



ADAPTABILITIES

CREATING SUCCESS FOR LIFE

Parent Handbook 2022

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 for-impact charitable organization creating possibilities for individuals with disabilities and their families by delivering essential programs. We create a place where friendships are made, and where individuals and their families grow, succeed, and belong.

Our community is a spectrum of diverse abilities. We champion kids and adults living with both visible and invisible disabilities, while keeping focus on each individual's goals. We are passionate about helping each participant thrive and reach their potential. Our programs create meaningful days by promoting friendship, fun, growth, and connections to the community. Individuals receive purposeful support, experience meaningful days, and begin to create opportunities to build a vision of a full and rich life for themselves.

AdaptAbilities offers vital programs that are tailored to each individual's unique needs so they can grow socially, physically, mentally, and emotionally. The key to our participant's success is that we work in small group settings and utilize a goal-oriented, person-centred approach.

We support caregivers because our programs provide essential breaks to focus on their own well-being. Whether you are a parent/guardian requiring respite to give you a chance to run errands, or an individual looking to meet new friends, AdaptAbilities welcomes you.

We hope that you find your time with our organization an enjoyable and rewarding experience as we strive to create success for life for individuals with disabilities.

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
Founder and Chief Executive Officer

Introduction

AdaptAbilities provides unique programs and services that fill gaps in the system; supporting each person and their family 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 to contribute to their community.

AdaptAbilities programs and services facilitate growth and independence in a 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

Empowering families and people with diverse abilities to grow, succeed, and belong.

Core Values

- Act With Integrity
- Open To Growth
- Live Our Purpose
- Cultivate Teamwork
- Demonstrate Extraordinary Effort

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 Our Services

1. Are flexible and responsive to each individual and their family needs
2. Support the person's ability to make positive choices and increase their decision making skills
3. Are respectful of ethnic and cultural differences and priorities of families
4. Our responsibility includes advocacy with and for persons with special needs
5. and to educate and increase awareness in the community
5. The best available strategies, technologies, training and mentorship opportunities are used to maximize the company's ability to realize its vision
6. We retain the quality, individuality and flexibility of these services as we expand or change our services
7. 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.

Person Directed Services

COMMUNITY

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

It is our aim to support participants to explore their community as an important part of living a fulfilling and meaningful life.

Community access is a fundamental element of AdaptAbilities' respite services and families/guardians are asked to support by encouraging participation in community-based activities.

CHOICE

AdaptAbilities' support services are rooted in 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, dreams, and capacity.

HUMAN RIGHTS APPROACH

AdaptAbilities focuses on service delivery within a human rights approach. The role of the support worker is to promote and support citizenship, valued social identities, natural 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
- **Values Social Identities**
Each person is supported to understand and nurture their role as an employee, sibling, customer, family member, volunteer,

- neighbour, artist, student, and other identities
- **Natural Relationships**
Relationships are vital to each person's sense of belonging and self identification. People are supported to fulfil their roles 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

Access to Services

ELIGIBILITY

AdaptAbilities provides services to individuals, from infancy to young adulthood, who have language and learning delays, disorders, and/or physical developmental delays.

AdaptAbilities does not provide services to individuals with complex needs including

Eligibility guidelines include:

Human Rights Approach

- All people have potential and can be active members of their communities. AdaptAbilities will encourage adults to be the best they can be
- We accept and appreciate all people's differences; people we support, their families, and the employees we hire

A Vision of Independence

- This includes but is not limited to: getting a job, volunteering, preparing meals, doing laundry, staying home alone

REFERRALS

Referrals are primarily directed by government funders. However, many referrals come from satisfied 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

significant medical, mental health and/or behavioural supports, involvement in the justice system and/or substance abuse.

AdaptAbilities supports families seeking enhanced respite services in a Human Rights Model. Parents/guardians must be aligned with our Human Rights vision.

- Adults have rights and responsibilities. AdaptAbilities assists people to live compete lives with the same expectations as any member of the community
- Family and individuals interested in inclusive community programs
- Over time, less supports are required

AdaptAbilities recognizes the right of the individual or their planning support to choose a service provider they believe will meet their needs.

unique. If there is a current gap in the system, or an unmet service need, please contact our office at 780-431-8446.

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 seeking services, prior to booking an intake meeting.

This takes approximately 20-30 minutes. After the Inquiry is complete an intake package is sent to the family for completion prior to the Intake meeting.

Intake

A formal Intake meeting will take place with the Intake Specialist once a spot in a program is confirmed and all required forms outlined below are received.

Tours of our centres can take place prior to the Intake meeting.

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

The Intake Specialist 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.

An individual has successfully hired AdaptAbilities when:

- Intake meeting is completed
- Registration forms are completed
- Intake fee paid
- Individual Service Agreement is signed with AdaptAbilities
- Funding confirmed by agency (FSCD, PDD, etc.)
- Consent forms signed
- Pre-Authorized Payment set up for recurring monthly fees

Once recruitment requirements met, services can commence.

ADDITIONAL CARE

G-Tube/Medical Conditions

Parents/guardians complete a G-Tube form for participants who require G-Tube feeding during programming hours. Other medical conditions will be considered on a case-by-case basis.

