



**ADAPT**ABILITIES  
MEANINGFUL DISABILITY PROGRAMS

# Parent Handbook 2026

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# Parent Handbook

PRINTED IN EDMONTON, ALBERTA.

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

*- Bob Keeshan*

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# Welcome

## A MESSAGE FROM THE CEO

Thank you for your interest in the Alberta AdaptAbilities Association.

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

Sincerely,



Michelle Hordal  
Founder and Chief Executive Officer

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# 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 disabilities 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 disabilities 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, caring, and inclusive 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 the each individual and their family their families 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, systematic 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 who 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 everyone's differences; people we support, their families, and the employees 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 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 a 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 through 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 engaged in your child's care
- Provide accurate, 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, to other individual
- 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 at <https://adaptfamily.ca/inquiry>. 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. The form and the Inquiry call take approximately 10-20 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 package is sent for the family for completion.

All requested information must be completed prior to an Intake meeting.

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

## 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 the meeting, the Family Intake Coordinator will discuss with the individual and their family the support needs and the qualities they are seeking in a Community Specialist and/or program.

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 services.

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

- Intake meeting
- Participant Profile on Family Portal complete
- Program Registration form
- Intake Fee (\$50) paid at Intake
- Individual Service Agreement
- Funding confirmed (FSCD, PDD, etc.)
- Consent Forms

- Pre-Authorized Payment (PAD)
- 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.)

### Remote Support Program

Individuals seeking to participate in the Remote Support Program may have their Intake meeting virtually.

# ADDITIONAL CARE

## G-Tube/Medical Conditions

Parents/guardians must complete G-Tube information on Family Portal 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.

## Mobility Aids/Accessibility

Parents/guardians are responsible for providing all equipment needed to support the participant's participation in the program (i.e. wheelchair, AFOs, glasses, hearing aids, etc.).

Parents/guardians must ensure employees receive appropriate training or instruction on the safe and proper use of all equipment.

All equipment must be in good working condition and safe for use. If required equipment is missing, unsafe, or does not adequately meet the participant's needs, AdaptAbilities may restrict or suspend participation in the program to ensure the safety of the participant and others.

## 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 manual 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 Seizure Observation Log 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

same family that does not have a disability and is ineligible for government funding.

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

Siblings join existing program ratios and therefore an assessment is required to ensure supervision levels are adequate for the safety of all.

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

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

Sibling rates may not be used for funded individuals.

## FUNDING CONFIRMATION

### Child (3-17 years old)

Funding Contracts are negotiated between the parent/guardian and FSCD. Information in these contracts is confidential and only shared with AdaptAbilities when permission from the parent/guardian is granted.

AdaptAbilities plans for services within approved hours, rates, and types of service. AdaptAbilities can support families in requesting new or additional services.

It is the responsibility of the parent/guardian to provide a copy of the funding contract to confirm funding and commence services.

The contract states how the service is to be billed (respite, community aid, camp, etc.), the rate, and what portion (if any) is

expected to be paid by the parent/guardian.

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 all 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 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 and Individual Service Request (ISR). The ISR is required to request contracted services and includes information such as support level and amount of hours.

#### Family Managed Services (FMS)

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

With FMS funds, families will be required to pay for services and be reimbursed through a government agency.

Billing rates for FMS can be found in the Billing Rates Chart.

# 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.

## HOURS OF OPERATION

We are proud to offer a variety of group-based programs and services across Edmonton and surrounding areas.

Locations and hours of operation can be viewed on our [Hours of Operation Chart](#).

## 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 School Board calendar for the district they are within. Accommodations may be made for families in alternate school systems (i.e. Catholic).

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 alternate programming options as well as specialized recruitment for individuals who require a higher level of support to ensure successful experiences within our programming.

## BLOCK PROGRAMMING

AdaptAbilities offers consistent and reliable respite within our centres. These programs are offered in blocks of commitment throughout the year. Each block has a limited number of spots for

participants. A block of commitment includes the program fee and billable hours to a funder (if applicable).

When registering for a program, parents/guardians must ensure sufficient funding is available to cover an entire block. Costs unpaid by a funder become parent responsibility.

Registration in a program reserves a staffed space for the full program session. Fees or approved funding hours are billed for the reserved dates regardless of attendance. Missed dates are not refunded nor rescheduled.

When a participant registers in a program funded through FSCD hours, those hours

## 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 purposeful activities, volunteerism, and employment opportunities.

## 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 August Respite, Winter Break and Spring Break.

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 two weeks prior to the camp.

### Summer

HIA summer camps run in July and August.

HIA offers three streams of camp:

1. Inclusion Camp
2. Community Access

are committed to the full program session. Staffing and program resources are scheduled based on registration. As such, hours are billed for the reserved dates even if the participant does not attend.

