

Section: Accessibility	Subsection: Barriers	Policy Number: ACC-103
Subject : Support Persons for Individuals with Disabilities		Effective Date: May 2015
Standard: Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	Authority: CEO	Supercedes: June 2014, June 2021 November 2023
		Page 1 of 1

1.0. POLICY STATEMENT

Belvedere Heights is committed to serving people with disabilities who are accompanied by a support person and will work with them to ensure safe and equitable access to service. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will work with those requiring the assistance of support persons to ensure these are accommodated within our organization.

2.0 DEFINITIONS

2.1 Disability:

2.1.1 Any degree of physical infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impairment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog, or other animal or on a wheelchair or other remedial appliance or device.

2.1.2 A condition of mental impairment or developmental disability.

2.1.3 A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.4 A mental disorder.

2.1.5 An injury or disability for which benefits were claimed or received under the insurance plan established under Workplace Safety and Insurance Act, 1997.

2.2 Support Person:

2.2.1 In relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or to access goods or services.

2.2.1.1 It is important to remember that the person's disability may not be visible, and people are not required to disclose the nature of their disability.

3.0 EQUIPMENT

3.1 N/A

4.0 PROCEDURE

4.1 Consent will be obtained prior to releasing any confidential information (such as personal health information) in the presence of a support person, (or other form of consent if disability prevents verbal communication). The consent will be documented on the health record.

4.2 The nature of the person's disability will be considered during all interactions and communication will be adjusted accordingly.

4.3 Communication will occur directly to the Resident unless otherwise directed to communicate with the support person.

4.4 Wherever possible, the support person will be allowed unlimited access to the Resident.

4.5 If unable to facilitate access for the support person, a direct supervisor will be notified immediately. The direct supervisor, at their discretion, will determine the level of access for the support person.

4.6 If the support person is declined access, provisions will be made to provide equivalent support (as identified by the Resident) by other means.

4.7 Every effort will be made to ensure the support person is provided appropriate provisions if an overnight stay is required, however; they are required to follow the Home's policies and procedures

4.8 Notice of any costs reasonably foreseeable by the support person will be communicated in advance or as soon as reasonably practicable.

5.0 OUTCOMES

5.1 Persons with disabilities will be able to access care safely and equitably or participate in the procurement of goods and services at the Home.

6.0 REFERENCES

6.1 O. Reg. 429/07, s.4 (8)

Authorized Signing Authority

Date

