

GENERAL: BUSINESS

CUSTOMER SERVICE STANDARD (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT): USE OF SUPPORT PERSON BY THE GENERAL PUBLIC

Policy #GB-11C

Rationale:

In a spirit of freedom, affirmation and celebration, members of the Renfrew County Catholic District School Board Community strive to nurture the giftedness, self-worth and potential of each individual and we reverence the dignity of the whole person, including all persons who interact with our board as customers.

The Renfrew County Catholic District School Board will welcome all members of the school and broader community to our facilities by committing our staff and volunteers to providing services that respect the independence and dignity of people with disabilities, such service to incorporate measures that include but are not limited to the use of support persons.

Personnel Affected by Policy:

Trustees, All Renfrew County Catholic District School Board Regular and Occasional Employees and Volunteers

Definitions:

Support person: is a person who assists or interprets for a person with a disability who accesses the services of the Board. A support person is distinct from an employee who provides support services to a student or staff person in the system – separate and specific procedures apply.

Additional information:

A support person is an individual chosen by a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods or services. Personal care needs may include, but are not limited to, physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health or providing medical support by being available in the event of a seizure.

The support person could be a paid professional, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.

Organizational Authority:

The Renfrew County Catholic District School Board

Regulations:

RESPONSIBILITY

Supervisory Officers, Principals and Departmental Managers will ensure that staff receive training in interacting with people with disabilities who are accessing board services accompanied by a support person.

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ACCESS TO BOARD PREMISES

Any person with a disability who is accompanied by a support person will be welcomed on Board and/or school premises with his or her support person. Access will be in accordance with normal security procedures.

This requirement applies only to those areas of the premises where the public or third parties customarily have access and does not include places or areas of the school or board offices where the public does not have access.

CONFIDENTIALITY

Where a support person is accompanying a person with a disability, who is the parent/guardian of a student, for the purpose of assisting in a discussion that may involve confidential information concerning the student, the superintendent, principal or other staff member must first secure the consent of the parent/guardian regarding such disclosure.

Consent to the disclosure of confidential information in the presence of the support person must be given in writing by the parent or guardian.

The support person must also provide assurance in writing to safeguard the confidentiality of information disclosed in the discussion.

A copy of the signed consent document will be retained in the school/board office.

If the parent/guardian uses a different support person for subsequent meetings, a new signed consent will be required.

SUPPORT PERSONS ACCOMPANYING A PERSON WITH A DISABILITY AT SCHOOL EVENTS FOR WHICH THERE IS AN ADMISSION FEE

Where an individual with a disability who is accompanied by a support person wishes to attend a school, family of schools or board-organized event for which a fee is charged, the notice of the event will include information as to whether support persons will be charged a fee and specify the amount of the fee.

WHERE THE BOARD MAY REQUIRE THE PRESENCE OF A SUPPORT PERSON

The Board may require a person with a disability to be accompanied by a support person when on the premises, but only if 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.