Program spots are limited. Registration for a session reserves that spot for the participant and prevents another family from accessing the spot.

Regular attendance is expected in order to maintain program participation. Repeated absences may result in the participant losing a reserved space in future sessions.

Participants are required to have a Leisure Access Pass (Edmonton) or equivalent to access recreational facilities.

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 withdraws.

### 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 early Spring and is communicated to all families through our usual 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 an advanced registration period.

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

The Out of School Care program is designed for children ages 12 to 17, who require a little extra support after school and are no longer able to access daycare.

Children under the age of 12 are accepted on an individual basis.

High School Transition supports individuals 18+ who are continuing their high school education. Participants will begin to explore independence through experiential learning opportunities.

Participants with work-related care funding are eligible for Out of School Care/High School Transition and Non-School Day programming.

### Centre Respite

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

The current program runs on weekends and is referred to as Weekend Respite.

### Social Nights

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

The program runs on Thursday and Friday evenings and is offered for three age categories (pre-teens, teens, and adults).

Each session runs for 10 evenings currently on Thursday and Friday evenings.

### 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.

### Non-School Days

Non-School Days (i.e. PD Days, days in lieu, Exam Weeks, Teacher's Convention, etc.) are included with OS/HST registration.

Participants who attend OS/HST receive priority registration for Hearts In Action Camps (Winter, Spring, Summer Breaks).

Participants with work-related care funding may register for Non-School Days.

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

Weekend Respite is offered in the summer months with a smaller block. See [Program Blocks](#).

Registration opens in August for the entire year and is communicated through email, social media, and our website.

Registration for these programs closes 14 days before the start of each session.

Social Nights are not offered during summer months.

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

Registration for these programs closes 14 days before the start of each session.

The current program runs on Thursday and Friday evenings, and Saturdays and is offered for pre-teen, teens, and adults.

These days are subject to change based on the availability of space in each Rec Centre.

BeYou is not offered during the summer months.

Participants are required to purchase a pass or membership to access recreational facilities.

## IN HOME SUPPORT

**NOTICE: AdaptAbilities is currently undergoing a reimagining of our In Home Support program.**

Families who currently receive In Home Support will not have their services interrupted. AdaptAbilities will continue to seek adults who require In Home services through PDD.

**Children's In Home services will not be offered at this time.**

Families with children who connect with AdaptAbilities for In Home Supports will be referred to a trusted agency,

In Home support is accessible for participants ages 3 and older.

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 a family is based on 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 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 provide overnight or 24 hour services.

### 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 the flexibility to accommodate changes to the 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 create community. Participants across Alberta can connect in a safe online environment that is available at any time.

Online activities are offered to promote socialization and development of life-skills

including cooking classes, yoga, and a gaming night.

The Remote Support Program operates as a monthly subscription and is available throughout the year.

## VISITORS

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

Tours can also be provided prior to or 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 8:30 AM to 4:00 PM Monday to 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 our team members to communicate the events of their loved one's day (if applicable).

## PROGRAM EVALUATION

Parents/guardians are strongly encouraged to participate in Program Evaluations.

Program Evaluations allow AdaptAbilities to improve the quality of our programs and services.

Parent/guardians will receive Program Evaluations at the end of the program session or at set intervals throughout the year.

## IMPORTANT DATES

AdaptAbilities releases an “Important Dates” document annually in May for the upcoming school calendar year. This document contains information on

registration openings and deadlines, centre closures, and holiday closures.

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

## 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 Reports
- More to come!

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

## Annual Consents

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

Consent include:

- Medication Release
- Release of Information
- Assumption of Risk

These consents expire annually on August 31st. These forms are renewed and made available annually on May 1st. Families are able to sign these consents via the family portal.

Photo Disclosure Consent does not expire and can be changed from the Participant Profile at any time.

Participation in Fall programs will not be confirmed until all required documents are completed.

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. See Medication for more information.

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 the Participant Profile (i.e. how to support me, family contact information, etc.)

Parents/guardians can access their participant's information at any time

through the Family Portal to make changes as needed.

It is important to have the most current information so that our team members can best support them.

## WAITLIST

AdaptAbilities makes every effort to accommodate requests for programming.

Families who complete an Inquiry and indicate a desired program are added to an Inquiry Waitlist. Once a spot in a desired program becomes available, an Intake will be completed followed by registration.

Families who register for a program with no capacity will be notified and have their request added to the program's waitlist.

To maintain the highest quality of programming, there is a registration capacity for each program dependent on

availability, qualified team members, and space.

Families may register for another session or wait until they are contacted once a spot becomes available.

