



ADAPTABILITIES
MEANINGFUL DISABILITY PROGRAMS

Parent Handbook 2025

Parent Handbook

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Founder and Chief Executive Officer
Alberta AdaptAbilities Association

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 disabilities. 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 diverse abilities 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 disabilities
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.

Families are encouraged to participate in evaluations throughout their participation in AdaptAbilities programs.

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

AdaptAbilities is committed to supporting each person who hires us to be present in, and most importantly, be a part of their communities.

We accept and appreciate all people's differences; people we support, their families, and the employees that we hire.

AdaptAbilities assists people to live complete lives with the same expectations as any member of the community.

We offer support service that works from the mindset that people are best supported when they are empowered to choose the direction their life will take.

Services are individualized and directed by each person according to their own interests, passions, and dreams.

AdaptAbilities has a vision of building capacity to increase independence and reduce supports. This includes but is not limited to getting a job, volunteering, preparing meals, doing laundry, staying home alone, etc. Our goal is to work ourselves out of a job.

Access to Services

ELIGIBILITY

AdaptAbilities offers support services to individuals ranging from early childhood to young adulthood, encompassing a spectrum of abilities, including variations in language and learning capabilities.

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

The following scenarios are outside AdaptAbilities' scope of services:

- Individuals with complex needs including significant medical, mental health, and/or behavioural supports
- Individuals who exhibit extreme behaviours, including potential to

cause injury beyond First Aid and property damage

- Involvement in the justice system and/or substance abuse
- Participants requiring a 2-person lift (mechanical lifts mandatory for eligibility)
- Participants requiring change table for personal care
- Participants who require restraints during transportation
- Host family respite services/24 hour in home respite
- Participants under the age of 3 years cannot access group respite programs (i.e. HIA, Centre Respite)

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.

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

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.

FAMILY CODE OF CONDUCT

It is essential that every parent/guardian and visitor of AdaptAbilities is responsible for contributing to a safe environment for our participants, employees, other parents/guardians, and visitors.

Families and individuals accessing services must adhere to the following code of conduct:

- Treat AdaptAbilities team members with respect and dignity
- Use polite and courteous language
- Refrain from any form of discrimination, harassment, bullying, or abuse whether verbal, physical, cyber, or emotional
- Refrain from actions that put the participants, employees, or guests at risk of harm
- Maintain open, honest, and respectful communication
- Be actively involved in your child's care
- Provide accurate and up to date information about your child's needs
- Comply with AdaptAbilities policies and government requirements for service delivery

- Notify the organization promptly of any safety risks, concerns, or issues
- Avoid alcohol, drugs, or impairing substances when engaging with team members
- Refrain from private or public slander or criticism which is deemed by AdaptAbilities as malicious or damaging to employees, other parents/guardians, or other individuals
- Refrain from sharing AdaptAbilities policies or other sensitive information on social media or other online mediums
- Be punctual with scheduled respite services; respect the time and commitments of our team members
- Provide constructive feedback to help improve the quality of services
- Report any grievances or complaints in accordance with AdaptAbilities procedures
- Respect and properly care for AdaptAbilities' property

A breach of AdaptAbilities Family Code of Conduct may result in suspension or termination of services and/or legal action.

Intake Process

INTAKE AND INQUIRY

Inquiry

The first step to access services is to complete an Inquiry online or by phone. The purpose of the Inquiry is 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.

Families remain at the Inquiry step until a spot in their desired program is available or if a suitable candidate is matched with the family for In Home services. See Waitlist for more information.

After the Inquiry is complete, access to our Family Portal is granted and an Intake **Intake**

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

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

The Family Intake Coordinator will gather personal information through the Participant Profile on the Family Portal; reviewing the individual's needs, strengths, goals, medical information, etc.

The Family Intake Coordinator may deem the participant requires increased funding depending on the information provided. The family must request and obtain pre-approval for an increase in funding from their caseworker to proceed with Intake.

An individual has successfully hired AdaptAbilities when the following has been completed or received:

- Intake meeting
- Family Portal account activated
- Program Registration form
- Intake Fee (\$50) See Fees and Billing

package is sent to the family for completion prior to an Intake meetings.

All families completing an Inquiry are added to the AdaptAbilities Family Newsletter. Families can unsubscribe at any time.

- Individual Service Agreement
 - Funding confirmed (FSCD, PDD, etc.)
 - Consent Forms
 - Pre-Authorized Payment (PAD)
- Note:** Exception for In Home Adult services through PDD Referral
- Guardianship Order and Trustee Information (if applicable)

Once recruitment requirements are met, services can commence.

Individual Service Agreement

Individuals or parents/guardians are required to sign an Individual Service Agreement (ISA) contract which remains binding until services are terminated.

Either party must provide at least one month of written notice when terminating services.