Training for G-Tube administration and other medical conditions is to be provided by the parent/guardian.

Lifts and Transfers

AdaptAbilities is committed to ensuring a safe work environment for all employees as per our Occupational Health and Safety policies. AdaptAbilities does not permit lifts and transfers for participants of more than 50 lbs.

The use of lifts and transfers in home is permitted once authorized by a Manager. The following is required

- Proper mechanical lift device is required where applicable
- Training provided by parent/guardian and/or professional
- Training completed by the employee.

FUNDING CONFIRMATION

Child (1-17 years old)

Funding Contracts are negotiated between the parent and 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.

Adult (18+ years old)

Families contact Persons with Developmental Disabilities (PDD) to request services and seek funding. AdaptAbilities must receive an Outcome Plan and Pre-Approval service request from PDD in order to initiate PDD funded services.

It is the responsibility of the parent/guardian to provide 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.

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.

Programs and Services

HEARTS IN ACTION CAMPS

One of AdaptAbilities most popular programs, Hearts In Action Camps, run year round on all non-school days.

School breaks include Winter Break, Teacher's Convention, Spring Break, Exam Days, PD Days, and Summer Camp.

Summer Camp registration opens each winter and is communicated out to all families through our communication platforms including email, social media and our website.

Registration for year round camps can be booked in the spring for the next school year.

OUT OF SCHOOL CARE/HIGH SCHOOL TRANSITION

The Out of School Care program is designed for children age of 12 to 17, 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 an employee to support an individual at a local daycare.

High School Transition supports individuals 18+ who are continuing their high school education, by offering a safe and

welcoming home away from home during after school hours. Participants will begin to explore independence through experiential learning opportunities.

Registration for these programs are required on an annual basis and ideally booked in the spring and communicated through our social media platforms.

PROFESSIONAL DEVELOPMENT DAYS/EXAM BREAKS

AdaptAbilities encourages families to request respite on PD Days and Exam Breaks upon annual registration,

AdaptAbilities follows both EPSB and Catholic School calendars.

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

CENTRE RESPITE

Respite Centres provide families and their children 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.

Registration opens for weekend respite each quarter and is communicated to all

families through our communication platforms including email, social media, and our website.

Families can book as many weekend dates as they would like in the time frame. These quarters begin in the months of September, January, April, and July.

SOCIAL NIGHTS

Social nights provide participants with the opportunity to hang out with friends, meet new people, and connect with community in a supportive social setting.

There are three sessions throughout the year. Fall Session begins in September, Winter Session begins in January and

Spring Session begins in April. Each session runs for 10 evenings.

Registration opens for each session two months prior to the beginning of each session and is communicated to all families through our communication platforms including email, social media, and our website.

COMMUNITY CONNECT

Community Connect provides structured, individualized goal-directed programming and focuses on connecting adults 20+ to community through activities, volunteer and employment opportunities.

Registration for Community Connect is not required every year. Once in the program, a participant's access is ongoing unless a parent/guardian provides notice.

IN HOME SERVICES

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

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

Individuals with medical or behavioural and/or 1:1 funding will be recommended for In Home services.

The benefits of In Home services include increased independence within a home and

community, engagement with partners, and building relationships that can be fostered outside of service hours.

AdaptAbilities does not provide on call respite. We provide regular scheduled hours from week to week. We understand flexibility might be required by a family however it is important to note changes to planned schedules may not be possible due to employee availability.

Matching of staff to child/adult is based on a family's request for care needs including

time of day and day of week and employee availability and skill set.

Registration for In Home is not required every year. Once in the program, a participant's access is ongoing unless a parent/guardian provides notice.

Note: Due to current economic labour shortages in Alberta, In Home Services are experiencing longer than normal wait times.

ONLINE PROGRAMS/REMOTE SUPPORT

In an effort to ensure the wellbeing of participants during the pandemic, AdaptAbilities created online programs via Zoom. Our online programs have been discontinued and participants were encouraged to return to in person programming.

AdaptAbilities is currently developing another model of Remote Support and will communicate more once the services have been confirmed.

HOURS OF OPERATION

We are proud to offer a variety of group based programs and services.

Locations and hours of operation are listed below.

Program	Day(s)	Time
McKernan House - 11226 75 Avenue NW		
Community Connect	Mon - Fri	9:00am-3:00pm (before and after care available)
High School Transition	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
McKernan Respite Centre - 11341 78 Avenue NW		
Out of School/HST	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
Community Connect	Mon - Fri	9:00am-3:00pm (before and after care available)
Centre Respite	Saturday	10:00am-5:00pm (11-4 minimum booking)
Centre Respite	Sunday	11:00am-4:00pm
Social Nights (Teens)	Thursday	5:30pm to 9:30pm
Social Nights (Pre-Teens)	Friday	5:30pm to 9:30pm
Head Office - 10130 82 Avenue NW		
Social Nights (Adult)	Thursday	5:30pm to 9:30pm
Centre Respite (13+)	Saturday	10:00am-5:00pm (11-4 minimum booking)
Orange Hub - 10045 156 Street NW		
Out of School/HST	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
Community Connect	Mon - Fri	9:00am-3:00pm (before and after care available)
Centre Respite	Saturday	10:00am-5:00pm (11-4 minimum booking)
Centre Respite	Sunday	11:00am-4:00pm
Social Nights (Adults)	Thursday	5:30pm to 9:30pm
Social Nights (Teens)	Friday	5:30pm to 9:30pm

Locations vary depending on the age of participant		
HIA Summer/Year Round	Mon - Fri	9:00am-3:00pm (before and after care available)
Individual's Home		
In Home	Varies	Hours vary depending on needs

*Online programs have been discontinued.