This waitlist is cleared annually upon open registration for the upcoming year. Families are expected to register for their desired programs again when they become available for the upcoming year.

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

## In Home

Parents/guardians are required to complete a Request for Care.

A Request for Care collects information such as schedule of supports required, and considerations in the home (i.e. pets), and/or desired activities.

The program is not structured on a first come, first serve basis but rather the best match for a family and the employee.

The Request for Care provided by the family is used to find the most suitable match.

Considerations include, but are not limited to:

- Needs of family
- Skill set of employee candidate
- Location
- Interests of both participant and employee candidate

Parent/guardians whose services are interrupted due to an employee resignation, termination, or long-term illness will automatically be placed on the Request for Care 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 services 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 and/or Request for Care until

they complete another request via the Family Portal.

## REGISTRATION

A Family Portal Account is created during the Intake process and is to be used to apply for programs.

Families who have used services in the past but do not have a Family Portal Account are asked to contact us for Account Creation.

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

For participants to apply, the following conditions must be met via the Family Portal:

- Consent Form up-to-date
- Pre-Authorized Payment method on file
- Up-to-date photo of participant
- Up-to-date Participant Profile

- Funding Contract/Source confirmed

Applications are reviewed and approved once all requirements are met, including sufficient staffing and spots available.

Program Fees are requested upon approval of registration. Parents/guardians are given 7 days to complete the payment and confirm their spot.

The registration will lapse after 7 days and the spot in queue will be lost. Parents/guardians may reapply through the Family Portal.

For recurring programs such as Out of School Care/High School Transition and Community Connect, payment for the first month of the program is requested upon approval and will be applied once the program begins.

## Fees and Billing

The Intake Fee and Program Fees support operations (i.e. maintenance, activities, data management, etc.).

Monthly invoices, hourly billing, and cost shares (typically involves government agencies) support employee wages.

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

## 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 encouraged to attend our Annual General Meeting as voting members.

# BILLING COMMITMENTS

AdaptAbilities' programs have minimum booking times and sessional commitments as outlined in [Program Blocks](#). Our team members commit to sessions, and we ask families to do the same.

For In Home, AdaptAbilities requires a three-hour billing minimum per day.

## Statutory Holidays

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

Programs with regularly scheduled hours include Out of School Care, Community Connect, and In Home.

# INVOICING

## FSCD

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

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

A copy of the FSCD contract or addendums must be provided to receive services. Email confirmation from the caseworkers are also accepted.

Invoices must be signed by parent/guardian within 48 hours of receipt.

Parents/guardians are encouraged to know and understand their funding contracts. Families are assessed by FSCD and categorized as either Child Focused Supports (CFS) or Family Focused Supports (FSS). Eligibility for certain programs is affected by the categorization, however, parents/guardians are encouraged to advocate to use their funding as they wish with their caseworker.

Signing an invoice certifying hours of services received is a requirement of FSCD.

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.

Learn more about CFS and FSS supports:

[Child Focused Supports](#)

[Family Focused Supports](#)

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

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.

Amounts not paid by FSCD become parent responsibility.

Unsigned/unpaid invoices over 30 days are reported to the funding agency (if applicable). The unpaid invoice will become parent responsibility and submitted to a collections agency.

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

## Parent Responsibilities/Family Managed Services

AdaptAbilities accepts payment of services directly from parents/guardians by pre-

authorized debit, credit card, or cash/debit at our Support Office.

Adults can access services using Family Managed Services (FMS) contracts with PDD. This is treated as Parent Responsibility. Families will need to request reimbursement of costs through government designated agencies.

A copy of the monthly invoice is provided at the end of each month.

Parent Responsibility or Family Managed Services are billed via pre-paid authorized payment (PAD); varying from the beginning or end of month depending on the program.

## Other Agencies

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

Other funders who pay 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.

In urgent cases, AdaptAbilities may offer support through a bursary fund during the waiting period of a Referral to avoid an interruption of services or due to funding shortfalls.

Once pre-approval has been received from PDD, employee recruitment begins and services can commence on date indicated on the Referral (contract).

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.

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.

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

Outstanding balances will be charged after 30 days of non-payment through Pre-Authorized Payment (PAD) to cover unpaid invoices.

## Outstanding Fees

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

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.

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

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

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

## Payment Plan

AdaptAbilities offers the option for payment plans for overdue fees (i.e. exhausted funding, property damage, etc.).

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 be minimally ensure the entire balance is cleared within 6 months.

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

## BILLING RATES

Billing rates cover staffing costs. Rates are billed based on the level of support required and are determined by the funding agency and/or AdaptAbilities.

The billing rates also apply to any parent responsibility costs and those who access

services through Family Managed Services (FMS) funds.