Approved Safe Worksite

Families seeking In Home Supports will have their Intake Meeting at their home when possible.

A Hazard Assessment is conducted to ensure the home is a safe work environment for our employees.

Services may not commence until any deficiencies are addressed (i.e. smoke alarms, First Aid Kit, etc.).

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.

Seizure Protocol

Parents/guardians inform AdaptAbilities of the participant's seizures including type, frequency, duration, and response protocol during Intake.

A Seizure Response Protocol must be provided by the family or the individual's physician which includes when and what to

do, post-seizure care (including any medication administration required), and any special instructions.

Occurrences of seizures are documented on an Incident Report unless otherwise requested by the parent/guardian.

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 and is ineligible for government funding.

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.

Information about the sibling is required prior to participating, and a profile must be completed.

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

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

Sibling care rates may not be used for funded individuals.

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.

service. AdaptAbilities can support families in requests for new or additional services.

AdaptAbilities plans for services within approved hours, rates, and types of

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.

Families are required to renew their contracts and provide a copy to AdaptAbilities prior to expiration.

Due to delays in contract renewals, services without funding confirmation can

be provided with the acknowledgement that costs will be parent responsibility.

Other Agencies

Funding confirmation may also be provided from different agencies and organizations.

Confirmation must be received in writing outlining timelines and approved rates.

Adult (18+ years old)

For participants receiving services who are aging into adulthood, the family is required to contact Persons with Developmental Disabilities (PDD) to request services and seek funding.

This is a lengthy process and requires close collaboration between AdaptAbilities, PDD, and the family.

PDD Contract

Families may choose to contract AdaptAbilities for services through PDD.

Acquisition of contracted services follows PDD's Expression of Interest (EOI) process unless the individual is actively participating in AdaptAbilities services.

The process of contract acquisition for an active participant begins one year before turning 18.

AdaptAbilities must receive an Outcome Plan and pre-approval service request from PDD in order to initiate PDD funded services.

The family and adult individuals are required to contribute information to an Individual Service Request (ISR). The ISR is required to request contracted services.

Family Managed Service (FMS) Agreement

Families may choose the FMS route, which provides funds directly to an individual, allowing the family the freedom to choose any organization for service provision.

Programs and Services

PROGRAM GOALS

AdaptAbilities identifies four primary goals for all programs:

1. People are supported to feel safe in a caring environment.
2. People experience purposeful support to achieve meaningful days.
3. People are a part of a community and build relationships.
4. Families are positively impacted.

CENTRE-BASED GROUP PROGRAMS

Centre-based year-round programs provide families with respite care whenever they need it, including PD days, after school, evenings, or weekends.

Our centre-based programs support the needs of participants, providing opportunities for fun, inclusiveness, and independence.

Participants engage with community and make friendships by participating in these thoughtfully designed and goal-oriented programs.

Registration timelines differ by program and are outlined below. Registrations are accepted past closing dates but services are subject to available staffing and program capacity.

Centre-based programming follows the Edmonton Public School Board calendar. Accommodations are made for families in the Catholic School System.

Community Connect (CC)

Community Connect provides adults ages 20+ individualized, person-centred programming, focused on personal strengths, interests, and desires.

People build confidence and connection with community through meaningful and

These programs are designed for participants who can succeed in a group setting.

AdaptAbilities is aware of the high interest in centre-based programming, however participant and employee safety are top priority.

AdaptAbilities is currently seeking alternative programming options as well as specialized recruitment for individuals who require a higher level of support to ensure successful experiences within our programming.

purposeful activities, volunteerism, and employment opportunities.

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

Hearts In Action Camps (HIA)

HIA camps provide programming year-round and during summer months for children 3+ and adults.

Programming provides fun and meaningful activities that support the growth of real relationships and belonging.

Year Round

HIA year-round camps include Winter Break, Teacher's Convention, Spring Break, Exam Days, and PD Days.

Participants registered in Out of School Care, High School Transition or have work related care needs have priority spots on these non-instructional days.

Confirmation of a spot is provided up to two weeks in advance of the program due to employee availability.

Registration opens for year-round camps in May and closes August 15th for the upcoming school year.

Summer

HIA summer camps run in July and August.

HIA offers three streams of camp:

1. Inclusion Camp
2. Community Access Camp
3. Specialized Camp

Inclusion Camps take place in a summer camp of the participant's choice, in their own community, where AdaptAbilities provides Community Specialist support.

Community Access Camps are the main feature where camp offers thematic weeks infused with meaningful community access opportunities.

Specialized Camps are designed for participants who have higher needs. A welcoming environment with highly qualified team members are ready to create the best summer experience possible for participants.

HIA summer camps registration opens each February and is communicated to all families through our communication platforms including email, social media, and our website. Registration closes June 15th.

Participants currently in programming or are returning to HIA summer camps are

given a two week advanced registration period.

Out of School Care (OS) and High School Transition (HST)

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. Participants will begin to explore independence through experiential learning opportunities.

Participants of Out of School Care and High School Transition programs receive priority for Hearts In Action camps for non-school days.

Registration for these programs open in May and close on August 15th.

Youth registered in OS and HST programs are not automatically registered in HIA Year-Round unless specified on registration.

Centre Respite

Our enhanced respite centres provide individuals age 3+ with high-quality care in a safe, supportive, and fun environment, while parents run errands, take an essential break, or enjoy coffee with a friend.

Centre Respite is available Monday through Saturday.

The current program runs on Saturdays. A minimum booking requirement of 5 hours applies from 11:00 AM to 4:00 PM.

Registration opens in August for the coming year and is communicated to all families through our communication platforms including email, social media, and our website.

Social Nights

Social Nights provide youth with the opportunity to hang out with friends, meet new people, increase independence, and connect with community in a supportive social setting.

There are three age categories (pre-teens, teens, and adults) and 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 in August for the upcoming year and is communicated to all families through our communication platforms including email, social media, and our website.

BeYou

In partnership with the City of Edmonton, AdaptAbilities' group respite programs are available in community recreation centres.

These programs provide youth with a high level of independence to socialize, increase independence, and have fun.

BeYou follows the registration timeline and availability of Social Nights (not offered in summer).

Dates available for each session depend on City of Edmonton.

IN HOME SUPPORTS

In Home supports is accessible for all ages.

Services offer flexible hours to meet the needs of families and individuals.

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

Matching of employees to child/adult is based on a family's request for care needs including time of day, day of week, employee availability and skill set.

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

The benefits of In Home services include familiarity within one's own community and building relationships that can be fostered outside of service hours.

AdaptAbilities does not provide an emergency response respite. We

recommend regular scheduled hours per week with flexibility to change shifts based on availability of the Community Specialist.

Our team relies on consistent hours each week. Consistency of the number of hours is a great retention strategy that benefits both the family and our team.

A Hazard Assessment is conducted at the onset of services to ensure a safe worksite for our employees. Every home must be equipped with a First Aid Kit. Ensuring the First Aid Kit is stocked with supplies is the responsibility of the parent/guardian.

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.

AdaptAbilities does not advertise overnight or 24 hour services. Requests for this service must be approved by a Program Manager.

Maintaining a Placement

Parents/Guardians are recommended to use the following suggestions to improve the longevity and success of a placement:

- Ensure Community Specialist (CS) feels comfortable, respected, and valued
- Book shifts in advance, ensure next shift is confirmed before CS leaves
- Provide 24 hours' notice to cancel a shift so the CS can make other plans
- Make up cancelled shifts as the CS relies on a set number of hours per month
- Know our cancellation policy and commit to a 3 hour minimum billing if you cancel a shift with less than 24 hours' notice (FSCD/FMS/Parent Responsibility)
- Understand that a CS has committed to a set schedule and may not have flexibility to accommodate changes to schedule (i.e. non-school days)
- Provide a budget for recreational activities including the cost of the CS
- Provide strategies that promote a successful experience for your child

REMOTE SUPPORT

The Remote Support Program is designed for those 18 years and older, to assist adults with diverse abilities to flourish in their daily lives as they work toward independence.

This online program provides an opportunity to build community and offers a range of

programs tailored to the individual's needs and goals, including hosting online social events, life skill building classes, and specialized training to help participants succeed.

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
*Millbourne Market Mall – 3697 Mill Woods Road, Tower 1, Level 2		
Community Connect	Mon - Fri	7:30am-6:00pm (9-3 minimum booking)
Out of School/HST	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
Centre Respite	Saturday	11:00am-4:00pm
Social Nights (Adult)	Thursday	5:30pm-9:30pm
Social Nights (Pre-Teen)	Friday	5:30pm-9:30pm
City of Edmonton – Meadows Recreation Centre – 2704 17 St NW		
BeYou (Teen)	Thursday	5:30pm-9:30pm
BeYou (Pre-Teen)	Friday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	10:00am-2:00pm
City of Edmonton – Terwillegar Recreation Centre – 2051 Leger Road NW		
BeYou (Pre-Teen)	Thursday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	5:30pm-9:30pm
City of Edmonton – Clareview Recreation Centre – 3804 139 Avenue NW		
BeYou (Teen)	Thursday	5:30pm-9:30pm
BeYou (Pre-Teen)	Friday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	10:00am-2:00pm
McKernan Respite Centre – 11341 78 Avenue NW		
Community Connect	Mon - Fri	7:30am-6:00pm (9-3 minimum booking)
Out of School/HST	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
Centre Respite	Saturday	11:00am-4:00pm
Social Nights (Teen)	Thursday	5:30pm to 9:30pm
Social Nights (Pre-Teen)	Friday	5:30pm to 9:30pm
Orange Hub – 10045 156 Street NW		
Community Connect	Mon - Fri	7:30am-6:00pm (9-3 minimum booking)
Out of School/HST	Mon - Fri	2:00pm-6:00pm (Thurs. early dismissal)
Centre Respite	Saturday	11:00am-4:00pm
Social Nights (Adult)	Thursday	5:30pm to 9:30pm
Social Nights (Pre-Teen/Teen)	Friday	5:30pm to 9:30pm
Locations vary depending on the age of participant		
HIA Summer/Year Round	Mon - Fri	7:30am-6:00pm (9-3 minimum booking)
Individual's Home		
In Home	Varies	Hours vary depending on needs

