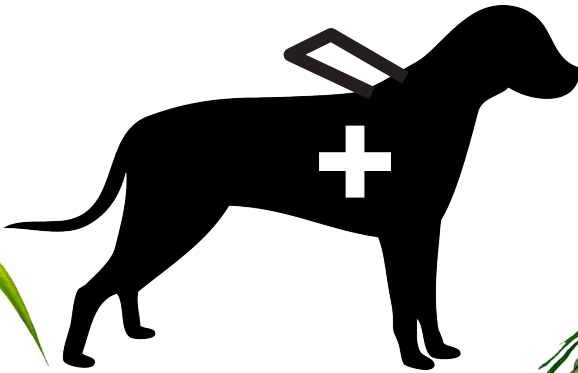# toronto ZOO

SERVICE ANIMAL ACCESS GUIDE

SERVICE ANIMAL AND HANDLER GUIDELINES

The Toronto Zoo is proud to be an accessible facility and welcomes service animals, as defined in the Accessibility for Ontarians with Disabilities Act (AODA), to most areas of the Zoo, except a few public areas noted below and all non-public work areas. In consideration of the health and welfare of the Toronto Zoo's vast animal population and enjoyment of other guests, service animals are permitted under specified conditions and service animal handlers are required to follow the guidelines listed below during their visit to the Zoo.

1. The service animal will remain on leash or confined within a carrier/crate and under the owner's/handler's control at all times. The length of the leash will not exceed four (4) feet in length. The owner/handler is fully responsible for providing adequate care and supervision of the service animal while on Zoo site.

2. The majority of the Zoo site is available to visit with a service animal with the exception of a few key public areas: the Kids Zoo Aviary, the aviary in the Indo-Malayan Pavilion, Malayan Woods Pavilion, the Costa Rican aviary in the Americas Pavilion, aviary in the African Rainforest Pavilion, and the Waterside Theatre during all scheduled Animal Shows. These areas have been identified as sensitive areas of the Zoo with free roaming animals including birds or direct animal contact where the presence of service animals should be restricted. Zoo staff will continue to monitor all animals under our care and other identified areas may be added to this list in the future, as deemed by management as sensitive areas, to address animal management or breeding program concerns. Please note visitors are not permitted in the Zoo's service and non-public areas.

3. All Zoo exhibits should be approached slowly to give the Zoo animal time to adjust/react to the presence of a service animal. For everyone's welfare, if the Zoo animal appears distressed or agitated, the service animal should be immediately moved

further back or away from the exhibit completely. If there is any concern for the welfare of the Zoo animals, it should be reported immediately to the nearest available staff or a call to Safety & Security Control Centre at (416) 392-5901.
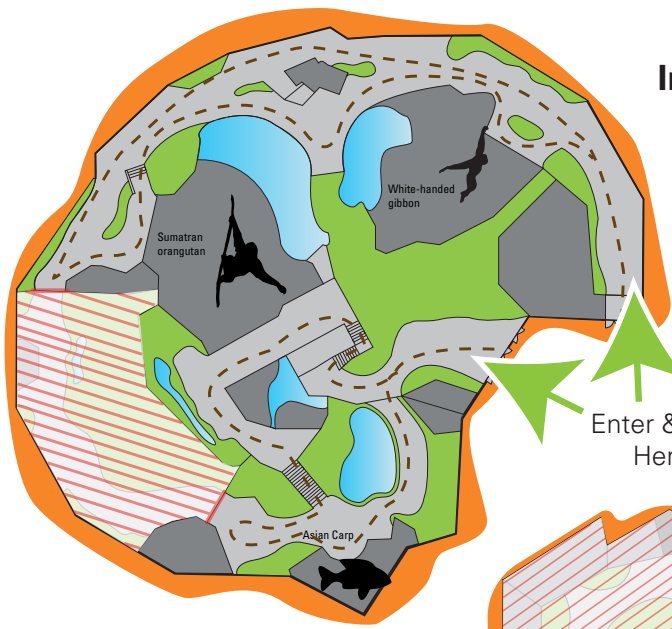
4. The service animal must be well behaved and its owner/handler must ensure that the animal does not engage in behaviour that would be a direct threat to the safety and health of others. If the service animal is causing a disturbance for the Zoo animals or other guests, the guest and accompanying service animal may be required to leave the area or the Zoo site at the discretion of Zoo personnel.

5. The service animal may use any open outdoor area for relief, the owner/handler is responsible to "stoop and scoop" and leave the area clean. Service animals should not be permitted to relieve themselves on buildings, fences, statues, garbage/recycling containers or any other similar item.

