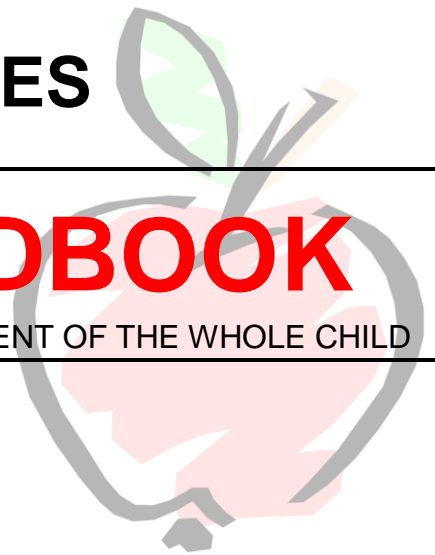


A l b e r t a
AdaptAbilities
A s s o c i a t i o n

ADAPTABILITIES

PARENT HANDBOOK

PROGRAMMING THAT PROMOTES THE DEVELOPMENT OF THE WHOLE CHILD



Parent Handbook

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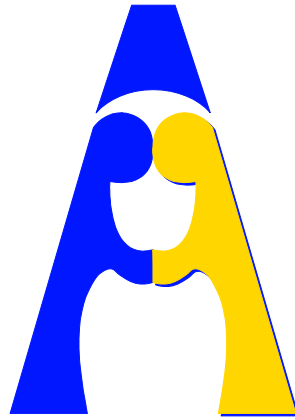
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A l b e r t a
AdaptAbilities
A s s o c i a t i o n

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Emergency contact: (C) (780) 887 - 8446

(This phone is in the possession of the Executive Director at all times and is available for parents/guardians and staff to call only if there is an emergency.)

AdaptAbilities is a registered non-profit charitable organization dedicated to individuals with special needs.

The Alberta AdaptAbilities Association board meets quarterly. If you are interested in contributing to their efforts, please contact the main office.

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Welcome

Director's Message

Thank you for your interest in the Alberta AdaptAbilities Association.

We are a non-profit charitable organization dedicated to providing a variety of programs where individuals with special needs can grow, succeed and belong.

Our whole focus is on each individual. We are passionate about helping each participant develop abilities, achieve success and create a positive self-image through a structured environment.

For almost a decade AdaptAbilities has offered comprehensive programs that adapt to each individual's unique needs so they can grow socially, physically, mentally, and emotionally.

Through our goal-directed approach, each program is designed to enhance a participant's recreation and motor skills, essential life skills and creativity.

The key to much of the participant's success is that we work in small group settings.

Whether you are a parent/guardian needing regular respite, someone wanting sporadic care to give you a chance to run errands and/or have coffee with a friend, or an individual looking for an opportunity for your child/young adult to meet new friends, work on individual skills, and/or develop independence we welcome you.

We hope that you find your time with our organization a happy and rewarding experience as we strive to create success for life for your child/young adult.

This handbook will provide detailed information about our Home Respite Centres, Out of School Care program, Hearts in Action day camps, Teen Nights, Adult Community Connect and Specialized Programs. All of these care programs provide an opportunity for our participants to continue to benefit from programming after the school day and during transition after high school.

Join hundreds of Edmonton area families who have participated in a variety of our programs and help your child/young adult create success – for life!

Sincerely,



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

Parent Handbook

This parent handbook has been created to assist parents/guardians in understanding our entire organization, the programs we offer and the expectations we have for you and each participant in our programs. **Please review our expectations for Personal Conduct with your child/young adult prior to commencing with our programs and on a regular basis thereafter.** This handbook is provided to parents/guardians during the intake process and pertains to general information for all Alberta AdaptAbilities Association's programs.

Note: Additional shorter information packages may be provided specific to each program.

Program Registration

1. School Year – September to August

Parents/Guardians are required to fill out either a full or condensed Registration package.

Centre Respite Registration Package – Full

Centre Respite Registration Package – Condensed

2. Summer Holidays – July to August

During the summer holidays, Alberta AdaptAbilities Association runs Hearts In Action Summer Camps. All those participating must fill out a new registration package.

Hearts In Action Parent Information Package

Hearts In Action Registration Package.

*Note: Different fees and billing may apply to each time period.

