

SUPPORT PERSONS

Procedures

Purpose

Tech Data Canada Corporation (“Tech Data”) 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 Tech Data’s goods and services to people with disabilities when they are accompanied by a support person.

Scope

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 Tech Data, whether an employee, board member, contractor, third party or volunteer.

Definitions

Disability means:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

The foregoing definition includes disabilities of differing severity, whether visible or non-visible and whether temporary or permanent in nature.

Support Person means 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.

Procedure

Identifying Support Persons

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.

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 the support person, Tech Data representatives should take the lead from the person who is requesting the goods and services, or ask. When it is determined who is the customer (as opposed to the support person), the Tech Data representative should speak directly to the customer, not to the support person.

Areas Open to Support Persons

A person with a disability and his/her support person are permitted to enter those areas of Tech Data'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 Tech Data's goods and services.

Confidential Information

When a Tech Data representative must discuss confidential information with a person with a disability who is accompanied by a support person, the Tech Data 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 Tech Data representative will offer a close, comfortable location where the support person can wait.

Lack of Adequate Space

If there is not adequate space for both the person with a disability and his/her support person to be present while accessing Tech Data's goods and services, the Tech Data representative will arrange for an alternate location with adequate space. If an alternate location is not available, the Tech Data representative 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, 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.

Appropriate Behaviour

Support persons are required to adhere to the same rules, and demonstrate appropriate behaviour, as are all other persons accessing Tech Data's goods and services.

Admission Fees for Support Persons

Tech Data will not charge any admission fees for support people to access its property.

When a Support Person is required

Tech Data 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.

Related Policies & Documents

Accessible Customer Service Plan