 <p>LONDON X-RAY ASSOCIATES EST. 1931</p>	Manual	HUMAN RESOURCES
	Section	Accessibility for Ontarians with Disability Act (AODA) – Accessibility Standards
	Sub-section	Customer Service
	Subject	Use of Support Persons
	Date of Origin	August 1, 2016
	Review Dates	January 1, 2020; May 1, 2024
	Revision Dates	Version 1
	Approved By	COO

Objective: To outline commitment to welcoming persons with disabilities who require use of a support person to enter London X-Ray Associates (LXA) locations, providing they do not pose safety concerns, and complete a consent form where required.

Scope: This policy applies to all LXA employees, students, and others who interact or work with the public or third parties on LXA’s behalf in Ontario, herein referred to as “Employees”.

Definitions:

Support Persons: In relation to a person with a disability, a support person accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to services.


General:

Persons with disabilities who are accompanied by a support person have the right to have that support person accompany them while accessing services at LXA. Support persons are welcome in all areas of the clinical except where excluded by law for health and safety or privacy reasons, such as any area for Employee use only or any area where biohazard or radiation exposure occurs. Where a support person is excluded by law, LXA will explore alternative ways for the person with disabilities to access its services.

It is important to direct all communications directly to the individual and not the support person.

In certain cases, LXA may require a person with a disability to be accompanied by a support person for health or safety reasons. Before making a decision, our organization will:

- Consult with the person with a disability to understand their needs.

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- Consider health or safety reasons based on available evidence.
- Determine if there is another reasonable way to protect the health or safety of the person or others on the premises.

Eviction or Exclusion:

A support person may be evicted, excluded, or separated from the clinic if his/her actual behavior poses a direct threat to the health or safety of others, or if they refuse to sign the required Consent to Disclose Information Form.

The Consent Form is maintained on the London X-Ray Associates Intranet and is updated annually as part of the review conducted by the COO referenced in the Accessibility and Provision of Service Policy.

Refer to the Communication Procedure for further guidance on communicating with clients who use a support person.

Waiver of Rights:

If the client provides consent for the support person to be present as it relates to personal health information being shared within the examination room, both the client and the support person must sign the Consent Form.

If the support person is informed of the risks related to being present during a procedure that may pose some risk (i.e. an x-ray, fluoroscopy or mammography examination), this consent must be included on the Consent Form, and a copy must be provided to the support person.