CAN/HRSO – 500.01 – 2023 – A.1

DEVELOPMENT OF A MANAGEMENT SYSTEM FOR ANIMAL-ASSISTED HUMAN SERVICES (AAHS)

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Foreword

HRSO is a Canadian, not-for-profit, standards development organization that develops standards of relevance to Canadians conducting, overseeing, and participating in human research.

Human research standards ensure that the rights and welfare of research participants are safeguarded, and that human research is conducted in an environment that promotes efficiencies, mitigates risks, and produces reliable, verifiable, and credible data. The adoption of standards for human research ensures harmonization, partnership, and economic growth of this activity within Canada and internationally.

HRSO adheres to the World Trade Organization (WTO) Agreement on Technical Barriers to Trade: Code of Good Practice for the Preparation, Adoption, and Application of Standards in the development of service and management standards for human research.

HRSO's National Standards of Canada (NSCs) are developed in accordance with the current *Requirements & Guidance - Accreditation of Standards Development Organizations,* established by the SCC.

The timeline for development of NSC CAN/HRSO-500.01-2022 "Development of a Management System for Animal-Assisted Human Services (AAHS)" was as follows:

Notice of Intent Publication: 2021/03/04
First Meeting of Technical Committee: 2021/09/21
Public Consultation Period: 2022/05/16 – 2022/07/16
Final Meeting of Technical Committee: 2022/08/09
Publication: 2022/09/12
Amendment A.1: 2023/09/12

HRSO will ensure that this NSC remains current and relevant by maintaining it on a continual basis through ongoing Technical Committee review.

A NSC is a standard developed by a Standards Council of Canada (SCC) accredited Standards Development Organizations, in compliance with requirements and guidance set out by SCC. More information on NSCs can be found at www.scc.ca.

SCC is a Crown corporation within the portfolio of Innovation, Science and Economic Development (ISED) Canada. With the goal of enhancing Canada's economic competitiveness and social well-being, SCC leads and facilitates the development and use of National and International Standards. SCC also coordinates Canadian participation in standards development and identifies strategies to advance Canadian standardization efforts.

Accreditation services are provided by SCC to various customers, including product certifiers, testing laboratories, and standards development organizations. A list of SCC programs and accredited bodies is publicly available at www.scc.ca.

Technical Committee Members

This NSC was developed through a consensus process by a Technical Committee composed of twenty-two (22) Canadians representing various regions of Canada and relevant interest categories.

Regions of Canada Represented

Atlantic	3 members
Central	9 members
Prairie Provinces	5 members
Western	5 members

Interest Categories Represented

General Interest	6 members Individuals with a personal and/or professional interest in Animal-Assisted Human Services (AAHS).
Regulator	2 members Individuals who work within Canada's public sector that have an interest in Human Service Assistance Animals (HSAAs).
Producer	8 members Individuals involved in the training, care, and placement of HSAAs.
Beneficiary	6 members Animal-Assisted Services Professionals (AASPs) involved in the delivery of AAHS.

Introduction

Animal-Assisted Human Services (AAHS), commonly referred to as Animal-Assisted Services, encompasses a variety of multi- and interdisciplinary practices (such as breeding, training, and placement of Assistant/Service Animals), and Animal-Assisted Interventions (AAI) that include Animal-Assisted Activities (AAA), Animal-Assisted Learning (AAL), and Animal-Assisted Therapy (AAT) which support humans while safeguarding the welfare of the Human Service Assistance Animals (HSAA). AAHS is delivered by an Animal-Assisted Human Service Provider (AAHSP). AAHS is a sub-category within Canada's human services industry. This evolving industry is a significant driver within an all-encompassing socio-economic sector and growing marketplace (See Annex A).

AAHS are not standardized through National Standards of Canada (NSCs) or regulated by Canada's public sector. Consequently, access to AAHS, such as animal-assisted healthcare, social, justice, and corrections services, is inconsistent, ambiguous, and confusing, and quality cannot always be ascertained. The absence of NSCs has the potential to harm consumers, the public at large, and the animals involved in service delivery, while impacting the credibility of service providers and essential resources to sustain and foster innovation.

