

Policy Name:	Integrated Accessibility Standards Regulation (IASR) Customer Service Standard - SUPPORT PERSONS		
Policy Number:	AODA-104	Formerly	AODA-4
	Creation Date: November 2011	Reviewed Date: December 2023	Approved by: Executive Director

POLICY STATEMENT

The West Elgin Community Health Centre (the “Centre”) is committed to ensuring full access to our services and premises to persons with disabilities and their support persons.

APPLICATION

This policy applies to:

- All staff, volunteers, students, contractors, consultants and others working on behalf of, and/or in partnership with, the Centre and who provide client services.
- Staff, Board Directors, volunteers and others who are involved in developing policies and procedures regarding the IASR – Customer Service Standard.

PROCEDURE

We will ensure this by:

- Allowing full access to our premises to persons 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.
- Ensure persons with disabilities and their support persons are able to enter our premises together and that the person with a disability has access to their support person at all times while on Centre premises.
- Understanding that the decisions to have the support person accompany the Client into the service area is at the discretion of the Client. When a Client access services and programs and requests that their support person accompany them into the service area it is implied that the Client has provided consent and that the Client’s support person understands and commits to the confidentiality of the Client’s personal health information.
- Educating and training staff, volunteers, students and others who provide service to the public about the role of support persons for persons with a disability and the accommodations for accessing the Centre.
- Including in our publications and website, where appropriate, that we welcome people who are accompanied by support persons.
- Giving advance notice about any fees that will be charged for support persons who accompany persons with disabilities to events or services sponsored by the Centre. We will ensure that signage for events provide details about fees for support people are available and written in clear language. However, if it is “required” by the Centre that the person with a disability be accompanied by a support person when on the Centre’s premises or attending an event sponsored by the Centre, the support person’s attendance fee will be waived.

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DEFINITIONS

FEES

The fee charged for attending events or obtaining services.

PREMISES

All locations under the control of the Centre including satellite locations.

SUPPORT PERSON

A support person is a person who assists an individual with a disability to lead a self-directed life and who accompanies them 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.

LIMITATIONS

This policy does not cover:

- Events held on Centre premises that are not sponsored by us.
- Centre events held off premises over which Centre has no control.

CROSS-REFERENCE

POLICY AODA-101 Our Commitment – Accessibility for Persons with Disabilities

POLICY AODA-102 Customer Service – Communicating with Persons with Disabilities

POLICY AODA-103 Customer Service – Use of Assistive Devices

POLICY AODA-105 Customer Service – Service Animals

POLICY AODA-106 Customer Service – Notice of Disruptions in Service Procedures

POLICY AODA-107 Customer Service – Accessibility Feedback Procedure

POLICY AODA-108 Integrated Accessibility Standards (IASR) – Information, Communication and Employment