A: Overview

1. Introduction

Alberta AdaptAbilities Association provides one of a kind programs, adapting every day experiences to allow children and young adults with special needs to reach their full potential. Our belief is that “everyone can succeed” when they participate in an environment that is established with the success of the participants in mind.

Through our goal-directed programs, we focus on both the participant and family. Our respite programs and services facilitate growth and independence in a caring and developmentally appropriate setting for our participants and overall wellbeing and peace of mind for our families.

2. Mission and Vision

Alberta AdaptAbilities Association provides families with goal directed respite programs and services that target the development of the whole individual.

Individuals with special needs grow, succeed, and belong.

3. Background

Due to the increased demand by families for out of school care, the founder envisioned a respite centre where multiple participants can engage in purposeful activities with their peers enhancing each participants respite experience.

In October of 2004, the Out of School Care Program was our first project as a non-profit charitable organization, making our program the first of its kind. In the City of Edmonton, there was no known after school care facility for individuals over the age of 12 with special needs. Two years later, the decision was made to move the centre into the founder’s family home. The organization retains this facility as our McKernan Centre and Head Office. It turned out to be a wonderful outcome and a unique centre providing respite programs and services in a home environment.

September 2007 a second respite home was opened in Meadowlark to provide an alternate location more convenient for west end families. Our Respite Centres are now offering Drop In Respite evenings and weekends for children and youth of all ages, morning and afternoon respite for children not in school and evening teen night programs.

Our successful Hearts In Action camps are located off site to accommodate a larger numbers of participants and have been in operation since the year 2002.

Over the years, children who have accessed our programs have turned 18 and entered adulthood. AdaptAbilities has chosen to expand our services to include this new age group. In the year 2011, AdaptAbilities embarked on a new pilot project called Community Connect. The vision will see individuals finding their true identities and desired pathways in life while ensuring both the individual and their families feel safe.. Hopes are to expand the concept to our children’s programs.

4. Four Goals in Every Program

- a. Participants are provided a safe and caring environment.
- b. Participants access quality programming and goal directed activities.
- c. Participants access the community to support the development of natural supports.
- d. Families are positively impacted by AdaptAbilities enhanced respite programs.

5. Statement of Principles

We Believe

- a. Every person, regardless of the nature or severity of his/her disability, has the right to:
 - i. Access services in his/her community,
 - ii. Dignity and respect,
 - iii. Goal directed skill development to meet individual needs, and
 - iv. Experience healthy relationships, increase independence and build community capacity.
- b. The best available strategies, technologies and environmental interventions should be used to maximize an Individual's success and development of a positive self-image.
- c. Our environment should be designed to create a successful experience by adapting equipment, layout and expectations in order to accommodate the varying needs of every Individual.
- d. Our responsibility is to advocate with and for persons with special needs and to educate and increase awareness in the community about each Individual's strengths and abilities.
- e. Our services should be flexible and responsive to the individual needs of all families, respectful of the ethnic, cultural and geographical differences of families and individualized to respond to each family's changing needs.
- f. Our services should support the clients' ability to make positive choices and increase their decision making skills.
- g. We should retain the quality, individuality and flexibility of these services as we expand or change our services.
- h. Family participation is essential in the process of Creating Success – For Life!

6. Quality Improvement /Evaluation

Alberta AdaptAbilities Association continually assesses the quality of the services we provide and has improvement strategies in place that will ensure services are meeting the needs of the family and comply with professional standards of practice. The services that AdaptAbilities provides have an ongoing, systematic evaluation plan that considers the family and participants in various environments as well as program objectives and actual outcomes.

B: Description of Programs and Services

1. Drop In Respite Centres - McKernan and Meadowlark

Our McKernan Respite Centre provides participants and their families the opportunity to receive high-quality care when parents/guardians need to run errands, take a break or go to an appointment. Our knowledgeable relief care specialists give families peace of mind knowing their child/young adult is having fun and participating in specialized activities. Respite available 7 days a week.

2. Out of School Care

AdaptAbilities' Out of School Care offers a number of structured activities in a safe and supportive environment. Each day participants have the opportunity to do homework, play games, and keep active. Through planned activities participants continue to have fun and meet new friends.