This NSC outlines the requirements for the development of a management system for an AAHSP. It aims to:

- increase transparency and accountability of the delivery of AAHS;
- establish essential requirements and best practices for AAHS administration and governance; and
- promote a voluntary, third-party, AAHS conformity assessment program to cultivate a credibility chain.

It is the responsibility of the user of this NSC to judge its suitability for the user's intended purpose. This NSC may be used for conformity assessment.

CETTE NORME NATIONALE DU CANADA EST DISPONIBLE EN VERSIONS FRANÇAISE ET ANGLAISE.

ICS Codes: 03.100.30, 03.100.70, 03.080.30

1.   Scope

This NSC is intended for all AAHSPs, whether they be an individual or organization, for-profit or not-for-profit, held publicly or privately, engaged in the business of AAHS delivery.

"Shall" vs "Should": In this NSC, "shall" indicates that the requirement is mandatory and is supported by normative references, whereas "should" indicates that the requirement is recommended, or a best practice statement.

2.   Normative References

This NSC was developed in accordance with the normative documents listed below, all of which are publicly available. The user of this NSC should refer to the latest edition or revision of the normative documents.

Accessible Canada Act
https://laws-lois.justice.gc.ca/eng/acts/A-0.6/FullText.html

Accessible Transportation for Persons with Disabilities Regulations (ATPDR)
https://laws-lois.justice.gc.ca/PDF/SOR-2019-244.pdf

Air Carrier Access Act or (ACAA) Code of Federal Regulations
https://www.ecfr.gov/current/title-14/chapter-II/subchapter-D/part-382/subpart-A/section-382.3

Canadian Human Rights Act
https://laws-lois.justice.gc.ca/PDF/H-6.pdf

CAN/CSA-Z1003-13/BNQ 9700-803/2013 (R18)
Psychological health and safety in the workplace – Prevention, promotion, and guidance to staged implementation
https://www.csagroup.org/store-resources/documents/codes-and-standards/2421865.pdf

Charities Registration (Security Information) Act
https://laws-lois.justice.gc.ca/eng/acts/c-27.55/FullText.html#:~:text=2%20(1)%20The%20purpose%20of,maintain%20the%20confidence%20of%20Canadian

Competition Act
https://laws.justice.gc.ca/PDF/C-34.pdf

Criminal Code of Canada – R.S.C., 1985 c.C-46 (Section 445.01)
https://laws-lois.justice.gc.ca/eng/acts/C-46/FullText.html?txthl=animals#h-123192

Employment Equity Act
https://laws-lois.justice.gc.ca/eng/acts/E-5.401/

Health of Animals Act
https://laws-lois.justice.gc.ca/eng/acts/H-3.3/index.html#hist

Health of Animals Regulations
https://laws-lois.justice.gc.ca/eng/regulations/C.R.C.,_c._296/index.html

Income Tax Act
https://laws-lois.justice.gc.ca/eng/acts/I-3.3/

Legislation Focused on Registered Charities
http://sectorsource.ca/managing-organization/working-cra/other-legislation-affecting-charities

Provincial and Territorial Legislation Registered Human Resources Professionals Act, 2013
https://www.ontario.ca/laws/statute/13r06

Provincial and Territorial Legislation Concerning Farm Animal Welfare
https://inspection.canada.ca/animal-health/humane-transport/provincial-and-territorial-legislation/eng/1358482954113/1358483058784

The Canadian Charter of Rights and Freedoms
https://www.canada.ca/content/dam/pch/documents/services/download-order-charter-bill/canadian-charter-rights-freedoms-eng.pdf

3.   Terms and Definitions

Animal-Assisted Human Services (AAHS): A variety of interdisciplinary practices (such as breeding, training, and placement of Assistance/Service Animals) and AAI including AAA, AAL, and AAT, that support humans while safeguarding the welfare of HSAAs. AAHS are delivered by an AAHSP (see Annex A).

Animal-Assisted Human Service Provider (AAHSP): Individuals, as well as a for-profit or not-for-profit, public or private organizations, engaged in the business of AAHS delivery.

