



A l b e r t a
AdaptAbilities
A s s o c i a t i o n

ADAPTABILITIES

CENTRE RESPITE

FEES & BILLING INFORMATION PACKAGE

PROGRAMMING THAT PROMOTES THE DEVELOPMENT OF THE WHOLE CHILD

MCKERNAN & MEADOWLARK

SEPTEMBER 2010 – AUGUST 2011



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Commitment to Excellence

AdaptAbilities is a young registered charitable non profit organization building our resources through grants and volunteers during difficult fiscal times. However, parent fees are a reality to sustain our organization. Therefore, we encourage our families to find a sponsor as AdaptAbilities will accept donations from businesses & individuals who would like to cover cost share responsibilities.

Quality goal-directed respite services coupled with dedicated and qualified staff comes with a cost. Our rates have been set to maintain a high standard of care that ensures each participant is provided with a stimulating environment and positive atmosphere where they can **grow, succeed, and belong!**

Our commitment to our participants and their families is an organizational priority. We strive to provide a **Home Away from Home** in a caring and comfortable environment where each client fosters positive relationships and experiences.

Our unique setting focuses on the individual and allows each child/youth to develop abilities, achieve success and create a positive self-image. Each interaction with a participant incorporates our three guiding components, Recreation and Motor Development, Expressive Arts, and Essential Life Skills, which leads to our motto of **CREATING SUCCESS – FOR LIFE!**

A handwritten signature in black ink, appearing to read 'm hordal', with a long, sweeping underline.

Michelle Hordal, B.P.E., P.D.A.D.
Executive Director

Fees & Billing Policies

Effective September 1st, 2009, the following billing policies will take effect.

New Clients

All new clients of AdaptAbilities are required to pay a one-time \$50.00 non refundable intake fee. This fee covers the intake process, information gathering, family orientation, file set-up and maintenance.

All new clients are required to attend a pre-placement visit where parents/guardians will meet the staff, tour the facility and bring a completed registration form that must be filled out prior to orientation.

The client is officially registered and can partake in programs when:

- registration forms are completed
- payment for intake fee has been received
- contract is signed
- copy of client funding contract on file

The contract with AdaptAbilities will remain active until a parent/guardian decides to terminate services. One month written notice must be given when terminating services. Families are welcome to utilize other service providers in addition to AdaptAbilities for their respite needs.

Minimum Billing

AdaptAbilities requires a three (3) hour billing minimum per respite request.

Hourly Respite Rates

Basic Respite rate	\$15.86/hour minimum
Higher behaviour or medical needs	\$17.10/hour minimum
Developmental Aid	\$19.05/hour minimum
Additional Children (sibling)	\$3.00/hr per child

AdaptAbilities only bills for hours requested and booked by a parent/guardian. There are no minimum monthly requirements other than the 3 hour minimum shift requirement.

Rates above the minimum will be determined at intake and applied to children and youth with higher behaviours and/or medical needs and for specific developmental aid programming.

Our basic respite rate does not guarantee a 1:1 ratio with a Relief Care Specialist. However, any child requiring assistance will be provided with the appropriate support at any given time.

Cost Share

Our minimum hourly billing rate is \$15.86/hr. Funding shortfalls are the responsibility of the parent. AdaptAbilities hourly rate may be covered by a participant's funding agency however; it is the responsibility of the parent/guardian to secure this funding.

Funding Confirmation

It is the parent's/guardian's responsibility to receive confirmation from a social worker stating how respite is to be billed and what portion is being covered by the funding agency. A copy of the Client Funding Contract must be on file at AdaptAbilities.

Program Fees

Out of School Care (includes PD days)	\$50/month
Respite/HIA Camps/PD days, with field trip	\$10/day
Respite/HIA Camps/PD days, without field trip	\$5/day
Teen Night Programs	\$100/Session (Session consists of 12 consecutive evenings)

Program fees vary depending on the program and are in addition to the hourly rate. All program fees are the responsibility of the parent.

Program fees cover the costs of materials and supplies, facility costs, transportation and entrance fees for field trips, operational costs, and any other costs directly related to offering the programs.

The collection of program fees allows for enhanced programming. If you cannot afford this program fee, AdaptAbilities encourages you to find a sponsor.

Transportation

Parents/ Guardians can request transportation but will be charged \$7.00 one way or \$14.00 round trip. Billing respite hours will begin at the time a child/youth is picked up from home and will end at the time of drop off at home.

