

**ISSUED BY:** Accessibility Working Group  
**AUTHORIZED BY:** Senior Management  
**ISSUE DATE:** July 15, 2009  
**CATEGORY:** Policy and Procedure  
**SUBJECT:** ACCESSIBILITY FOR DISABLED INDIVIDUALS ACCOMPANIED BY  
SUPPORT PERSONS

**REVISION DATE:** November 2012  
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## VALUE STATEMENT

HSN shall ensure that individuals with disabilities accompanied by a support person are granted full access to their support person throughout their hospital visit or stay and the support person will be provided advance notice of any charges, fees they will incur in accordance with Ontario Regulation 429/07 or 191/11.

## POLICY

In accordance with Ontario Regulation 429/07, Accessibility Standards for Customer Service and Ontario Regulation 191/11, Integrated Accessibility Standards for a disabled individual visiting the hospital for services shall be permitted to have their support person accompany them throughout their stay. A support person can be a family member, a friend or someone employed to assist an individual with a disability. If a person with a disability is accompanied by a support person, the hospital 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 with the exception of restricted areas (e.g., operating room, post anesthetic care unit). The disabled individual must consent to having the support person present during discussions involving their confidential health information or during tests and procedures. The healthcare provider should as always document in patient charting.

The hospital will make every effort to ensure the support person is provided comfortable seating should the hospital visit involve a prolonged period of time or an overnight stay. The support person will be required to follow hospital policies and procedures, and will be provided with the appropriate protective attire when required.

The support person will be responsible for their own meal costs which can be purchased through the cafeteria or gift shops during their regular hours of operation, or the support person may opt to bring in food from home. Parking fees will be in accordance with the current daily parking rates charged to all visitors and patients.

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## STAKEHOLDER REVIEW & APPROVAL

Committee/Stakeholders	Date
Accessibility Working Group	November 2012
Senior Management	December 2012
Clinical Management	January 2013
Posted to Intranet	January 2013