Animal-Assisted Interventions (AAI): Services that improve the quality of life for humans while safeguarding the health and welfare of HSAAs that work with multi- and interdisciplinary teams or an AASP within an AAHSP to carry out AAA, AAL, and AAT.

- **Animal-Assisted Activities (AAA):** Informal, recreational, and motivational activities that incorporate HSAAs. AAA are delivered in community settings such as hospitals, nursing and retirement homes, educational institutions, and airports. Handlers should be skilled in the populations, species, and settings they work within.

- **Animal-Assisted Learning (AAL):** A goal-oriented, planned, and structured activity that incorporates animals (HSAAs) and is directed and delivered by education professionals and trained facilitators such as teachers, coaches, and education aids. AAL includes AAL in education, personal development, and organizational development.

- **Animal-Assisted Therapy (AAT):** A goal-oriented, evaluated, structured, treatment process that incorporates animals (HSAAs) and is delivered by credentialed health professionals or AAHSPs within their scope of practice.

Animal-Assisted Services Professional (AASP): A person that may require a certain designation, certification, or competency level to work with people and animals to deliver AAHS within their specified scope of practice, such as volunteers, educators, facilitators, animal trainers, therapists, counsellors, occupational therapists, physiotherapists, and speech-language pathologists.

Assistance/Service Animal: A HSAA that has been individually trained by an organization or person specializing in Assistance/Service Dog training to perform a task to assist an individual with their disability or with a need related to their disability and always lives with the individual.

Consumer: An individual or group of individuals that use AAHS goods and services.

Disability: "…any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether

permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society." (Accessible Canada Act).

Handler: A person who helps train, works with, or cares for HSAAs.

Human Services Assistance Animal (HSAA): A domesticated, healthy, suitable, appropriately socialized, evaluated, positively motivated and often trained partner involved in the delivery of AAHS.

Individuals within the AAHSP: Any individual directly or indirectly involved in the delivery of an AAHS such as employees, sub-contractors, volunteers, students, and partners.

Safeguarding the Welfare of HSAAs: Protecting the welfare (such as physical health, basic needs, and psychological health) of sentient HSAAs.

Stakeholders: Individuals or organizations directly or indirectly impacted by the AAHSP, or directly or indirectly impact the AAHSP.

4. Technical Requirements

4.1 Mandate

An Animal-Assisted Human Service Provider (AAHSP) in Canada shall work within an enterprise structure. The enterprise structure shall have a written Mandate that describes the management systems and administrative framework required to deliver Animal-Assisted Human Services (AAHS).

The AAHSP's Mandate shall describe its origins, and the processes for its approval, updates, and revisions.

The AAHSP should ensure that the Mandate is available and accessible to its Stakeholders.

4.1.1 Mission and Vision

The Mandate shall describe the AAHSP's Mission and Vision, including, but not limited to:

(a) who the AAHSP is;

(b) purpose or aim of the AAHSP;

(c) the type(s) of service(s) provided;

(d) to whom the service(s) is provided; and

(e) aspirations of the AAHSP.

4.1.2 Stakeholders

The Mandate shall describe the Stakeholders of the AAHSP, including, but not limited to:

(a) identification of Stakeholders such as consumers, employees, subcontractors, volunteers, government, funders, donors, sponsors, and partners;

(b) determination and communication of Stakeholders' needs and expectations; and

(c) process for how the AAHSP will confirm that the needs and expectations of Stakeholders were met.

4.1.3   Core Values and Other Policies

The Mandate shall describe the core values of the AAHSP, and its adherence to relevant laws, regulations, guidelines, and policies.

The Mandate shall:

4.1.3.1   describe the core values of the AAHSP and the ethical principles that reflect the core values.

4.1.3.2   list the relevant laws, regulations, guidelines, and policies (internal and external) governing the AAHSP.

4.1.3.3   describe the AAHSP's adherence to the relevant laws, regulations, guidelines, and policies outlined in section 4.1.3.2.

4.1.4   Goals and Objectives

The Mandate shall detail the goals and objectives of the AAHSP, and how they align with the Mission, Vision, and needs of its Stakeholders.

