

<b>Subject:</b>	Support Persons	<b>Policy Number:</b>	1.06
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Approved:	September 2011, December 2013, June 2018, July 2023		
References:	Accessibility for Ontarians with Disabilities Act, 2005, Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service		
Previous Policy Number:	107		
Approved by:	Chief Executive Officer		

## **1.06 SUPPORT PERSONS**

### **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 at 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:

- 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.
- Ensuring the person with a disability and their support person are able to enter our premises together and that the person with a disability has access to their support person at all times while on the organization's premises.
- Educating and training staff, volunteers, students and others dealing with the public about how support persons will be treated.
- Including in our publications and on our website where appropriate that we welcome people who are accompanied by support persons.
- Giving advance notice about the admission fee, if any, that will be charged to a support person accompanying a person with disabilities to events or services sponsored by Langs. We will ensure signage and templates are present for events providing details about admission costs for support people.
- When clients access Langs' programs and services 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.

## **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 them 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:

- events held on Langs’ premises that are not sponsored by Langs;
- lang’s events held off promises over which Langs has no control; and
- 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; and
- staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard.