



ADAPTABILITIES
MEANINGFUL DISABILITY PROGRAMS

Family Portal Guide

Family Portal Guide

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*This document is meant to lead and guide
all employees and families of AdaptAbilities*

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GET STARTED

1. Go to our website, www.adaptabilities.ca and click “Get Started” at the top right of the home page.
2. Complete the Inquiry Form.
3. Our team will contact you to provide more information about our programs and book an Intake if spots are available
4. Your account will be set up during the Intake process, and you will be able to log in at www.adaptfamily.ca (or by going to www.adaptabilities.ca and clicking “Log In”).



Sign in to account
Enter your email & password to login

Email Address

Password
 [show](#)

☐ Remember password [Forgot password?](#)

[Sign in](#)

New to AdaptAbilities?
[Get started!](#)

DOCUMENTATION

Selecting the participant's name on the left-hand navigation panel will create a drop-down menu.

Consent Forms are required to be updated annually. Forms expire August 31 annually.

Medication Release is required if the participant requires medication during our programs. This form must be completed if there is a change in medication. This form expires August 31 annually.

New forms are available to be digitally signed on May 1 of every year. Updates to current forms can be done at any time.

Participant Profile is not required annually. This is the participant's profile and can be updated at any time. Keeping this section up-to-date helps our team provide the best support for the participant.

 **Participant** ▼

- **Consent Forms**
- **Participant Profile**
- **Medication Release**

Consent Forms

The **Assumption of Risk and Release of Information** consent forms can be found here. You will see the current expiry date of these forms.

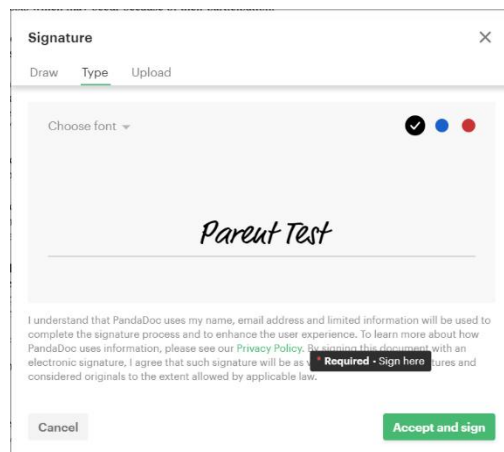
- **Consent Forms**
- Annual Update
- Medication Release

Consent Form	Participant	Expiry Date	Status	Action
Consent form			Expiring in 0 days	Update

1. Click the blue "Update" button to begin.
2. Read through the consent forms and fill in applicable information.

Note: All checkboxes need to be checked to proceed.

3. Scroll down when the documents are loaded.
4. Two documents will appear for you to digitally sign. Both documents must be signed.
5. Click **Start** at the top of the Assumption of Risk form or go directly to the red "Signature" box.
6. Click the red "Signature" box.
7. Draw or type your signature.
8. Click "Accept and Sign."
9. Scroll to the Release of Information consent form and click **Start** or go directly to the red "Signature" box.
10. Draw or type your signature.
11. Click "Accept and Sign."



The image shows a digital signature capture window titled "Signature". It has tabs for "Draw", "Type", and "Upload", with "Type" currently selected. Below the tabs is a "Choose font" dropdown and three color selection circles (black, blue, red). The main area displays a handwritten signature "Parent Test". Below the signature is a consent form with the text: "I understand that PandaDoc uses my name, email address and limited information will be used to complete the signature process and to enhance the user experience. To learn more about how PandaDoc uses information, please see our Privacy Policy. By clicking the button below with an electronic signature, I agree that such signature will be as valid as a handwritten signature and considered originals to the extent allowed by applicable law." There are "Cancel" and "Accept and sign" buttons at the bottom.

