

Department: Corporate Services
Division: Clerk's Office
Section/Function: Accessibility/Support Persons
Effective Date: 20-02-10
Approval Level: Corporate

Use of Support Persons

1.0 Purpose:

To ensure that all citizens enjoy equitable access to Town of Arnprior services, programs and opportunities while maintaining dignity and independence.

2.0 Application:

This procedure applies to Council, Staff, Volunteers, Agents and/or Contractors and Consultants employees, managers, and supervisors of the Town of Arnprior.

3.0 Definitions

- **Support Person** is an individual hired or chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods, services, programs and opportunities.

4.0 Responsibility

- 4.1 The Corporation of the Town of Arnprior is committed to ensuring equitable access to all goods, services, programs and opportunities for persons with disabilities, who are accompanied by support persons.
- 4.2 It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the Town of Arnprior to follow and carry out the procedures outlined below.
- 4.3 All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.
- 4.4 All staff that work with or contracts agents, contractors and/or consultants, to work on behalf of the Town of Arnprior will ensure that they are made aware of the purpose and intent of this policy and its procedures.

5.0 Procedure

- 5.1 Persons with disabilities are permitted to be accompanied by their support person in areas that are open to the public when accessing goods, services and facilities provided by the Town.
- 5.2 If a person with a disability is accompanied by a support person, the provider of goods, services and facilities 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 the support person while on the premises.

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- 5.3 The Town may require a person with a disability to be accompanied by a support person while using Town premises in situations where it is necessary to protect the health and safety of the person with a disability or the or the health or safety of others on the premises.
- 5.4 If the Town requires a person with a disability to be accompanied by a support person when on the premises, the Town will waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.
- 5.5 This procedure regarding waived fees for support persons will be documented and communicated to all staff who routinely collect and/or supervise the collection of such fees from the public.
- 5.6 Staff will be trained to understand respectful ways to interact with a person with a disability, who is accompanied by a support person. It would be disrespectful to ask for written confirmation stating that the individual is a support person or to ask for an explanation about the type of support being provided.

6.0 Related Policies/Documents

- Town of Arnprior Accessible Customer Service Policy (By-law 6167-12)
- Town of Arnprior Integrated Accessibility Standards Regulation Policy (By-law 6259-13)
- Town of Arnprior Training and Development Policy
- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Standards for Customer Service (Ontario Regulation 429/07)
- Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)
- Human Rights Code