Pick-up and Drop-off Billing Policies

1. Early Drop-Offs

AdaptAbilities bills for each 15 minute time slot. A child/youth dropped off at 10:50 a.m. for an 11:00 a.m. shift will be billed an extra 15 minutes because it is outside our five (5) minute window.

2. Late Drop-Offs

If a parent/guardian drops off a child/youth after the booking request start time, the billing still remains the same as staff was ready to begin the shift.

3. Early Pick-up

A parent/guardian who picks up a /youth earlier than a scheduled end time will still be billed until the end time for the booking request. Our staff members rely on a set amount of hours and will be compensated for their entire scheduled shift regardless of how early a parent/guardian picks up a child/youth. The hours booked are your respite hours so plan to get the most out of your time.

4. Late Pick-Up

A parent/guardian who picks up a child/youth later than a scheduled end time will be billed for the additional time in 15 minute increments.

After our centre is closed a \$5.00 flat fee will also be billed to the parent.

Cancellation Policy

1. Pre-booked Respite System

AdaptAbilities operates on a pre-booked respite system. If a parent/guardian needs to cancel a booked shift, a minimum of three (3) hours will be billed to either the funding agency or the parent/guardian for all cancelled shifts regardless of notice.

For example, when a child is registered in a swimming lesson program, parents/guardians pay for their child's spot in the lesson regardless of whether or not the child attends. AdaptAbilities' functions in the same manner. We bill on a monthly basis, therefore all booking requests by a parent/guardian will be billed regardless of the reason for not attending the booked respite session.

Administratively and financially, it is difficult to juggle a cancelled shift, contact staff, and fill a vacant spot. In addition, we need to provide consistent hours and a set schedule for our staff to increase our attempts to recruit and retain them.

Parent Billed

Shifts repeatedly cancelled without notice or reasonable explanation will be billed in full to the parent/guardian for the hours booked. We reserve the right to terminate services if cancellations become frequent.

Agency Billed

Funding agencies typically pay for rendered services only however, funding agencies understand the following unforeseen circumstances with less than 24 hours notice. (ie. child is sick, child's behaviour is preventing child to attend, family emergency, and/or any other situation which can not be predicted) Parents/guardians will not be penalized in this situation and billing for the hours booked will be sent to the funding agency.

Billing for a booked respite session will remain the same even if a participant is asked to leave the program due to severe behaviour.

Payments

Invoices are created at the end of each month and payment is due in 30 days.

1. Out of School Care Program

Monthly program fees are a parent responsibility and due in full at the beginning of each month. We require post-dated cheques for the entire year at the beginning of the school term. Please date your cheques for the last day of the month. Cheques will be cashed at the end of the month.

2. Drop In Respite

Program fees for our evening and weekend drop-in respite program are a parent responsibility and will be invoiced monthly. Parents also have the option of paying the program fee at each respite session.

3. Teen Night

Participants of the teen night program must bring their own money each night of the program. Amount varies each evening depending on the planned activity between \$5 and \$15.

Third Party Billing

AdaptAbilities can set up third party billing on behalf of the parents/guardians with their respective funding agency. Parents/guardians will honour payment for costs not paid by the funding agency. Remember, late payment penalties apply after 30 days of invoice, so ensure all contracts are renewed each year and that we are billing according to the specifics in your contract.

Contracts from a funding agency are between the parent/guardian and the funding agency. AdaptAbilities is the service provider and requires payment for all services regardless of where the payment is coming from so we encourage parents to know and understand their contract and communicate the particulars so agency billing is correct the first time submitted.

Returned Invoices

All invoices returned unpaid or partially paid from a funding agency become the responsibility of the parent/guardian. AdaptAbilities will attempt to resolve issues with invoices returned from the funding agency and resubmit an invoice however a \$25 administration fee may apply.

Late Payment Fees

Respite and program costs are to be paid within 30 days of the invoice date. After 30 days, a late fee of \$5.00 will be added to the invoice. An invoice not paid for by the designated third party within 30 days is the responsibility of the parent/guardian.

Outstanding Invoices

AdaptAbilities reserves the right to terminate services if invoices are outstanding for more than 90 days. This includes both funding agency responsibilities and parent/guardian cost shares.

Returned Cheques

Any non-sufficient funds (NSF) cheques will result in a \$25 penalty fee in addition to late fees if the invoice is still outstanding after 30 days.