3. Hearts In Action Camps

Hearts In Action is a unique day camp that provides enjoyable, goal-directed activities during the summer, school holidays and professional development days. The small group settings foster the growth of the whole individual - socially, physically, mentally and emotionally. Hearts In Action is a structured program where participants rotate through the three components within their designated age group and participate in field trips and special interest activities.

4. Teen Nights

Each week we offer youth the chance to hang out and meet new friends. Teens plan a variety of recreational activities and our relief care specialists guide participants in making appropriate and fun choices. The aim is to improve teen's decision making skills, independence and increase their participation in the community.

5. Community Connect

Once finished school, Community Connect supports young adults to find autonomy and confidence. Based on self-identified personal wants, interests, and desires, young adults are supported in discovering their true identities and desired pathways in life.

6. Specialized Programs

AdaptAbilities' recognizes the need for specialized programs that aim to develop fine and gross motor skills and/or speech language development. Our programs offer a unique and cost effective opportunity to receive therapy from a registered therapist in a small group setting and/or respite opportunity led by students studying in a rehabilitation field.

C: Program Components

Each of our unique programs adapts every day experiences to allow participants to reach their full potential. Everyone can succeed when they participate in an encouraging atmosphere with the needs and goals of the individual in mind.

Our programs are designed to enhance each individual's recreation and motor skills, life skills and creative talents. Participants and their families choose goals to be accomplished and we work toward achieving those goals throughout the duration of the program.

Activities are presented in a positive, structured learning environment and may be adapted to help each participant succeed.

1. Recreation and Motor Development

All AdaptAbilities' programs focus on creating healthy and active lifestyles while having fun through a wide variety of adapted leisure activities. Participants also have the opportunity to refine their movement, increase their confidence and achieve new skills.

2. Essential Life Skills

At AdaptAbilities, our programs enhance the life skills of participants with special needs. We aim to increase participants' independence at home and in the community. By working together through role-playing, cooperative games, and critical thinking exercises, participants are better able to succeed in real life situations.

3. Expressive Arts

Another vital piece in a child/young adults development is their ability to express themselves. All AdaptAbilities' programs expand an individual's imagination and creative talents. Participants take pride in working with friends to complete projects designed to encourage their senses through music, arts, crafts and theatre sports.

D: Access and Eligibility for Programming

1. Intake Procedure

Parents/Guardians and/or individuals registering for the first time are required to pay a one-time non refundable intake fee. See Fees and Billing.

All new participants are required to attend a pre-placement visit where parents/guardians will meet the coordinator, tour the facility (children's program) and bring a completed registration form that must be filled out prior to orientation.

A participant is officially registered and can partake in programs when:

- registration forms are completed
- payment for intake fee has been received
- program payment has been received
- contract with AdaptAbilities is signed
- funding has been confirmed
- copy of client funding contract on file
- Program Coordinator has completed an intake assessment
- Signed Consent for Release of Information form (FOIPP)

The contract with AdaptAbilities will remain active until a parent/guardian and/or individual 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 and program needs.

2. Referrals

Referrals are mainly directed from Social Workers; however, many come from satisfied clients, doctors and other professionals in community agencies.

3. Advocacy / Family Needs

Alberta AdaptAbilities Association supports and recognizes the need for individualized program services for our participants. In recognizing individuals with special needs, we strive to assist families in their quest to find and access the services they require.

In addition, AdaptAbilities strives to meet the full range of a family's need for flexibility.

4. Funding and Eligibility

We provide services to individuals aged infant to young adulthood who have language and learning delays, disorders and or physical and developmental delays.

AdaptAbilities' coordinates the access to services by working with the family and a community funding agency. Planning and funding of services can, in some cases, be modified to meet service and budget allocations provided by another individual and/or agency.

Various funding budgets can include but are not limited to hourly respite, work-related care, community access hours, and camp. Once funding has been determined with individuals, the eligibility for service is based on the requests of the family, with particular attention given to the special needs of the individual.

Parents/Guardians can purchase services privately.

5. Complaints, Grievances and Appeals

The purpose of this policy is to ensure that complaints, grievances and appeals are dealt with in a fair and consistent manner, as well as to ensure that families are aware of their rights in this area. The policy describes the route families may take to address any concern they may have with service delivery.

