

## Support Persons for People with Disabilities

### ***Purpose:***

This procedure implements, in part Lackner McLennan Insurance Ltd. Accessible Customer Service Policy. The purpose of this procedure is to direct the provision of LMI goods or services to people with disabilities when they are accompanied by a support person. This procedure directs when LMI may require a person with a disability to be accompanied by a support person in order to obtain, use, or benefit from LMI goods or services.

### ***Procedure:***

1. 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, personal care, mobility, sensory or emotional support or medical care.
2. In some situations, it may not be clear which person is the support person. A person with a disability might not introduce his or her support person. To determine who is the support person, Staff should take the lead from the person who is requesting the goods or services, or ask. When it is determined who the customer is, Staff should speak directly to the customer, not the support person.
3. A person with a disability and his or her support person are permitted to enter into any area where LMI goods or services are offered. Unless otherwise requested by a person with a disability, Staff will permit the support person to remain with the person with a disability throughout the entire duration of obtaining, using, or benefiting from LMI goods or services.
4. When Staff must discuss confidential information with a person who is accompanied by a support person, the Staff will ask the person with a disability whether the support person may remain present. If the person with the disability chooses not to have the support person present, the Staff will offer a close and comfortable location where the support person can wait.
5. If there is not adequate space to provide LMI goods or services to a person with a disability and his or her support person, Staff should arrange for an alternate location with adequate space. If an alternate location is not available, Staff will:
  - Make a reasonable effort to accommodate both the person with a disability and the support person within the available space.
  - If reasonable, offer a close and comfortable location where the support person can wait, preferably where they can remain within sight of each other.
6. Support persons are required to adhere to the same rules and demonstrate appropriate behaviour, as are all other persons receiving LMI goods or services.
7. LMI will provide notice in advance about what admission fee will be charged for support persons, if applicable.
8. LMI may require a support person to accompany a person with a disability when a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others.