12. At the top of BOTH forms, click **Finish**.

Medication Release

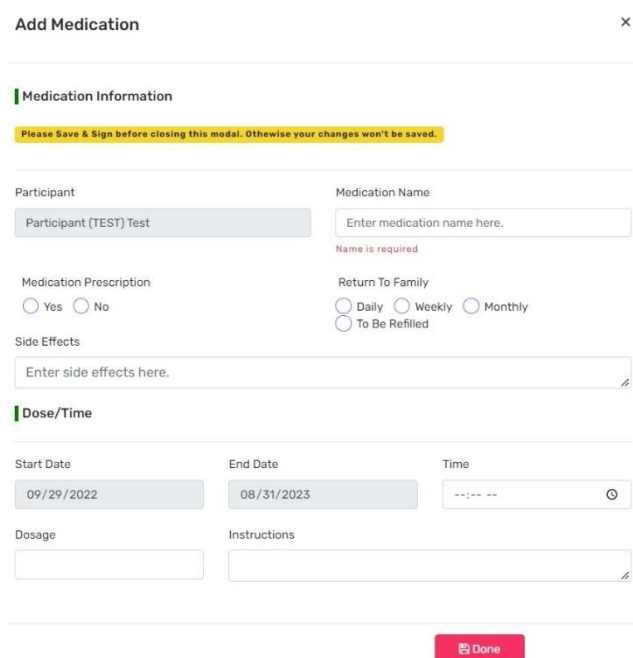
This section outlines the medication AdaptAbilities is permitted to administer to the participant.

If the participant **does not** require medication to be administered by AdaptAbilities, the form is not required.

If the participant does require medication, follow these steps:

1. Click **+ Add New**.
2. Enter the required information.
**If medication is to be given as needed, do not enter a time and put "PRN" under instructions with criteria for administration.*
3. Click **Done**.
4. Do steps 1 to 3 for as many medications as required.
5. Type your name at the bottom and click **Submit**.
6. To remove a medication, click the trash bin icon . You will be required to type your name at the bottom and submit.

Note: if medications change, you will be required to update the Medication Release to detail the changes prior to AdaptAbilities administering the medication



Participant Profile Update

The Participant Profile section of the Family Portal can be updated at any time. Keeping this information as up-to-date and current as possible directly impacts how AdaptAbilities supports the participant. Our team members view participant profile information daily and use this information to meet the needs of the participants.

The Participant Profile is divided into subsections for easier navigation.

Click the banner to expand the section. You can make changes to any information that needs to be updated.

Note: Please make sure your answers are from a first-person perspective.

Edit Participant

Last Updated: Jan 1, 1970

Participant & Guardian Info

Contact Information, Emergency Contacts



About Me

Interests, Strengths, Sensory Needs, Communication, Adaptive Equipment, Personal/Self Care



How to Support me

AdaptAbilities believes all behaviour is simply a form of communicating one's needs. Behaviours do not occur without a reason. The first step in supporting a person with behaviours is getting to know them.



Personal Development

Identify goals and what meaningful days look like for programming.



Medical

Physicians, Medical Info, Seizure Info, Diabetes Info, Health Issues, Dietary needs, and Allergies



Program Requirements

Funding Information, Upload your funding contract



Update Profile

At the bottom, check the acknowledgement statement. It is optional to sign up for our e-newsletter. You will need to type your name in the Signature field and click "Update Profile." This will notify our team that the participant's profile has been updated.

PROGRAM REGISTRATION

Once you have completed an Intake, your Family Portal account will be activated. You will have access to register for programs in the Family Portal.

It is **strongly recommended** that this step is completed on a desktop/laptop computer on Google Chrome browser.

Navigate to the Programs tab.

You can filter for the Program you are interested in. A list of available programs will become visible with the description and available spots.