Process for Complaints, Grievances and Appeals:

1. Parent/Guardian and/or individual may complete and return a Complaints, Grievance and Appeal form which can be obtained at the main office.
2. AdaptAbilities investigates all allegations of family and individual rights violations and complaints or grievances relating to its service delivery.
3. Adaptabilities' representative will meet with the parent/guardian to address the concerns and create an action plan that fulfills the needs of parent/guardian, individual and organization.

E: Hours of Operation

Note: Parents/Guardians can request additional hours, evenings, and days outside set times. AdaptAbilities is often able to find staffing however, we cannot guarantee requests will be accommodated.

1. Drop In Respite Centres

McKernan and Meadowlark Centres:
2:00 p.m. - 9:00 p.m. Friday, and
9:00 a.m. - 6:00 p.m. Saturday

*Note: Includes: last two weeks of August. Hours outside of the above may be accommodated based on staff availability.

2. Out of School Care

2:00 p.m. - 6:00 p.m. Monday to Friday

*Note: Includes: Days during the academic year where schools are closed to the students i.e.: PD days, exams, etc. Care beginning at 7:00 a.m. and ending at 6:00 p.m. may be accommodated on days parents/guardians require work related care.

3. Hearts In Action Day Camps

*9:00 a.m. - 3:00 p.m. Winter Camp, Teacher's Convention, Spring Break and Summer

*Note: Before and after care beginning at 7:00 a.m. and ending at 6:00 p.m. may be accommodated on days parents/guardians require work related care.

4. Teen Night:

One evening per week from 6:00 p.m. - 9:00 p.m.

5. Community Connect

Varies depending on the needs and interests of participants.

6. Specialized Programs

Varies throughout the year; based on instructor availability and student placements.

F: Registration and Booking

1. Program Registration

Out of School Care

The Out of School Care Program is typically for children over the age of 12 who are no longer accepted by their day care facility however, we accept children under 12 years on an individual basis when Parents/Guardians cannot find other day cares to accommodate their child.

Each Centre has a limited number of full-time spots. In the event the full time spots are not full, AdaptAbilities will accommodate part-time care. AdaptAbilities has the right to give 30 days notice to the part-time spot if all full time spots are full.

Youth registered in our Out of School Program are also **considered registered** in our Winter Respite Program, Winter HIA Camp, Teacher's Convention Respite Program and Spring Break HIA Camp and will be billed accordingly unless we are otherwise notified at least 2 weeks in advance that they will not be in attendance.

Youth registered in our Out of School Program are **not considered registered** in our PD days and/or exam days. Each school determines these days independently of the School Board and thus AdaptAbilities requires each parent/guardian to notify us once they have received the **school calendar** from their child's school. See respite requests for more information.

AdaptAbilities offers Out of School Care to young adults who are 18 and still in the school system.

Teen Nights

AdaptAbilities encourages participants to register for an entire Program consisting of 10 evenings to receive significant discount. Drop Ins are permitted to the Teen Night programs however, a spot in a preferred night may not be available.

Hearts In Action

Registration deadlines for year round and summer Hearts In Action programs will be communicated through e-newsletter and/or e-mail contacts.

Participants registering in the Summer HIA camps must complete a new Hearts In Action Registration package.

Community Connect

Registration can occur throughout the year and is completed once funding is confirmed by Persons with Developmental Disabilities (PDD). For those without PDD funding, individuals can use their AISH money or outside funding sources.

2. Respite Requests

Drop In

Requests for respite must be submitted to the Program Coordinator by the 15th of each month for the following month. The Program Coordinator will confirm all requests with the parent/guardian. AdaptAbilities will make every effort to accommodate all requests pending staff availability.

Specify as close as possible to the correct arrival and departure time. Often parents/guardians provide a time for drop off ranging from 9:00 a.m. – 9:30 a.m. We will confirm with the parent/guardian only one time (ie. 9:00 a.m.) to ensure a staff member is scheduled and available when a child/youth is dropped off.

PD days and Exams

Requests for respite on PD days and Exam dates, must be submitted for the entire year by **September 30th**. **Requests made on short notice may not be fulfilled.** Advance notice allows us to staff accordingly.

G: Locations

AdaptAbilities works hard at keeping the facilities we use in the same, if not better, condition than we found them. Our conduct and the conduct of our participants is a reflection of our programs and organization's commitment to excellence. Thank you for understanding our pursuit to respect the facilities and the people who allow us to utilize their facilities.

