



**ADAPT**ABILITIES

CREATING SUCCESS FOR LIFE

# Parent Handbook

2018-2019

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# PARENT HANDBOOK

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*Parents are the ultimate role models for children. Every word, movement, and action has an effect. No other person or outside force has a greater influence on a child, than the parent.*

*- Bob Keeshan*

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# Welcome

## A MESSAGE FROM THE CEO

Thank you for your interest in the Alberta AdaptAbilities Association.

We are a non-profit charitable organization dedicated to providing a variety of person directed programs where individuals with special needs can grow, succeed and belong.

Our whole focus is on each individual. We are passionate about helping each participant develop abilities, achieve success and create a positive self-image through a structured environment.

For over a decade, AdaptAbilities has offered comprehensive programs that adapt to each individual's unique needs so they can grow socially, physically, mentally, and emotionally.

The key to our participants' success is that we work in small group settings and utilize a goal-directed, person directed approach. Individuals will receive purposeful support, experience meaningful days and begin to create opportunities to build a vision of a full and rich life for themselves.

We welcome you, whether you are a parent/guardian needing regular respite or wanting sporadic care to give you a chance to run errands and/or have coffee with a friend, or an individual looking to meet new friends, discover personal interests, experience volunteer and/or employment opportunities or develop pride in yourself as a citizen.

We hope that you find your time with our organization a happy and rewarding experience as we strive to create success for life for your child/young adult.

Join hundreds of Edmonton area families who have participated in a variety of our programs and support your child/young adult to grow, succeed, and belong in their own communities.

Sincerely,



Michelle Hordal, B.P.E., P.D.A.D.  
Founder and CEO

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## INTRODUCTION

AdaptAbilities provides unique programs and services that fill gaps in the system; supporting each person and their families to grow, succeed, and belong. We advocate and work together with families so that individuals with special needs are given equal opportunity to reach their full potential.

Our belief is that everyone can succeed when they are heard, respected and recognized as people with skills and strengths contributing to their community.

AdaptAbilities' programs and services facilitate growth and independence in a caring, welcoming environment while promoting overall well-being and peace of mind for families.

We strive to meet families wherever they may be on their inclusion journey.

It is the responsibility of the registrant to know and understand the contents of this handbook.

This handbook is updated on an annual basis. Updates may be performed outside of this schedule if significant changes are required.



# Overview

## CORE PURPOSE AND CORE VALUES

### Core Purpose

To empower families and people with special needs to grow, succeed, and belong.

### Core Values

- Belonging
- Compassion
- Integrity
- Teamwork
- Peace of Mind
- Capacity Building

## COMMITMENT TO OUR FAMILIES

- Participants are supported in a safe and caring environment.
- Participants access quality programming and goal-directed activities.
- Participants access the community, supporting the development of natural supports.
- Families are positively impacted by AdaptAbilities' enhanced respite programs.

## STATEMENT OF PRINCIPLES

We Believe:

1. Every person has the right to:
  - Citizenship,
  - Valued Social Identities,
  - Real Relationships, and
  - Personal Development.
2. Our services should be flexible and responsive to each individual and their family needs.
3. Our services should support the person's ability to make positive choices and increase their decision making skills.
4. Our services should be respectful of ethnic, cultural and geographical differences of families.
5. Our responsibility should include advocacy with and for persons with special needs and to educate and increase awareness in the community about each person's strengths and abilities.
6. The best available strategies, technologies, training and mentorship opportunities should be used to maximize the company's ability to realize its vision.
7. We should retain the quality, individuality and flexibility of these services as we expand or change our services.
8. Family participation is essential in the process of Creating Success – For Life!

## QUALITY IMPROVEMENT/EVALUATION

AdaptAbilities continually assesses the quality of the services we provide. Improvement strategies are in place to ensure services meet family's needs, and comply with professional standards of practice. An ongoing, systemic evaluation plan considers family and participants in various environments, as well as program objectives and outcomes.

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# Person Directed Services

## COMMUNITY

AdaptAbilities is committed to supporting the people that hire us to be present in, and become a part of their own communities.

## CHOICE

AdaptAbilities' support services stem from the belief that people are best supported when they are empowered to choose the direction that their life will take. Services are individualized, and directed by each person according to their own interests, passions, and dreams.

## HUMAN RIGHTS APPROACH

Through our continued growth, AdaptAbilities focuses on service delivery with a human rights approach. The role of the support worker is to promote and support citizenship, valued social identities, real relationships and personal development.

- Citizenship  
People are supported to feel proud of the contributions they make and successes they experience as citizens of a community.
- Valued Social Identities  
Each person is supported to understand and nurture his/her role as an employee, sibling, family member, volunteer, neighbour, artist, student and other identities.
- Real Relationships  
Relationships are vital to each person's sense of belonging and identification with an established role. People are supported and understood as family members, friends and significant others.
- Personal Development  
Growth occurs continuously throughout life. Opportunities and experiences for personal development, such as employment and education, are supported and promoted.

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# Access to Services

## ELIGIBILITY

AdaptAbilities is a pan-disability organization supporting individuals across their lifespan, from infancy to adulthood. AdaptAbilities does not require a formal diagnosis in order to provide services.

## REFERRALS

Referrals are primarily directed from social workers. However, many come from satisfied people and families who hire us, doctors, and other professionals in community agencies.

## FAMILY NEEDS

AdaptAbilities supports and understands the needs for individualized services for families and their children, as each child is unique. If there is a current gap in the system, or an unmet service need, please contact our office at 780-431-8446.

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# Intake Process

## INTAKE & INQUIRY

### Inquiry

The first step of accessing services at AdaptAbilities, an Inquiry is completed over the phone to gather information, and to determine if AdaptAbilities can meet the needs of the individual accessing services, prior to booking an intake meeting.

This takes approximately 20-30 minutes. The family liaison will email an intake package to the family for completion prior to the Intake meeting.

### Intake

Families interested in services will meet the family liaison to complete the intake process. The intake meeting provides the opportunity to tour the facility (if interested in centre respite) and meet front line staff, if possible.

The individual accessing services must be present at the intake meeting. During this meeting, the family liaison will discuss with the individual and their family, the support needs required and the qualities they are seeking in a support worker.

The family liaison will gather personal information during the intake to build a profile, capturing an individual's oral history, strengths, goals, medical information, etc.

This data will be updated as needed, and reviewed annually.