4.1.4.1   The Mandate shall include a clear outline of the manageable goals and objectives of the AAHSP.

The goals and objectives shall:

4.1.4.2   be developed with input from individuals responsible for them, including, but not limited to, individuals responsible for the governance, administration, and operations of the AAHSP, whenever possible.

4.1.4.3   align with the AAHSP's Mission, Vision, and needs of its Stakeholders.

4.1.5   Responsibility and Accountability

Organizational Structure

That Mandate shall describe the organizational structure and reporting relationships of the AAHSP.

The Mandate shall:

4.1.5.1   outline the organizational structure of the AAHSP and its internal reporting relationship(s), and those reporting relationships external to the enterprise, if any.

Conflicts of Interest

The AAHSP shall have written procedures that identify, disclose, review, and manage conflicts of interest of Individuals within the AAHSP and their personal associates.

Written procedures shall:

4.1.5.2   include a definition of the term "conflict of interest" as it pertains to Individuals within the AAHSP and their personal associates, and their responsibilities and activities. The definition shall describe potential, actual, and perceived conflicts of interest and include conflicts of interest that are of a financial, professional, or personal nature.

4.1.5.3   outline the process for Individuals within the AAHSP to disclose conflicts of interest that may affect any aspect of their responsibilities.

4.1.5.4   describe how the identification and disclosure of conflicts of interest will be documented (e.g., conflict of interest statement), managed, and reported.

4.1.5.5   ensure that Individuals within the AAHSP (such as AAHSP personnel, sub-contractors, volunteers, students, and partners) are trained on how to identify and disclose conflicts of interests.

Privacy of Individuals within the AAHSP and Consumers

The AAHSP shall have written procedures to safeguard the privacy and personal interests of Individuals within the AAHSP (such as AAHSP personnel, sub-contractors, volunteers, students, and partners), and consumers, and to maintain the confidentiality and security of their personal information.

Written procedures shall:

4.1.5.6   outline the privacy training criteria for Individuals within the AAHSP.

4.1.5.7   describe how the privacy and personal interests of Individuals within the AAHSP and consumers will be safeguarded.

4.1.5.8   outline the process for maintaining the confidentiality and security of personal information (such as consumer profiles, medical information, and personnel and volunteer files), including, but not limited to, how information is:

   (a) protected from unauthorized access such as encryption, multi-factor authentication, and locked physical storage;

   (b) accessed, and how this access is monitored;

(c) shared and transmitted (e.g., consent);

(d) stored (paper, electronic, other media), retained, and destroyed.

Safety of Individuals within the AAHSP and Consumers

The AAHSP shall have written procedures to safeguard the safety interests of Individuals within the AAHSP (such as AAHSP personnel, sub-contractors, volunteers, students, and partners), and consumers.

Written procedures shall:

4.1.5.9   outline the safety training criteria for Individuals within the AAHSP.

4.1.5.10   describe how the safety interests of Individuals within the AAHSP and consumers will be safeguarded (such as psychological safety, physical safety, first aid, evacuation procedures, hazardous substance storage, clean facilities, and surveillance).

4.1.5.11   describe how safety risks are identified, assessed, managed, and evaluated (prospective process).

4.1.5.12   describe how safety-related incidents are reported and managed (retrospective process).

4.1.5.13   describe the requirement for ensuring that the AAHSP has all appropriate types of insurance for the delivery of AAHS (see section 4.1.5.25 Insurance and Liability Protection).

Safety and Welfare of HSAAs

The AAHSP shall have written procedures to safeguard the safety and welfare of HSAAs.

Written procedures shall:

4.1.5.14   outline the selection process and criteria that determine the HSAA's capability and suitability for its specified role in the delivery of AAHS (such as temperament, motivation, mood, age, conformation, health, species/breed, and behavioural cues).

4.1.5.15   outline the process that ensures a gradual and progressive exposure of the HSAA to initial and ongoing specific training that utilizes positive reinforcement training techniques.

4.1.5.16 outline the process for the ongoing monitoring and evaluation of the HSAA's suitability (see section 4.1.5.14) for service delivery (e.g., certification, where applicable).