VISITORS

AdaptAbilities welcomes visitors to our centre locations to showcase our programs. Visitors can include funders, guests, contractors, participants not in the program, and family members.

Tours can also be provided during the Intake process for new families. Visitors must book visits or tours with the Program Supervisor who oversees the site.

Visitors must fill out the sign in/sign out tracking sheet upon entering a centre. For safety and to minimize the impact on programming, impromptu visitors are not permitted to enter the facility.

General inquiries made by community members at our centres are redirected to contact our Support Office.

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 – 4:00pm Monday – Friday.

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

Parents/guardians are encouraged to connect with Team Leads as the primary contact. Contact information is provided upon registration.

Communication is preferred 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.

It is recommended parents/guardians arrive 5 to 10 minutes prior to end of shift to allow the team member to communicate the events of their child's day.

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, Funding Contracts, Photo)

- Deposit(s) and fees have been paid
- Pre-Authorization Debit (required for new and existing families)
- 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 family member's

information, update required documents easily and keep track of their services.

Features include:

- Verify hours provided via electronic signature/approve monthly FSCD invoices
- View FMS/Parent Responsibility invoices
- Update Participant Profile and sign Consent Forms
- Upload current photo of participant/update photo disclosure

- Sign Medication Release Forms
- 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 in Fall programs will not be confirmed until current and completed forms are on file.

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 the person is attending programming.

All forms can be updated using the Family Portal at any time.

Communication to families sets the deadline for Consents on July 31st.

Families who have not signed Consent forms for the upcoming year will receive targeted communication at 90, 60, and 30 days prior to expiration.

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 make 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 Program Registration (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

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

- Skill set of employee candidate
- 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 and set as a priority.

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

Unresponsive Family

Families are contacted when a suitable candidate is found for In Home or if a space is available within our centres.

The family must accept or deny the candidate/spot within 5 business days

otherwise the potential candidate/spot will be allocated to another family.

The unresponsive family is removed from the waitlist (Request for Care) until they contact AdaptAbilities with another request.

Fees and Billing

The term “Fees” is used to denote costs that support operations (maintenance, activities, data management) and include Program Fees and Intake Fees.

The term “Billing” is used to denote costs that support staffing, including cost-shares, and typically involve government agencies.

INTAKE/MEMBERSHIP FEES

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 provides third party billing on behalf of parents/guardians to their respective funder to eliminate out of pocket expenses.

AdaptAbilities requires a three-hour billing minimum per respite and/or program request.

Exceptions can be made for a 2 hour minimum billing as long as Alberta Employment Standards are followed (i.e. before school care).

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

AdaptAbilities does not provide service on Statutory Holidays.

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

Statutory holidays will be billed, for instance, when a holiday falls on a Monday that is a regular weekly shift for In Home.

Participants registered in the Out of School Care program will be billed on all Statutory holidays between September to June, excluding Winter Break. Statutory Holidays that fall within Winter Break will only be billed when work-related care is needed during this time.

Program attendance is recorded in the ERP Database - Sign In/Sign 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.

Participants asked to leave the program due to challenging behaviour will be billed for the day and may be billed for duration of the suspension.

See Cancellation Notice Billing Commitment Chart and Suspension and Termination.

INVOICING

FSCD

AdaptAbilities has a fee for service agreement with FSCD to deliver respite services for children under the age of 18.

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

In order for services to commence, a copy of the signed, activated contract/addendum or email communication confirming an active agreement with funding details from the Caseworker must be on file.

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

Parents/Guardians must keep track of utilization of their hours to prevent paying out of pocket to cover exhausted contracts.

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. Any cost shares are billed via pre-

authorized payment (PAD) or paid within 30 days.

Signing an invoice certifying 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 30 business days from the date of the invoice.

Invoices unpaid for 60 days become parent responsibility. The parent/guardian may request reimbursement from FSCD for the cost.

Parents/guardians with technology barriers can request assistance at Support 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 come to Support Office to sign. Timelines for digital signatures applies to a printed invoice as well.

