

## **Purpose**

This procedure implements, in part, the City of Peterborough's Corporate Accessibility Policy. The purpose of this procedure is to direct the provision of City goods or services to people with disabilities when they are accompanied by a support person.

This procedure directs when the City may require a person with a disability to be accompanied by a support person in order to obtain, use, or benefit from City goods or services.

## **Application**

This procedure applies to:

- Every situation where a person with a disability is accompanied, or is required to be accompanied, by a support person;
- Every customer service representative;
- Anyone who participates in developing City policies, practices, and procedures governing the provision of City goods or services to members of the public or other third parties;
- Premises, where City goods or services are offered, to which the public or other third parties have access; and
- Managers/supervisors of facilities and service areas where City goods or services are provided who are responsible for ensuring compliance with this procedure.

## **Identifying support persons**

A support person may be a personal support worker, volunteer, friend, or family member. They may help a person with a disability with communicating, personal care, mobility, sensory or emotional support or medical care.

In some situations, it may not be clear which person is the support person. A person with a disability might not introduce their support person. To determine who is the support person, customer service representatives should take the lead from the person who is requesting the goods or services or ask.

When it is determined who the customer is, customer service representatives should speak directly to the customer, not the support person.

## **Areas open to support persons**

A person with a disability and their support person are permitted to enter into any area where City goods or services are offered. Unless otherwise requested by a person with a disability, customer service representatives will permit the support person to remain with the person with a disability throughout the entire duration of obtaining, using, or benefiting from City goods or services.

### **Confidential information**

When a customer service representative must discuss confidential information with a person who is accompanied by a support person, the customer service representative will ask the person with a disability whether the support person may remain present. If the person with the disability chooses not to have the support person present, the customer service representative will offer a close and comfortable location where the support person can wait.

### **Lack of adequate space**

If there is not adequate space to provide City goods or services to a person with a disability and their support person, a customer service representative should arrange for an alternate location with adequate space. If an alternate location is not available, the customer service representative will:

- Make a reasonable effort to accommodate both the person with a disability and the support person within the available space; and
- If reasonable, offer a close and comfortable location where the support person can wait, preferably where they can remain within sight of each other.

### **Appropriate behaviour**

Support persons are required to adhere to the same rules and demonstrate appropriate behaviour, as are all other persons receiving City goods or services.

### **Admission fees for support persons**

The City will provide notice in advance about what admission fee will be charged for support persons, if applicable.

### **When a support person is required**

The City may require a support person to accompany a person with a disability when a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others.