A person has successfully hired AdaptAbilities when:

- Intake meeting is completed
- Registration forms are completed
- Intake and program fee(s) are paid
- Contract is signed with AdaptAbilities
- Funding confirmed by agency (FSCD, PDD, etc.) within 10 business days
- Consent forms signed
- Staffing requirements met

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# FUNDING CONFIRMATION

## Child

Funding Contracts are negotiated between the parent and agency (ie: FSCD). Information in the contracts is confidential and only shared with AdaptAbilities when permission from the parent/guardian is granted. AdaptAbilities plans for services within approved hours, rates, and types of service. AdaptAbilities can support families in requests for new or additional services.

It is the responsibility of the parent/guardian to communicate funding confirmation with AdaptAbilities. AdaptAbilities requires a copy of the funding contract to confirm funding and commence services. The contract states how the service is to be billed (respite, community aid, camp, etc), the rate, and what portion (if any) is expected to be paid by the parent/guardian.

## Adult

Families contact Persons Developmental Disabilities (PDD) to request services and seek funding. AdaptAbilities must receive an Outcomes Plan and Pre-Approval service request from PDD in order to initiate services. The family and adult individual are required to contribute information to an Individual Service Request (ISR), and AdaptAbilities will submit to PDD. PDD will confirm approved funding in writing to AdaptAbilities, and services will commence.

# Facilities

Thank you for respecting the facilities, and the organizations that lease them to us. AdaptAbilities works hard to maintain all spaces in a condition that is the same, if not better, than we found them.

Our conduct and the conduct of our participants is a reflection of AdaptAbilities' programs and our commitment to excellence.

As children transition into adulthood, services will occur less within our facilities and more within a person's own community.

Participants with one on one funding are encouraged to consider In Home services rather than centre-based programming.

The benefits include increasing independence within a home and community environment, engaging with partners within their own communities, building relationships that can be fostered outside of service hours.

## PROGRAM HOURS OF OPERATION

For the most up-to-date locations and operating hours, we encourage you to visit our website at [www.adaptabilities.ca](http://www.adaptabilities.ca).

Program	Hours of Operation
High School Transition	7:30 AM - 6 PM
Community Connect	7:30 AM - 6 PM *Closed on Weekends
Out of School Care	2 PM - 6 PM
Social Nights	5:30 PM - 9:30 PM
Weekend Respite	11 AM - 5 PM
PD Days/Year Round HIA	9 AM - 3 PM
Administration/Head Office	8:30 AM - 4:30 PM

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# Programs & Services

## PD DAYS/EXAM BREAKS

AdaptAbilities encourages families to request respite on PD Days and Exam breaks upon registration.

Youth registered in Out of School and High School Transition programs are not automatically registered in PD Days/Exam Breaks unless specified on registration.

## HEARTS IN ACTION CAMPS

One of AdaptAbilities' most popular programs, Hearts In Action camps run year round on all school breaks, teacher's convention, and school closures.

Summer camp registration opens each winter, and is communicated out to all families through our communication platform.

## WEEKEND RESPITE

Respite Centres provide children and their families with the opportunity to receive high-quality care in a safe, supportive and fun environment, while parents run errands, take an essential break, or enjoy coffee with a friend.

Due to popularity and inconsistencies in attendance frequency, blocks for Weekend Respite open on a quarterly basis.

## OUT OF SCHOOL CARE/HIGH SCHOOL TRANSITION

The Out of School Care program is designed for children over the age of 12, who require a little extra support after school and are no longer able to access a daycare.

Children under the age of 12 are accepted on an individual basis. AdaptAbilities supports an inclusive environment, and can provide staff to support an individual at a local daycare.

High School Transition supports individuals 17+ who are continuing their high school education, by offering a safe and welcoming home away from home. Individuals will begin to explore independence through experiential learning opportunities.

## SOCIAL NIGHTS

Social nights provide individuals with the opportunity to hang out with friends and connect with community in a supportive social setting.

Participants register for an entire session (10 evenings). Three social sessions occur each year (Fall, Winter, Spring). Participants may register to attend mid-session.

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## ESSENTIAL TRANSIT TRAINING

Essential Transit Training is a 30 week program from September - June focusing on individuals in high school looking to increase their independence with Edmonton's transit system. Participants must register for the entire session (30 weeks).

Each week, individuals are provided with an educational training session focusing on specific components, such as: safety, route planning, identifying signage, and more.

Weekly sessions contain a lesson, a light meal, and a field trip into community accessed by transit.

## COMMUNITY CONNECT

Community Connect provides structured, individualized goal-directed programming and focuses on connecting adults 18+ to community through activities, volunteer and employment opportunities.

Registration occurs throughout the year. Registrants are referred by PDD.

## IN HOME SERVICES

AdaptAbilities recognizes that some families prefer to be supported within their own home.

Individuals with complex medical or behavioral needs will be recommended for In Home services.

In Home services match a staff to an individual with shared interests, and focus on connecting to community, exploring volunteer and employment opportunities, and working towards individualized goals.

Registration occurs throughout the year.



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# Registration

Registration for any AdaptAbilities programs can be completed online at [www.adaptabilities.ca](http://www.adaptabilities.ca).

Downloadable registration forms are available on our website.

Online registrations are encouraged, however, AdaptAbilities will support families to complete forms manually upon request.

Registrations are accepted throughout the year. Participants may register to attend mid-session if space is available.

Registration is considered complete when:

- Registration form is complete & submitted to AdaptAbilities
- Required documentation & forms have been completed & submitted
- Current photo of registrant submitted
- Deposit(s) and payment has been paid
- Staffing requirements met

Coordinators will confirm funding, ensure documentation is on file and complete, and verify payment has been received.

Registration is not confirmed until an email is received by a Program Coordinator, which details if a spot is confirmed, or if you have been placed on a waitlist. Confirmed registrations will include important information, location, programming hours, and any additional information required (what to bring, etc.).

Ensuring information is completed in full will assist with the speed of confirming your registration.

## CONSENT FORMS & ANNUAL UPDATES

Forms, waivers, disclosures must be completed annually and as needed. The forms expire on August 31 of each year.

Families who register for services after April 1 are not required to resubmit another update until August 31 of the following year.

Registration is not confirmed until current & completed forms are on file.

## WAITLIST

AdaptAbilities makes every effort to accommodate requests for programming. To maintain low ratios in a safe environment, and the highest quality of programming, there is a registration capacity for each program.

To avoid being placed on a waitlist, we recommend families register early.

If a program is full, families will be notified via email, and the individual will be placed on a waitlist.

If space becomes available, families will be notified via email and the individual is confirmed in the program.

Program fees are payable in full upon confirmation.

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## IMPORTANT DATES

AdaptAbilities releases an “Important Dates” document annually in January. This document contains information on registration openings and deadlines, centre closures, and holiday closures.