**Important:** Billing rates do not include Program Fees. Refer to [Program Fees](#) for more information.

### Sign In/Sign Out

AdaptAbilities 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 to ensure all participants are always accounted for.

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

### Rates for FMS/Parent Responsibilities

FMS/Parent Responsibility rates are outlined in [Billing Rates](#) policies remain the same as funded services for each program. See [Program Blocks](#).

AdaptAbilities understands the difficulties in acquiring government funding and strives to make programming accessible.

Programs may be offered at a reduced cost when possible.

### Cost Shares

Cost Shares are billable hours not covered by the funder. Cost Shares are commonly in place when a family seeks work-related care for their child who is 12 years of age or under.

FSCD sets standards of parent portions and requires this cost share amount to be

deducted and paid upon invoice submission.

Participants are billed cost share amounts via pre-authorized payment (PAD) after the month of service has been received and by the 15th of the following month.

### Unfunded Services

AdaptAbilities prides itself on having a wide range of supporters. Fundraising efforts and donors allow for AdaptAbilities to offer reduced billing rates to access our

services where families are either waiting for or ineligible for funding. Refer to [Program Fees](#) for more information.

### Additional In Home Fees

There is no program fee for In Home services. 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.

## 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

The family is responsible for supplies and recreation costs. Cost Shares may also be applied by the funder for work-related care.

For Level 1 FSCD funded participants, there is an AdaptAbilities' cost share of \$5.60 per hour.

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 programming. Program Fees cover the facility cost (rent, maintenance, utilities), planned monthly activities (cooking, music therapy, field trips) and resources (board games, arts and crafts supplies, technology, furniture).

Program Fees also support the cost of renting spaces therefore recurring program fees (i.e. CC, OS, HST) are charged during absences and/or vacations. Recurring charges will cease upon 30 days notice of program termination.

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

After a registration is approved, payment for the program is requested. Families are provided 7 days to pay. After 7 days, the registration expires and the parent/guardian is required to reapply.

For recurring programs such as OS/HST and Community Connect, payment is requested for the first month of the program upon registration approval. The fee is applied upon commencement of the program and subsequent months are processed online via PAD monthly.

Payments are not accepted at any of our centre locations and not made directly to an employee.

View [Program Fees](#) for more information.

## 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 30 days prior to the program start date. The application will be 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 the family contribution 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 31st)

Bursary recipients are encouraged to volunteer at upcoming special events or

speak at a public event regarding the benefits of the Bursary Program and our services as a way to give back.

Bursary recipients are asked to submit Thank You cards with a message 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 items and/or facility repairs.

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

Repetitive significant damage to equipment or facilities may result in services being reviewed, offered alternative programming (In Home), suspension, or termination of services.

In cases where there is participant to participant damage, 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.

### 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

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.

### 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 replacement of broken items or facility repairs.

Families unable to pay for the full amount of repairs may request a payment plan.

## 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 (i.e. doctor’s

appointment, illness, invited to birthday party, vacation, etc.).

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

program entirely. Commitment blocks for each program are outlined in [Program Blocks](#).

## Billing

AdaptAbilities requires 30 days' notice for termination of services. Terminations must be received in writing. Voicemail will not be accepted. Hourly billing of services will continue for 14 days after termination notice is received.

AdaptAbilities' programs are structured into blocks of commitment. The commitment includes the Program Fee and a set amount of billable hours to you or your funder. These block commitments allow AdaptAbilities to provide consistent, reliable, high quality respite services and ensures a strong, committed team.

## 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.

For Hearts In Action Summer Camp, the \$50 administration fee for termination or requesting to change a Camp Week (considered a termination) applies after June 1st.

## Medical Cancellations/Terminations

Hourly billing and program fees may be refunded in medical emergencies.

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

## In Home Cancellation

### Parent/Guardian Cancellation

In Home Supports are more flexible when cancellations occur as there is a dedicated Community Specialist to support your family.

Termination can also occur when a participant is deemed unsuitable for our programs. The billing commitment in these situations is case-by-case and determined by a Program Manager.

Parents/guardians must ensure sufficient funding is available to commit to a block of programming. See [Program Blocks](#) for more information.

In extenuating circumstances, where there are insufficient team members to provide adequate support (i.e. spread of illness), you will not be billed.

AdaptAbilities is also 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.

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

Deposits for HIA Summer Camp's Inclusion Camps, along with other refundable amounts, will be returned to families at the end of the summer.

Terminations with less than 14 days' notice will forfeit their program fees.

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

For full-time In Home Supports cancellations do not affect billing as there is a monthly block commitment.

For part-time (less than 30 hours per week), the below cancellation policy applies.