Parent Responsibilities/Family Managed Services

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 Family Managed Services (FMS) contracts with PDD.

Parent Responsibility or Family Managed Services are billed via pre-paid authorized payment (PAD).

Other Agencies

Funding confirmation of our billing rates must be received in writing to proceed with services.

Other funders who are paying directly for services will be sent an invoice at the end of the month and are required to pay within 30 days.

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 (contract) has been received from PDD, employee recruitment begins and services can commence.

AdaptAbilities may offer support during the waiting period of a referral to ensure smooth transition when aging into adulthood.

PDD funded services are not structured as fee-for-service. Hours of service must fall within contracted monthly hours with no carry-over.

Returned Invoices

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

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

Families will be consulted prior to being charged through Pre-Authorized Payment (PAD) to cover unpaid invoices.

Invoices not paid by the respective funding agency are the responsibility of the parents/guardians and must be paid within 30 days of receipt of unpaid invoice.

Outstanding Fees

A reminder of payment will be provided after 15 days of non-payment.

AdaptAbilities reserves the right to refuse service if invoices are outstanding for more than 30 days.

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

AdaptAbilities wishes to advise you that after 30 days of non-payment, services will be discontinued, support will be reallocated, and the outstanding balance will be sent to a collection agency.

Payment plans and/or bursary must be made available for families experiencing financial hardship.

Payment Plan

AdaptAbilities offers the option for payment plans in situations where funding contracts are exhausted. It is ultimately the parent's responsibility to keep track of their use of funding in their contract.

Payment plans may be offered should a family require one in rare circumstances and must be approved by Management.

Payment plans are monthly payments through pre-authorized debit/credit

charged on the first of each month. Monthly contributions must minimally ensure the entire amount outstanding is cleared within 6 months.

Extended plans must be approved by Management.

Payment plan abandonment will result in the outstanding balance being sent to a collection agency.

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.

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

FSCD/FMS/Parent Responsibility Rates

Description	Location	Billing Rate Hourly
Level 1: Group Rate (1:3+) <ul style="list-style-type: none"> Participants are cooperative Willing to engage in activities Display minimal behaviours May require assistance with personal care 	Centre/HIA	Group \$18.67/hour (Child) \$22/hour (Adult)
Level 1 Group Rate (1:2) <ul style="list-style-type: none"> Participants 6 years and under Display moderate emotional needs and/or behaviours and/or care needs May require assistance with personal care 	Centre/In Home/HIA	Group \$24.51/hour
Level 1: Individual Rate (1:1) <ul style="list-style-type: none"> Participants are cooperative 	In Home	Individual \$32/hour

<ul style="list-style-type: none"> Willing to engage in activities Display mild behaviours May require assistance with personal care 		(FSCD covers \$26.40/hr. Guardian covers \$5.60/hr.) Funded Sibling \$26.40/hr. each (unless otherwise stated by contract)
Level 2: Individual Rate (1:1) <ul style="list-style-type: none"> Participants require supervision and full assistance with personal care Require assistance for participation in planned activities Display moderate to high emotional needs and/or behaviours and/or care needs 	Centre/In Home/HIA	Individual \$35.20/hour
Sibling Care	Centre/In Home/HIA	\$5.00/hour
Sleep Rate	In Home	\$22/hour

Note: 2023 Summer HIA – FSCD agreed to pay an additional \$1.50 per hour for all work-related care 13+ years old to cover \$50 programming fee.

Rates for Adults/FMS

Costs for Family Managed Services are charged monthly or hourly depending on the enrolled program.

Ongoing programs such as Community Connect are charged monthly.

The following programs are charged hourly:

- Weekend Respite
- Social Night
- Part time In Home
- High School Transition

Adjusted Billing Rates

The rates below include Program Fees.

HIA Weekly Camps (9:00am to 3:00 pm), Social Nights, and BeYou

Description	Location	Billing Rate for Session/Week
Accompanied by Aide	Varies	\$300
Ineligible for funding	Varies	\$300
Partner Organizations	Varies	\$300

Overnight/24 Hour Respite

AdaptAbilities does not advertise overnight or 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 Manager 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 fees not covered by the funder.

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

Participants with cost share amounts are required to set up pre-authorized payment

(PAD) with AdaptAbilities prior to commencement of the program.

Exceptions to Cost Share:

- Cost Shares for HIA are required to be paid June 1 or when funding is confirmed

Category	Estimated 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

Additional In Home Recreational Fees

There is no program fee for In Home care. However, it is strongly recommended a monthly budget is allocated for service delivery to enhance programming and community access.

Expenses are tracked on a Financial Ledger.

The family is responsible for supplies and recreation costs. FSCD cost share fees are determined by the funder.

For Level 1 FSCD funded participants, there is a cost share of \$5.60/hour.

AdaptAbilities requires cost share amounts be paid by pre-authorization methods at the time of invoicing.