COMMUNICATION

Parents/Guardians wishing to reach out to AdaptAbilities can call our main line at 780-431-8446 during regular business hours. Office hours are 8:30am - 4:30pm Monday - Friday.

Responses will be provided during regular business hours and within 2 business days

Parents/Guardians are able to connect with AdaptAbilities TL's for Centre based programs. TL's are working directly with

our participants and are the first line of support during programming hours listed above. Contact information is provided upon registration.

It is preferred that Parents/Guardians contact a Program Supervisor during office hours however, we understand it is not always possible. Our team will attempt to be as flexible as possible to meet your needs.

IMPORTANT DATES

AdaptAbilities releases an "Important Dates" document annually in January for the upcoming school calendar year. This document contains information on registration openings and deadlines, centre closures, and holiday closures.

The document is available to download at www.adaptabilities.ca/parent-resources.

REGISTRATION

Registration for any AdaptAbilities programs can be completed online at www.adaptabilities.ca.

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 and submitted to AdaptAbilities
- Required documentation and forms have been completed and submitted (i.e. Consent Forms and Funding Contracts)
- Current photo of registrant submitted

- Deposit(s) and fees have been paid
- Pre-Authorization Debit is set up for recurring program fees
- Staffing requirements met

Registration is confirmed once a parent/guardian has received an email from AdaptAbilities which details a confirmed spot.

Confirmed registrations will include important information, location, programming hours, and any additional information required (what to bring, etc.).

Ensuring your information is complete will speed up registration.

FAMILY PORTAL

The Family Portal is an online website for families to access their child's (adult child's) information, update required documents easily, and keep track of their services.

Features include:

- Verify hours provided via electronic signature/approve monthly FSCD/FMS invoice
- Update Participant Profile and sign Consent Forms

- Sign Medication Release Forms as necessary
- View programs you are registered for with details on date, time, and location
- Review and sign Incident Report
- Complete program evaluations
- More to Come!

Participants accessing services through PDD funding are not required to use the invoicing function.

ANNUAL CONSENTS

AdaptAbilities programming cycle is September 1 to August 31. Consent Forms are required annually prior to September of each year.

Consents include:

- Medication Release
- Release of information
- Assumption of risk

These consents expire annually on August 31. These forms are renewed annually on May 1. Families are able to sign these consents via the Family Portal.

Participation if fall programs will not be confirmed until current and completed forms are on file.

PARTICIPANT PROFILE

Participant information is gathered at intake and compiled in a Participant Profile (i.e. how to support me, interests, transportation, family contact information, etc.).

Parent/guardians can access their child's information at any time through the Family Portal to makes changes as needed.

It is important to have the most current information on your child so that our employees can best support them.

WAITLIST

AdaptAbilities makes every effort to accommodate requests for programming. To maintain the highest quality of

programming, there is a registration capacity for each program dependent on available and qualified employees.

Centre

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.

In Home

Parents/Guardians are immediately placed on a waitlist when a Request for Care is submitted. The program is not structured on a first come, first serve basis but rather the best match for a family and the employee.

The service request provided by the family is used to find the most suitable match.

Considerations include but are not limited to:

- Needs of family
- Skill set of employee candidate

If space becomes available, families will be notified via email and the individual is confirmed for the program, subject to your approval.

- Location
- Interests of both participant and employee candidate

Parents/guardians whose services are interrupted due to an employee resignation, termination, or long term illness will automatically be placed on the waitlist.

AdaptAbilities does not guarantee short term services while an employee candidate search is in progress.

Fees and Billing

INTAKE/MEMBERSHIP FEE

All new participants of AdaptAbilities are asked to pay a one-time \$50 nonrefundable membership fee.

This fee helps cover the time involved in the intake process (i.e. information

gathering and file set up) and once paid, 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. The only exception applies to before school care where there is a two hour minimum billing requirement. Hours requested and booked, will be billed.

AdaptAbilities bills in 15 minute increments and allows a five minute grace period. Early drop offs and late pickups 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.

Due to Alberta Labour Standards, AdaptAbilities is required to compensate employees for their time even when participants do not attend (i.e. regularly scheduled programs like Community Connect and Out of School Care).

INVOICING

FSCD invoices are digitally approved through the Family Portal and submitted directly to FSCD for third party billing.

Invoices must be signed by parent/guardian within 48 hours of receipt and any cost shares must be paid within 14 days.

Program attendance is recorded in the ERP Database - Sign In/Out and used for verification of hours. These hours are utilized to create monthly invoices. Hours of service extended past a booked time will be added to the invoice.

