

<b>STATEMENT of POLICY and PROCEDURE</b>			
Manual:	Accessibility Standards	SPP No.	<b>AS 2.04</b>
Section:	Customer Service	Issued:	Nov 1, 2012
Subject:	<b>Use of support persons</b>	Effective:	
Issue to:	All Manual Holders	Page:	1 of 3
		Replaces:	<b>Sept 15, 2011</b>
Issued by:	Greg Last	Dated:	Nov 1, 2012

## **1 POLICY**

- 1.01 Filter Solutions Inc. is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. In the event that a fee is charged in relation to a support person's presence on Filter Solutions Inc. premises or to attend a Filter Solutions Inc.-sponsored event, advanced notice of the fee will be provided.

## **2 PURPOSE**

- 2.01 The purpose of this Statement of Policy and Procedure is to ensure persons with disabilities who are accompanied by a support person are treated accordingly.

## **3 SCOPE**

- 3.01 This policy applies to all employees and all facilities of Filter Solutions Inc. in Ontario.

## **4 RESPONSIBILITY**

- 4.01 It is the responsibility of the managers, immediate supervisors and department heads to ensure that all employees follow the guidelines set out in this policy.
- 4.02 Each manager, immediate supervisor and department head is responsible to ensure all employees are trained under Accessibility Standards for Customer Service and this policy, practices and procedure.

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## **5 DEFINITIONS**

“**Support persons**” assist people with disabilities in a variety of ways, by aiding with communication such as an intervenor, sign language interpreter or a personal support worker providing physical assistance. 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.

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

### **Accessibility for Ontarians with Disabilities Act, 2005**

**Accessibility Standards for Customer Service**, Ontario Regulation 429/07

## **7 PROCEDURES**

- 7.01 A person with a disability who is accompanied by a support person will be welcomed at Filter Solutions Inc. premises and events with his or her support person.
- 7.02 Access will be in accordance with normal security procedures.
- 7.03 It is important to remember to direct all communications directly to the individual and not the support person.
- 7.04 In some cases a support person may have to agree to rules or requirements that are specific to the kinds of goods or services provided. For example, where confidentiality is important because of the kinds of information discussed, you may require the support person to sign a confidentiality agreement prior to the disclosure of information. A copy of the signed consent should be retained at the Filter Solutions Inc. office.

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7.05 It may also be necessary to first obtain consent of disclosure from the individual prior to discussing or releasing confidential personal information in the presence of a support person. If the individual uses a different support person for subsequent confidential meetings, a new signed consent may be required. Please refer to the confidentiality consent form for that purpose.

This sample is modified and customized from the Ministry of Community and Social Services Accessibility Standard for Customer Service templates.