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.

PROGRAM FEES

Our centres are equipped with resources and supplies to provide high quality programs. Program Fees cover the facility cost (rent, maintenance, utilities), planned monthly activities (cooking, music therapy) and resources (board games, arts and crafts supplies, technology, furniture).

Program Fees support the cost of renting spaces therefore recurring program fees

(i.e. CC, OS, HST) are charged during absences and vacations. Recurring charges will cease upon 30 day notice of program termination.

Program Fees can be adjusted at the discretion of management (i.e. joining mid-session or part-time).

Payments are processed online through our website or via PAD. Payments are not accepted at any of our centre locations

and are not to be made directly to any employee.

Program	Cost	Due Date
Community Connect (Centre) *Part time registrants are matched to fulfill a full week compliment	\$150 per month (3 or more days a week) \$120 per month (2 days/week)	1 st business day via Pre-Authorized Debit
Community Connect (In Home) *Part time registrants are matched to fulfill a full week compliment	\$150 per month (5 days a week) \$100 per month (3 days a week) \$50 per month (2 days or less a week) *Does not include cost of planned activities	1 st business day via Pre-Authorized Debit
Out of School Care & High School Transition	\$100 per month *Includes PD Days and HIA Year Round camps	1 st business day via Pre-Authorized Debit
Centre Respite (12 and under)	\$5 per day *Participants remain in centre and access community parks	Pre-Authorized Debit end of month
Centre Respite (13 and over)	\$10 per day *Community based	Pre-Authorized Debit end of month
PD Days Exam Days Year Round Camps	\$10 per day	Varies – Paid at time of booking confirmation
Social Nights	\$150 per session 10 evenings	Paid at time of booking
BeYou Program	\$0 per session \$300 per session (not qualified for funding to cover staffing costs) (Rec Centre Pass required if within COE facility)	Paid at time of booking
HIA Summer Camp	\$100 Registration Deposit \$100 per week *Families using EOC (FSCD) or are contracted to receive services through PDD are eligible for a reduced program fee *Deposit is applied to program fees \$0 per week Inclusion Camp	Deposit due at time of registration Pre-Authorized Debit for Program Fee 2 weeks in advance of each registered camp week Cost share paid first business day of month

		or when funding confirmed
In Home	<p>No Program Fee</p> <p>Cost share of \$5.60/hour for Level 1 FSCD funded children</p> <p>Parents are strongly encouraged to provide a budget of \$50-\$100/month for community-based activities.</p>	Provided to employee weekly/monthly

BURSARY FUND

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

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.

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.

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

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

- 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)

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.

Bursary recipients are asked to submit at least 3 Thank You cards with messages about how programming has positively impacted them. Families must submit Thank You cards within 5 business days. Families are also asked to release a photo to be shared with contributors of the bursary fund.

DAMAGES AND 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 valued over \$50 by a participant is the responsibility of the parent/guardian or the individual. An Incident Report detailing the event will be completed and communicated.

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 significant damage to equipment or facilities may result in services being reviewed, offered alternate

programming (In Home), suspension, or termination of services.

In cases where there is participant to participant property damage,

Under \$50

Property damage assessed at under \$50 (i.e. beach balls, toys, art supplies, etc.) and items no longer functional due to normal “wear and tear” do not require an incident report. Costs for replenishing damaged property worth less than \$50 will be assessed during monthly budget reviews.

Families of participants involved in repetitive behaviours leading to damages

Over \$50

Employees who witness property damage over \$50 by a participant are required to complete an Incident Report and inform the family of the repair/replacement costs.

AdaptAbilities will review the incident, assess damages, gather estimates from preferred vendors as required, and inform parents/guardians of the cost for the

AdaptAbilities will facilitate the replacement of the damaged item with the involvement of both parties. The value of the property damage is not a factor in these situations.

will not be required to cover costs incurred if the value of the item(s) are under \$50.

AdaptAbilities is committed to working alongside families and individuals to address the underlying causes of behaviour and to create opportunities to promote positive outcomes.

replacement of broken items or facility repairs.

Arrangements to cover costs associated with repairs and damage must be made within 30 days.

Families unable to pay for the full amount of repairs may access the bursary fund to cover partial costs.

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

Billing

AdaptAbilities requires 30 days’ notice for termination of services. Terminations must be received in writing. Voicemail will not be accepted.

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

Termination can also occur when a participant is deemed unsuitable for our services. The billing commitment is these

program. Commitment units for each program are outlined in the chart below.

Termination can also occur when a participant is deemed unsuitable for our services. The billing is the same as when a parent/guardian provides notice.

situations is case-by-case and determined by a Program Manager.

AdaptAbilities is required to follow Alberta Employment Standards and compensate employees accordingly therefore; billing occurs when there are absences in a registered program or when termination notice is provided.

