

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER:</b> GEN 217
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Policy Owner:	Chief Executive Officer	<b>EFFECTIVE:</b> December 2019
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## SUPPORT PERSONS

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### Policy

Rideau Community Health Services (RCHS) is committed to allowing full access to our services and premises to people 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 RCHS and who provide client services
- Staff, board members, volunteers and others who are involved in developing policies and procedures regarding the standard

### Procedure

We will ensure this by:

- Allowing full access to our premises to people 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.
- Ensuring the person with a disability and their support person 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 RCHS's 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 clients access services and programs and request 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 those with a disability and the accommodations for accessing RCHS's sites.
- Including in our publications and website where appropriate that we welcome people who are accompanied by support persons.

### Definitions

#### Premises

All locations under the control of RCHS 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 RCHS premises that are not sponsored by us.
- RCHS events held off premises over which RCHS has no control.

**Associated Policies**

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