

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-4
Section	Customer Service	Issued	12/01/11
Subject	Use of Support Persons	Page	Page 1 of 3
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

POLICY

Villa Italia Retirement Residence welcomes and is committed to ensuring access to all goods, services, programs and opportunities for persons with disabilities who are accompanied by support persons. There may be a need to require a person with disabilities to be accompanied by a support person, but only if a support person is necessary to protect the health and safety of the person with the disability or the health and safety of others on the premise.

GUIDING PRINCIPLES

To ensure that all citizens enjoy access to the services, programs and opportunities offered at Villa Italia Retirement Residence while maintaining their dignity and independence.

PURPOSE

To remove potential barriers to ensuring access to services for persons with disabilities who are accompanied by their support persons.

GOALS

To provide a respectful, safe and welcoming environment for all persons with disabilities who are accompanied by their support persons.

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, services, programs and opportunities.

RESPONSIBILITY

It is the responsibility of all management, staff, volunteers, agency workers, contractors and consultants, working on behalf of Villa Italia Retirement Residence to follow and carry out the procedures outlined below.

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-4
Section	Customer Service	Issued	12/01/11
Subject	Use of Support Persons	Page	Page 2 of 3
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

All management, staff, and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agency workers, contractors and/or consultants to work on behalf of Villa Italia Retirement Residence will ensure that they are made aware of the purpose and intent of this policy and its procedures.

PROCEDURES

Both the person with a disability and their support person will be provided with access to all public areas in a respectful manner.

There will be no fees charged for support persons for any services, programs and opportunities while supporting a person with a disability on the premises.

In all circumstances, where admission or entry fees are charged, the applicable charges for entry of the support person will be required.

The person with a disability may choose not to introduce the support person.

Where confidentiality is important, because of the sensitivity of information discussed, staff may, in appropriate circumstances require the support person to sign a confidentiality agreement.

Once the staff member has determined the individual to whom they are providing the service (which individual is the person with a disability), the staff member must address the person with the disability directly, rather than the support person, unless directed otherwise by the person with the disability.

Staff and volunteers will be trained to understand respectful ways to interact with a person with a disability who is accompanied by a support person. It would be disrespectful to ask for written confirmation stating that the individual is a support person or to ask for an explanation about the type of support being provided.

VILLA ITALIA RETIREMENT RESIDENCE

Department	Accessibility Standards	Policy #	VI-HS-PP-021-4
Section	Customer Service	Issued	12/01/11
Subject	Use of Support Persons	Page	Page 3 of 3
Issued to	All Employees	Replaces	NEW
Issued by	Pat Mostacci, Executive Director	Dated	12/01/12
	Laura DiStefano, Executive Assistant		

ATTACHMENTS AND/OR FORMS

Consent for Presence of Support Person – Form # HS-FRM-092

Declaration of Confidentiality – Form # HS-FRM-093

**VILLA ITALIA RETIREMENT RESIDENCE
FORM # HS-FRM-092**

CONSENT FOR PRESENCE OF SUPPORT PERSON

I, _____, consent to _____

(name of resident/applicant with a disability)

(name of support person)

being present during my meeting with staff/representatives of Villa Italia Retirement

Residence on _____ (enter date) and to the sharing of confidential

and/or personal information in the presence of _____.

(name of support person)

Signatures

Signed this _____ day of _____, 20_____

Signature: _____

Villa Italia Retirement Residence Representative - _____

Signature: _____

Resident / Applicant

**VILLA ITALIA RETIREMENT RESIDENCE
FORM # HS-FRM-093**

DECLARATION OF CONFIDENTIALITY

I, _____, have been asked to accompany
_____ as a support person. I understand and
agree at all times to treat information discussed by staff of Villa Italia Retirement
Residence and _____ for whom I am a support person
as confidential and agree to safeguard the confidentiality of all information shared.

Signatures

Signed this _____ day of _____, 20_____

Signature: _____

Villa Italia Retirement Residence Representative - _____

Signature: _____

Support Person