In Home child billing commitments are part time and have more flexibility in scheduling. Families can work alongside their Community Specialist to rebook if agreed upon by both parties. The same occurs when the employee is requesting a schedule change.

If a participant is asked to leave the program due to behaviour, the day's billing will remain the same.

See Cancellation Billing Commitment Chart.

Signing an invoice certifies hours of services received is a requirement of FSCD. Reconciliation of parent responsibility amounts occurs after approval and submission.

A parent/guardian can reject an invoice if it contains an error. All rejected invoices will be reviewed and resent within 2

business days and the family has an additional 48 hours to approve.

Invoices not signed within 48 hours will become parent responsibility and payment must be made within 14 business days from receipt of the invoice and an invoice will be sent directly to the parent/guardian.

Parents/guardians with technology barriers can request assistance at head office, a centre, or contact their Program Supervisor.

Signing a paper invoice will only be accepted when all technology attempts have been made. A parent/guardian must

Returned Invoices

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

Outstanding Invoices

AdaptAbilities will provide families with a 30 day notice of unpaid fees.

AdaptAbilities reserves the right to refuse services if invoices are outstanding for more than 60 days.

This includes both funding agency responsibilities, parents/guardians cost shares, and program fees.

FEE FOR SERVICE

FSCD

A copy of the FSCD contract or addendums must be submitted to AdaptAbilities when parent/guardian received approved documents.

In order for services to commence, a copy of the signed, activated contract/addendum must be on file or

come to head office to sign. Timelines for digital signatures applies to a printed invoice as well.

Other

Parent/guardians, Family Managed Services, and other funders who are paying directly for services will be sent an invoice at the end of the month and required to pay within 14 days.

HIA

Parents/guardians are required to pre-sign HIA Summer Camp invoices prior to the first day of camp.

Parent/guardians are responsible for rectifying addendum issues and unpaid funder invoices.

Invoices not paid by respective funding agency are the responsibility of the parents/guardians.

AdaptAbilities wishes to advise you that after 2 months of nonpayment, services will be discontinued and staff will be reallocated and the outstanding balance will be sent to a collection agency. *A reminder this may affect your credit rating.*

email communication confirming an active agreement with funding details from the Caseworker.

Parents/guardians are encouraged to know and understand their funding contracts as well as keeping track of utilization of their hours to prevent paying

out of pocket to cover exhausted contracts.

Parent Responsibility/Family Managed Services (FMS)

AdaptAbilities accepts payment of services directly from parents/guardians, by pre-authorized debit, credit card payment, or cash/debit at our head office.

Adults can access services using FMS contracts with PDD.

Other Funders

Written confirmation of funding matching our billing rates must be received in order to proceed with services.

Third Party Billing

AdaptAbilities provides third party billing on behalf of parents/guardians to their

respective funder to eliminate out of pocket expenses.

CONTRACTED SERVICES

PDD

AdaptAbilities is contracted by PDD to deliver services to adults with disabilities. Billing occurs automatically on a monthly basis for service delivery. Once a referral form has been received from PDD, services can commence and employee recruitment begins.

BILLING RATES

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

Billing rates do not include Program Fees – refer to Program Fees for more information.

FSCD/Parent Responsibility Rates for Children

Description	Location	Billing Rate Hourly
Level 1: Group Rate	Centre	\$16.97 per hour
Level 1: Individual Rate	In Home	\$24.00 per hour
Level 2: Group Rate	Centre or In Home	\$22.28 per hour
Level 2: Individual Rate	Centre or In Home	\$32.00 per hour
Sibling Care	Centre or In Home	\$5.00 per hour

Adult Fee For Service and Family Managed Service (PDD)

Description	Location	Billing Rate Hourly
Level 1: Group Rate	Centre	\$22.00 per hour
Level 1: Individual Rate	In Home	\$27.00 per hour
Level 2: Individual Rate	Centre or In Home	\$32.00 per hour
Sleep Rate	Centre or In Home	\$22.00 per hour

Summer Camp (9 AM – 3 PM)

Description	Location	BillingRate Hourly
Before and After Care: (7:30-9:00am), (3:00-6:00pm)	Camp	\$16.97, \$22.28 or \$32 per hour
Level 1: Group Rate	Camp	Camp Cost: \$600 per week
Level 2: Group Rate	Camp	Camp Cost: \$760 per week
Level 2: Individual Rate	Camp	Camp Cost: \$1050 per week
Work-Related Care	Camp	Camp Cost: \$600, \$760, or \$1,050 per week and \$16.97, \$22.28 or \$32.00 per hour for before and after care
Child comes with Aide	Camp	Camp Cost: \$300

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

Sibling Care

AdaptAbilities may provide sibling care in both in home and centre programs. A sibling is defined as another child in the family that does not have a disability.

Information about the sibling is required prior to participating, and an intake must be completed.

Siblings join existing program ratios and therefore an assessment is required to

ensure supervision levels are adequate for the safety of all.

Sibling care must be booked at the same time as the funded individual. Siblings have their own profile and billing invoice.

Siblings must be over the age of 3 to access centre-based programs.

Families who have two or more funded children do not qualify for sibling care rates.

