



**DURHAM CATHOLIC
DISTRICT SCHOOL BOARD**
Learning and Living in Faith

ADMINISTRATIVE PROCEDURE – AP434-4

Use of Support Person by the Public

Area: Operations
Policy Reference: Accessibility (PO434)

Approved: April 26, 2010
Revised: June 22, 2026

1. Purpose

The purpose of this administrative procedure is to establish clear requirements for supporting members of the public with disabilities who access Board facilities or services with the assistance of a support person, in accordance with accessibility and privacy legislation.

This procedure applies to members of the public and does not apply to students or employees of the Durham Catholic District School Board (“Board”).

2. Definitions

Nil

3. Procedures

3.1 Training

3.1.1 Members of senior administration, principals, and managers shall ensure that staff receive training on interacting appropriately with members of the public with disabilities, including individuals who are accompanied by a support person when accessing Board facilities and services.

3.2 Access to Board Premises:

3.2.1 A person with a disability who is accompanied by a support person shall be welcomed onto Board and school premises with their support person, subject to normal security and safety procedures.

3.2.2 This provision applies only to areas of Board or school premises where members of the public ordinarily have access.

3.3 Confidentiality and Consent:

3.3.1 When a support person accompanies a parent or guardian with a disability for the purpose of assisting in discussions that may involve confidential student information, consent to disclose such information in the presence of the support person shall not be assumed.

3.3.2 The member of senior administration, principal, or other designated staff member shall explicitly request consent from the parent or guardian before any confidential information is discussed. Consent must be provided in writing.

a) Written consent shall specify the individual support person authorized to be present and shall apply only to the meeting or discussion for which it is obtained;

b) The support person shall provide written confirmation that they will safeguard the confidentiality of information disclosed during the discussion;

c) A copy of the signed consent documentation shall be retained in accordance with Board record retention requirements;

d) Where a different support person attends a subsequent meeting, new written consent shall be obtained.

3.4 Admission Fees for Events

3.4.1 Where the Board or a school organizes an event for which an admission fee is charged, advance notice of the event shall include information regarding whether a fee applies to support persons and, if so, the amount of the fee.

3.4 Requirement for a Support Person

3.5.1 The Board may require a person with a disability to be accompanied by a support person while on Board or school premises only where the presence of a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others.

3.5.2 Any decision to require a support person shall be based on an individualized assessment conducted in consultation with the person with a disability. The requirement shall only be imposed where no other reasonable measures are available to address the identified health or safety concern.

3.5.3 Decisions shall not be based on assumptions about disability and shall recognize that individuals with disabilities may choose to accept reasonable risks in the same manner as others.

4. Sources

- 4.1 [Accessibility for Ontarians with Disabilities Act \(AODA\)](#)
- 4.2 [Ontario Regulation 191/11: Integrated Accessibility Standards](#)

5. Appendices

- 5.1 Appendix A - Use of Support Person by the Public – Consent Form

6. Related Policies and Administrative Procedures

- 6.1 [Accessibility Policy \(PO434\)](#)
- 6.2 [Customer Service Accessibility Standards Administrative Procedure \(AP434-1\)](#)
- 6.3 [Notice of Disruption of Services Administrative Procedure \(AP434-2\)](#)
- 6.4 [Use of Assistive Devices by the Public Administrative Procedure \(AP434-3\)](#)
- 6.5 [Monitoring and Feedback on Accessible Customer Service Administrative Procedure \(AP434-5\)](#)
- 6.6 [Use of Service Animals by General Public Administrative Procedure \(AP434-6\)](#)

Appendix A

Use of Support Person by the Public

Sample Consent Form

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 the (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)

Collection Notice (MFIPPA)

Personal information on this form is collected under the authority of the Education Act and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) for the purpose of obtaining consent to disclose confidential student information in the presence of a support person during a specific meeting or discussion. The information collected will be used only to document consent, identify the authorized support person, and support Board record-keeping requirements. This information will be retained in accordance with the Durham Catholic District School Board's record retention practices and will not be disclosed except as permitted by law. Questions about this collection may be directed to the Executive Officer, Policy and Freedom of Information, Durham Catholic District School Board.