

Accessibility Services

What is a Contact Person?



They are the first point of contact for the Program. They are authorized to speak with Program staff and make decisions on behalf of the applicant. All written, verbal and electronic communication – including outcomes and decision making - will go through the selected primary contact person.

Please note that vendors and contractors are not able to be assigned as the primary contact person for the applicant due to the inherent conflict of interest.

Reasons to appoint a Contact Person:

- The applicant is a minor
- There is a language barrier
- The applicant's health prohibits them from being able to manage communication and details about the application

A Contact Person must be aware of all aspects of the application (disability, finances, living situation, functional limitations, needs and request) and be able to discuss details about the application within a specified timeline. They may also need to work with other Healthcare Professionals, contractors or vendors to manage the successful progression of an application.



@marchofdimescda

www.marchofdimes.ca