4.1.5.17 outline the plan, including those responsible, for ensuring that all necessary resources are available to fulfill the safety and welfare needs of the HSAA (such as veterinary care and nutrition).

4.1.5.18 describe the various setting-specific roles, responsibilities, and qualifications of individuals working with the HSAA (such as schools, retirement facilities, hospitals, and therapy farms).

4.1.5.19 outline the process for determining the length of time the HSAA is actively working during service delivery (such as hours per day and days per month), including the frequency and length of recovery time.

4.1.5.20 outline the continuous process for determining when the HSAA is at the end of its work lifecycle (e.g., retirement phase) and its after care.

4.1.5.21 outline the process for the management of events that would affect the HSAA's permanent or temporary withdrawal from service delivery (such as unforeseen medical conditions, unforeseen environmental events, pregnancy, injury, and death), including a reintroduction plan.

4.1.5.22 outline the process for protecting the HSAA from physical and/or psychological harms with respect to the work setting (such as schools, retirement facilities, hospitals, therapy facilities, and others).

4.1.5.23 outline the process for protecting the HSAA from physical and/or psychological harms with respect to the environment that the HSAA is exposed to (such as weather, pollutants, poisons, predators, and infectious agents).

4.1.5.24 outline the process for assisting the HSAA in recovering from any physical and/or psychological harms that it may experience.

4.1.5.25 describe how the animal's basic needs will be met with respect to access to water, food, relief areas, rest, hygiene, exercise, shelter, space accommodation, play, natural behaviour, and social bonding, both during working and non-working hours.

Insurance and Liability Protection

4.1.5.26 The AAHSP shall have insurance in place appropriate to the activities undertaken and commensurate with risks of the operation (such as comprehensive general liability, professional liability, and HSAA insurance).

4.2　　　Required Resources

4.2.1　　Human Resources

Qualifications and Training

The AAHSP shall have written procedures to ensure that all Individuals within the AAHSP have relevant credentials, education, training, and experience required to deliver AAHS.

Written procedures shall:

4.2.1.1　outline the process for conducting background verifications on Individuals within the AAHSP, where required (such as vulnerable sector checks and criminal record checks).

4.2.1.2　outline the process for ensuring that Individuals within the AAHSP have relevant qualifications (such as credentials, education, skills, training, and experience) in order to perform their roles.

4.2.1.3　describe the qualifications and responsibilities for each role within the AAHSP.

4.2.1.4　describe the elements of each training program (internal or external) associated with each role within the AAHSP.

4.2.1.5　outline the process for ensuring that Individuals within the AAHSP have participated in the relevant training prior to performing their roles.

4.2.1.6　outline the process for monitoring and evaluating performance of Individuals within the AAHSP.

4.2.1.7　describe the plan for ensuring ongoing training and continuing education for Individuals within the AAHSP.

4.2.1.8　outline the process for the creation and maintenance of training files for all Individuals within the AAHSP.

Code of Conduct

The AAHSP shall have a Code of Conduct policy for Individuals within the AAHSP (such as AAHSP personnel, sub-contractors, volunteers, students, and partners).

Written procedures shall:

4.2.1.9　describe the origins of the policy, and the processes for its approval, updates, and revisions.

4.2.1.10 outline the criteria within the policy, including, but not limited to, definitions of terms and responsibilities of Individuals within the AAHSP (such as behaviour, attitude, and compliance).

4.2.1.11 describe how Individuals within the AAHSP will be trained on the policy.

Management of Complaints

The AAHSP shall have written and accessible procedures that describe the reception and management (timely response, handling, and reporting) of complaints.

4.2.2   Physical, Financial, and In-Kind Resources

The AAHSP shall have written procedures to ensure that it has the physical and financial capacity required to deliver AAHS.

Written procedures shall describe the process for ensuring that the AAHSP has:

4.2.2.1   or has access to physical resources necessary to deliver AAHS and to meet its obligations (such as land, facilities, equipment, appropriate animal transport, and appropriate animal enclosures).

4.2.2.2   the financial and/or in-kind resources necessary to deliver AAHS and to meet its obligations (such as personnel, animal health and welfare resources, and contracts).

