

Procedure	Use of Support Persons	Procedure Number	5.10.10.P3
Refer to	Accessible Customer Service Policy Number 5.10.10	Original	February 22 2010
		Reviewed	May 2023
		Revised	May 2023
		Next Review Date	May 2025
Written by	Manager, Human Resources	Approved by	Medical Officer of Health

The Haliburton, Kawartha Pine Ridge District Health Unit (herein referred to as “HKPR”) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario’s accessibility laws.

HKPR is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination.

HKPR understands that obligations under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law.

HKPR is committed to excellence in providing programs, services, and/or facilities to all customers including people with disabilities. Our accessibility policies are consistent with the principles of independence, dignity, integration, and equality of opportunity for people with disabilities.

A person with a disability and their support person are both permitted to enter HKPR premises together and the person with a disability will not be prevented from having access to the support person while on the premises.

HKPR will consult with the person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, HKPR determines that,

- a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
- b) there is no other reasonable way to protect the health or safety of the person with the disability and the health or safety of others on the premises.

Information on costs, if any, associated with admission, including but not limited to refreshment breaks that are applicable to a support person, will be provided in advance either through the registration process and/or on the website www.hkpr.on.ca/my-health-unit/accessibility/.

Source documents:

Accessibility for Ontarians with Disabilities Act