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| SECTION: | PUBLIC RELATIONS | POLICY NUMBER: | PR 10-065 |
| SUB-SECTION: | Public Access | EFFECTIVE DATE: | 2009-12-03 |
| SUBJECT: | Support Person | LAST REVISION DATE: | |

DEFINITIONS:

A “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 or services.

- The Support Person could be a paid personal support worker, a volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.
- Personal care needs may include, but are no 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.

POLICY:

1. Cornwall Community Hospital is committed to providing exceptional and accessible service for all employees, members of the professional staff, volunteers, stakeholders, contracted service staff and clients. Patient care will be provided in a manner that respects the dignity and independence of all individuals.
2. Persons with disabilities may be accompanied by his or her Support Person while in those areas of CCH that are open to the public or other third parties.
3. The Support Person must agree to the rules and requirements that are specific to the kinds of services that Cornwall Community Hospital provides.
4. The Hospital will require the Support Person to sign a confidentiality agreement as per Hospital Privacy policies and practices.

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| APPENDICES: | |
| REFERENCE DOCUMENTS: | <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> <i>Ontarians with Disabilities Act, (ODA)</i> CCH Policy No. PV 05-010 – Corporate Privacy Policy |
| REPEALED POLICIES: | |

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| APPROVAL PROCESS: | Accessibility Committee – October 26, 2009 Senior Administration Team – December 1, 2009 Board of Directors – December 3, 2009 | |
| APPROVAL SIGNATURE: | | Jeanette Despatie Chief Executive Officer |

Version française disponible sous l'objet "Personne de soutien"

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