



City of St. John's Corporate and Operational Policy

Policy: 09-11-02 Guidelines for Attendants Accompanying Persons with Disabilities

Status:

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Index: 09 Community Service

Section: 11 Access

Title: 02 Guidelines for Attendants Accompanying Persons with Disabilities

Purpose

To provide guidelines for the admittance of attendants accompanying persons with disabilities to Department sponsored recreation, leisure and special event activities.

Policy Statement

1. The person with the disability (the participant) must provide a completed form from their physician indicating that an attendant is required.
2. General information, including name, phone number, address and date will be recorded and kept on file with the Special Services Specialist, in addition to the completed form noted above. This information will be numbered and matched with a card with the same number for cross-referencing.
3. An Attendant's Pass will be issued to the participant to be utilized by their attendant in accompanying them to all programs or events under the auspices of the City of St. John's, Department of Recreation. Other community organizations may also honour the Attendant's Pass such as: St. John's Mile One stadium and the Arts and Culture Centre.
4. For events/concerts not under the auspices of the City of St. John's, that as a condition of their contract, promoters using City facilities must enable free access for attendants.

5. The participant will pay regular price for admittance to special events or recreation programs. Upon purchasing a ticket to the specific event or recreation program, the participant will display his/her attendant pass to the box office/front desk staff. The staff will either permit the attendant to enter the event/program free of charge or provide the attendant with a ticket to enter the event/program free of charge.
6. If the attendant or the participant is unsure of the use of the pass, they may contact the Special Services Specialist for clarification.
7. Tickets for all programs/events are based on a first come/first serve basis as they are for the general public.

Programs and Services

1. The Department of recreation will encourage persons with an disability to participate in recreation programs and services.
2. Transitional programs may be used as an initial orientation tool to introduce people to programs and services with the intent people will become more knowledgeable and aware and will move closer towards increased participation in leisure activities.
3. The Department acknowledges people may require support to participate as well as adaptations to equipment, services and facilities.

Human Resources

The Department of recreation will recruit and train staff and volunteers resources to support participation by all the people in leisure and recreation services.

User Fees

The Department of Recreation will ensure that participation in City of St. John's leisure and recreation programs and services will not be restricted due to financial limitations.

Transportation

The Department of Recreation will support efforts to improve and enhance transportation services for persons with a disability who wish to participate in leisure and recreation services.

Physical Accessibility

1. The Department of Building and property Management will ensure that all new facilities providing programs and services meet accessibility standards.
2. The Department of Building and Property Management will develop and implement strategies to ensure existing facilities meet accessibility standards.

Education

The Department of Recreation will take the lead role in improving levels of education and awareness regarding the value of recreation and leisure as an integral part of the quality of life.

Community Collaboration

1. The Department of Recreation will play a significant role in bringing concerned individuals, including those with a disability, and community groups together to address key issues related to the provision of leisure services for persons with a disability.
2. The Department will seek the advice and input of such individuals and groups when developing policy and when working on specific initiatives.

Application**Responsibilities**

Department of Recreation, Department of Building and Property Management.

Definitions**References/Appendix****Monitoring and Contravention****Approvals**

Parks and Recreation Standing Committee report September 23, 1998; Regular Meeting of Council September 28, 1998; Parks and Recreation Standing Committee Report December 9, 1998; Regular Meeting of Council January 11, 1999; Parks and Recreation Standing Committee report - November 6, 2001; Regular Meeting of Council - November 13, 2001.

Review Period**Available to Public**

- ☐ Yes
- ☐ No