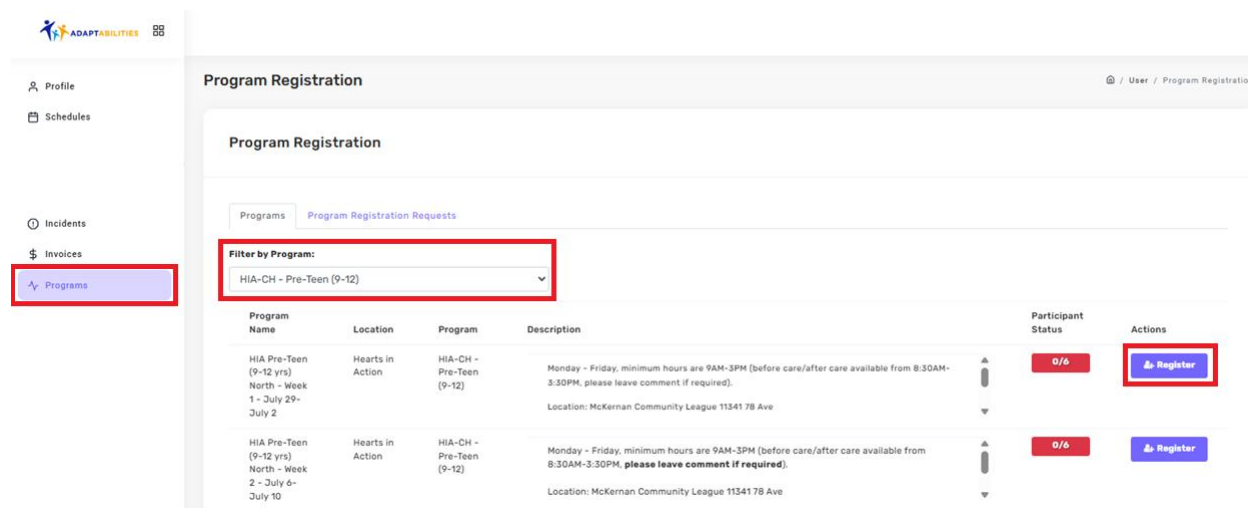
Click “Register” for the program you are interested in.

*Note that the Participant Status tab spot visual indicates how many confirmed spots have been processed. It does not reflect all applications for the program. Our team processes applications in the order they were received.



Important: Ensure you read and understand all information in the “Description” field!

Important: The Participant you want to register must have up-to-date Consent Forms.



Program Name	Location	Program	Description	Participant Status	Actions
HIA Pre-Teen (9-12 yrs) North - Week 1 - July 29 - July 2	Hearts in Action	HIA-CH - Pre-Teen (9-12)	Monday - Friday, minimum hours are 9AM-3PM (before care/after care available from 8:30AM-3:30PM, please leave comment if required). Location: McKernan Community League 11341 78 Ave	0/6	Register
HIA Pre-Teen (9-12 yrs) North - Week 2 - July 6 - July 10	Hearts in Action	HIA-CH - Pre-Teen (9-12)	Monday - Friday, minimum hours are 9AM-3PM (before care/after care available from 8:30AM-3:30PM, please leave comment if required). Location: McKernan Community League 11341 78 Ave	0/6	Register

After clicking “Register,” a pop up will appear to confirm your registration details.

Follow these steps:

1. Select the Participant
2. Read the Description
3. Leave a Comment, if required.
 - o Read through the Description and note any additional information (i.e. before and after care)
5. Click “Add More Registrations” to register for more programs.

A Bridge To Belonging

Program Registration Status

View the Status of your registration by going to the “Program Registration Request” tab.

Programs **Program Registration Requests**

Participant Name	Group Name	Status	Registration Date	Action
		Completed	Mar 27, 2026	
		Completed	Mar 26, 2026	
		Completed	Mar 26, 2026	
		Pending	Mar 25, 2026	
		Expired	Mar 19, 2026	
		Declined	Mar 10, 2026	
		Pending Payment	Mar 10, 2026	

Definition of Status

Pending - You've completed your registration and it is being reviewed by our team

Payment Pending - Our team has approved your registration, and you've received a link to pay the Program Fee within 7 days via email

Completed - you've made your payment and you're confirmed for a spot!

