

<b>MANITOULIN HEALTH CENTRE</b> Accessibility Standards – Utilization of a Support Person	<b>POLICY:</b> ADM-10-03	<b>DEPARTMENT:</b> Administration
<b>EFFECTIVE DATE:</b> February 22, 1010	<b>DATE REVIEWED:</b> (annually) June 2017	
<b>PREVIOUS POLICY:</b> N/A	<b>DISTRIBUTION:</b> All Departments, Board of Directors	

## STATEMENT OF PURPOSE

Manitoulin Health Centre (MHC) recognizes the requirements set out in Accessibility Standards for Customer Service (Ontario Regulation, 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005, as it pertains to the rights of a disabled person to utilize a support person while accessing care at either of our two hospital sites.

### Use of Support Persons

Support persons accompanying a disabled person may be a family member, friend or a trained professional. Assistance may take the form of communication, personal care, or mobility assistance, for example.

If a person with a disability is accompanied by a support person, MHC shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to their support person while on the premises, except if reasonably required for procedural purposes involving care.

In limited circumstances, MHC may require a person with a disability to be accompanied by a support person where it is deemed necessary to protect the health and safety of the person with the disability or the health and safety of others. If this is required, MHC staff will provide prior consultation with the person with the disability. This process will be utilized judiciously.

MHC typically does not charge fees for the presence of accompanying assistive individuals. If this was required, MHC will provide notice of any fees prior to the commencement of services to the person with disabilities.

### Dealing with Confidential Issues or Processes in the Presence of a Support Person

Where confidentiality is a consideration because of the kinds of information discussed, MHC will obtain the consent of the patient prior to commencement of any processes, or if needed, the support person will be asked to wait in a separate area while a client's confidential matters are addressed. This situation will be determined in a reasonable manner, in relation to the information and care situation.

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### Third Party Service Providers and Others Providing Services on Behalf of MHC

Service Providers and others providing goods and services on behalf of MHC will be required to adhere to MHC's procedures and practices concerning the AODA.

### Exclusions of the Supporting Person for Health and Safety, or Care Process Reasons

It is important to recognize that as a provider of hospital services, there will be circumstances whereby the exclusion of the presence of a supporting individual to a person with disabilities may occur. This will be judged and exercised prudently, and utilized only when it is reasonable to do so.

### REFERENCES

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)
- Ontario Regulation 429/07 – Accessibility Standards for Customer Service
- Ministry of Community and Social Services (2009, April). *Guide to the Accessibility Standards for Customer Service, Ontario Regulation 429/07*

President & CEO
June 2017

Derek Graham

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