	The City of Woodstock Policy Manual
Subject:	**Support Person Pass - Transit**
Policy Number:	**A003**
Revision	**02**
Approved by Council:	**June 7, 2012**
Amended:	**February 7, 2019**

Statement of Principle

To set guidelines for allowing support persons to travel with customers who require the assistance of a support person due to their disability.

Section 38 of the Transportation Standards, found in Regulation 191/11-Integrated Accessibility Standards, prohibits conventional transportation service providers and specialized transportation providers from charging a fare to a support person if they are accompanying an individual who requires a support person. The same states that it is the responsibility of the person with a disability to demonstrate their need for a support person to the transportation service provider, and to ensure that they are designated as an individual requiring a support person.

Administration

Support Person Policy

When an eligible person with a disability is accompanied by a support person, the City will ensure that both persons are permitted to travel using the City's conventional and specialized transit services at no cost to the support person. One support person will be allowed to travel for free when accompanying a person with a disability.

In order to properly administer not charging a fee for support persons while using the services of the City's conventional or specialized transit, a registration process will be in place to register users who require the assistance of a support person due to their disability. The registration process includes general medical documentation confirming the persons need for a support person while using transit and whether the disability is temporary or permanent. Eligible individuals will be provided with a Support Person Pass or will have a notation on their Para-transportation user card permitting their support person to use the City's conventional or specialized transit services at no cost while accompanying the eligible cardholder. A temporary Support Person Pass will be issued to those individuals indicated as only having a temporary need for a support person.

The Support Person Pass is administered through the City of Woodstock Clerk's Department. Applications will be made available through the City's website and at City Hall.

For replacement Support Person Cards there will be a $10.00 fee.

Refer to policy number A001 for the City's customer service guidelines regarding the use of support persons.

Registration Eligibility

The applicant must have a health care professional or the director of a support organization provide information and an opinion based on medical information that a support person is required to attend the applicant. If the need is temporary, the health care professional shall be responsible to state the expected duration of the need.

Revision Date	Rev #	Particulars
July 12, 2012	01	Updates
February 7, 2019	02	Amendment to registration Eligibility