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

Program Fees and Deposits

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.

Program Fees are forfeit for suspensions or terminations that occur due to participant unsuitability for programs.

Deposits made for HIA Summer Camp are refunded to families each month during summer for families we were not able to accommodate.

The deposits for participants registered in Inclusion Camp receive the refund at the end of camp.

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

Medical Cancellations/Terminations

Hourly billing and program fees may be refunded medical emergencies.

Decisions for refunds are dependent upon multiple factors (i.e. Alberta Employment Standards).

A reduction of billing from the policy above may occur if the employee is able to resume alternate work.

In Home Cancellation

Parent/Guardian Cancellation

Parents/Guardians can request a change to agree upon full time 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 employees.

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

Team members are encouraged to plan around the family's schedule to minimize disruption of service delivery (i.e. appointment before or after programming). See Maintaining a Placement.

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

Employee Cancellation

Cancellation Notice Billing Commitments

This chart identifies each program's commitment and billing consequences for cancellations.

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
BeYou	10 evenings/days	

	(fall/winter/spring)	
HIA	1 week camps (Summer) Year Round School Closures (Varies – 1-5 days & based on employee 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

Other Miscellaneous

LOST AND FOUND

AdaptAbilities assumes no responsibility for loss or damage to personal property. It is recommended that families do not bring expensive items to programming.

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

AdaptAbilities respite centres 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.

AdaptAbilities does not allow the sharing of food due to allergies and dietary restrictions.

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

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.

Parties

AdaptAbilities celebrates birthdays, holidays, and other special events throughout the year. We recognize these occasions through programming and event planning.

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.

We ask that participants and families do not bring communal foods into 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.

HIA Summer Camp T-Shirt

AdaptAbilities requires children 12 years and under attending summer camps to wear a yellow branded t-shirt during pre-planned field trips.

One t-shirt is supplied by AdaptAbilities. Additional shirts can be purchased by the family.

PERSONAL CARE ITEMS

AdaptAbilities does not provide personal care items. Parents/guardians are required to provide 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

AdaptAbilities modern respite centres are equipped with an abundance of toys, games, and technology. 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

Leisure Access Pass is required by all adults in order to gain access to recreational facilities at no cost.

Access 2

Participants may have an Access 2 card that allows a chaperone into certain community activities.

Participants without a Leisure Access Pass are required to pay out of pocket for entrance into a City of Edmonton facility.

The Access 2 card is not a mandatory requirement for programming. However, it is recommended that the participant bring it to program when there are applicable activities planned.

PICK UP RELEASE

The Pick Up Release identifies authorized persons who can retrieve the participant from any program.

The parent/guardian must ensure that the Pick Up Release found on the Participant Profile through the Family Portal is up to date at all times.

Employees are required to request parent/guardian authorization and photo identification for unknown individuals picking up a participant prior to release.

Parents/Guardians may request AdaptAbilities to update the Pick Up Release with written authorization.

TRANSPORTATION

AdaptAbilities does not offer driving of participants in personal vehicles. Edmonton Transit or contracted bus companies are used for community access for programming.

AdaptAbilities does not provide transportation to and from programming sites.

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.

Participants 18+ are supported by PDD to apply for DATS transportation.

DATS can accommodate 16 year olds in certain circumstances. Families can reach out to their FSCD Caseworker to support the application.

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

TRANSPORTING EMPLOYEES

Guardians who desire to drive their dependent and support staff to activities must first obtain driving authorization from AdaptAbilities. Only guardians that have been authorized to drive are permitted to drive AdaptAbilities employees. Both parents are required to obtain driving authorization if applicable.

The following are required for driving authorization:

- A clear (no infractions) 3 year driver's abstract, completed annually at the expense of the family
- Proof of a valid Alberta driver's license, automobile insurance, and vehicle registration
- Adequate liability insurance (\$2 million is recommended) is maintained on the vehicle

EMPLOYEES TRANSPORTING PARTICIPANTS

As of September 1, 2024, AdaptAbilities is no longer offering driving services. Families currently receiving this support will continue to receive it.

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.

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.

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 in the participant's family vehicle.

MILEAGE CLAIM

AdaptAbilities provides services across the city of Edmonton and surrounding area. The purpose of this policy is to address difficulties finding placements that have a long commute.

Employees working In Home can claim partial mileage for their commute based on

an average commute to work of 30 km. Commute distances less than the average are not compensated.

The Parent/Guardian must agree to cover the cost of mileage that exceeds the average commute distance, to and from the placement, prior to receiving services.

LENDING LIBRARY

AdaptAbilities provides additional resources to all programs and active AdaptAbilities' families through the Lending Library.

[Lending Library Catalogue](#)

The Lending Library is a compilation of specialized recreation, play, and sensory equipment that are available for use.

