

Support Persons Procedure – Attachment C

All staff shall ensure that accessible customer service is provided to all persons in accordance with this procedure and WECAS Accessibility Policy for Service.

(A) Welcoming Clients with Support Persons – What We Need to Do

1. Staff must allow a person with disabilities to be accompanied by his/her support person while in areas of the premises that are open to the public or other third parties.
2. If there is a fee for admission (ie: training registration) there must be advance notice of the admission cost for support persons so a persons with disabilities knows what to expect.

Fees for Support Persons:

1. When there is a fee, the applicability of fees and the fee amount, if any, for support persons will be posted wherever corporate fees are posted. (Eg. on the website; in materials or signage where fees are posted.) This includes ticketed events, training, workshops, seminars and all other fees and/or admission costs not set out above.

(B) Tips on Interacting with People Who Have a Support Person

1. A person with disabilities might not introduce their support person. If you are not sure which person is the client, take your lead from the person using or requesting your services or simply ask.
2. Once you have determined who your client is, speak directly to them, not to their support person.

(C) Functions of Support Persons

The following chart contains some examples of functions performed by support persons:

Client with a Disability	Support Person's Functions
Deaf or Blind	To guide, to provide transportation and adaptive communication such as tactile or adaptive American Sign Language, large print notes, print on palm or two-handed manual signing
Deaf, Deafened, Oral Deaf	To provide sign language or oral interpretation services – to translate conversation, not to participate in it
Learning Disability	To help with complex communication or note-taking
Intellectual/Developmental Disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them away from dangerous situations
Mental Health Disability	To help with communication tasks such as completing complex forms. To help in environment such as crowded, noisy settings or high-stress situations such as interviews.
Physical Disability	To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions

Seizure Disorder	To assist in the event of a seizure (eg. To protect from falling)
Speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret the person's communications
Vision Loss	To read or to guide

(D) Special Situations to Consider

1. Confidential Information:

If you are going to be discussing confidential information with a person who is accompanied by his/her support person, please receive instruction from the person as to whether they would like the support person present during the discussion.

2. Limited Situations Where a Support Person May Be Required:

Occasionally, workers may require a person with a disability to be accompanied by a support person when on the premises, but only if a support person is necessary to protect the health or safety of the person or the health and safety of others on the premises.

In determining whether a person with a disability requires the accompaniment of a support person, the following criteria should be used when consulting with the customer:

- When there is a significant risk to the health and safety of the person with a disability or others (the *possibility* of risk is insufficient);
- That the risk is greater than the risk associated with other persons;
- That the risk cannot be eliminated or reduced by other means;
- The assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm;
- The risk assessment should be based on the individual's actual and apparent characteristics, not on generalizations, misperceptions, ignorance or fears about a disability.