Notice	Billing
>24 Hours	No Charge
<24 Hours	3 Hours

Parents/guardians may ask to adjust the established full-time schedule by providing advance notice as a request for a funding adjustment may be required.

### Employee Cancellation

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

Employees are to plan around the family's schedule to minimize disruption of service

Parents/guardians are encouraged to maintain a consistent routine for part-time employees as they depend on regular scheduled hours for consistent income.

delivery (i.e. appointment before or after programming). See Maintaining a Placement.

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

# 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 maintain 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 the 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.

Offsite programming requires a non-microwaveable lunch.

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

## Parties

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

We ask that participants and families do not bring communal food 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 onsite.

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.

## WEATHER

Programs may be impacted by weather conditions (i.e. smoke, cold/windchill, heat).

AdaptAbilities refers to recommendations provided by Environment Canada and may adjust program plans on short notice.

Other factors that impact planned activities include the needs of the participants and transportation requirements.

## 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 onsite.

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 lost or damaged items. Refer to Lost and Found Policy for further information.

## LEISURE ACCESS PASS

Leisure Access Pass (Edmonton) or equivalent is required by all adults in Community Connect in order to gain access to recreational facilities.

Participants without a pass are required to pay out of pocket for entrance to a recreation facility.

### Access 2

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

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.

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

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.

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

## RELEASE OF CARE

Parents/guardians who permit their participant to leave our programs independently must sign a Release of Care Agreement.

The agreement releases the provision of care by AdaptAbilities when a participant leaves the program independently, without a transfer of care to a parent/guardian or transportation service.

## TRANSPORTATION

AdaptAbilities does not offer driving of participants in personal vehicle. City 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 an ARC Card or bus tickets/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 14 year olds in certain circumstances. Families can reach out to their FSCD caseworker to support the application.

## TRANSPORTING EMPLOYEES

Parents/guardians who desire to drive their loved one and support worker to activities must first obtain driving authorization from AdaptAbilities.

Only parents/guardians that have been authorized to drive are permitted to drive AdaptAbilities employees. Both parents/guardians are required to obtain 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

## LENDING LIBRARY

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

[Lending Library Catalogue](#)

[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.

The Lending Library is not available during July and August as items are used in Summer Camps.

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

The requestor is responsible for reporting any damaged or missing items. Items may be billed to the family or employee, depending on the situation, for the cost of replacement.

## ADAPTSTORE

Support AdaptAbilities by shopping on [www.adaptstore.ca](http://www.adaptstore.ca). View a catalogue of our apparel, sensory toys and equipment for purchase to support our mission.

Families utilizing AdaptAbilities' programs are eligible for a discount. Connect with us for a promo code.

# Our Team

## EMPLOYEES



AdaptAbilities matches the education and/or life experience, 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, Medication Administration as needed, and Non-Violent Crisis Intervention.

A Team Lead is assigned for every program and is the first point of contact for families.

## 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 excellent opportunity for learning and mentorship.

# Health and Safety

## SICK PARTICIPANTS

Sick participants should be kept at home to recover from their illness/condition to prevent spreading with others.

AdaptAbilities follows Alberta Health Services guidelines in managing communicable diseases/conditions.

A doctor's note may be requested for a participant to safely return to programming.

Participants are too sick to attend AdaptAbilities and should remain at home if they have any of the following symptoms. This is not an exhaustive list:

- Fever of 38° Celsius or higher
- Diarrhea or vomiting
- Infected nasal discharge (thick or coloured green/reddish brown) or runny nose

- Persistent cough
- Persistent pain
- Undiagnosed rash, blisters, or open lesions that cannot be covered or may be contagious (i.e. HFMD, impetigo, chickenpox, cold sores)
- 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/SKIN CONDITIONS

AdaptAbilities is committed to maintaining a safe and healthy environment for

participants, employees, and families. The organization must be notified promptly of

suspected or confirmed cases of communicable parasitic infestations or skin conditions, including but not limited to head lice, bed bugs, and ringworm.

Upon notification, AdaptAbilities will take appropriate, reasonable precautions to reduce the risk of transmission and ensure environmental safety.

These may include:

- Enhanced cleaning and sanitation of affected areas and shared materials (i.e. dress-up clothing,

## Bed Bugs

If bed bugs are suspected or confirmed within an AdaptAbilities centre:

- A licensed pest control provider will be contacted to assess and treat the site as required
- Environmental containment and cleaning measures will be implemented as directed by the pest control provider
- The centre will remain open unless a temporary closure is required to complete treatment safely and effectively

If bed bugs are suspected or confirmed in a participant's residence:

## Head Lice

AdaptAbilities employees will not conduct physical head checks for lice.

