



Date of Issue March 2010

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Subject **USE OF SUPPORT PERSON BY THE GENERAL PUBLIC**

References Accessibility Standards For Customer Service Policy

Links

Contact Human Resource Services & Organizational Development

1. Responsibility

1.1 Supervisory officers, principals and departmental managers will ensure that staff receives training in interacting with people with disabilities who are accessing board services accompanied by a support person.

2. Access To Board Premises

2.1 Any person with a disability who is accompanied by a support person will be welcomed on board and/or school premises with his or her support person. Access will be in accordance with normal security procedures.

2.2 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 school or board offices where the public does not have access.

3. Confidentiality

3.1 Where a support person is accompanying a person with a disability, who is the parent/guardian of a student, for the purpose of assisting in a discussion that may involve confidential information concerning the student, the superintendent, principal or other staff member must first secure the consent of the parent/guardian regarding such disclosure.

3.2 Consent to the disclosure of confidential information in the presence of the support person must be given in writing by the parent or guardian.

3.3 The support person must also provide assurance in writing to safeguard the confidentiality of information disclosed in the discussion. A sample document is attached as APPENDIX A.

3.4 A copy of the signed consent document will be retained in the school or department office.



3.5 If the parent/guardian uses a different support person for subsequent meetings, a new signed consent will be required.

4. Support Persons Accompanying A Person With A Disability At School Events For Which There Is An Admission Fee

4.1 Where an individual with a disability who is accompanied by a support person wishes to attend a school, family of schools or board-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.

Approved
Revised

March 2010

Issued under the authority of the Director of Education



SAMPLE CONSENT DOCUMENT

I, (parent/guardian) consent to the sharing of confidential information by (name of principal/teacher/other staff member) related to my child/ward (name) in the presence of my support person (name).

My support person (name) consents to safeguarding the confidentiality of the information shared.

Affirmation of consent:

Parent/Guardian

Signature _____ Date _____

(Printed Name of Parent/Guardian) _____

I undertake to safeguard the confidentiality of information shared between (school staff) and (parent/guardian) for whom I am a support person.

Support Person

Signature _____ Date _____

(Printed Name of Support Person) _____

Signature of Witness _____

Principal/Staff Member _____ Date _____

(Printed Name of Staff Person) _____