[Lending Library Request Form](#)

A Lending Library Service Agreement is required by the requestor. Items can be borrowed for 1-3 weeks between September and June, and for a 1 week

The requestor is responsible for reporting any damaged or missing items. Items may be billed to the family or employee,

period during July and August. Items are continually assessed for damage/wear and all borrowed equipment must be returned in the condition it was delivered.

depending on the situation, for the cost of replacement.

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 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.

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

Program Supervisors oversee service planning, standards, etc.

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

inclusion, one person at a time and provides an excellent opportunity for learning, and mentorship.

Health and 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
- Any symptoms of COVID-19

If you are hesitant 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 family member as soon as possible if they become ill during programming.

PARASITES

AdaptAbilities must be notified immediately of any cases of bed bugs, lice, or ring worm, etc. to protect the safety of our employees and participants, and the integrity of our centres.

Notification of potential or confirmed parasitic infestation will result in AdaptAbilities:

- 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)

- Directing 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.

Bed Bugs

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

If there is a suspicion of bed bugs within a participant's residence, services will be suspended until the issue is resolved.

The family will be required to schedule an inspection by a licensed professional. The cost will be covered by AdaptAbilities if no infestation is found, otherwise the cost is the parent/guardian responsibility.

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 participant, parents will be notified immediately to pick up their child.

Participants who have lice are required to remedy the infestation prior to their return to a program.

Ring Worm

Parents/Guardians will be contacted immediately to pick up their child if ring worm is suspected.

AdaptAbilities must obtain a doctor's note confirming the infection is no longer contagious prior to the participant returning to a program.

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 pharmacy label
- Prescribed PRN medications must have physician directions

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

Our team also administers Over The Counter (OTC) medication/healthcare

products. OTC medication/healthcare products must be listed on the Medication Release Form and must have a pharmacy label.

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 medical professional on site.

AdaptAbilities recommends that OTC medications 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.

EMPLOYEE IN PARTICIPANT HOME

Employees working In Home must review and know the Emergency Preparedness Index found in the Emergency Package in the In Home Participant Binder.

The Emergency Preparedness Index highlights important information pertaining to the specific worksite including

emergency kits, phone numbers, location of first aid kit, etc.

Employees are not permitted to be left alone in the participant's home while both the participant and family members are out. Employees are required to inform their supervisor if this occurs.

Cleaning

Cleaning and maintenance of the worksite is only required if the task is related to support needs. Community Specialists working In Home access cleaning supplies provided by the family. Whenever possible, the participant is involved in learning these essential life skills.

Community Specialists' primary focus is to provide purposeful, goal-oriented

programming to enhance the well-being and independence of participants. Examples of appropriate tasks include but are not limited to:

- Making the bed with a participant
- Storing toys away after playing with them
- Cleaning dishes after a meal

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 need for 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.

WASHROOMS

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, challenging behaviour, property damage, etc.).

The parent/guardian will be asked to review and sign the report within 14 days through the Family Portal. The parent/guardian may request follow up from a supervisor at this time.

After 14 days, unsigned Incident Reports are removed from the Family Portal and saved in our database. Incident Reports can be retrieved upon request.

A supervisor will also review reports and may contact a parent/guardian for follow-up.

Minor injuries and damage to property valued under \$50 during typical programming will not be recorded on Incident Reports unless there were unusual circumstances, negligence, or a potential safety hazard involved.

The parent/guardian will be informed of minor injuries at the end of a scheduled shift. AdaptAbilities will work alongside families to develop strategies to mitigate these types of incidents.

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 18 years of age or older as they have reached the legal age of majority and should be treated in kind.

As an adult with diverse abilities 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
 - 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
5. 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 belongings
 - 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 (VRR) 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.

Guardians can make 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.

Parents may contact Edmonton Community Legal Centre (ECLC), Gateway Association, Voice of Albertans with Disabilities (VAD) or their Caseworker for support in obtaining Guardianship and/or Trusteeship.

Edmonton Community Legal Centre

www.eclc.ca

Phone: 780-702-1725

Email: intake@eclc.ca

Gateway Association (Guardianship Only)

www.gatewayassociation.ca

Phone: 780-454-0701

Voice of Albertans with Disabilities (VAD)

<https://vadsociety.ca/>

Phone: 780-488-9088

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 another to make financial decisions on behalf of the adult. This may be the Guardian.

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 and 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.

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 BEHAVIOURS

Challenging behaviour is defined as 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 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 (i.e. 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 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 and Conduct

RIGHTS AND 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

employee's 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.

More information related to suspensions and terminations can be requested from our Programs Team.

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

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

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.

Grievances

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

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

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

Appeals

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

In rare circumstances, the Board may become involved. Board decisions are final

and will be communicated to AdaptAbilities and the family within seven days of the Board reviewing the submission.