6. The service animal owner/handler assumes full and total liability for any and all damages that are alleged to have been cause in whole, or in part by the direct or indirect activities of the service animal or owner/handler, including, but not limited to, injury to themselves or other person, property or animals. The owner/handler will hold harmless and indemnify from any cause of action that directly or indirectly involves the service animal, the Board of Management of the Toronto Zoo, the City of Toronto and the Toronto and Region Conservation Authority.
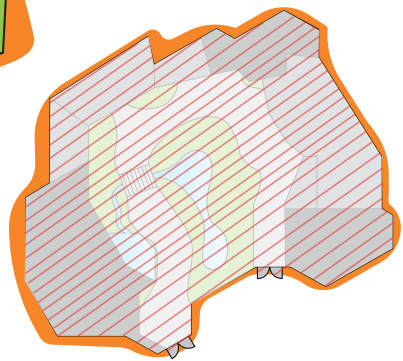
Animals listed as Prohibited Animals under Schedule A of the Toronto Municipal Code Chapter 349 (Animals) are not permitted on Zoo grounds. https://www.toronto.ca/community-people/animals-pets/pets-in-the-city/prohibited-animals/

Any assistance required in the interpretation of the above Guidelines can be directed to Guest Services at 416-392-5929.

Indo-Malaya Pavilion

Sumatran orangutan

White-handed gibbon

Asian Carp

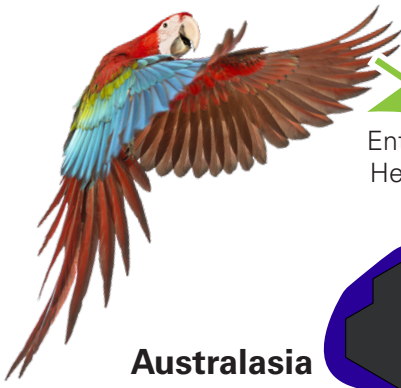Enter & Exit Here

Malayan Woods
(No Entry Permitted)

Entry & Exit Points

Restricted Areas for Service Animals

Restricted areas are prohibited to those with service animals due to free roaming animals. For the safety of all animals please use provided alternate access routes.

Australasia Pavilion

Komodo dragon

Matschie's tree kangaroo

Americas Pavilion

North American River Otter

2nd floor

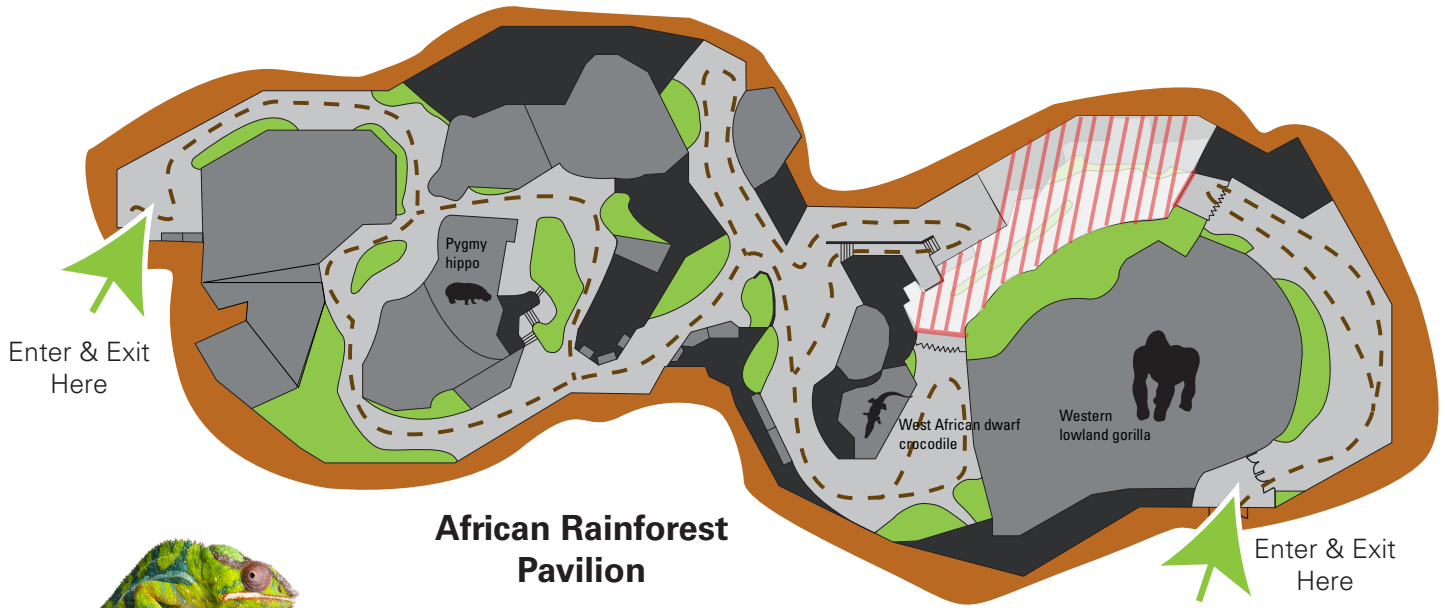Main Entrance (no entry)

Two-toed sloth

1st floor

African Rainforest Pavilion

Enter & Exit Here

Enter & Exit Here

Pygmy hippo

West African dwarf crocodile

Western lowland gorilla

Enter &
Exit Here

Enter &
Exit Here

Goats

Guinea pig

Kids Zoo