Registration opens each spring for the next school year and is communicated to all families through our communication platform.

The document is available for download at, [www.adaptabilities.ca/parent-resources](http://www.adaptabilities.ca/parent-resources).

Due to popularity blocks for Weekend Respite open on a quarterly basis.

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# Fees & Billing

## INTAKE/MEMBERSHIP FEE

All new participants of AdaptAbilities are required to pay a one-time \$50 non refundable membership fee. This fee covers the intake process, information gathering, family orientation, file set-up. All parents/guardians are considered members of AdaptAbilities and are invited to the AGM as voting members.

## BILLING COMMITMENTS

AdaptAbilities requires a three hour billing minimum per respite and/or program request. Hours requested and booked, will be billed. If a participant is asked to leave the program due to behaviour, the day's billing will remain the same.

AdaptAbilities bills in 15 minute increments and allows a five minute grace period. Early drop offs and late pick ups will be billed accordingly.

As per Alberta Labour Standards, all programs whose regularly scheduled hours fall on a statutory holiday, will be billed. Statutory holiday hours will be listed on each invoice billed to funders.

Note: Costs not paid by the funding agency are the responsibility of parents/guardians.

## TYPES OF BILLING

### Third Party Billing

AdaptAbilities provides third party billing on behalf of the parents/guardians with their respective funding agency.

A copy of the contract or addendums must be submitted to AdaptAbilities when parent/guardians are in receipt of approved documents. In order for services to commence, a copy of the contract/addendum must be on file.

Parents/guardians are encouraged to know and understand their funding contract.

### Contract

AdaptAbilities is contracted by PDD to deliver adult services. Direct care costs are covered by this contract.

New individuals requesting services will be added to the contract upon approval.

### Parent Responsibility

AdaptAbilities accepts payment of services directly from parents/guardians.

Any funds not paid by the funder are the responsibility of the parent/guardian.

# BILLING RATES

Billing rates cover staffing costs; higher rates may be billed based on level of support required. Rates are determined by the contracted service hours.

Program Fees cover facility costs, rent, maintenance, supplies, etc. and are additional to billing rates - refer to Program Fees for more information.

## Year Round Programming (Sept-June)

Description	Location	Billing Rate Hourly
<b>Level 1: Group Rate</b>	Centre	\$16.97/hour
<b>Level 1: Individual Rate</b>	In Home	\$24.00/hour
<b>Level 2: Group Rate</b>	Centre or In Home	\$22.28/hour
<b>Level 2: Individual Rate</b>	Centre or In Home	\$32.00/hour

## Summer Camp (9 AM - 3 PM)

Description	Location	Billing Rate Hourly
Before and After Care: (7:30-9 AM), (3-6 PM)	Camp	\$16.97, \$22.28 or \$32/hour
<b>Level 1: Group Rate</b>	Camp	Camp Cost: \$600/week
<b>Level 2: Group Rate</b>	Camp	Camp Cost: \$760/week
<b>Level 2: Individual Rate</b>	Camp	Camp Cost: \$1050/week
<b>Work-Related Care</b>	Camp	Camp Cost: \$600, \$760, or \$1,050 per week
<b>TS Camp</b>	Camp	Camp Cost: \$600/week
<b>Child comes with Aide</b>	Camp	Camp Cost: \$300

Note: Hourly rates apply to before and after care for Hearts In Action camps and are billed as respite hours.

## Adults

Adult rates are determined in consultation with the funding agency and are dependent on each individual's needs.

### Program Attendance

In order to ensure billing accuracy and verification of hours attended, Parent/guardians must sign their child in and out of programming.

Program attendance is recorded on the Sign In/Out record sheet and is also used as a safety precaution.

## Sibling Care

AdaptAbilities welcomes siblings into our programs. Sibling care must be booked at the same time as the funded individual. Information about the sibling is required prior to participating, and intake packages must be submitted for the participant.

Adults accessing the centre may sign themselves in and out or request the assistance of staff to complete the Sign In/Out process.

Families of children who are supported In Home are required to sign off on monthly invoices to verify hours of support. Families of adults supported In Home will receive a copy of their invoice to verify hours.

# COST SHARE

## Child

Cost Share fees are determined by the funder. Funders require cost share amounts to be paid prior to invoice submission.

AdaptAbilities believes financial situations should not deter a child from attending our programs. Contact our office for more information on our bursary program.

Category	Amount
Weekly Camp Fee Cost Share	\$160 - \$285/week
Work Related (6-12 years)	\$525/month
Work Related (3-5 Years)	\$770/month

# BURSARY FUND

Families and individuals are required to complete an application to be submitted to the bursary committee. This committee reviews applications and makes decisions within 2 weeks of the submitted application.

Families who receive a bursary will also be asked to give back to the organization through a volunteer commitment within one year of bursary receipt.

Bursary recipients are required to submit a thank-you message and release a photo to be shared with contributors of the bursary fund.

# CANCELLATION

Cancellations must be received in writing. Voicemail cancellations will not be accepted. Eligible refunds are provided within 10 business days of written cancellations.

Due to popularity of our centre respite programs, and scheduling of In Home staff, AdaptAbilities requests that the

parent/guardian provide as much notice as possible when cancelling.

Upon confirmation of cancellation, the spot is released so that another family may benefit from the respite opportunity.

## Medical Cancellations

Refunds will be issued to individuals cancelling due to illness, when substantiated by a medical note from the doctor.

Medical notes must be received within 10 business days of notification of cancellation to be eligible for a refund.

Program	Commitment	Invoice Signed	Cancellation Requirements	No show/ < 24h notice
Out of School/ High School Transition	September- June	Monthly on the first day of service	30 days written notice required	Bill confirmed hours
Social Nights	10x evening session	Monthly on the first day of service	30 days written notice required  14-30 days written notice: Billing cancelled, fee forfeited  Less than 14 days written notice: Bill as confirmed, fee forfeited	Bill confirmed hours
HIA	Weekly	4 weeks prior to the start of Hearts in Action start date	30+ days notice: Billing cancelled, 50% of deposit forfeited  14-30 days written notice: Billing cancelled, deposit forfeited  Less than 14 days written notice: Bill as confirmed, deposit forfeited	Bill confirmed hours or weeks
Centre Respite/ In-Home Services	Monthly	Monthly on the first day of service	More than 24 hrs. notice: Written notice required  Spot Filled: 1 hour billed  Spot Unfilled: 3 hour minimum billed	Bill confirmed hours for time unfilled
Community Connect	September - August	N/A	30 days written notice required	N/A

