



POLICY ID: ACCESS-005

## TITLE: Utilization of a Support Person

MANUAL: ACCESSIBILITY

SECTION: N/A

APPROVED BY: CHIEF EXECUTIVE OFFICER

### POLICY

North Shore Health Network (NSHN) recognizes the requirements set out in the Accessibility Standards for Customer Service, (Ontario Regulation, 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as it pertains to the rights of a disabled person to utilize a support person while accessing care at NSHN.

### PROCEDURES

#### I. Use of Support Persons

- Support persons accompanying a disabled person may be a family member, friend or a trained professional. Assistance may take the form of communication, personal care, or mobility assistance, for example.
- If a person with a disability is accompanied by a support person, NSHN 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, except if reasonably required for procedural purposes involving care.
- In limited circumstances, NSHN may require a person with a disability to be accompanied by a support person where it is deemed necessary to protect the health and safety of the person with the disability or the health and safety of others. If this is required, NSHN employees will provide prior consultation with the person with the disability. This process will be utilized judiciously.
- NSHN typically does not charge fees for the presence of accompanying assistive individuals. If this was required, NSHN will provide notice of any fees prior to the commencement of services to the person with disabilities.

#### II. Dealing with Confidential Issues or Processes in the Presence of a Support Person

- Where confidentiality is a consideration, because of the kinds of information discussed, NSHN will obtain the consent of the patient/resident prior to commencement of any processes, or if needed, the support person will be asked to wait in a separate area while a client's confidential matters are addressed. This situation will be determined in a reasonable manner, in relation to the information and care situation.
- The client's confidential information will be subject to the Personal Health Information Protection Act (PHIPA) policies and practices of NSHN.

#### III. Third Party - Service Providers and Others Providing Services on Behalf of NSHN

- Service providers and others providing goods and services on behalf of NSHN will be required to adhere to NSHN's procedures and practices concerning the AODA.

#### IV. Exclusion of the Supporting Person for Health and Safety, or Care Process Reasons

- It is important to recognize that as a provider of healthcare services, there will be circumstances whereby the exclusion of the presence of a supporting individual to a person with disabilities may occur. This will be judged and exercised prudently, and utilized only when it is reasonable to do so.

## INFORMATION MANAGEMENT

### I. External References

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 429/07 - Accessibility Standards For Customer Service
- Manitoulin Health Centre. (January 2010). Policy & Procedure: Accessibility Standards - Utilization of a Support Person.
- Ministry of Community and Social Services. (April 2009). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07*.