




West Parry Sound Health Centre

CORPORATE			
ACCESSIBILITY: SUPPORT PERSONS			
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1.0. POLICY STATEMENT

West Parry Sound Health Centre (WPSHC) is committed to serving people with disabilities who are accompanied by a support person and will work with them to ensure safe and equitable access to service. We are committed to the principles of dignity, respect, and integration of all persons with disabilities and will work with those requiring the assistance of support persons to ensure these are accommodated within our organization.

2.0 DEFINITIONS

2.1 Disability:

2.1.1 The Accessibility for Ontarians with Disabilities Act, 2005, defines a disability as follows:

2.1.1.1 Any degree of physical disability, infirmity, malformation, or disfigurement caused by bodily injury, birth defect or illness (i.e., diabetes mellitus, epilepsy, brain injury, and degree of paralysis, amputation, lack of physical co-ordination, blindness/visual impediment, deafness/hearing impediment, muteness/speech.

2.1.1.2 Impediment or physical reliance on a guide dog/other animal or on a wheelchair/other medical appliance/device.

2.2.1.3 A condition of mental impairment or a developmental disability.

West Parry Sound Health Centre

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2.1.1.4 A learning disability, a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.

2.1.1.5 A mental disorder.

2.1.1.6 An injury or disability for which benefits were claimed or received under insurance plan established under the Workplace Safety & Insurance Act, 1997.

2.2 Support Person:

2.2.1 In relation to a person with a disability, another person who accompanies him or her to help with communication, mobility, personal care or medical needs or to access goods or services.

2.2.1.1 It is important to remember that the person's disability may not be visible, and people are not required to disclose the nature of their disability.

3.0 EQUIPMENT

3.1 N/A

4.0 PROCEDURE

4.1 Consent will be obtained prior to releasing any confidential information (such as personal health information) in the presence of a support person, (or other form of consent if disability prevents verbal communication). The consent will be documented in the health record.

4.2 The nature of the person's disability will be considered during all interactions and communication will be adjusted accordingly.

4.3 Communication will occur directly to the customer/patient unless otherwise directed to communicate with the support person.

4.4 Wherever possible, the support person will be allowed unlimited access to the Customer/patient. In the case of an admitted patient, support persons are not restricted to visiting hours.

4.5 If unable to facilitate access for the support person, a direct supervisor will be notified immediately. The direct supervisor, at their discretion, will determine the level of access for the support person.

4.6 If the support person is declined access, provisions will be made to provide equivalent support (as identified by the customer/patient) by other means.

4.7 Every effort will be made to ensure the support person is provided appropriate provisions if an overnight stay is required, however; they are required to follow Health Centre policies and procedures and remain responsible for their own meals and parking fees.

4.8 Notice of any costs reasonably foreseeable by the support person will be communicated in advance or as soon as reasonably practicable.

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5.0 OUTCOMES

5.1 Persons with disabilities will be able to access care and services safely and equitably at West Parry Sound Health Centre.

6.0 REFERENCES

6.1 Ontario Regulation 429/07, s.4 (8)

7.0 RELATED POLICIES

7.1 Corporate Policy 0125: Accessibility at West Parry Sound Health Centre

8.0 APPENDIX

8.1 N/A

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