Overnight/24 Hour Respite

AdaptAbilities does not advertise overnight nor 24 hour respite services. It is recognized that families may require this service in varying circumstances.

Requests for this service must be communicated to and approved by a

Program Supervisor at least two weeks in advance.

Overnight or 24 hour respite is billed hourly. Families must have funding available for this service prior to approval.

SIGN IN/SIGN OUT

The ERP Database Sign In/Sign Out function keeps track of participant's arrival and departure times for billing accuracy

and verification of hours attended. It is also used as a safety precaution.

COST SHARE

Cost Shares are any fees not covered by the funder.

Participants with cost share amounts are required to set up auto-payment with AdaptAbilities prior to commencement of the program.

Typically, FSCD sets standards of parent portions and requires this cost share amount to be deducted and paid prior to invoice submission.

Category	Amount
Weekly Camp Fee Cost Share	\$55 to \$285 per week
Work Related (6-12 years)	\$525 per Month
Work Related (3-5 years)	\$770 per month

PROGRAM FEES

Program	Cost	Covers	Due Date
Community Connect (Centre) Note: Part time participants can be accommodated in a compliment scenario.	\$150 per month (3 or more days a week) \$120* per month (2 days/week)	\$100 (\$80*) covers facility costs (rent, maintenance, utilities, supplies) \$50 (\$40*) covers planned monthly activities (cooking, music therapy, etc.)	1 st business day via Pre-Authorized Debit
Out of School Care & High School Transition	\$100 per month	Covers facility costs (rent, maintenance, utilities, supplies) Includes all activities planned on Professional Development Days and Year Round Camps	1 st business day via Pre-Authorized Debit
Centre Respite* (12 and under)	\$5 per day	Covers facility costs (rent, maintenance, utilities, supplies) Participants remain in centre and access community parks	Paid at time of booking
Centre Respite* (13 and over)	\$10 per day	Covers facility costs (rent, maintenance, utilities, supplies) Planned field trips	Paid at time of booking
PD Days Exam Days Year Round Camps	\$10 per day	Covers facility costs (rent, maintenance, utilities, supplies) Planned field trips	Paid at time of booking
Social Nights	\$150 per session 10 evenings	Covers all planned activity costs for 10 evenings Participants can join mid-session at a pro-rated cost	Paid at time of booking
HIA Summer Camp	\$100 Registration Deposit Children \$90 per week - using hourly respite Adult \$50 per week	All campers must pay a \$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 Participants can join mid-session at a pro-rated cost	Deposit due at time of registration Program fees due 30 days prior to July 1 st

*Centre Respite Program Fees are non-refundable once booked.

PARENT PAYMENTS

Parents are requested to set up options when remitting payment for services:

- Online via AdaptAbilities' website (debit, credit)
- In person at Head Office (cash, debit, cheque, credit)
- Monthly Pre-Authorized Payment (debit, credit, post-dated cheque). See chart for payment due dates

Non-Sufficient Funds (NSF)

Non-sufficient funds (NSF) cheques and/or pre-authorized withdrawals will result in a \$25 service charge. After a second NSF

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

BURSARY FUND

AdaptAbilities believes financial circumstances should not be a barrier from attending our programs and therefore maintains a bursary fund, through fundraising efforts.

In order to help as many families as possible, AdaptAbilities asks each family to:

Families and individuals are required to complete an application to be submitted 30-days prior to the program start date and reviewed within 7 business days.

- Contribute as much as they can afford toward the program(s) fees
- Understand bursary awards are only valid from date of approval to AdaptAbilities fiscal year end (March 31)

Bursaries are approved based on a number of criteria including but not limited to, demonstration of a family need, total bursary dollars, program spots, and approved government funding.

Bursary recipients are encouraged to volunteer at upcoming special events or speak at a public event regarding the benefits of the Bursary Program as a way to give back.

Approved bursary funds will not be made available until parent commitment has been paid.

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

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.

event will be completed and communicated.

However, damage to the facility, resources or other property by a participant is the responsibility of the parent/guardian or the individual. An Incident Report detailing the

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

Costs associated with repairs/damages are due within 30 days, or payment arrangements made.

Repetitive damage to equipment or facilities may result services being reviewed, offered alternate location, suspension, or termination of services.

CANCELLATION/TERMINATION

Cancellation is when notice is provided by a parent/guardian if a participant will be missing one or more days within a registered program session.

Termination is when notice is provided by a parent/guardian to withdraw from a program.

Billing

AdaptAbilities requests that the parent/guardian provide at least 30 days' notice for termination of services. Terminations must be received in writing. Voicemail will not be accepted.

employees accordingly therefore, billing occurs when there are absences in a registered program or when termination notice is provided.

See chart below for cancelation billing commitments. Billing of services will continue for 14 days after termination notice is received.

Hourly billing commitments do not apply in situations where the services were cancelled by AdaptAbilities (i.e. employee illness, terminations).

AdaptAbilities is required to follow Alberta Labour Standards and compensate

Program Fees

Parents/Guardian who terminate services with more than 14 days' notice will be refunded their program fee minus a \$50 administration fee. This same policy applies to HIA summer camp deposits.

Terminations less than 14 days will forfeit their program fees and/or deposits.

