



Accessibility - Use of Support Person

POLICY

The Espanola Regional Hospital and Health Centre (ERHHC) recognizes the requirements set out in the 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 our hospital site.

PROCEDURE

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, ERHHC 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, ERHHC 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, ERHHC staff will provide prior consultation with the person with the disability. This process will be utilized judiciously.

ERHHC typically does not charge fees for the presence of accompanying assistive individuals. If this was required, ERHHC 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, ERHHC 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.

The client's confidential information will be subject to the Personal Health Information Protection Act (PHIPA) policies and practices of ERHHC.

Third Party - Service Providers and Others Providing Services on Behalf of ERHHC

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

5. Exclusion 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.*