



Welcome everyone with equitable delivery of programs and services

Staff Brief: Support Person fitness centre expectations

What you need to know.

1. "Support Person" is replacing "Accompanying Attendant" to describe individuals who attend a Park Board program or activity with a person with a disability for the purpose of ensuring that the person with a disability is able to participate in Park Board activities. Support Persons are identified by the person with a disability at reception at the time of entry and payment.
2. Park Board expectations of Support Persons in fitness centres are communicated using posters within fitness centres, and handouts at the front desk.

Why the change?

1. "Support person" is replacing "Accompanying Attendant" as Park Board has multiple attendant positions. The roles and responsibilities of the "Accompanying Attendant" has been confused with the roles of Park Board attendants, so this change is to better clarify the role of Support Person, and how this is communicated to the public.
2. Verbal communication has been the sole method of communicating expectations in fitness centres to Support Persons. The addition of public-facing documentation both informs the Support Persons and person they are assisting before they visit a Park Board fitness centre, and supports Fitness Attendant when explaining the expectations to patrons.

Background

The Park Board Fees and Charges Policy authorizes free access for a Support Person assisting a person with a disability in accessing Park Board activities. "Fees may be revised for people with accessibility issues and their attendants" subject to the annual review and approval by the Board of Parks and Recreation.

Support Person role

Free admission is provided to the Support Person when they are accompanying a person with a disability who requires assistance when participating in Park Board activities. The participant with a disability may be required to pay the relevant admission fee.

Support is defined as assistance of a physical, psychological, emotional, intellectual, or sensory nature, which is necessary to ensure that the person with a disability is able to participate in a program or activity.

Support Persons may accompany someone that requires assistance, but may or may not physically attend to or assist the person with a disability. The person may just require a Support Person to be present in order to participate in a program, or model an activity.

Support Persons can be a volunteer, sibling, dependant, spouse, friend or a professional attendant. Personal trainers leading a workout are not considered Support Persons.

Fitness Centre Expectations of Support Person

- Minimum 15 years old
- Must be identified by customer with a disability at reception
- Expected to be in the same room as the participant they are supporting
- Not having a personal workout while providing support. Drop-in admission fee is required for personal workouts
- A Personal Trainer leading a workout is not considered workout Support Person
- Subject to the same attire expectations, public health guidelines, as all other patrons

Activenet

- Headcount buttons will change from "Accompanying Attendant" to "Support Person".

For further information, please contact: Paul.Czene@vancouver.ca