If live lice are observed on a participant during program hours:

- The family will be contacted for immediate pickup

## Ringworm

If ringworm is suspected:

- The family will be contacted and may be asked to pick up the participant depending on severity, location, and risk of transmission

stuffed items, pillows, and program equipment)

- Providing families with current public health resources (i.e. Alberta Health Services guidance) related to identification and treatment
- Communicating relevant exposure information to families within the affected program site, when necessary to protect health and safety, while maintaining privacy and confidentiality requirements

- Services may be temporarily suspended until the situation is assessed and reasonable mitigation measures are in place to ensure safe service delivery

If an inspection of a participant's residence is required:

- It must be completed by a licensed pest control professional
- If no infestation is found, AdaptAbilities will cover the inspection cost
- If an infestation is confirmed, the cost of the treatment is the responsibility of the family or guardian

- The participant may return to programming once treatment has been completed and there is no evidence of active infestation (i.e. no live lice present)

AdaptAbilities may request confirmation that treatment has been initiated prior to return, where appropriate.

Participants may return to programming when:

- Treatment has been initiated, and
- The affected area can be fully covered, or a healthcare

professional confirms they are no longer considered contagious

Medical documentation may be required where uncertainty exists regarding contagiousness or readiness to return.

## MEDICATION

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

- Medication Release Form is completed
- Medicine is in original container with unexpired 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 can also provide Over The Counter (OTC) medication/healthcare products. OTC medication/healthcare

products must be listed on the Medication Release Form.

OTC medications and healthcare products 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 onsite.

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

### 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,

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.

the participant is involved in learning these essential life skills.

Community Specialist's 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 Abuse Prevention Response Protocol for adults and the Child, Youth, 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 or new 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 the day. AdaptAbilities will work alongside families to develop strategies to mitigate these types of incidents.

Incident Reports can be utilized to advocate for additional supports with funding agencies.

## 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 disabilities 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
  - Be provided with all relevant information before making a decision
  - Make decisions based on my feelings, beliefs and what is important to me
  - Take 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 for information or a professional that can support me
  - Know that my service provider advocates for me in the community
14. To have the least restrictive methods of intervention
- Be asked, prompted or cued, not forced
  - Experience natural consequences when safety and security is not compromised
  - Have alternate choices to my behaviour
  - Give informed consent before any approaches, positive or restrictive, to my anticipated behaviours
15. Own and enjoy personal property and belongings
- Purchase Items of choice
  - Access my belongings at any time
  - Enjoy my belongings
  - Dispose of personal property
  - Choose with whom to share personal belongings
16. Engage in healthy relationships
- Have friends
  - Date
  - Get married
  - Have children
17. Exercise my rights as a citizen
- Vote
  - Obtain a license
  - Hold membership in an organization
  - Hold office
  - Exercise treaty rights
- Adapted in part from the Charter of Rights drawn up by participants with developmental disabilities at the 1994 Open Doors conference (VRRRI) and the Rights of Participants Receiving Service – South Region Document (ARRC).

# Guardianship and Consent

## GUARDIANSHIP

For participants 18 and over, 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 legal documents are on file.

Parents may contact Edmonton Community Legal Centre (ECLC), Law Central Alberta (CPLA), 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](http://www.eclc.ca)

Phone: 780-702-1725

Email: [intake@eclc.ca](mailto:intake@eclc.ca)

### Law Central Alberta (CPLA)

<https://www.lawcentralalberta.ca/en/learn/planning-future/adult-guardianship-and-trusteeship>

Phone: 1-877-644-9992

### Gateway Association (Guardianship Only)

[www.gatewayassociation.ca](http://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:

- Paying for bills, care, and education
- Manage their investments
- Apply for the adult's financial benefits like AISH

## TYPES OF CONSENT

AdaptAbilities believes that high-quality support is built on a deep respect for the individuals we serve. We want you to feel confident that your loved one is treated

with dignity and that their voice is at the centre of everything we do. To achieve this, we approach consent through three distinct methods.

### Formal Consent and Documentation

Formal consent is the official foundation of our partnership. This involves the documented permissions required for regulated services, such as service agreements, program participation forms, or authorizations for sharing information.

We will always obtain this consent before a service begins and store it securely. We also recognize that life changes, so we will regularly review these forms with you to ensure they still reflect your wishes and your loved one's current needs.

### Supporting Informed Decisions

We believe consent is more than just a signature; it is an ongoing process that supports a person's right to make their own choices. Before an activity begins, we provide clear information, so the participant truly understands their options. Our employees use flexible communication

styles to explain the benefits and risks of different choices in a simple way. We often ask participants to explain options back to us to ensure they feel empowered, and we always emphasize that they have the right to say "no" or take more time to decide.