Expired - You've missed the 7 day window to pay and will need to reapply for the program. Click the yellow Resubmit button to reapply for the program. Note that your spot in queue is also reset.

Declined - You may be declined from a program for multiple reasons, for instance, you may have registered for an incorrect age group.

Payment Pending Status

Once your registration is reviewed and approved, you will receive an email requesting payment for the Program Fee (if applicable).

Important: You will have 7 days to complete your payment and finalize your registration. If you do not complete the transaction before 7 days, your registration will EXPIRE and you will lose your spot in queue. You can log into the Family Portal to resubmit your registration. See image above.

Payment of the Program Fee is required to be placed in a group. Complete the **Bursary Request Form** (available on Family Portal) prior to completing a Program Registration if you require financial support.

Once payment is completed, your Status will become “Confirmed” and you are all set.

From: ERP Notifier <erpnotifier@adaptabilities.ca>
Sent: Tuesday, February 10, 2026 4:30 PM
To:
Subject: Program Registration Approved for Sam Test

Hello Sam Test,

Your request for program registration has been **approved** by **Programs Team Member**.

Registration Details:

- Participant:
- Total Registrations Approved: **1**
- **Test Group** (ID: #15)
 Time: 5:30 PM to 9:30 PM
 Fee: \$0.50
 Request Date: February 10, 2026

Payment Information:

- Total Amount Due: **\$0.50**
- Payment Type: Program Registration Fee

Next Steps:

Please complete your payment by clicking the link below. Your registration will be confirmed once payment is received.

[Click here to complete payment](#)

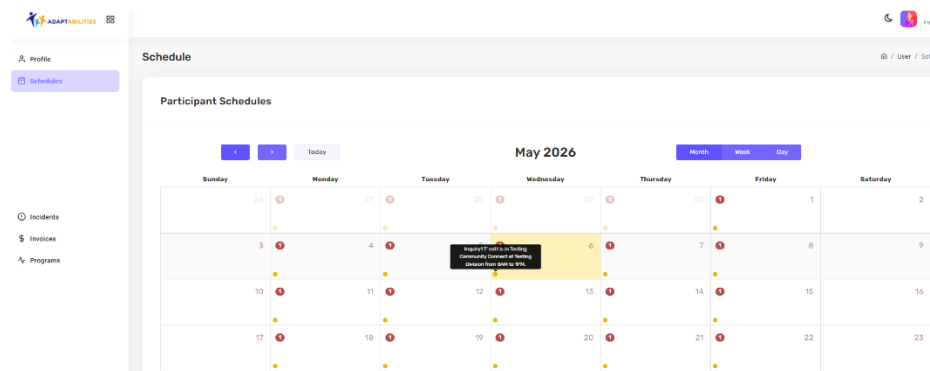
Important Notes:

- Payment must be completed to secure your registration
- You will receive a receipt via email after payment
- If you have any questions or concerns, please contact us immediately

Thank you for choosing AdaptAbilities.

Program Schedules

Navigate to the Schedules on Family Portal to view upcoming scheduled dates of each program you've registered for!



INVOICES

This tab shows all current and historical invoices for services. This section is only applicable if services are rendered using an FSCD contract, Family Managed Services, or Parent Responsibility. Digitally signing and approving invoices will send it directly to a funder for payment.

Invoices must be signed and approved or returned within 2 business days. Services will be suspended if there are outstanding invoices.

Approving and Returning Invoices

1. You will receive an email notification when there is a new invoice that requires your attention.
2. When viewing the Invoice List, you can see the status of each invoice.

