

Manual:	AODA Manual – Customer Service	Policy Number:	106
Subject:	SUPPORT PERSONS POLICY		
Developed:	September 2011		
Revised:			
Approved:			
References:	BHO Standard		
Policy References:	Accessibility for Ontarians with Disabilities Act, 2005 Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
Approved by:	Executive Director		

Policy Summary

This policy describes how Langs will welcome people with disabilities who are accompanied by a support person.

Purpose

This policy describes how people with disabilities and their support persons will be treated on Langs premises and Langs community events.

Policy Statement

Langs is committed to allowing full access to our premises to people with disabilities and their support persons. We will do this by:

1. Allowing full access to our premises to people with disabilities and their support persons, unless that area of the organization is not open to the public or other third parties
2. Ensure the person with a disability and his/her support person are able to enter our premises together and that the person with a disability has access to her/her support person at all time while on the organization's premises.
3. When clients access Langs 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.
4. Educating and training staff, volunteers, students and others dealing with the public about how support persons will be treated
5. Including in our publications and on website where appropriate that we welcome people who are accompanied by support persons.
6. Giving advance notice about the admission fee that will be charges for support person who accompany people with disabilities to events or services sponsored by Langs. We will ensure that signage and template for events providing details about admission costs for support people.

Definitions

Admission

The fee charged for attending events or obtaining services.

Premises

All locations under the control of Langs including satellite locations.

Support Person

May also be called “support professional”, “caregiver”, “interpreter” to name a few. 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. This may be a professional, relative, volunteer, or friend.

Limitations

This policy does not cover:

1. Events held on Langs premises that are not sponsored by us
2. Langs events held off premises over which Langs has no control.
3. The organization is not responsible for providing a support person.

Applicability

This policy and its sub-policies apply to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of Langs and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard