

Support Persons

Identifying Support Persons

A support person may be a personal support worker, volunteer, friend or family member. They may help a person with a disability with communicating, mobility, personal care or medical needs, or with access to our legal services.

In some situations, it may not be clear which person is the support person. A person with a disability might not introduce their support person. To determine who the support person is a Siskinds representative should take the lead from the person who is requesting our legal services or ask. When it is determined who is the client (as opposed to the support person), the Siskinds representative should speak directly to the client, not to the support person.

Areas Open to Support Persons

A person with a disability and their support person are permitted to enter those areas of Siskinds property that are open to the public or other third parties. Unless otherwise requested by the person with a disability, the support person will be permitted to remain with the person with the disability throughout the entire duration of time that they are accessing our legal services.

Confidential Information

When a Siskinds representative must discuss confidential information with a person with a disability who is accompanied by a support person, the Siskinds representative will ask the person with a disability whether the support person may remain present. If the person with a disability chooses not to have the support person present, the Siskinds representative will offer a close, comfortable location where the support person can wait.

Appropriate Behaviour

Support persons are required to adhere to the same rules, and demonstrate appropriate behavior, as are all other persons accessing our legal services.

Admission Fees for Support Persons

When occasions arise that Siskinds charges fees on a per person basis for services offered (e.g. seminars, workshops, etc.), Siskinds will provide notice of the amount of any admission fees applicable to support persons accompanying people with disabilities.

When a Support Person is Required

Siskinds may require a support person to accompany a person with a disability on its property, if the support person is necessary to protect the health or safety of the person with a disability, or the health or safety of others, on such property.