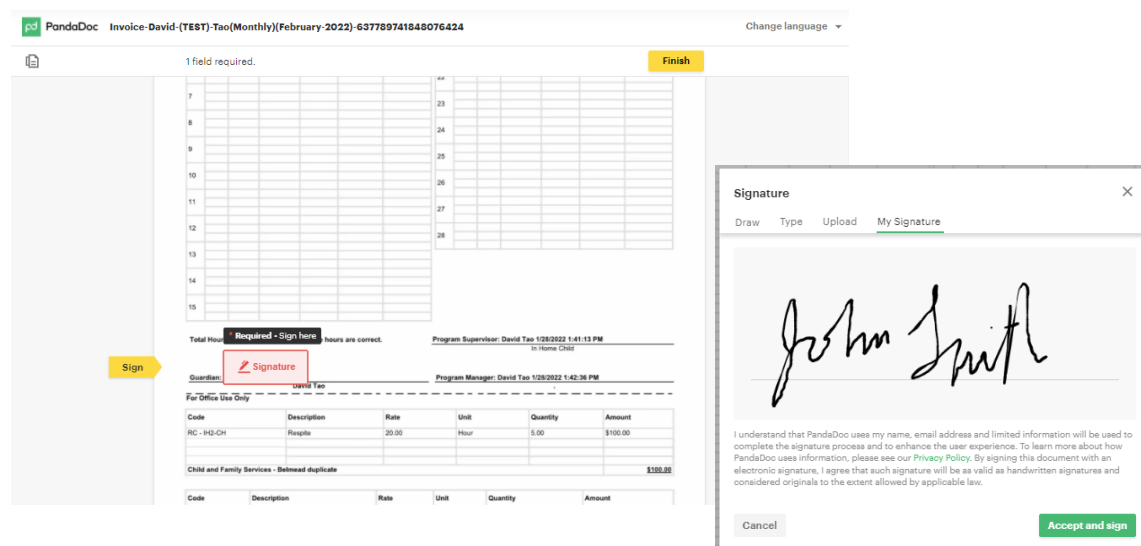
Status	Invoice Date	Action
Pending	Mar 1, 2023 - Mar 31, 2023	View/Approve
Rejected	Sep 1, 2022 - Sep 30, 2022	View/Approve
Approved	Aug 1, 2022 - Aug 31, 2022	View/Approve

a. "Pending" means it requires your attention.

b. "Approved" means you have digitally signed and submitted the invoice for payment.

c. "Returned" means that there was an issue with the invoice, and you have to return it to AdaptAbilities to resolve.

3. When there is an invoice labelled "Pending," click "View/Approve" to review it.
4. If everything looks correct, you can click the red "Signature" box. Another window will appear where you provide your signature. Click "Accept and Sign" once completed. This will send the signed invoice to your funder.



The screenshot shows a PandaDoc invoice for David Tao (TEST) for February 2022. The invoice includes a table with columns for Code, Description, Rate, Unit, Quantity, and Amount. The total amount is \$100.00. A red "Signature" box is highlighted. A signature window is open, showing a digital signature and the "Accept and sign" button.

5. If you notice something wrong on the invoice, you can click the red "Return Invoice" button. A window will pop up where you can enter the information regarding what is wrong with

the invoice. A Program Supervisor will receive an email with the details you provided. They will correct the invoice and resend it to you to submit.

Are you sure?

I did not receive services on the 23rd.

Yes, Return

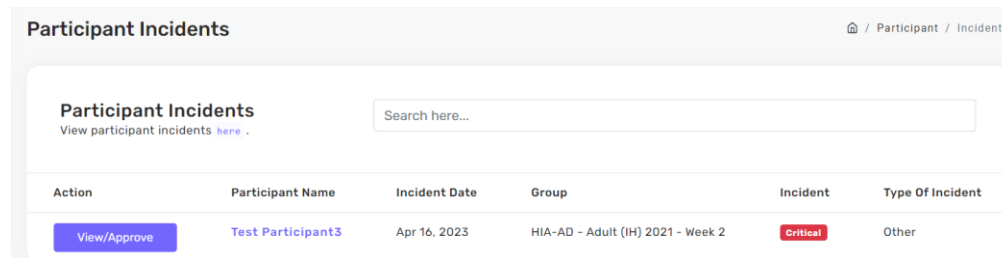
Cancel

INCIDENT REPORTS

This tab is where you receive Incident Reports from our team. You can leave comments, request Program Supervisor follow-up (optional), and approve the Incident Report.

