



Support Worker Policy and Expectations

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The University of Manitoba Recreation Services (Recreation Services) welcomes people with disabilities and will work together to take reasonable steps within each facility's capacity to ensure inclusion in programs and membership. However, it is understood there are times when a Support Worker is needed. If a Support Worker is needed, it is the responsibility of the program participant and/or member to arrange for and provide the Support Worker. The Support Worker will not be required to pay admission or registration fees to accompany a paying customer while they use Recreation Services facilities or participate in Recreation Services programs; although there are expectations:

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

If swimming is involved in the program or activity, the Support Worker must swim alongside the person being supported and be prepared to provide assistance in the water to the degree required. If the program participant or member with a disability is receiving diminishing support to increase independence, the Support Worker is not required to be next to the person at all times; however should be engaged and participating in the program or activity rather than standing idly by and observing.

2. Support Workers are responsible to support the person with a disability within the program or activity.

Common issues to clarify prior to the start of the program or activity:

- Boundaries – the primary role of the Recreation Services staff is to lead the program or survey the fitness area; facilitate participation by all; and ensure the safety of the program participants and members, whereas, the primary role of the Support Worker is to assist the person with a disability. Where possible, Support Workers may help modify or individualize the activity and suggest strategies which promote the person's involvement.
- Communication – introductions are encouraged as it is helpful for Recreation Services staff to be aware of the Support Worker's role and identify who they are supporting. Likewise, staff would be happy to provide the itinerary and orientate the Support Worker to facility policies and procedures; if needed.

3. Support Workers are expected to follow all program, membership & facility rules /procedures.

Support Workers should be prepared to:

- **Wear the Recreation Services support worker lanyard at all times while in the facilities.**
- Come dressed appropriately for the activity and wear appropriate foot wear. Foot wear is required at all times.
- As needed, provide equipment for the person with the disability and sign all appropriate waivers if the program or activity involves actions that require special equipment or waiver forms to participate.
- Pay any additional costs; such as his/her own admission if the program or activity involves a trip off campus which requires the Support Worker to pay.
- Not use a cell phone during the program or activity.

Should you have any questions, please call (204)474-6100 to speak with a Customer Service Representative.