## PROGRAM FEES

Program	Cost	Covers
Community Connect (Centre)	\$150/month (More than three days a week) \$10/Day (2 or less days a week)	\$100 covers facility costs (rent, maintenance, utilities, supplies)  \$50 covers planned monthly activities (cooking, music therapy, etc.)
Out of School Care & High School Transition	\$100/month	Covers facility costs (rent, maintenance, utilities, supplies)  Includes all activities planned on Professional Development days and Year Round camps
Centre Respite (12 & under)	\$5/day	Covers facility costs (rent, maintenance, utilities, supplies)  Participants remain in centre & access community parks  <i>If interest warrants, field trips will be planned for ages 12 &amp; under for an additional \$5/day</i>
Centre Respite (13 & over)	\$10/day	Covers facility costs (rent, maintenance, utilities, supplies)  Planned weekly field trips
Professional Development Days Exam Days Year Round Camps	\$10/day	Covers facility costs (rent, maintenance, utilities, supplies) Field trips
Social Nights	\$150/session 10 evenings	Covers all planned activities for 10 evenings  Participants can join mid-session at a pro-rated cost.  <i>Sponsorship opportunities are being presented to supporters to further enhance social night activities</i>
HIA Summer	\$100 Registration Deposit  Adults \$50/week	All campers must pay the \$100 deposit. Deposit is applied to parental portion of outstanding amount(s) owed.  If camp is covered in FSCD/PDD contract, there are no operational fees.  If accessing respite hours for camp and participant is <18 years, there is a \$90/week cost for operational expenses.  Participants can join mid-session at a pro-rated cost.

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## PROGRAM PAYMENTS

### Monthly Recurring

Monthly recurring program fees are due on the first business day of the month. (ie: Out of School Care, Weekend Respite, Community Connect)

### Direct Service Costs

Direct service costs are billed to families and funding agencies on the last business day of each month.

### Session Payments

Session program fees are due upon program confirmation (ie: Social Nights). HIA parental cost shares are due 30 days prior to program start and indicated on HIA registration form.

For any individual that AdaptAbilities is unable to accommodate in HIA camps, deposit refunds will be issued in September of that year.

## PAYMENT OPTIONS

Parents have options when remitting payment for services:

- Online via the AdaptAbilities website (debit, credit)
- In Person at Head Office (cash, debit, cheque, credit)
- Monthly Pre-Authorized Payment (credit, debit, post-dated cheque), withdrawn the first day of each month.

AdaptAbilities reserves the right to refuse services until payments have been reconciled.

A late fee of \$5.00 will be applied to outstanding invoices over 30 days.

## RETURNED INVOICES

Funding agencies may return partially or unpaid invoices to AdaptAbilities. Reasons may include expired contract, addendum not signed, hours exhausted, incorrect service description, etc.

Parents are responsible for rectifying addendum issues or unpaid funder invoices.

A \$25 Administration Fee will be applied for all returned invoices.

## OUTSTANDING INVOICES

AdaptAbilities reserves the right to refuse services if invoices are outstanding for more than 90 days.

This includes both funding agency responsibilities, parent/guardian cost shares, and program fees.

AdaptAbilities will provide families with a 30 and 60 days' notice of unpaid fees.

Invoices not paid by the designated funder are the responsibility of the parent/guardian.



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## NON-SUFFICIENT FUNDS (NSF)

Non-sufficient funds (NSF) cheques and/or pre-authorized withdrawals will result in a \$25 service charge, in addition to any late fees for invoices outstanding after 30 days. After

a second NSF charge occurs, AdaptAbilities will no longer accept the method of payment.

## DAMAGES & RESPONSIBILITY

Equipment, resources, and facilities are essential to successful programming. It is understood that resources and equipment must be repaired or replaced over time.

Damage to the facility, resources, or other property by a participant is the responsibility of the parent/guardian. An incident report detailing the event will be completed and reported to the parent/guardian at pick up.

The Program Coordinator will review the incident, assess damages, gather estimates from preferred vendors as required, and inform the parent/guardian of costs for the replacement of broken item(s) and/or facility repairs.

Costs associated with repairs/damages must be paid within 30 days.

Repetitive damage to equipment or facilities may result in suspension or termination.

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# Best Interests

## LOST & FOUND

AdaptAbilities assumes no responsibility for loss or damage to personal property.

Only in instances where a medical assistance device is lost or damaged during programming beyond the participant's control will AdaptAbilities cover a portion of the replacement cost.

It is the responsibility of the parent/guardian to ensure that all items are labelled prior to attending programming with the participant's first name and last initial.

It is the responsibility of the parent/guardian to ensure that belongings are checked prior to leaving.

If personal items are lost, AdaptAbilities will attempt to locate within the programming

space and advise parents if items are found. If items remain lost, AdaptAbilities is not responsible for replacement.

An incident report must be completed and the missing items reported to family.

Family must provide an official quote and/or invoice for replacement within 10 business days of loss of use occurring.

Families are encouraged to contact their insurance provider or warranty program to inquire about replacement costs.

Participants are only eligible for replacement coverage once per calendar year

## MEALS AND SNACKS

All Respite facilities are nut-free. This applies to products that may contain amounts of peanuts or nut residue.

Parents/guardians are required to inform AdaptAbilities of specialized dietary requirements, or allergies for the safety of all participants.

Participants should bring nutritious meals/snacks and water bottle to programming.

Offsite programming requires a non-microwaveable lunch.

Individual food or drink purchases are not permitted, unless planned as part of programming.

In some programs, a light snack and refreshment are provided. The cost for these initiatives are covered through parent/guard program fees.

## CLOTHING

Participants should be dressed in clothes that are appropriate for planned activities and weather. Running shoes are recommended for physical activities.

An extra set of clothing is recommended for those that require it. Extra clothing cannot be stored on-site.

## PERSONAL CARE ITEMS

AdaptAbilities does not provide personal care items. If a participant wears diapers, disposable training pants or requires feminine hygiene products, send the required items daily.

In Home families must provide disposable latex-free gloves for personal care assistance. If the individual requires bathing assistance, families must provide a waterproof thermometer to ensure safe water temperatures when bathing.

## TOYS/ELECTRONIC GAMES

Participants are discouraged from bringing expensive toys or electronic devices from home. AdaptAbilities assumes no responsibility for loss or damaged items. Refer to Lost & Found policy for further information.

## LEISURE ACCESS PASS

Children who have a leisure access pass are requested to bring it to programming to reduce program expenses. All adults are required to bring their leisure access pass.

Staff can facilitate the application (AISH Health Benefits card is required.)

