

Chapter:	Client Services General	Policy Number	CG1109
Policy title:	Support Persons		
Developed:	October 2009		
Revised:	December 2011, July 2016, April 2022, May 2023		
Approved:	May 2023		
References:	Accessibility for Ontarians with Disabilities Act Support Persons' Roles: What Do They Do and Who Needs One (aoda.ca) Support Persons Law in Ontario (aoda.ca)		
Policy references:	Accessibility Standards for Customer Service (Policy No.1104)		
Approved by:	Tara Groves- Taylor, Chief Executive Officer		

Support Persons

Policy

Community Healthcaring Kitchener-Waterloo (the Health Centre) welcomes people with disabilities who are accompanied by a support person to all areas of our premises unless that area is not open to the public or third parties.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on our premises.

When clients access the health centre’s services and programs in the company of their support person, it is understood that the client has provided implied consent to the presence of their support person and that the client’s support person understands and commits to the confidentiality of the client’s personal health information.

The Health Centre will give advanced notice about any event or services admission fees that would be charged to a support person who accompanies a person with disabilities.

Definition:

Support Person

A support person is a person who assists an individual with a disability to lead a self-directed life and who accompanies him/her in order to help with communication, mobility, personal care, medical needs or access to goods or services. They may be a professional, relative, volunteer, or friend. A support person may also be called “support professional”, “caregiver”, or “interpreter” to name a few.

Procedure

1. Training will be provided to staff, board members, students and volunteers about people with disabilities who require the presence of a support person.

2. The Health Centre will provide information in advance and signage as appropriate, to inform the client where a fee for the support person will be charged for an event or service.
3. The Health Centre will advocate with other premises for access for support persons should this issue arise.

Limitations

This policy does not cover:

1. Events held on the Health Centre premises that are not sponsored by the Health Centre.
2. The Health Centre events held off premises over which the Health Centre has no control.