### Respecting Choice in the Moment

Many of the most important interactions happen during routine, everyday tasks. We recognize this through informal consent, the verbal agreements, gestures, or body language that tell us a person is comfortable. Because communication styles vary, our team is trained to be highly attentive to both verbal and non-verbal cues. We check in continually throughout the day; if we notice a change in behaviour

or a sign of hesitation, we stop and reassess. Our goal is to ensure your loved one's comfort and dignity are maintained in every interaction.

By working together across these three levels of consent, we ensure a safe and supportive environment where your family's and the participant's rights and preferences remain our priority.

# 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 for 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.

AdaptAbilities promotes abuse prevention and reporting by:

- Training on Abuse Prevention and Human Rights at onboarding and

every 3 years, with ongoing education and awareness

- Increasing a participant's support network/natural supports
- Promoting and strengthening a 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/program or engages in actions that may cause significant property damage.

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

- Triggered and maintained by something in the person's environment
- A way the person communicates their wishes and/or unmet needs
- An expression of frustration due to loneliness, ineffective communication, needs not being met, etc.
- The only way a person knows how to deal with the situation (i.e. feeling crowded and pushing people to create space, etc.)
- Physiological needs

### Assessment and Plan

AdaptAbilities believes that every individual has the right to belong and to participate meaningfully in community. At the same time, our ability to provide services is guided by the resources available, the competencies of our workforce, and our responsibility to maintain a safe environment for all participants and employees.

In circumstances where a participant demonstrates behaviours that may pose a risk to themselves or others, a Program Manager will conduct a review to determine whether appropriate and sustainable supports can be implemented within the scope of AdaptAbilities' services.

Parents/guardians are expected to actively participate in the development and implementation of support strategies. Collaboration is essential to ensuring safety and program continuity. If a parent/guardian is unwilling or unable to engage in this process, AdaptAbilities may suspend or discontinue services in order to uphold the safety and well-being of all involved.

If supports are deemed reasonable, a support plan 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 or 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 Act) 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, 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 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
- Risk 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 twice 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 and 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 the maximum benefits from program experiences
  - Contribute to a climate of mutual trust and respect conducive to effective learning, personal development, and social living
5. People 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:

## 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 include, but are not limited to, hurting themselves or

## Consequences

Failure to meet 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

# 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 involves spitting, physical aggression, attempts to damage property, or actions requiring emergency response intervention will be deemed unacceptable and may result in suspension and/or termination.

Participants displaying extreme behaviour will be suspended from our programs.

Examples of extreme behaviour include, but are not limited to:

- Program property, rules and regulations
- Ethnic, racial, religious and gender differences of employees and other participants

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

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

- Behaviour contract with the participant
- Suspension
- Termination
- Involvement of police, if warranted (carried out as a last resort)

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

AdaptAbilities may implement suspensions for specific programs, with varying timelines, for purposes of relieving employees or as a learning opportunity in collaboration with parents/guardians.

# 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 Program 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 that 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 the 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.

Parents/guardians 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.

# Appendix

## HOURS OF OPERATION CHART

Program	Day(s)	Time
<b>*Millbourne Respite Centre – 3697 Mill Woods Road, Tower 1, Level 2</b>		
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
<b>City of Edmonton – Meadows Recreation Centre – 2704 17 St NW</b>		
BeYou (Teen)	Thursday	5:30pm-9:30pm
BeYou (Pre-Teen)	Friday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	10:00am-2:00pm
<b>City of Edmonton – Terwillegar Recreation Centre – 2051 Leger Road NW</b>		
BeYou (Pre-Teen)	Friday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	5:30pm-9:30pm
<b>City of Edmonton – Clareview Recreation Centre – 3804 139 Avenue NW</b>		
BeYou (Teen)	Thursday	5:30pm-9:30pm
BeYou (Pre-Teen)	Friday	5:30pm-9:30pm
BeYou (Pre-Teen/Teen)	Saturday	10:00am-2:00pm
<b>City of Leduc – Leduc Recreation Centre – 4330 Black Gold Drive</b>		
BeYou (Pre-teen)	Friday	5:30pm-9:30pm
<b>McKernan Respite Centre – 11341 78 Avenue NW</b>		
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-9:30pm
Social Nights (Pre-Teen)	Friday	5:30pm-9:30pm
<b>Orange Hub Respite Centre – 10045 156 Street NW</b>		
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/Teen)	Friday	5:30pm-9:30pm

<b>St. Albert Respite Centre – 7 St. Anne Street</b>		
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/Teen)	Friday	5:30pm-9:30pm
<b>Locations vary depending on the age of participant</b>		
HIA Summer/Year Round	Mon - Fri	7:30am-6:00pm (9-3 minimum booking)
<b>Individual's Home</b>		
In Home	Varies	Hours vary depending on needs
<b>Online – Discord (operational 24/7)</b>		