## TRANSPORTATION

AdaptAbilities is committed to providing safe, reliable transportation via Edmonton Transit or an Edmonton contracted bus company and uses public transportation when accessing community.

AdaptAbilities supports individuals 16+ to utilize DATS when necessary. Participants 13+ are required to bring bus tickets and/or a pass to all programs.

AdaptAbilities does not provide transportation to and from centre programming.

Children with a yellow bus pass are encouraged to bring them on field trip days.

Transportation support may be cancelled if participant behavior affects the safety of the participant, staff, and/or public.

In extraneous circumstances, AdaptAbilities may authorize a staff member to transport a participant using their own vehicle.

## TRANSPORTING PARTICIPANTS IN PERSONAL VEHICLES

Staff must adhere to the driving authorization process. Written authorization from AdaptAbilities must be provided to parent/guardian prior to transportation commencing.

Families requiring staff to utilize personal vehicles to transport their child will pay the annual driver's abstract fee.

Staff transporting participants in personal vehicles without authorization are subject to disciplinary action up to and including termination.

AdaptAbilities requires families to authorize all trips and mileage expenses by signing a Vehicle Mileage Log. Unauthorized trips will not be billed to families.

AdaptAbilities prohibits transportation of participants in personal vehicles if the Driving Authorization is deemed invalid.

Costs to families for mileage are incurred on a kilometer-accrued standard set by the Canadian Revenue Agency (CRA). Mileage costs are billed to families on a monthly basis.

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# Our Team

## EMPLOYEES

AdaptAbilities matches the education and/or life experiences, and shared passions and interests with the needs of each participant and family. Staff are recruited from fields such as education, occupational therapy, disability studies, and more. Staff are referred to as “Relief Care Specialists” (RCS) and “Community Specialists” (CS).

Individual participant rights are important; all employees and volunteers must sign a Statement of Confidentiality and adhere to AdaptAbilities’ Safety Standards, Enhanced Respite Standards, and Core Values.

Each team member is required to have a clear Criminal Record Check and Intervention Record Check.

Staff are highly trained in a Human Rights Approach with mandatory First Aid, Medication Administration and Non Violent Crisis Intervention. AdaptAbilities also offers in-house training sessions on an ongoing basis.

Respite programs and camps operate in a group setting with staff to participant ratios varying from 1:1 to 1:5. Program Coordinators oversee programming; provide mentorship and support to team leads, front line staff and volunteers.

## PRACTICUM STUDENTS/VOLUNTEERS

AdaptAbilities provides students with practicum placements. We also utilize volunteers to enrich our programs. This lends to our vision of inclusion, one person at a time and provides an excellent opportunity for learning, and mentorship.

# Health & Safety

## SICK PARTICIPANTS

People are too sick to attend AdaptAbilities and should remain at home if they have any of the following symptoms:

- Fever of 38 degrees Celsius or higher
- Diarrhea or vomiting
- Infected nasal discharge (thick or coloured, green or reddish brown)
- Persistent cough
- Persistent pain
- Undiagnosed rash or skin condition

If the individual has a cold, review the following prior to sending to programming:

- Nasal discharge must be clear and manageable in a group setting.
- Coughing and sneezing must have subsided.

If a person is too ill to participate in programming, then they are too ill to attend.

## BED BUGS

Parents/Guardians are required to disclose a bedbug infestation to AdaptAbilities to protect the safety of our staff & fellow participants, and the integrity of our centres.

When a Team Member has been notified that an individual is currently dealing with a bed bug infestation at their place of residence, a Team Lead must be notified immediately so that necessary precautions may be implemented.

## PARTICIPANTS IN PRIVATE HOMES

AdaptAbilities strongly discourages staff from bringing participants into their personal homes under any circumstances, to protect the safety of both the participant and the staff.

AdaptAbilities employs a Human Rights approach with all participants, and understands that friendships arise based on the nature of their work.

If you hesitate about sending your child to programming, they are probably too ill to come.

By assisting us with the above terms, all individuals receive the benefit of the healthiest environment possible.

If your child falls ill while attending a program, staff will call parents/guardians at the numbers listed on the emergency contact list to pick them up.

Staff base parent/guardian contact on the best interests of the participant and the other people in the program.

Ensure emergency contact information is updated and current at all times.

If there is suspicion that bed bugs may have been brought into a Centre, AdaptAbilities will notify a pest control company, and execute infestation measures. AdaptAbilities will notify parents via written communication of the suspected infestation, and advise of precautionary measures for families.

Any staff requesting participants to visit their private home must request the reason in writing to the Program Coordinator in advance. The Executive or designate will review and approve/deny all requests.

## MEDICATION

Staff can administer medications providing that the following requirements are met:

- Medication Release Form completed by parent/guardian including participant's name, medication name, dosage, date/time(s) to be given, instructions for administration; and
- Medicine is in original container with the current labelling.
- Prescribed PRN medications must have physician directions and a pharmaceutical MAR sheet.

AdaptAbilities recommends that all medications taken during programming are provided in a pharmacy packaged bubble pack.

Medication Release forms must be updated whenever there is a medication dosage change, a discontinuation of a medication, or the start of a new medication that is prescribed to be administered while a person is attending programming.

Medications will remain locked in a lock box. If offsite activities are planned, medications will be transported in a locked medication pouch.

Self-administration of medications during programming is not permitted as AdaptAbilities does not have a licensed pharmacy or medical professional on site.

AdaptAbilities recommends that over the counter (OTC) medications, vitamins, supplements, etc. are administered prior to attending programming.

## PERSONAL BOUNDARIES

AdaptAbilities is committed to protecting staff and individuals from potential misconduct stemming from the lack of personal boundaries.

AdaptAbilities is committed to educating participants on personal boundaries and the definition of abuse. Review of these boundaries and education on abuse is completed on an annual basis, and when required.

AdaptAbilities requires all staff to be trained in Non-Violent Crisis Intervention and Risk Management. These courses educate on personal boundaries and utilize safe holds and restraints only as a last resort.

Staff are encouraged to maintain healthy space with participants at all times, and are encouraged not to lay down with participants. Due to safety concerns, AdaptAbilities recognizes that in certain circumstances touching may be required like holding hands to prevent wandering.

Allegations of potential misconduct stemming from violation of personal boundaries will be dealt with through the Corrective Measures process for staff, and the Incident Reporting process for participants, with the possibility of suspension or termination.

## WASHROOM POLICY

AdaptAbilities uses same sex staff whenever possible to assist participants in the washroom. When an opposite sex staff situation occurs, best practice is a family washroom.