4.2.2.3   a succession plan and emergency response plan for the AAHSP including the HSAAs.

4.2.3   Information Management

The AAHSP shall have written procedures that outline the process for managing information pertaining to the AAHSP including, but not limited to, how information is:

4.2.3.1   protected from unauthorized access (such as encryption, multi-factor authentication, and locked physical storage).

4.2.3.2   accessed, and how this access is monitored.

4.2.3.3   shared and transmitted.

4.2.3.4   stored (paper, electronic, other media), retained, and destroyed.

4.3   Ongoing Improvement of the Management System

The AAHSP shall have procedures to improve the management system, on an ongoing basis, by assessing the quality of AAHS delivery, and by monitoring compliance with written procedures informed by relevant laws, normative texts, and NSCs.

4.3.1   Plan for Assessing the Quality of AAHS Delivery

Written procedures shall:

4.3.1.1   describe the plan to assess the quality of AAHS delivery including, but not limited to:

(a) its origin (e.g., originating from management or Stakeholders);

(b) the role of the individual(s) responsible for preparing and implementing the plan;

(c) the processes for its approval, updates, and revisions;

(d) the methods used to assess quality; and

(e) the frequency of assessments.

4.3.1.2   outline the process for engaging Individuals within the AAHSP in developing the plan to assess the quality of AAHS delivery.

4.3.1.3   identify the indicators of quality that the AAHSP will measure in order to help them improve AAHS delivery such as customer satisfaction and employee/volunteer retention.

4.3.1.4   outline the process for collecting the information obtained from the assessments.

4.3.1.5   outline the process, including the role of individual(s) responsible, for analyzing and interpreting the information collected.

4.3.1.6   outline the process whereby the AAHSP will implement improvements arising from the quality assessment outcomes.

4.3.1.7   outline the process for receiving, assessing, and addressing complaints from Individuals within the AAHSP and from Stakeholders.

4.3.1.8   describe how the AAHSP will protect complainants from reprisal and how information about this protection will be disseminated to those Individuals
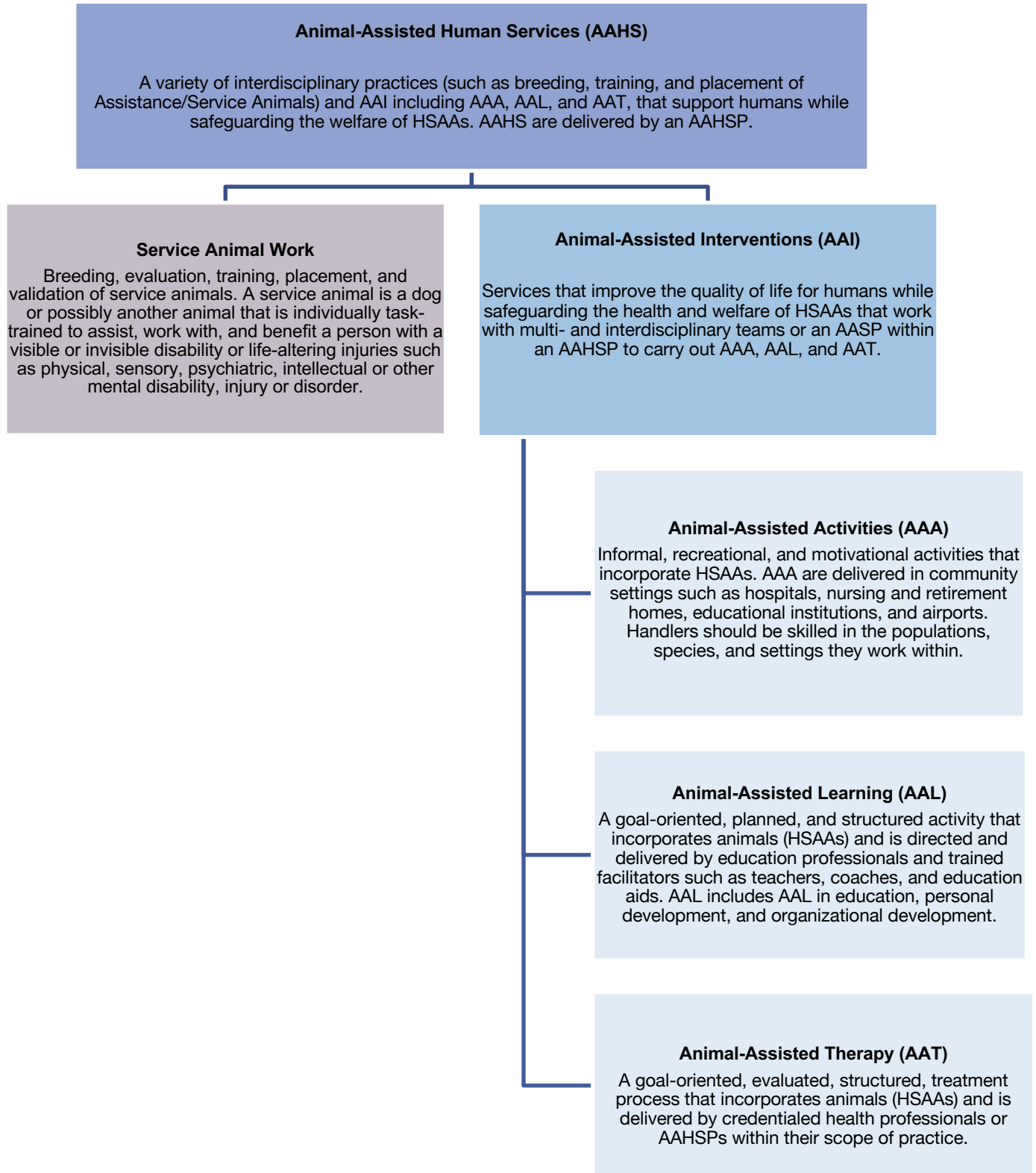
within the AAHSP (e.g., ability to lodge an anonymous complaint) and Stakeholders.