1. McKernan & Meadowlark Respite Homes

Alberta AdaptAbilities Association is privileged to have use of residential homes for our respite programs. This is a unique setting where parents/guardians who are not able to find quality respite in their own home have the next best thing – a home away from home.

2. McKernan School

We are fortunate to have a strong relationship with the McKernan Elementary-Junior High School. This enables us to increase the number of participants in our day programs and provides us with the opportunity to provide a greater range of activities.

3. Community

AdaptAbilities is committed to ensuring individuals feel accepted in the community. In our children's program, regular field trips are planned to City of Edmonton community facilities and events. We support and connect adult individuals and communities to foster a reciprocal relationship based on individual choices and personal paths.

H: Staffing, Practicum Students and Volunteers

AdaptAbilities matches the education and/or life experiences of our employees with the needs of each participant to provide quality programs. We recruit staff in fields such as education, occupation therapy, speech language pathology, disability studies, early childhood development, mental health, nursing, child and youth care, educational assistant, etc.

Throughout the year AdaptAbilities provides practicum placements to post secondary students studying in a related field and utilizes volunteers to enrich our programs.

The staff, practicum students and volunteers are referred to as Relief Care Specialists (RCS). Individual participant rights are important and all staff, practicum students and volunteers must sign a Statement of Confidentiality and adhere to AdaptAbilities' Code of Honour.

Staff, practicum students and volunteers are required to have a Criminal Record Check, Intervention Record Check and obtain First Aid and CPR training. Twice a year, Non-Violent Crisis Intervention, Abuse Prevention & Response Protocol Training and Medication Administration is offered. Once per year, Risk Management training is offered.

AdaptAbilities' respite programs and camps operate in a group setting with ratios varying from 1:1 to 1:5 staff to participant ratio. The Coordinators and Executive Director oversee the programming.

I: Fees & Billing Policies

Effective August 1st, 2011, the following billing policies will take effect.

1. Intake Fee for New Participants

All new participants 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.

2. Billing Commitments

AdaptAbilities requires a three (3) hour billing minimum per respite and/or program request and only bill for hours requested and booked by a parent/guardian.

Drop In Respite is booked on a monthly basis. Parents/guardians are required to sign a yellow timesheet at the beginning of each month. This confirms the hours requested by a parent/guardian to match the confirmed booking completed by administration.

Out of School Care is billed on a monthly basis for the entire year. Once an out of school spot has been taken, AdaptAbilities will bill regardless if a participant is sick or attending an appointment. Timesheets are signed at the beginning of the year to confirm their spot from September to June.

Pre-Teen/Teen Night/Young Adult Program is billed on a monthly basis for a 10 week period of time. AdaptAbilities runs a Fall, Winter and Spring program where participants sign up for the entire 10 week program. Participants will be billed regardless if they are unable to attend one of the evenings. Timesheets are signed at the beginning of each 10 week program to confirm their registration.

Hearts In Action Camps are billed on a daily or weekly basis from a Monday – Friday time period. AdaptAbilities will bill regardless if a participant is sick or attending an appointment. Timesheets are signed at the beginning of the week to confirm their spot.

Community Connect is billed through PDD on a monthly basis for the entire year or for the duration of the contract time frame supported by PDD. Once a community connect spot has been taken, AdaptAbilities will bill regardless if a participant is sick or attending an appointment. An Individual Service Agreement must be signed after funding is confirmed. Monthly timesheets are not required to be signed in this program.

3. Billing Hourly Rates

Children

Basic Hourly rate	\$15.86/hour minimum
Higher behaviour or medical needs	\$19.00/hour minimum
Additional Children (sibling 3+)	\$3.00-\$5.00/hr per child

The billing rates above are allocated to cover the costs of caring for each individual in any of our respite programs and services. Program fees are in addition. See Program Fees section for more information.

Rates above the basic hourly rate will be determined at intake and applied to children and youth with higher behaviours and/or medical needs.

We only accomodate sibling care for children aged 3 years and older.

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

Adults

Rates for adults accessing our programs are determined in consultation with Persons with Developmental Disabilities (PDD) and are dependent on each individual and their needs. Adults without funding can access our programs privately.

