

## Kitchener Downtown Community Health Centre

**Type of Policy:**

<input type="checkbox"/>	Administration (A)	Client Services
<input type="checkbox"/>	Financial (F)	<input checked="" type="checkbox"/> <b>General (CG)</b>
<input type="checkbox"/>	Board of Directors (B)	<input type="checkbox"/> Programs (CP)
<input type="checkbox"/>	Human Resources (H)	<input type="checkbox"/> Medical Services (CM)
<input type="checkbox"/>	Occupational Health & Safety (S)	
<input type="checkbox"/>	Volunteers (V)	

**Policy No: CG1109**

**Title: Support Persons**

### Policy

KDCHC welcomes people with disabilities who are accompanied by a support person to all areas of our premises, unless that area is not open to the public or third parties.

At no time will a person with a disability who is accompanied by a support person be prevented from having access to the support person while on our premises.

When clients access KDCHC 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.

KDCHC will give advanced notice about any event or services admission fees that would be charged to a support person who accompanies a person with disabilities.

### Procedures

Training will be provided to staff, board members, students and volunteers about people with disabilities who require the presence of a support person.

KDCHC will provide information in advance and signage as appropriate, to inform the client where a fee for the support person will be charged for an event or service.

### Limitations

This policy does not cover:

1. Events held on KDCHC premises that are not sponsored by KDCHC.
2. KDCHC events held off premises over which KDCHC has no control.

KDCHC will advocate with other premises for access for support persons should this issue arise.

**Definition:**

**Support Person**

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. They may be a professional, relative, volunteer, or friend. A support person may also be called “support professional”, “caregiver”, or “interpreter” to name a few.

**Reference Documents:**

Accessibility Standards for Customer Service (Policy No. 1104)

**Approved By:** Eric Goldberg

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**Date:** December 6, 2011

Reviewed: July 6, 2016