Centre Respite program fees are paid in advance and applied to your booked date(s). There are no refunds once a booking has been confirmed.

Medical Cancellations/Terminations

Hourly billing and program fees may be refunded in circumstances beyond the control of the parent/guardian (i.e. medical emergency).

Cancellations and Termination of services affect employee work schedules. AdaptAbilities follows Alberta Labour Standards therefore a 2 week time period will be billed after notice.

Cancellation Notice/Termination Billing Commitments

Program	Hourly Billing Commitment (funding agency staffing costs)	Cancellation Notice (missing due to appointments, vacation, illness, etc.)
Out of School/ High School Transition	September – June (All school days in district school calendar)	Bill as booked
Social Nights	10 evenings (fall/winter/spring)	Bill as booked
HIA	1 week camps (Summer) Year Round School Closures (Varies - 1-5days & based on staff availability)	Bill as booked
Centre Respite	Booked dates (fall/winter/spring/summer – Sat/Sun)	> 14 days - no charge < 14 days - bill 3 hours No Show - bill as booked
In Home - Part Time	Schedule agreed upon	> 24 hrs. - no charge < 24 hrs. - bill 3 hours
In Home - Full Time	Schedule agreed upon	Bill as booked
Community Connect	September – August (Year Round – M-F)	Bill as booked

In Home Cancellation

Parent/Guardian Cancellation

Parents/Guardians can request a change to an agreed upon schedule with advance notice. Changes to schedules require Program Supervisor approval.

Part time employees depend on regular scheduled hours and consistent income. Shifts can change however, it is important for families to reschedule cancelled shifts and pay minimum standards in order to retain staff

Employee Cancellation

AdaptAbilities does not provide short term shift replacements when employees are ill, have personal appointments and/or on vacation.

Supervisors may attempt to find coverage however; we cannot guarantee a replacement staff.

Other Miscellaneous

LOST & FOUND

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

AdaptAbilities does not have a lost and found. All belongings go home with the participant at the end of each day except for indoor shoes for participants in Community Connect.

Items left at our facilities and not claimed will be donated quarterly.

AdaptAbilities requires all personal items to be labeled with the participant's first name and last initial.

If personal items are lost, AdaptAbilities will attempt to locate the item. An incident

report will be completed by the employee and reported to the family.

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.

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.

MEALS AND SNACKS

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

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

Participants are required to bring their own meals/snacks and a water bottle to programming.

Parties

AdaptAbilities celebrates birthdays, holidays, and other special events throughout the year. We recognize these occasions through programming and event planning. We ask that participants and families do not bring communal foods into

When a lunch has been forgotten, it is the responsibility of the parent/guardian to bring a lunch or cover the cost of purchasing a lunch.

Offsite programming requires a non-microwaveable lunch.

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

programming as there are varying allergies, dietary needs, diagnoses, religious, and personal beliefs, etc. that can impact the equitable access to safe and fun programming.

CLOTHING

Participants should be dressed in clothes that are appropriate for planned activities and weather.

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

Running shoes are recommended for physical activities.

For safety reasons, participants are required to bring indoor shoes to centre-based programs.

PERSONAL CARE ITEMS

AdaptAbilities does not provide personal care items. Parents/guardians are required to send personal care items (i.e. disposable training pants, personal wipes, feminine hygiene products, and/or sunscreen) on a daily basis as we do not store these items on site.

In Home families must provide disposable latex-free gloves for personal care assistance. Parents/guardians are required to provide a waterproof thermometer to ensure safe water temperature if bathing assistance is required.

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

It is recommended that children who have a leisure access pass bring it when accessing community recreational facilities.

Adults are required to bring their leisure access pass. Employees can facilitate the application (AISH Health Benefits card is required).

TRANSPORTATION

AdaptAbilities does not encourage the use of personal vehicles, preferring employees to make use of Edmonton Transit or contracted bus companies for community access.

AdaptAbilities does not provide transportation to and from programming sites.

AdaptAbilities can support participants 16+ to utilize DATS. Participants 13+ are required to bring bus tickets and/or a pass

to all programs. Youth who receive a monthly bus pass from school are encouraged to bring it when accessing community.

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

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

EMPLOYEES TRANSPORTING PARTICIPANTS

AdaptAbilities must provide written authorization to the employee and family before transportation occurs.

Employees driving participants in their own personal vehicle are required to provide the following:

- A clear (no infractions) 3 year driver's abstract annually
- Valid Alberta driver's license, automobile insurance, and vehicle registration
- Adequate liability insurance (\$2 million) is maintained on the vehicle to cover occasional use

Employees that are unable to produce a clear driver's abstract are prohibited from transporting participants.

Employees who transport participants in personal vehicles without authorization are subject to disciplinary action up to and including termination.

In the event of an unclear driver's abstract, an appeal from the parent/guardian may be considered depending on the severity of infraction.

Our Team

EMPLOYEES

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

Employees and volunteers sign a Statement of Confidentiality and are

Families will be required to pay the cost of an annual driver's abstract fee of \$25.

The following are shared expectations for both family and employee.

