

SUPPORT PERSONS

1.0 Purpose

- .i Zelus Material Handling is committed to serving people with disabilities who are accompanied by a support person. The purpose of this procedure is to provide guidelines regarding the provision of Zelus Material Handling's goods and services to people with disabilities when they are accompanied by a support person.

2.0 Scope

- .i This procedure applies to every person with a disability who is accompanied by a support person. This procedure also applies to every person interacting with members of the public or other third parties on behalf of Zelus Material Handling, whether an employee, contractor, third party or volunteer.

3.0 Definitions

- .i **Support Person** - any person (whether a paid professional, volunteer, family member or friend) who accompanies a person with a disability to help with communication, mobility, personal care or medical needs, or with access to goods and services.

4.0 Procedure

4.1 Identifying Support Persons

- .i A support person may be a personal support worker, volunteer, friend or family member. He or she may help a person with a disability with communicating, mobility, personal care or medical needs, or with access to goods and services.
- .ii In some situations, it may not be clear which person is the support person. A person with a disability might not introduce his/her support person. To determine who is the support person, Zelus Material Handling representatives should take the lead from the person who is requesting the goods and services, or ask.
- .iii The Zelus Material Handling representative should speak directly to the customer, not to the support person.

4.2 Areas Open to Support Persons

- .i A person with a disability and his/her support person are permitted to enter those areas of Zelus Material Handling's 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 that he/she is accessing Zelus Material Handling's goods and services.

4.3 Confidential Information

- .i When a Zelus Material Handling representative must discuss confidential information with a person with a disability who is accompanied by a support person, the Zelus Material Handling 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 Zelus Material Handling representative will offer a close, comfortable location where the support person can wait.

4.4 Lack of Adequate Space

- .i If there is not adequate space for both the person with a disability and his/her support person to be present while accessing Zelus Material Handling's goods and services, the Zelus Material Handling representative will arrange for an alternate location with adequate space. If an alternate location is not available, the Zelus Material Handling representative will:
 - .i Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
 - .ii If reasonable, offer a close, comfortable location where the support person can wait, preferably where the person with a disability and his/her support person can remain within sight of each other.

4.5 Appropriate Behaviour

- .i Support persons are required to adhere to the same rules, and demonstrate appropriate behavior, as are all other persons accessing Zelus Material Handling's goods and services.

4.6 When a Support Person is Required

- .i Zelus Material Handling 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.

5.0 Related Policies & Documents

- .i Accessible Customer Service Plan
- .ii Providing Customer Service for People with Disabilities