



RED LAKE MARGARET COCHENOUR MEMORIAL HOSPITAL

-STATEMENT OF POLICY AND PROCEDURE-

SUBJECT: SUPPORT PERSONS		DOC. ID#: ADM-AODA-IAS-04
MANUAL: ADMINISTRATION ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT 2005 (AODA)		Original Date: MARCH 2010
CATEGORY: INTEGRATED ACCESSIBILITY		Last Revision Date: See electronic version
DEVELOPED BY: DQR	APPROVED BY: CEO	Next Revision Date: See electronic version
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1. PURPOSE:

This policy is intended to meet the requirements for support persons in the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards 191/11 and all related standards and regulations introduced under this legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

2. SCOPE:

This policy applies to ALL Red Lake Margaret Cochenour Memorial Hospital's Employees, Board Members, students, volunteers, contractors and affiliates.

3. POLICY/PROCEDURE/STANDARD:

- The Red Lake Margaret Cochenour Memorial Hospital is committed to promoting, providing and maintaining an environment where respect and dignity is demonstrated at all times.
- The organization will ensure that if a support person accompanies a person with a disability, both people are permitted to enter together, and that the person with a disability is not prevented from having access to the support person. The hospital may, however, limit a support person's access to their charge on the basis of medical or safety considerations. For example, if a designated support person has a communicable illness and it is likely that they will put others at risk due to their illness, they may be denied access to their charge or to areas of the hospital.
- In the event the hospital or sponsored program has identified that a support person is necessary to protect the health or safety of the person with a disability or others in the facility, a person with a disability may be required to be accompanied by a support person.
- People with a disability who are accompanied by a support person have the right to have access to that support person to assist them with communication, mobility, personal care or medical needs to enable access to goods and services provided by the Red Lake Margaret Cochenour Memorial Hospital or its sponsored programs.

- If a person with a disability is deprived of access to their support person for this reason, the hospital or its sponsored program will assume responsibility for the basic care of the individual with a disability. If possible, situations requiring the separation of individual and support person will be discussed with the individual in advance and appropriate measures taken.
- Confidentiality and privacy of the person with a disability and other clients will be respected at all times.
- In the event of inpatient needs, sleeping arrangements will be provided to the support person in the same vicinity at no extra cost. The support person will be responsible for the cost of his or her own meals. If any additional service fees are required for a support person, notice will be provided in advance.

PROCEDURE:

- Obtain consent from the person with the disability prior to discussing or disclosing any confidential information with the support person.
- The support person may be requested to leave during confidential matters otherwise the support person is expected to sign a confidentiality agreement.
- When a support person is permitted access to a care area where exposure to confidential information of other patients may occur, measures must be taken by all staff in that area to ensure such exposure is minimized.
- Appropriate behaviour should be expected of a support person just as it is of the client with the disability and all other clients.
- A support person may be asked to identify the disability-related service(s) he/she provides at the discretion of the staff member.

A Support person role may include but is not limited to:

- 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.
- Provides care needs: Personal care needs including but not limited to assistance with eating or using the washroom.
- Medical needs may include but are not limited to, monitoring the person with a disability's health conditions, providing injections and providing support when someone has moderate to severe seizures.
- The 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:

- 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.
- Once you have determined who the patient is, speak directly to them, not to their support person.
- Staff should be familiar with RLMCMH policies, practices and procedures about providing accessible customer service.

Examples of 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 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 or biting their tongue.
Person with speech impairment	To relay or interpret a person's communications. who uses an augmentative or alternative communication system (symbol board, electronic communication system)
Person with vision loss	To read or to guide.

4. RESOURCES:

LEGISLATION

Accessibility for Ontarians with Disabilities Act, 2005 ONTARIO REGULATION 191/11

Integrated Accessibility Standards <https://www.ontario.ca/laws/regulation/110191?search=accessibility>