- Regular vehicle maintenance for personal vehicle including safety checks
- A portable First Aid Kit must be in any vehicle transporting participants
- Authorization from family for all trips
- A completed Vehicle Mileage Log signed by the family in order to obtain compensation for driving

Costs to families for mileage are incurred on a kilometer-accrued rate of \$0.50 per kilometer.

Mileage costs are billed to families on a monthly basis. Non-payment of mileage costs will result in cancellation of driving authority.

Authorization is required for employees to ride or drive the participant's family vehicle.

required to adhere to AdaptAbilities' Safety Standards, Enhanced Respite Standards, and Core Values.

Each employee is required to have a clear Criminal Records Check and Intervention Record Check.

Our Community Specialists are trained in First Aid and depending on the needs of participants, Medication Administration,

and Non Violent Crisis Intervention are also provided. AdaptAbilities also offers in-house training sessions on an ongoing basis.

Respite programs and camps operate in a group setting with participant ratios varying from 1:1 to 1:4.

PRACTICUM STUDENTS/VOLUNTEERS

AdaptAbilities provides students with practicum placements in various faculties. We also utilize volunteers to enrich our programs. This lends to our vision of

Team Leads support direct programming and provide mentorship and support to the Community Specialists and volunteers.

Program Supervisors oversee service planning, standards, etc.

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) or runny nose
- Persistent cough
- Persistent pain

- Undiagnosed rash or skin condition

If you hesitate about sending a participant 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.

Parents/guardians must be reachable by phone and available to pick up their child as soon as possible when they become ill during programming.

COVID-19

AdaptAbilities top priority is, and always will be, the safety of participants, families, and our employees.

AdaptAbilities continues to follow guidelines set by AHS. Visit website below for up to date information.

<https://www.albertahealthservices.ca/>

Masks are no longer required in public spaces, including Head Office and all AdaptAbilities' centres.

Employees may make the personal decision to wear their mask or not. We encourage all employees and families to be respectful of each other and their choices around mask wearing.

Participants and employees who have symptoms or test positive for COVID-19 are recommended to stay home until symptoms subside.

AdaptAbilities deeply appreciates your understanding and cooperation.

BED BUGS, LICE, RING WORM

AdaptAbilities must be notified immediately of any cases of bed bugs, lice, or ring worm to protect the safety of our

Bed Bugs

If there is suspicion of bed bugs AdaptAbilities will a notify pest control company and execute infestation management measures.

employees and participants, and the integrity of our centres.

Participants affected by bed bugs will NOT be excluded from programs or sent home. Centres will remain open unless short-term closure is required for a bed bug treatment by a licensed professional.

Lice

AdaptAbilities employees will not physically check participants for lice. If lice can be seen on a child, parents will be notified immediately and asked to pick up their child.

Parents whose children have lice are required to treat the condition appropriately prior to their return to a centre.

Ring Worm

Due to the contagious nature of ring worm, a participant diagnosed with ring worm is required to stay home for 48 hours after treatment has begun.

AdaptAbilities will notify parents via written communication of the suspected infestation and advise of precautionary measures.

AdaptAbilities will be responsible for the following actions:

- Take all necessary precautions to clean and disinfect centres and the materials and resources which could be affected (i.e. dress-up clothes, stuffies, pillows)

- Direct the family to the most up to date AHS resource to support them in rectifying the bed bug, lice, ring worm issue
- Communicate to all families specific to the centre via email that confirms bed bug, lice infestation or ring worm infection has been reported

MEDICATION

Our employees can administer medications providing that the following requirements are met:

- Medication Release Form completed
- Medicine is in original container with an unexpired label
- Prescribed PRN medications must have physician directions

Medication Release Forms can be updated using the Family Portal at any time.

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

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

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

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

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

PARTICIPANTS IN PRIVATE HOMES

AdaptAbilities does not permit employees to bring participants into their personal homes under any circumstances. This is to protect the safety of both the participant, the employee, and their property.

AdaptAbilities employs a Human Rights approach with all participants and

understands that friendships arise based on the nature of their work.

Any employee requesting a participant to visit their private home must request in writing to the Program Supervisor in advance. The Program Manager or designate will review and approve/deny all requests.

PERSONAL BOUNDARIES

AdaptAbilities is committed to preventing employee misconduct stemming from the lack of personal boundaries.

AdaptAbilities requires employees to establish and maintain healthy and professional boundaries at all times. Due to safety concerns, AdaptAbilities recognizes the intention of physical touch (i.e. handholding to prevent wandering/flight risks).

AdaptAbilities trains participants on Abuse Prevention every three years.

Allegations of potential misconduct stemming from violation of personal boundaries will be dealt with through the Abuse Prevention Response Protocol for adults and Family Enhancement Act Reporting Requirements for children.

All allegations directed to an employee will be documented in an Incident Report and an investigation will occur.

WASHROOM POLICY

AdaptAbilities uses same sex employees whenever possible to assist participants in the washroom. When not possible, best practice is a family washroom.

Parents/guardians should specify toileting needs and level of assistance (i.e. prompting to flush toilet, assistance with personal care) during intake and update as needed on the Family Portal.

FIRST AID/EMERGENCIES

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

AdaptAbilities does not transport participants for medical treatment. Parents/guardians must be reachable by phone for more serious injury and when transportation to a hospital is required. Emergency Contacts will be contacted in

the event the parent/guardian is unavailable.