4.3.2   Monitoring Compliance with Written Procedures

Written procedures shall:

4.3.2.1   outline the process for maintaining written procedures including their development, management (such as updating and version control), and storage.

4.3.2.2   outline the process for ensuring that Individuals within the AAHSP have access to the current version of written procedures.

4.3.2.3   outline the process for training Individuals within the AAHSP on the written procedures (see section 4.2.1).

4.3.2.4   describe the plan to monitor compliance of the AAHSP's practices with written procedures, including, but not limited to:

   (a) the role of the individual(s) responsible for preparing and implementing the plan;

   (b) the processes for its approval, updates, and revisions;

   (c) the basis for monitoring compliance (such as monitoring in the event of an incident, or monitoring selected on a random basis);

   (d) the methods used to monitor compliance; and

   (e) the frequency of monitoring compliance.

4.3.2.5   outline the process for reporting the findings arising out of compliance monitoring.

4.3.2.6   describe the indicators used to conduct an analysis of compliance (such as the time between discovering the finding and its resolution, the seriousness of findings, and the frequency of findings).

4.3.2.7   outline the process whereby the AAHSP will implement improvements arising from the compliance monitoring outcomes (such as training, revising written procedures, and allocation of resources).

Annex A1: Animal-Assisted Human Services (AAHS) Industry Sector (Informative)
Page 21 contains an accessible version of the flowchart that appears on this page.

Animal-Assisted Human Services (AAHS)

A variety of interdisciplinary practices (such as breeding, training, and placement of Assistance/Service Animals) and AAI including AAA, AAL, and AAT, that support humans while safeguarding the welfare of HSAAs. AAHS are delivered by an AAHSP.

Service Animal Work

Breeding, evaluation, training, placement, and validation of service animals. A service animal is a dog or possibly another animal that is individually task-trained to assist, work with, and benefit a person with a visible or invisible disability or life-altering injuries such as physical, sensory, psychiatric, intellectual or other mental disability, injury or disorder.

Animal-Assisted Interventions (AAI)

Services that improve the quality of life for humans while safeguarding the health and welfare of HSAAs that work with multi- and interdisciplinary teams or an AASP within an AAHSP to carry out AAA, AAL, and AAT.