Remote Support - Cooking	Tuesday	6:30pm-8:30pm
Remote Support - Yoga	Thursday	7:00pm-8:00pm
Remote Support - Gaming	Sunday	6:30pm-8:30pm

## PROGRAM BLOCKS

Program	Block	Commitment
Community Connect	Monthly	Monthly program fee 1 month billable hours to funder Hours per month vary with minimum 9am-3pm
Out of School/HST	September to June	Monthly Program Fee 1 month billable hours to funder Hours per month vary with minimum 3 hours per school day and 6 hours per non-school day
Out of School/HST Non-School Days	September to June	Commitment upon spot approval

Weekend Respite Social Nights BeYou	Fall Session Sept-Dec Winter Session Jan-Mar Spring Session Apr-Jun Summer Session Jul-Aug *	Session Program Fee Sessional billable hours to funder 25-50 hours per session  *Weekend Respite open during summer for a shortened block *Weekend Respite offers half time commitment (i.e. 5 out of 10 days)
Hearts In Action Summer Camps	Weekly (8 weeks in July & August)	Weekly Program Fee Minimum 30 billable hours to funder
Hearts In Action Year-Round Camps	Weekly (Winter Break & Spring Break)	Program Fee Weekly commitment with minimum 6 billable hours per day
In Home - Full Time	Monthly	1 month billable hours to funder Hours vary per month
In Home - Part Time	Hourly	>24 hours - no charge <24 hours - bill 3 hours
Remote Support	Monthly	Monthly Program Fee

## BILLING RATES

### FSCD/FMS/Parent Responsibility Rates

Description	Location	Billing Rate Hourly
Level 1: Group Rate (1:3+) <ul style="list-style-type: none"> <li>○ Participants are cooperative</li> <li>○ Willing to engage in activities</li> <li>○ Display minimal behaviours</li> <li>○ May require assistance with personal care</li> </ul>	Centre/HIA	Group \$18.67/hour (Child) \$22/hour (Adult)
Level 1 Group Rate (1:2) <ul style="list-style-type: none"> <li>○ Participants 6 years and under</li> <li>○ Display moderate emotional needs and/or</li> </ul>	Centre/In Home/HIA	Group \$24.51/hour  Group (In Home) \$26.40/hour

behaviours and/or care needs ○ May require assistance with personal care		
Level 1: Individual Rate (1:1) ○ Participants are cooperative ○ Willing to engage in activities ○ Display mild behaviours ○ May require assistance with personal care	In Home - Child and Adult	Individual \$32/hour  (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) ○ 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 - Child/HIA	Individual \$35.20/hour
Sibling Care	Centre/In Home/HIA	\$5.00/hour
Sleep Rate	In Home	\$22/hour

## PROGRAM FEES

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 day or less per week)	Upon registration approval (for first month, then billed first business day of each month via PAD)
Out of School Care & High School Transition	\$100 per month  *Includes PD Days and HIA Year Round camps (if registered)	Upon registration approval (for first month, then billed first business day of each month via PAD)
Out of School Care & High School Transition Non-School Days	\$220 per year (2026-2027 EPSB Calendar)  Additional \$10 per day for Exam Week	Paid via PAD at the end of the month

	*Fee is dependent upon the number of PD Days and Non-Instructional Days in calendar year	
Weekend Respite (12 and under or 13 and over)	\$50 per session under 12  *Participants remain in centre and access community parks  \$100 per session (over 13)  *Community based	Upon registration approval
Social Nights	\$150 per session (Funded) \$300 per session (Unfunded) 10 evenings	Upon registration approval
BeYou Program	\$0 per session (Funded) \$300 per session (Unfunded)  (Rec Centre Pass required if within COE facility)	Upon registration approval
HIA Summer Camp (July and August)	\$100 per week  *Families using EOC (FSCD) or are contracted to receive services through PDD are eligible for a reduced program fee  \$0 per week Inclusion Camp  \$300 per week bring your own aide (includes \$100 Program Fee)	Upon registration approval  Cost share paid first business day of month or when funding confirmed
HIA Year-Round Camp (Winter Break and Spring Break)	\$50 per week	Upon registration approval
In Home	No Program Fee  Cost share of \$5.60/hour for Level 1 FSCD funded children  Parents are strongly encouraged to provide a budget of \$50-\$100/month for community-based activities.	Cost share charged via PAD  Provided to employee weekly/monthly
Remote Support	\$50 per month	First business day each month via PAD

\*Due to program capacity for support on non-school days, your registration may be left pending. Spot confirmation may occur up to two weeks prior to the upcoming non-school day.

