

POLICY – SUPPORT PERSONS

- 17.0 Persons with disabilities may be accompanied by their support person while accessing goods and/or services. Support people assist people with disabilities in a variety of ways, by assisting with communication such as an Intervener /Sign Language Interpreter, or as a Personal Support Worker providing physical assistance. The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

PROCEDURES

- 18.0 A person with a disability who is accompanied by a support person will be welcomed at LHIN events and premises with his or her support person.
- 19.0 Access will be in accordance with normal security procedures.
- 20.0 It is important to remember to direct all communications directly to the individual and not the support person.
- 21.0 In some cases a support person may have to agree to rules or requirements that are specific to the kinds of goods or services provided. For example, where confidentiality is important because of the kinds of information discussed, you may require the support person to sign a confidentiality agreement prior to the disclosure of information. A copy of the signed consent should be retained at the LHIN office.
- 22.0 It may also be necessary to first obtain consent of disclosure from the individual prior to discussing or releasing confidential personal information in the presence of a support person. If the individual uses a different support person for subsequent confidential meetings, a new signed consent may be required.
- 23.0 Please refer to the LHIN Best Practices, Tools and Templates for a sample Confidentiality Consent Form.

- 24.0 Support persons are non-participants and therefore whenever possible should be granted free admission to the goods and/or services being accessed by the person with a disability they are accompanying. If an amount is payable by a support person for admission to an event or in connection with a person's presence at a LHIN sponsored function, notice should be provided to the individual in advance about the amount payable by the support person.