

**St. Joseph's General Hospital Elliot Lake
PROCEDURE MANUAL**

Department	Human Resources
Subject:	AODA – Use of Support Persons by Persons with Disabilities – Procedure
Procedure Number:	PRS II-a-30
Distribution List:	All Departments
Approved By: Chief Executive Officer	M. Hukezalie
Date Originated:	December 1, 2009
Last Reviewed:	
Date(s) Revised: (NB RETAIN PREVIOUS POLICY)	
Senior Manager's Signature:	<i>R. Primeau</i> , Director Human Resources

PROCEDURE

Purpose

These procedures and practices have been established for the purpose of fulfilling the requirements set out in the Accessibility Standard for Customer Service, (Ontario Regulation 429/07) of the Accessibility for Ontarians with Disabilities Act (AODA), 2005.

Application

These procedures and practices apply where St. Joseph's General Hospital Elliot Lake ("the Hospital" which includes the Oaks Treatment Centre and St. Joseph's Manor) provides its goods and services on premises that it owns or operates, and if the public and other third parties have access to these premises.

Use of Support Persons

Support persons may be a family member, friend or a trained professional. They provide a wide range of assistance to persons with disabilities including but not limited to assistance with communication, personal care and assistance accessing goods and services.

If a person with a disability is accompanied by a support person, the Hospital 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.

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The Hospital may require a person with a disability to be accompanied by a support person where the Hospital provides its goods and services on property that it owns and operates. The Hospital may require this if it is deemed necessary to protect the health and safety of the person with the disability or the health and safety of others on the premises. This would occur after consultation with the person with the disability.

The Hospital will refer to its procedures for determining a person's need for a support person for health and safety reasons.

Even though the Hospital does not typically charge fees in relation to a support person's presence on Hospital premises, the Hospital will provide advance notice in the event a fee is ever charged. Advanced notice will be given where information about fees are typically provided.

Dealing With Confidential Matters in the Presence of Support Persons

In some cases, a support person may have to agree to rules or requirements that are specific to the kinds of goods or services that the Hospital provides.

Where confidentiality is important because of the kinds of information discussed, the Hospital must obtain the consent of the client and may require the support person to sign a confidentiality agreement. As an option, in some situations it may be suitable for a support person to wait in a separate area while a client's confidential matters are addressed.

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

Service Providers and Others Providing Services on Behalf of the Hospital

Service providers and others providing goods and services on behalf of the Hospital will adhere to these procedures and practices.

Review of Procedures and Practices

These procedures and practices will be reviewed annually to ensure they are in accordance with legislation and meeting the needs of persons with disabilities.

(typist's initials)

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References:

Reviewed in consultation with: Senior Management, Managers

Policy Credits (author?): R. Primeau

Corresponding Form Numbers:

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