

Customer Service: Accessibility Standard for Customer Service Policy - Support Person	Approved by Board on December 13, 2011	October 2011	Page 1 of 2
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Principle:

The use of support person by parents, clients and general public.

Policy:

Geneva Centre for Autism is committed to ensure that all staff are trained and familiar with interacting with people with disabilities who are accessing services accompanied by a support person.

Procedure:

The centre recognizes that people with disabilities achieve accessibility to the provision of services by the organization, consistent with the following principles:

1. Any person with a disability who is accompanied by a support person will be welcomed on Geneva Centre's premises with his or her support person. Access will be in accordance with normal security procedures.
2. 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 centre where the public does not have access.

Confidentiality:

1. Where a support person is accompanying a client with a disability for the purpose of assisting in a discussion that may involve confidential information concerning the client, the staff member must first secure the consent of the parent/guardian regarding such disclosure if under the age of 18.
2. Consent to the disclosure of confidential information in the presence of the support person must be given in writing by the parent or guardian.
3. The support person must also provide assurance in writing to safeguard the confidentiality of information disclosed in the discussion.
4. A copy of the signed consent document will be retained in the client database.
5. If the parent/guardian uses a different support person for subsequent meetings, a new signed consent will be required.

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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 an 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.