

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p>	<p>REGIONAL</p> <p>Applicable to all WRHA governed Sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.</p>		Level: 1
	<p>Policy Name: Support Persons for People Disabled by Barriers</p>	<p>Policy Number: 10.60.020</p>	Page 1 of 5
	<p>Approval Signature: <i>Original signed by R. Cloutier</i></p>	<p>Section: GOVERNANCE & GENERAL ADMINISTRATION</p>	
	<p>Date: December 2017</p>	<p>Supercedes: NEW</p>	
POLICY			

1.0 PURPOSE:

- 1.1 To support provision of accessible service to a person who is disabled by a Barrier and who is accompanied by a Support Person.
- 1.2 To ensure a welcoming environment to persons accompanied by a Support Person.
- 1.3 To provide guidance and education to WRHA Staff, Patients, Support Persons, and visitors on key considerations when Support Persons are present in an interaction.
- 1.4 To comply with the [Customer Service Standard](#) of the [Accessibility for Manitobans Act](#).

2.0 DEFINITIONS:

- 2.1 **Barrier:** anything that interacts with a person's physical, mental, intellectual, or sensory disability in a way that may hinder the person's full and effective participation in accessing health care services on an equal basis. Barriers may include physical, architectural, information or communication, attitudinal, technological or perpetuated by policy or practice.
- 2.2 **Patient:** Any individual who is the recipient of health care services within a Site. Patient may be used interchangeably with the term client and resident.
- 2.3 **Site:** includes funded healthcare facilities in all sectors, Community Areas, programs, departments, and services within the Winnipeg-Churchill health region.

DISCLAIMER: Please be advised that printed versions of any policy or policies posted on external web pages may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

- 2.4 Substitute Decision-Maker:** as defined by [110.000.005 Informed Consent \(for Procedures, Treatments and Investigations\)](#).
- 2.5 Support Person:** in relation to a person who is disabled by a Barrier, an individual who accompanies the person to:
- (a) support the person obtaining, using or benefiting from a health care services provided by a Site; or
 - (b) assist the person in addressing his or her communication, mobility, personal care or medical needs.
- 2.6 Staff:** all persons employed within WRHA facilities and WRHA-funded facilities, including members of the medical staff, physicians, volunteers, board members, students, and others associated through contracts.

3.0 POLICY:

- 3.1** As per [Section 7 of the Customer Service Standards](#) of the [Accessibility for Manitobans Act](#), Staff shall permit a Support Person to remain with the Patient, with the patient's consent, unless
- a) there is a medical reason for separating the Patient and the Support Person;
 - b) the Support Person fails to comply with the law, including causing a breach of the peace;
 - c) the Support Person's behavior presents a risk to the safety and health of others or themselves; or
 - d) the Support Person fails to comply with any policies or procedures of the Site including but not limited to maintaining a respectful workplace.
- Any such reason for not allowing the Support Person to remain with the Patient shall be documented by Staff in the Patient's health record.
- 3.2** Where a Patient has difficulty communicating with Staff, Staff shall reasonably seek to obtain information regarding the Patient's medical and social history, means of communication, and other concerns and preferences with a knowledgeable and familiar Support Person who is present.
- 3.3** The Support Person shall be permitted to participate in the healthcare interaction in a manner determined by the preferences of the Patient or Substitute Decision-Maker, and with the Support Person's knowledge and familiarity with the Patient.
- 3.4** Informed Consent for treatment shall be obtained from the Patient or Substitute Decision-Maker. Unless a Support Person also has legal decision making authority in relation to the Patient, the Support Person shall not provide Informed Consent for treatment on behalf of a Patient.

- 3.5** A Support Person's responsibilities may include relaying information about a Patient's health or treatment plan to another Support Person or Substitute Decision-Maker for the purpose of increasing the Patient's ability to actively and meaningfully participate in healthcare interactions and implementing clinical recommendations. In those cases, Staff shall seek and share relevant information about the Patient's health or treatment plan with the Support Person with the consent of the patient.
- 3.6** On initial contact and as necessary, Staff shall clarify the roles and responsibilities of Staff and Support Persons. Staff shall document these interactions on the health record.
- 3.7** Staff may request identification in order to confirm a Support Person's identity and their role as Support Person in relation to the Patient.
- 3.8** Staff shall inform the Support Person of any potential risks associated with being present during a particular procedure (e.g., an x-ray) prior to the procedure taking place. Acknowledgement and acceptance of potential risks from the Support Person shall be documented in the Patient's health record.
- 3.9** Staff shall give notification in advance of any fees or charges payable by a Support Person, for example, registration fees that cannot be waived.
- 4.0** **PROCEDURE:**
- 4.1** Sites shall develop processes and procedures as appropriate to support this policy.
- 5.0** **REFERENCES:**
- 5.1** University Health Network Policy & Procedure Manual Administrative – Accessibility for People with Disabilities – Customer Services (Policy number 1.20.011).
http://www.uhn.ca/corporate/AboutUHN/Governance_Leadership/Policies/Documents/1.20.011_AODA_Customer_Service_Policy.pdf. Accessed on 24 January 2017.
- 5.2** The Accessibility for Manitobans Act (C.C.S.M. c.A1.7) Customer Service Standard Regulation http://gov.mb.ca/fs/pwd/vpact_substitute.html#whatis (stand-in for Vulnerable Persons Act)
- 5.3** The Health Care Directives Act (C.C.S.M. c. H27)
<http://web2.gov.mb.ca/laws/statutes/ccsm/pdf.php?cap=h27>
- 5.4** The Vulnerable Persons Living with a Mental Disability Act (C.C.S.M. c.V90) <http://web2.gov.mb.ca/laws/statutes/ccsm/pdf.php?cap=v90>
- 5.5** The Mental Health Act (C.C.S.M. c. M110)
<http://web2.gov.mb.ca/laws/statutes/ccsm/pdf.php?cap=m110>

WRHA Policy Name: Support Persons for People Disabled by Barriers	Policy Number: 10.60.020	Page 4 of 4
---	-----------------------------	----------------

Policy Contact: *Jennifer Dunsford, Regional Director, Ethics Services*
jdunsford@wrha.mb.ca
204-926-7124