An employee will call an ambulance in life threatening situations and contact a parent/guardian as soon as possible. Parents/guardians are responsible for all expenses incurred, including ambulance fees.

INCIDENT REPORTS

An Incident Report will be completed following an incident (i.e. injury, behaviour, property damage, etc.). A parent/guardian will be asked to review and sign the report.

A supervisor will also review the report and may contact a parent/guardian for follow-

up. All Incident Reports will be placed in the participant's file.

Incident Reports can be utilized to advocate for additional supports.

SOCIAL MEDIA

AdaptAbilities is committed to protecting the interests of employees and participants when navigating social media.

Employees 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.

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

Only employees 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 employees
 - Not be labelled
3. Access the laws that protect me
4. Make informed choices
 - 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
 - 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 employees 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 (i.e. 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 (VRRI) and the Rights of Participants Receiving Service - South Region Document (ARRC).

Guardianship and Consent

GUARDIANSHIP

For participants over 18, AdaptAbilities requires parents/guardians to provide a copy of all legal guardianship/trusteeship documents or communicate where they are in the process.

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.

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.

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

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

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

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

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

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 another 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 employees 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.

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

- Provide 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 their rights and express their autonomy
- Ensure that they 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

- 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.

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

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 deceitfully.

Participant confidentiality is not broken when reporting abuse. The identity of the employee reporting abuse will not be disclosed to the participant's family and 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 participant's support network/natural supports
- Promoting and strengthening an participant's community involvement
- Following proper hiring practices including vulnerable sector checks
- Educating participants about their rights, boundaries, and how to say no, in training sessions every three years

Beyond Behaviours

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 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.

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, a program 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.)
- 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
- 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 employees is carried out as a last resort. All employees 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 employees 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 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

- Limits a person's access to events, relationships, privileges or objects

that would normally be available to them

Restrictive procedures should be implemented as a component of a positive procedure.

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 employees 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 employees 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:

- Functional Assessment
- 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 employees 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 Supervisor & 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 employees
- 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 by a Restrictive Procedures Committee.

Personal Rights & Conduct

RIGHTS & RESPONSIBILITIES

1. Participants and employees shall treat other participants and employees 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, on 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
 - 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 and sexual orientation.

PARTICIPANT BEHAVIOUR AND CONDUCT

AdaptAbilities supports the endeavours of employees, 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.

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 employees and other participants

Parental Role

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

- Be reachable by phone and available to pick up as soon as possible if behaviour is destructive and beyond the capabilities of employees interventions. Behaviours of this nature include, but are not limited to, hurting

themselves or other participants and employees, destruction of property, and severe defiance

- Work with the program to resolve issues as they affect their child/young adult
- 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
- Termination
- Involvement of police if warranted (carried out as a last resort)

SUSPENSION

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

Any behaviour that results in spitting, assault, attempting to destroy property is considered offensive and subject to suspension and/or termination.

Participants displaying extreme behaviour will be suspended from our programs.

Examples of extreme behaviour are but not limited to:

- Intentional damage to personal, rented, public, or AdaptAbilities' property
- Injury to a participant
- Injury to employees or community members
- Endangerment to employees or participants of AdaptAbilities (i.e. pushing into traffic)
- Threatening with intent
- Sexual harassment

TERMINATION OF SERVICES

Safety of employees and participants is AdaptAbilities' utmost priority.

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 participants and families we support.

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

Conflict Resolution

AdaptAbilities is committed to open dialogue, acknowledgment of rights of families/participants and addressing concerns with service delivery.

AdaptAbilities ensures concerns and complaints are dealt with quickly and efficiently in a fair and consistent manner.

The progressive process below outlines the route families and participants may take to resolve conflicts.

Interpersonal Conflict

AdaptAbilities believes conflict is best resolved between the family and AdaptAbilities' employee directly affected.

The first conflict resolution step occurs without the involvement of a supervisor.

Guidelines:

- Seek clarification to avoid misunderstandings
- Utilize the 24-48 hour rule for discussing and resolving differences
- Maintain respectful communication
- Be factual and remove emotions

However, AdaptAbilities understands that if the guidelines above have not led to a

Open Door

The second conflict resolution step occurs with the involvement of a supervisor.

Guidelines:

- Book a meeting with supervisor
- Discuss suggestions and challenges
- Discuss workable solutions and create an action plan
- Resolution within seven business days

Grievance

The final conflict resolution step will involve Management and/or Leadership.

Parent/guardian are required to submit a completed *Grievance and Appeal Form*.

Appeals

Appeals can be made by resubmitting the Grievance and Appeals Form to the Board.

Board decisions are final and will be communicated to AdaptAbilities and the family within 30 days of the Board reviewing the submission.

resolution, a family/participant may further escalate to help resolve the issue.

The matter is deemed closed if an agreement is reached at this stage.

Should a parent/guardian feel the issue has not been satisfactorily addressed, they have the option of bringing the matter up with the Program Manager through a formal grievance process.

Leadership will investigate and consider potential solutions. A resolution will be communicated to the parent/guardian.