animals/Emotional Support Animals | Effective date: |
| Section: Program | Revision date: |

#### ***Disclaimer:***

*The information contained in this sample is intended to be a starting point for ministry units to develop their own localized version of this policy. Please connect with your Regional Consultant, if you seek additional assistance in policy and procedure development.*

*When localizing this policy, please consider:*

* *What is your ministry unit’s intention in this policy?*
* *What is the specific procedure that is in practice at your ministry unit?*
* *Who are the stakeholders of this policy?*
* *How is feedback/consultation included in this policy?*

## **Policy**

**The Salvation Army *Ministry Unit*** is committed to excellence in our program delivery to all participants, including people who are accompanied by service animals or emotional support animals.

## **Procedure**

**The Salvation Army *Ministry Unit*** welcomes people who are accompanied by a service animal or an emotional support animal.

At no time shall a person who is accompanied by a service animal be prevented from having access to their service animal/emotional support animal.

For safety and security, persons who are accompanied by a service animal or an emotional support animal should ensure that the animal remains harnessed at all times within all ministry unit building(s) and grounds.

An accommodation request form and an accommodation plan are to be completed, where appropriate, to ensure that a safe and acceptable space is identified for the service animal/emotional support animal within the ministry unit.

If the ministry unit is unable to adequately accommodate clients accompanied by a service animal or an emotional support animal, a clear explanation of why accommodation cannot be provided will be given and documented. Program staff will provide a referral and a warm transfer to a partner agency.