We ask that Incident Reports are approved within 7 days of receipt. A Program Supervisor will contact you if this timeline is not met.

Approving Incident Reports

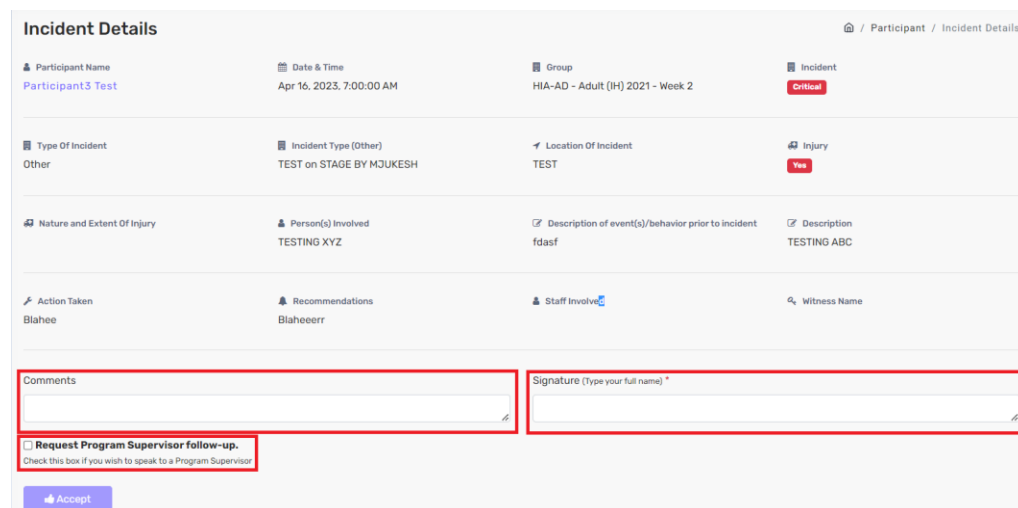


Participant Incidents

Search here...

Action	Participant Name	Incident Date	Group	Incident	Type Of Incident
View/Approve	Test Participant3	Apr 16, 2023	HIA-AD - Adult (IH) 2021 - Week 2	Critical	Other

1. Click “View/Approve.”



Incident Details

Participant Name: Participant3 Test

Date & Time: Apr 16, 2023, 7:00:00 AM

Group: HIA-AD - Adult (IH) 2021 - Week 2

Incident: Critical

Type Of Incident: Other

Incident Type (Other): TEST on STAGE BY MJUKESH

Location Of Incident: TEST

Injury: Yes

Nature and Extent Of Injury: TESTING XYZ

Person(s) Involved: TESTING XYZ

Description of event(s)/behavior prior to incident: fdasf

Description: TESTING ABC

Action Taken: Blahee

Recommendations: Blaheerr

Staff Involved:

Witness Name:

Comments

Signature (Type your full name) *

☐ Request Program Supervisor follow-up.
Check this box if you wish to speak to a Program Supervisor

[Accept](#)

2. Review the Incident Report and add comments in the “Comments” field.
3. Type your full name in the “Signature” field.
4. You may check the box “Request Program Supervisor follow-up” if you have any concerns about the incident. A Program Supervisor will contact you.

Note: Not checking this boxes means you are satisfied with the result of the incident.

5. Click [Accept](#)

Note: This button is only available after you enter a comment and your name in the signature field.

6. Click [Yes, accept it](#) to confirm approval.