Animal-Assisted Activities (AAA)

Informal, recreational, and motivational activities that incorporate HSAAs. AAA are delivered in community settings such as hospitals, nursing and retirement homes, educational institutions, and airports. Handlers should be skilled in the populations, species, and settings they work within.

Animal-Assisted Learning (AAL)

A goal-oriented, planned, and structured activity that incorporates animals (HSAAs) and is directed and delivered by education professionals and trained facilitators such as teachers, coaches, and education aids. AAL includes AAL in education, personal development, and organizational development.

Animal-Assisted Therapy (AAT)

A goal-oriented, evaluated, structured, treatment process that incorporates animals (HSAAs) and is delivered by credentialed health professionals or AAHSPs within their scope of practice.

Annex A2: Animal-Assisted Human Services (AAHS) Industry Sector (Text-only Caption; Informative)

Animal-Assisted Human Services (AAHS)
A variety of interdisciplinary practices (such as breeding, training, and placement of Assistance/Service Animals) and AAI including AAA, AAL, and AAT, that support humans while safeguarding the welfare of HSAAs. AAHS are delivered by an AAHSP.

Two Distinct Categories – Service Animal Work and Animal-Assisted Interventions (AAI)

Service Animal Work
Breeding, evaluation, training, placement, and validation of service animals. A service animal is a dog or possibly another animal that is individually task-trained to assist, work with, and benefit a person with a visible or invisible disability or life-altering injuries such as physical, sensory, psychiatric, intellectual or other mental disability, injury or disorder.

Animal-Assisted Interventions (AAI)
Services that improve the quality of life for humans while safeguarding the health and welfare of HSAAs that work with multi- and interdisciplinary teams or an AASP within an AAHSP to carry out AAA, AAL, and AAT.

Types of Animal Assisted Interventions (AAI)

Animal-Assisted Activities (AAA)
Informal, recreational, and motivational activities that incorporate HSAAs. AAA are delivered in community settings such as hospitals, nursing and retirement homes, educational institutions, and airports. Handlers should be skilled in the populations, species, and settings they work within.

Animal-Assisted Learning (AAL)
A goal-oriented, planned, and structured activity that incorporates animals (HSAAs) and is directed and delivered by education professionals and trained facilitators such as teachers, coaches, and education aids. AAL includes AAL in education, personal development, and organizational development.

Animal-Assisted Therapy (AAT)
A goal-oriented, evaluated, structured, treatment process that incorporates animals (HSAAs) and is delivered by credentialed health professionals or AAHSPs within their scope of practice.

Annex B: Informative References

The following Informative documents are meant to help with the conceptual understanding of this NSC. The user of this NSC should refer to the latest edition or revision of these informative documents.

2021 AAHA Working, Assistance, and Therapy Dog Guidelines
https://www.aaha.org/globalassets/02-guidelines/working-assistance-and-therapy-dog/resourcepdfs/2021-aaha- working-assistance-and-therapy-dog-guidelines.pdf

A Code of Practice for Cattery Operations (2009)
https://www.canadianveterinarians.net/media/4kucgetu/a-code-of-practice-for-canadian-cattery-operations.pdf

A Universal Declaration on Animal Sentience: No Pretending
https://www.psychologytoday.com/us/blog/animal-emotions/201306/universal-declaration-animal-sentience-no-pretending

Air Canada
https://www.aircanada.com/ca/en/aco/home/plan/accessibility.html#/home

Air Carrier Access Act or (ACAA) Code of Federal Regulations
https://www.ecfr.gov/current/title-14/chapter-II/subchapter-D/part-382/subpart-A/section-382.3

Americans With Disabilities Act (ADA)
https://www.ada.gov/resources/service-animals-2010-requirements/#how-service-animal-is-defined

Animal Assisted Intervention International (2019). Standards of Practice.
https://otaus.com.au/publicassets/80cfd523-2030-ea11-9403-005056be13b5/AAII-Standards-of-Practice.pdf

Animals in Healthcare Facilities: Recommendations to Minimize Potential Risks
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