Parents/guardians should specify toileting needs and level of assistance required on the registration form (ie: prompting to flush toilet, assistance with personal care). Communicate any routines to staff.

## EMERGENCY INFORMATION

Participants must complete an application form upon program entry and annually thereafter (Annual Update form). These forms must be completed prior to program participation.

All sections must be completed in full.

Changes throughout the year (ie: phone numbers, medication, allergies, etc.) must be updated in writing to the Program Coordinator.

## EMERGENCY PICK UP

Parents/guardians must be reachable by phone and available to pick up their child immediately during programming due to emergency situations, sickness, or behaviours.

## FIRST AID

In the event a participant has had a minor accident while at AdaptAbilities, staff will comfort the participant and provide basic first aid.

Staff will contact a parent/guardian only if necessary to take your child for medical treatment. Otherwise, parents/guardians will be advised of first aid treatment at pick up.

## EMERGENCY PROCEDURES

If an accident occurs that requires immediate medical attention, an ambulance will be called.

Parents/guardians are responsible for all expenses incurred, including ambulance fees.

Staff will accompany participant with appropriate medical documentation. Staff will contact a parent/guardian as soon as possible.

## INCIDENT REPORTS

An Incident Report will be completed immediately following an incident or at the end of the shift. A parent/guardian will be asked to review and sign the report.

A supervisor will also review the report and may call to follow-up. After a supervisor signs the report, it will be placed on file.

## SOCIAL MEDIA

AdaptAbilities must protect the best interests of staff & participants when navigating social media.

- Staff are not permitted to “friend” or “follow” any AdaptAbilities participant under the age of 18
- Informed consent and approval from a legal guardian, if applicable must occur for those over the age of 18

Staff members are not permitted to share photos/videos of participants on their personal social media feeds.

Only staff in the Marketing department are permitted to share photos/videos of participants with consent on official AdaptAbilities channels.



# Rights of Adults

The following rights are specific to participants who are eighteen years of age or older as they have reached the legal age of majority and should be treated in kind.

*As an adult with special needs and as a participant of AdaptAbilities, I have the right to:*

1. Be treated as an adult
  - Have freedom to pursue my own interests
  - Choose my own goals
  - Choose my friends
  - Make mistakes
2. Be treated fairly and with dignity and respect
  - Be treated equally and consistently by staff
  - Not be labelled
3. Access the laws that protect me
  - Not to be discriminated against because of gender, the country my family comes from, my skin colour, my beliefs, my friends, or my disability.
  - Have the same rights as everyone else
  - Access legal help or advice
4. Make informed choices
  - Make decisions based on my feelings, beliefs and what is important to me
  - Takes risks once I know what might happen
  - Change my mind
  - Decide what I do with my own things
  - Get help from staff or parents/guardians with making decisions
5. Feel safe and protected
  - Learn to take care of myself
  - Feel safe when I use services
  - Feel safe out in the community
  - Not be threatened, ridiculed, hurt, attacked or have my things taken from me
6. Speak for myself and be heard
  - Speak my mind and give my opinion
  - Show my feelings
  - Make complaints if I am not happy
  - Say 'no'
  - Disagree with people
  - Have people try to understand me
  - Have people listen when I talk
7. To Privacy
  - Privacy of my personal space and belonging
  - Have people get my OK before they go into my belongings
  - Use the phone without someone listening to what I am saying
  - In the bathroom (unless assistance is requested/required)
8. Sexuality
  - To give or withhold consent
  - Be able to ask questions if I need to know more
  - Accept or turn down a service
  - Direct my guardian in a desirable direction
  - Have decisions respected
  - Give my consent without fear of peer pressure, retaliation, or loss or change of services.
9. Freedom of thought, belief, opinion and expression
  - Express thoughts, emotions, beliefs, and opinions
  - Speak freely without censorship
  - Protest
  - Have my feelings and emotions recognized and valued
10. Freedom of association and movement
  - Free range of bodily motion
  - Choose who I want to spend time with
11. Access to all public and generic services
  - Public services and facilities (e.g. library)
  - Services in my community
  - Adaptive equipment and technology to enable me to be successful
  - Equal and full community participation
12. Quality service that is fair and equitable
  - Appeal any change or removal of services
  - Have service providers I can count on
  - Access programming that meets my participant needs
  - Make a complaint or lodge a grievance when I think I am being treated unfairly or my rights are not protected



- 13. Obtain support and advocacy
  - Have support that helps me grow succeed and belong
  - Get a referral to information or a professional that can support me
  - Know that my service provider advocates for me in the community
- 14. To have the least restrictive methods of intervention
  - Be asked, prompted or cued, not forced
  - Experience natural consequences when safety and security is not compromised
  - Have alternate choices to my behaviour
  - Give informed consent before any approaches, positive or restrictive, to my anticipated behaviours
- 15. Own and enjoy personal property and belongings
  - Purchase Items of choice
  - Access my belongings at any time
  - Enjoy my belongings
  - Dispose of personal property
  - Choose with whom to share personal belongings
- 16. Engage in healthy relationships
  - Have friends
  - Date
  - Get married
  - Have children
- 17. Exercise my rights as a citizen
  - Vote
  - Obtain a license
  - Hold membership in an organization
  - Hold office
  - Exercise treaty rights

Adapted in part from the Charter of Rights drawn up by participants with developmental disabilities at the 1994 Open Doors conference (VRRRI) and the Rights of Participants Receiving Service – South Region Document (ARRC).

# Adult Informed Consent

For individuals 18 & over, AdaptAbilities requires parents/guardians to provide a copy of all legal guardianship/trusteeship documents, and communicate where they are in the process. It is recommended to start the process when an individual is 17, to ensure the court order is in effect at 18 years of age.

AdaptAbilities will seek consent from a guardian for only those areas detailed in the court order.

AdaptAbilities will treat all adults receiving services as Independent Adults until a copy of the legal documents are on file.

## GUARDIANSHIP

If an adult participant is not capable of making personal decisions, the court may grant legal authority to a parent/guardian to make personal decisions on behalf of the adult.

Guardians can make personal, non-financial decisions about the following:

- Healthcare
- Living Arrangements
- Education
- Social Activities
- Employment
- Legal Proceedings

Guardians cannot make financial decisions. Financial decisions on behalf of an adult are managed through Trusteeship.

## CO-DECISION MAKER

If the adult is able to make decisions with proper support, they may have a co-decision maker instead of a Guardian. As a co-decision maker, the parent/guardian and the adult work through decisions together, but the adult always has the final say.

