

<b>POLICY &amp; PROCEDURE Title</b> Accessible Customer Service – Use of Support Persons by Persons with Disabilities	
<b>Category</b> Human Resources, Organizational Development & Equity	
<b>Sub-Category</b> Accessibility	<b>Version # 2</b>
<b>Approver</b> V.P. Human Resources, Organizational Development & Equity	<b>Owner</b> Director, Human Resources & Organizational Development
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## 1.0 Purpose

Include brief statement(s) about the overall purpose of the policy, i.e. what outcome(s) is the policy intended to achieve?

These procedures and practices have been established for the purpose of fulfilling the requirements of the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07) (Use of Support Persons by Persons with Disabilities) and IASR (O. Reg. 191/11).

## 2.0 Scope

Include brief statement(s) that identify to whom (e.g. specific people or groups) and to which specific items the policy applies. Specify exclusions to clarify scope, if needed.

These procedures and practices apply where the Home and Community Care Support Services Hamilton Niagara Haldimand Brant (HNHB) provides its goods and services on premises that it owns or operates, and if the public and other third parties have access to these premises.

## 3.0 Definitions

Set out definitions of key terms used.

**support person** means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services

## 4.0 Policy Statement(s)

Policy statements are about identifying the broad principles or standards of expected action or behaviour and/or compliance.

If a person with a disability is accompanied by a support person, Home and Community Care Support Services HNHB shall ensure that both persons are permitted to enter the premises together and that

the person with a disability is not prevented from having access to their support person while on the premises.

## 5.0 Procedures and Responsibilities

*Include brief statement(s) identifying actions and responsibilities and the positions responsible for carrying out the steps aimed at ensuring the policy is adhered to.*

Support persons may be a family member, friend or a trained professional. They provide a wide range of assistance to persons with disabilities including but not limited to assistance with communication, personal care and assistance accessing goods and services.

If a person with a disability is accompanied by a support person, Home and Community Care Support Services HNHB shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to their support person while on the premises.

Home and Community Care Support Services HNHB may require a person with a disability to be accompanied by a support person where Home and Community Care Support Services HNHB provides its goods and services on property that it owns and operates. Home and Community Care Support Services HNHB may require this if it is deemed necessary to protect the health and safety of the person with the disability or the health and safety of others on the premises. This would occur after consultation with the person with the disability.

Even though Home and Community Care Support Services typically do not charge fees in relation to a support person's presence on Home and Community Care Support Services HNHB premises Home and Community Care Support Services HNHB will provide advanced notice in the event a fee is ever charged by Home and Community Care Support Services HNHB. Advanced notice will be given where information about fees are typically provided.

### **Dealing with Confidential Matters in the Presence of Support Persons:**

In some cases a support person may have to agree to rules or requirements that are specific to the kinds of goods or services that Home and Community Care Support Services HNHB provides.

Where confidentiality is important because of the kinds of information discussed, Home and Community Care Support Services HNHB must obtain the consent of the client and may require the support person to sign a confidentiality agreement. As an option, in some situations it may be suitable for a support person to wait in a separate area while a client's confidential matters are addressed.

The client's confidential information will be subject to the Personal Health Information Protection Act (PHIPA).

**Agents and Others Providing Goods and Services on Behalf of Home and Community Care Support Services HNHB:**

Agents and others providing goods and services on behalf of Home and Community Care Support Services HNHB will adhere to these procedures and practices.

## 6.0 Supporting Documents and Tools

*List the tools that are available to staff in the implementation of this procedure.*

**Related Policies and Procedures**

- Accessible Customer Service - Notice of Temporary Disruptions in Services Procedure
- Accessible Customer Service - Use of Service Animals by persons with Disabilities Procedure
- Accessible Customer Service - Feedback and Complaints Policy and Procedure
- Accessible Customer Service - Provision of Goods and Services including the Use of Assistive Devices Procedure

**Job Aids and Forms – N/A**

**Other Supporting Documents – N/A**

## 7.0 Related Legislation and Other References

*List the related legislative documents (e.g. acts, regulations, and standards), government policy, and related Professional College policies, procedures, forms, templates, guidelines or committee terms of reference that together form a suite or framework for the specific policy matter.*

**External Resources/Links**

Accessibility for Ontarians with Disabilities Act, 2005

Ontario Regulation 429/07 – Customer Service Standards (AODA)

**Supersedes: N/A**