

**CORPORATE MANUAL**

<b>TITLE:</b> Accessibility – Support Person - Customer Service Regulation 429/07	<b>NUMBER:</b> 1 – 403
<b>SECTION:</b> Introduction	<b>RESPONSIBLE DISCIPLINES:</b> All Staff, Volunteers, Agents, Physicians and Students
<b>DATE:</b> September 10, 2009	<b>APPROVED BY:</b> Vice President, Finance & Corporate Services
<b>REVIEW FREQUENCY:</b> Every 3 years	<b>Policy:</b> X <b>Standard:</b> X
<b>REVISED/REVIEWED:</b> December 2013, June 2015	<b>Guideline:</b> X <b>Procedure:</b>

**Policy:**

Cambridge Memorial Hospital (CMH) is committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times. CMH supports the right of the individual to be accompanied by a support person, except where excluded by law.

**Standards:**

- Support persons may accompany people with disabilities in all areas of the hospital except where excluded by law.
- Where a support person is excluded by law, Cambridge Memorial Hospital will accommodate alternative ways for the person with disabilities to access our goods and services.
- Support persons may be permitted in areas where some sterile procedures occur in accordance with the Health Promotion and Protection Act including but not limited to:
  - Operating Rooms,
  - Minor Procedure Rooms (case specific)
  - In any room where radiation exposure occurs (X-ray, CT, MRI) or where there is potential risk to the support person
- Staff will inform the person with a disability of areas where the presence of a support person is not allowed prior to their arrival (where possible) and will develop an accessibility plan with the individual identifying alternate support arrangements.
- Confidentiality and privacy of the person with a disability and other clients will be respected at all times by staff and may be requested of the support person where applicable (i.e. group counseling sessions)
- The right to autonomous decision-making is protected by law is applicable to people with disability accompanied by a support person. Refer to [Consent to Treatment Policy](#)
- Staff may request a support person be provided by the patient in order to protect the health and welfare of a person with disability.
- Patients with disabilities must be allowed to use their support persons while accessing your parties. If CMH charges for admission, the hospital is required to have a policy

regarding what amount, if any, is charged for support persons. Advance notification of a fee, if any, is required.

- Notice of the availability of CMH Accessibility policies will be posted in a conspicuous place on the premises and/or on the CMH web page (Meditech, intranet and internet).
- All policies and procedure documents related to Accessibility will be available to the public, in a format agreed upon with the person with a disability.

**Guidelines:**

- Support person role:
  - o Individual hired or chosen to accompany a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services.
  - o Provides care needs:
    - Personal care needs including but not limited to assistance with eating or using the washroom.
    - Medical needs may including but not limited to, monitoring the person with a disability’s health conditions, providing injections and providing support when someone has moderate to severe seizures.
  - o Support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.
- Interacting with a patient who has a support person:
  - o The person with a disability may not introduce their support person. If you are not sure which person is the patient, take your lead from the person using or requesting your service and/or simply ask.
  - o Once you have determined who the patient is, speak directly to them, not to their support person.
  - o Staff should be familiar with CMH policies, practices and procedures about providing accessible customer service.
- Person with disability and support person role:

Person with a Disability	Support Person’s Functions
Person who is deaf / blind	To guide, to provide transportation and adaptive communication such as tactile or adapted American Sign language, large print notes, print on palm or two-handed manual signing.
Person who is deaf, deafened, oral deaf	To provide sign language or oral interpretation services - to translate conversation, not to participate in it.
Person with a learning disability	To help with complex communication or note-taking.
Person with an intellectual/ developmental disability	To help with travel, daily activities, prompting medication, complex tasks, or to keep them from dangerous situations.

Person with a Disability	Support Person's Functions
Person with a mental health disability	To help with communication tasks such as completing complex forms. To help in environments such as crowded, noisy settings or high-stress situations such as interviews.
Person with a physical disability	To provide services related to travelling, personal care such as toileting or eating, monitoring medical conditions.
Person with a seizure disorder	To assist in the event of a seizure, e.g. to protect the individual from falls
Person with vision loss	To read or to guide.
Person with a speech impairment who uses an augmentative or alternative communication system (symbol board, electronic communication system)	To relay or interpret a person's communications.

Ministry of Community and Social Services. Training Resource - Customer Service Standard 429/07 Pg. 31

**References:**

Service Ontario (2009). [Accessibility for Ontarians with Disabilities Act](#) S.O. Chapter 11,

Service Ontario (2005) [Accessibility for Ontarians with Disabilities Act](#) *Customer Service Standards 429/07*

[Blind Persons' Rights Act](#) (1990) R.S., c. 40, s. 1

Ontario Hospital Association Conference. (2008). *Accessibility for Ontarians with Disabilities Act (2005). Taking a close look at the Standards: Impact and Implications.* Toronto, ON

Service Ontario (2005). [Accessibility for Ontarians with Disabilities Act](#) *Training Resource for Small Businesses and Organizations*

**Developed in Consultation with:**

- Accessibility Committee
- Human Resources
- Manager, Planning and Development
- Patient Relations Specialist