



Expectations for Support Workers / Aides

The City of Calgary welcomes persons with disabilities and will work together to take reasonable steps within each area's capacity to ensure inclusion in programs and services. It is recognized there are times when a Support Worker/Aide (further referred to as a Support Worker) is needed. If required, it is the responsibility of the participant to arrange for and provide their own Support Worker. There are no admission or registration fees for Support Workers to attend programs or services with a paying customer; although there are expectations:

1. Support Workers must remain with the person with a disability at all times.

- For example: If the program involves swimming, the Support Worker must swim alongside the person being supported and be prepared to provide assistance in the water to the degree required.
- If someone is receiving 'fading support' to increase independence, the Support Worker does not need to be right beside the person all the time; but should be engaged and participating in the program in the same space as their person (not sitting on the side).
- Support workers should be cueing, prompting, demonstrating, and stepping in when they see signs of change in behaviours.

2. Support Workers are responsible to support the person with a disability within the program. Common issues to clarify prior to the program starting:

Boundaries – Support Workers • Assist the person with a disability • Modify or individualize the activities for their person • Suggest strategies which promote the person's involvement. • Do not supervise or instruct other participants Communication – Support Worker • Introduce yourself to the program lead • Facilitate peer to peer relationships for their person	Boundaries – City Staff • Lead the program • Facilitate participation • Ensure safety of the group Communication – City Staff • Provide itinerary and orientate the Support Worker to the facility policy and procedures: if needed.
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3. Support Workers are expected to follow all program & facility rules / procedures. Support Workers should be prepared to:

- Come dressed appropriately for the activity and wear appropriate foot wear (high heels, dress shoes, boots, short skirts, etc. are not appropriate in a program setting).
- Provide the equipment for him/herself and sign all appropriate waivers if the program involves activities that require special equipment or waiver forms to participate – as they are expected to support the person with a disability by participating along with them.
- Pay any additional costs; such as his/her own admission if the program involves an off-trip which requires the Support Worker to pay or green fee if playing on the golf course.
- **Not use a cell phone** during program time.
- **Actively participate in all activities.**

Should you have any questions, please call 311 and ask to speak to the program supervisor.