



*Operational Procedure*

*Support Persons Policy*

Program: Human Resources	Document Owner: Cindy Kremer	Reference Number: HR 5.15
Effective Date: October 2011	Date Revised: August, 2013	Next Review Date: 01/14/2019

**KEYWORDS**

Accessibility for Ontarians with Disabilities Act, 2005  
AODA  
Support Person

**RATIONALE**

**Policy Summary**

This policy describes how Canadian Mental Health Association Lambton Kent Branch will welcome and accommodate people with disabilities who are accompanied by a support person.

**Purpose**

This policy describes how people with disabilities and their support persons will access services on CMHA Lambton Kent premises and CMHA Lambton Kent sponsored events.

**POLICY**

CMHA is committed to allowing full access to our services and 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 or it is unsafe to do so.
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 his/her support person at all times while on CMHA Lambton Kent premises.
3. When clients access CMHA Lambton Kent 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.
  - a. It is also understood that if the support person has access to any confidential information related to other clients, they commit to keep it confidential. It will be the responsibility of the client's worker to explain this duty to the support person.
  - b. Support Persons will sign a Confidentiality Agreement during their first meeting with CMHA worker and client.
4. Educating and training staff, volunteers, students and others who provide service to the public about the role of support persons for those with a disability and the accommodations for access the Agency.
5. Including in our publications and website where appropriate that we welcome people who are accompanied by support persons.
6. Giving advance notice about the admission fee that will be charged for support persons who accompany people with disabilities to events or services sponsored by CMHA Lambton Kent Branch. We will ensure that signage and template for events provide details about admission costs for support people are available and written in clear language.

**Definitions**

**Admission**

The fee charged for attending events or obtaining services.

**Premises**

All locations under the control of CMHA Lambton Kent 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.

## **SCOPE**

### **Limitations**

This policy does not cover:

1. Events held on CMHA Lambton Kent premises that are not sponsored by us
2. CMHA Lambton Kent events held off premises over which CMHA Lambton Kent has no control.

### **Applicability**

This policy and its sub-policies apply to:

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

Reference/Source: Human Resources  
[Accessibility for Ontarians with Disabilities Act, 2005](#)  
[Customer Service Standard, Ontario Regulation 429/07: Accessibility Standards for Customer Service](#)

Distribution: \_\_\_\_\_  
Filing: \_\_\_\_\_

Monitoring:  
Human Resources

Related Documents:

- [HR 5.01 Communicating with People with Disabilities Policy](#)
- [HR 5.17 Use of Service Animals Policy](#)
- [HR 5.14 Notice of Disruptions in Service Procedures](#)
- [Volunteer Feedback Form](#)
- [HR 5.16 Use of Assistive Devices Policy](#)