## TRUSTEE

If an adult participant is not capable of making financial decisions, the court may grant legal authority to a parent/guardian to make financial decisions on behalf of the adult.

Trustees use the adult's money to:

- Pay for bills, care, and education
- Manage their Investments
- Apply for the Adult's financial benefits like AISH

## INFORMAL CONSENT

Informed consent is not always given in a written form. Informed consent is a daily process that gives participants autonomy and protects their individual rights in accordance with guardianship or other legal authority.

For example, an individual should be informed of and be able to give their verbal/physical consent to any activities planned within a program

Gaining an individual's views and desires can require staff to use creative ways of providing information and alternative means for them to express their thoughts. Informed consent should be a component of every program plan.

Staff can use the following to assist participants with making informed decisions:

- Inform participants about his/her options and the implications (risks, benefits) of each option in a simple manner that is easily understood.
- To ensure understanding, ask the participant to repeat the options in his/her own words.
- Look for signs that the participant is agreeing out of fear or perceived social pressure and take action to amend the situation.
- Support the participant to uphold his/her rights and express their autonomy.
- Ensure that he/she understand that it is okay to say 'no'.
- Give the participant time to consider his/her options and give or deny consent.

## FORMAL CONSENT

In many cases, formal written consent is required:

- Program registration forms have numerous waivers that must be signed before a participant may attend our programs;
- Photo disclosure, audio-visual material and advertising purposes;
- Personal information; and/or
- Assessments

Participants and their parents/guardians should be involved in the consent process in accordance with guardianship or other legal authority.

AdaptAbilities understands that participants may need additional time to process information prior to giving consent.

# Abuse Prevention & Response Protocol

AdaptAbilities takes a zero tolerance approach to abuse or neglect of any kind, whether physical, emotional, verbal, mental, sexual, financial, or otherwise. This includes a zero tolerance policy towards employees who fail to report suspected abuse.

AdaptAbilities follows *Protection of Persons in Care Act (PPCA Act)* and PDD's *Abuse Prevention and Response Protocol* when dealing with suspected, alleged, or occurrences of abuse involving adult participants (individuals 18+).

AdaptAbilities adheres to the *Child, Youth and Family Enhancement Act* when dealing with suspected, alleged, or occurrences of abuse involving child participants (individuals 17 years of age or younger).

As English is the primary language of programming, AdaptAbilities encourages all employees to speak English around participants to promote an environment of inclusion and understanding. While employees are permitted to speak native languages on breaks and on personal time, they are encouraged to do so out of earshot of participants. If a participant's primary language is not English, AdaptAbilities will attempt to support that individual with an employee that speaks that language when possible.

AdaptAbilities has a duty to report suspected abuse immediately, regardless of circumstance. The employee witnessing, overhearing, or acknowledging reports of abuse must report the allegations

immediately. An employee cannot delegate this responsibility to any other person, including another coworker or supervisor. Employees who knowingly fail to report abuse will be subject to termination and/or criminal charges.

AdaptAbilities will not take disciplinary action against an employee who reports abuse, unless it is determined that the complaint was made with malicious intent or without basis.

Participant confidentiality is not broken when reporting abuse. The identity of the employee reporting abuse will not be disclosed to the participant's family, or the person responsible for the abuse. AdaptAbilities employees will refrain from disclosing information regarding claims of abuse to families.

AdaptAbilities promotes abuse prevention & reporting by:

- Regular education and awareness through training and visual aids
- Increasing an individual's support network/natural supports
- Promoting and strengthening an individual's community involvement
- Following proper hiring practices including vulnerable sector checks
- Educating individuals about their rights, boundaries, and how to say no, in annual training sessions and organically throughout the year.

# Beyond Behaviors

AdaptAbilities acknowledges that individuals can experience difficulty coping with their environment and/or stress. Some reactions to that stress can pose a hazard to the individual's safety, safety of others around and/or property. Some other manifested reactions can infringe on the individual's rights and quality of their life. At the same time they can affect the rights and quality of life of others around.

## Challenging Behaviour

Whenever a person places themselves or others at risk of immediate physical harm or engages in significantly inappropriate, socially unacceptable, illegal or socially risky behaviour that may limit their ability to safely participate in the community or engages in actions that may cause significant property damage.

Adaptabilities identifies that people do not act without a reason and behaviours can be:

- Triggered and maintained by something in the person's environment.
- A way of the person communicating their wishes and/or unmet needs.
- An expression of frustration due to loneliness, ineffective communication, needs not being met, etc.
- The only way the person knows how to deal with the situation (ex. feeling crowded and pushing people to create space etc.).
- A side effect from medication taken for mental or physiological needs.

A support plan to help the person meet their unmet need or desire will be developed if the person's behaviour:

- Meets the criteria of a challenging behaviour and,
- Does not cease after the use of natural and logical consequences, and positive approaches.

Adaptabilities does not promote the use of Restrictive Procedures, as we concentrate on the use of planned positive approaches, logical and natural consequences based on positive reinforcement, respect and dignity.

AdaptAbilities permits the use of restrictive procedures as means of:

- **Crisis intervention:** where the person's behaviour poses a threat to their immediate safety, the immediate safety of others and/or the property.
- **Planned approach:** a last resort, where the person's behaviour is significantly inappropriate, socially unacceptable, illegal or socially risky and impedes their ability to safely participate in the community as well as impinging on their quality of life.

The use of any restrictive procedures by staff is carried out as a last resort. All staff will use the least restrictive, unobtrusive procedures to manage crisis situations and reduce risks associated with it.

Restrictive Procedures must not be derogatory or harmful to the person's health and well being.

All staff are strictly forbidden from using Corporal Punishment and Prohibited Procedures under any circumstances. It is abusive, cruel, illegal and inappropriate as per Protections for Persons in Care Act (PPCA) and PDD Abuse Protocol.

Employees that are in violation of this are subject to Corrective Measures up to and including termination.

## RESTRICTIVE PROCEDURES

Restrictive procedures are only used when required for the protection of the person involved, employee or any bystander that has been physically threatened. Any action or physical or chemical restraint that limits the rights or freedom of an individual is a restrictive procedure.

Restrictive procedures should be implemented as a component of a positive procedure and only in high risk cases should a planned restrictive procedure stand alone.

Restrictive procedures are defined as any action in response to a situation or behaviour of concern that:

- Restricts a person's rights, freedoms and choices;
- Restrains a person's normal range of movement;
- Involves the use of medication, such as PRN or ongoing sedation - medication that is used to address a person's behaviour which is not required to treat the person's medical or psychiatric diagnosis; and/or,
- Limits a person's access to events, relationships, privileges or objects that would normally be available to them.

