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<b>Date of Issue</b>	November 2022
<b>Original Date of Issue</b>	March 2010
<b>Subject</b>	<b>USE OF SUPPORT PERSON BY THE GENERAL PUBLIC</b>
<b>References</b>	<a href="#"><u>Policy 3115 – Accessibility Standards for Customer Service Accessibility for Ontarians with Disabilities Act, 2005</u></a>
<b>Contact</b>	Business Services

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## 1. Responsibility

- 1.1 Superintendents, principals, and departmental managers will ensure that staff receive training in interacting with people with disabilities who are accessing board services accompanied by a support person. The training will include:
  - 1.1.1 the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standards;
  - 1.1.2 the board's policies related to Customer Service Standards; and,
  - 1.1.3 how to interact with people with disabilities who require the assistance of a support person.

## 2. Access to Board Facilities or School Events

- 2.1 Any person with a disability who is accompanied by a support person will be welcomed into any Simcoe County District School Board (SCDSB) facility with their support person. Access will be in accordance with normal security procedures.
- 2.2 This requirement applies only to those SCDSB facility areas where the public or third parties customarily have access.
- 2.3 A support person accompanying a person with a disability to a SCDSB organized school event, for which there is an admission fee, will be notified in advance if there is a fee to attend.

## 3. Confidentiality

- 3.1 When a parent/guardian with a disability is accompanied by a support person to assist in a discussion that may involve confidential information concerning their child, the superintendent of education, principal or other staff member must first receive written consent from the parent/guardian regarding such disclosure.
- 3.2 The disclosure of confidential information in the presence of the support person must be consented to in writing by the parent/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.

**Approved**  
**Revised**

March 2010  
May 2015, April 2018, November 2022

***Issued under the authority of the Director of Education***

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**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 Member) \_\_\_\_\_