## PLANNED RESTRICTIVE PROCEDURES

This is defined as predictable and foreseeable behaviour, events or situations. In situations where positive procedures alone have not adequately addressed an individual's response to an unmet need/want or interim safety concerns must be addressed, restrictive procedures, which may include verbal or physical interventions, or consequences for behaviour, may be considered as part of a planned response.

Where the use of restrictive procedures is permitted, it is essential that staff be trained before being expected to carry out the intervention. Training includes instruction pertaining to the implementation of the intervention and documentation requirements.

During the development process the following must be considered

- Will any of the individual's rights be limited by the procedure?
- What are the risks associated with the intervention?
- Do the staff have the proper training to carry out the procedure? If not, can they be provided with the proper training?
- Are planned positive procedures included in the plan in order to provide people with other responses, skills or tools to respond to situations?
- Are restrictive procedures limited and only used when absolutely necessary?

The following documents will be considered when developing the plan

- Participant profile
- Medical history
- Service Plans and/or IPP
- Incident reports
- Contact Notes

## REVIEW PROCESS

AdaptAbilities promotes a review process for the requirement, development, amendment and implementation of positive and restrictive procedures. The review process helps to protect participant rights, ensure that ethical and professional interventions are employed and support staff in their efforts to provide quality service.

The Review of planned restrictive procedures takes place annually. Three main areas are evaluated:

- Impact
- Effectiveness
- Implementation

Three courses of action are considered:

- Continue
- Discontinue
- Change

The Review Process for Restrictive Procedures requires the Program

Coordinator & Manager to complete the following:

- Monitor the use of interventions;
- Review the appropriateness of specific interventions and recommend alternatives;
- Provide or deny authorization for the use of restrictive procedures, including previously approved procedures that have been amended;
- Ensure the approved interventions are documented and available to staff; and,
- Identify needs as they relate to behavioural interventions, i.e. training and resources.

Restrictive procedures will be reviewed for their effectiveness, and whether or not they should be continued, or changed.



# Personal Rights & Conduct

## RIGHTS & RESPONSIBILITIES

1. Participants and staff shall treat other participants and staff with dignity, respect, and fairness.
2. Participants shall be provided with an environment that is free from physical, emotional, and social abuse.
3. Participants and parents/guardians shall be informed of the program expectations for participant behaviour within the program, the program grounds, and during program activities.
4. Participants shall exercise their responsibilities to:
  - Use their abilities and talents to gain maximum benefits from their program experiences;
  - Contribute to a climate of mutual trust and respect conducive to effective learning, personal development, and social living; and
  - Attend programs regularly and punctually.
5. People will have the right to provide explanation and have access to services that support gaining insight into personal responses if others are put at risk. They also have the right to an explanation for and information regarding measures that will be taken as a result of those actions.
6. Appropriate opportunities for participant consultation and involvement in participant related matters shall be provided.

## HARASSMENT, BULLYING AND DISCRIMINATION

Harassment, bullying or discrimination will not be tolerated in any form. As per the *Human Rights, Citizenship and Multiculturalism Act*, all individuals have the right to be free from discrimination based on

race, religious beliefs, colour, gender, physical disability, mental disability, marital status, ancestry, place of origin, family status, source of income, family status, source of income and sexual orientation.



# PARTICIPANT BEHAVIOR AND CONDUCT

AdaptAbilities supports the endeavours of staff, participants, parents/guardians, and the community to ensure positive participant behaviour and conduct. Participants must behave in a manner that does not compromise the safety of oneself and/or others. In addition, parents/guardians and participants must recognize their responsibility in developing a participant's self-discipline.

## Accountability

- Participants shall be responsible and accountable for their behaviour and conduct. Participants will show respect for:
- Program property, rules and regulations
- Ethnic, racial, religious and gender differences of staff and other camp participants

## Parental Role

Parents/guardians play a vital role in supporting their child or adult son or daughter. It is expected that parents/guardians:

- Will be called and asked to pick up their child/young adult if behaviour is destructive and beyond the capabilities of staff interventions. Behaviours of this nature include, but

are not limited to, hurting themselves or other participants and staff, destruction of property and severe defiance.

- Work with the program to resolve issues as they affect their child/young adult; and
- Co-operate with the AdaptAbilities recommended course of action prior to re-admission of the participant following a participant suspension.

## Consequences

- Failure to meet the expectations for behaviour and conduct shall result in some or all of the following consequences:
- Problem solving, monitoring or reviewing expectations with participant;
- Parental involvement;
- Behaviour contract with participant;
- Suspension;
- Expulsion from a program and/or all AdaptAbilities programs for severe behaviours or activities; and,
- Involvement of police if warranted (carried out as a last resort).

# SUSPENSION

AdaptAbilities is committed to protecting staff and individuals from aggressive conduct or destructive behavior occurring on AdaptAbilities' property, in community or between program participants.

Any behavior that results in spitting, assault, attempting to destroy property is considered a criminal offense and subject to suspension and/or termination.

Participants displaying extreme behavior will be given a suspension from our programs.

## What is an Extreme Behavior?

Behavior causing but not limited to:

- Intentional damage to personal, rented, public or AdaptAbilities' property
- Injury to a participant
- Injury to a staff or community member
- Endangerment to staff or participants of AdaptAbilities (ie: pushing into traffic)
- Threatening with intent
- Sexual harassment

# TERMINATION OF SERVICES

Safety of staff and individuals is AdaptAbilities' utmost priority.

AdaptAbilities is committed to protecting staff and individuals from aggressive, unsafe, or destructive behavior occurring on AdaptAbilities property or between program participants.

AdaptAbilities reserves the right to revoke program participation and terminate services for a determined or undetermined amount of time in extreme circumstances.

AdaptAbilities is committed to maintaining the well-being of the participant and families we support.

AdaptAbilities is committed to working with the funding agency and family to transition services to an alternate agency upon termination.

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# Complaints, Grievances & Appeals

AdaptAbilities ensures that complaints, grievances and appeals are dealt with in a fair and consistent manner. It also ensures families and individuals are aware of their rights.

The process outlines the route families and individuals may take to address concerns with service delivery.

## Process for Complaints, Grievances and Appeals:

1. Parent/Guardian and/or individual may complete and return a Complaints, Grievance and Appeal form which can be obtained from Program Supervisor.
2. AdaptAbilities investigates all allegations of family and individual rights violations and complaints or grievances relating to its service delivery.
3. An Adaptabilities' representative will meet with the individual and/or parent/guardian to address the concerns and create an action plan that fulfills the needs of parent/guardian, individual and organization.