Summer Hearts In Action Program

For more information on Summer Hearts In Action camps billing rates and fees refer to the Summer Hearts In Action Parent Handbook

4. Funding Confirmation

Children

It is the parent's/guardian's responsibility to communicate funding confirmation with AdaptAbilities. A copy of approved funding/contract from government agency will confirm funding is available and will state clearly how a booked respite/program is to be billed to agency (respite, community aid, camp, etc) and what portion is being covered by the funding agency and what is expected to be paid by the parent. AdaptAbilities requires a copy of approved funding/contract from government agency to confirm registration.

Please note: Respite contracts are between the parent and government agency ie. Family Support for Children with Disabilities (FSCD) and it is the responsibility of the parent/guardian to secure the funding and assist AdaptAbilities in communicating approved funding to us in written format by the funding agency (preferred) or telephone communication from Caseworker.

Adults

Families and adult individuals will be required to contribute information to an Individual Service Request (ISR). AdaptAbilities will submit the ISR and upon approval funding is confirmed and communicated to AdaptAbilities by PDD in a written format.

5. Third Party Billing

Children

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. 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. We encourage parents/guardians to know and understand their contract and communicate the particulars so agency billing is correct the first time submitted.

Adult

All adults funded through PDD are third party billed.

6. Cost Share

Children

Funding agencies may not cover the entire cost of our minimum hourly billing rate and/or weekly program fees, ie. Summer HIA camp and therefore, funding shortfalls are the responsibility of the parent/guardian. 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.

Adults

Adults typically do not have cost share responsibilities as the entire cost of staffing our program and services is paid through a contract basis on a yearly basis.

7. Program Fees

Program fees vary depending on the program and are in addition to our hourly respite and program staffing costs. Government funding does not support the cost associated with program fees thus all program fees are the responsibility of the parent/guardian and or individual.

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 assist us in finding a business connection that would sponsor you and/or apply for a bursary through our bursary program.

Program fees vary depending on the program and are in addition to the hourly rate. Program fees will be pro-rated for participants that register mid-program.

Drop In

Evening & weekend drop in \$5.00/day
\$10/day (field trip)

Out of School Care Program

September – June \$50.00/month
July – August \$50/week or \$100.00/month (if all post dated cheques are presented by the deadline or at registration)

Teen Night Programs

Fall/Winter/Spring Sessions \$95/session (session consists of 10 evenings) or drop in fee and activity cost.

Hearts In Action Camps

September – June \$10.00/day (field trip)
\$5.00/day (no field trip)

Community Connect

September – June \$75.00/month
July – August \$50/week or \$150.00/month (if all post dated cheques are presented by the deadline or at registration)

8. Program Payments

Timesheets are created at the beginning of the month and then convert to an invoice at the end of each month. Payment is due in 30 days with the exception of programs requiring payment up front through post-dated cheques.

1. Out of School Care Program

Monthly program fees are a parent/guardian responsibility. We require post-dated cheques (dated the first of the month) for the entire year at the time of registration.

2. Drop In Respite

Program fees are a parent/guardian responsibility and will be invoiced monthly. Option of paying the program fee at each respite session is available and a hand written receipt will be provided.

3. Teen Night

Participants are required to pay for the program upfront prior to the beginning of the program to confirm registration. We encourage participants to register for an entire session at a time to receive the discount. Drop In fees plus activity costs apply if participant is not registered for the entire 10 week session. Participants are welcome to join mid way through a session for a pro-rated fee.

4. Community Connect

Monthly program fees are the responsibility of each participant. We require post-dated cheques (dated the first of the month) for the entire year at the time of registration.

5. Winter/Summer Respite/HIA camps/PD days

Participants only utilizing these respite programs will be billed at the end of the month. Program fees may be included if registered in other programs. For example, all participants registered in the Out of School Program are covered for Winter HIA camp. See Billing Commitments for more information.

9. Transportation

Parents/Guardians will be charged \$7.00 one way or \$14.00 round trip if transportation is provided by AdaptAbilities' staff. In the event a taxi or private transportation company is being used, additional costs may be charged.

Billing respite hours will begin at the time a participant is picked up from home and will end at the time of drop off at home.

10. Drop Off and Pick-up Billing Policies

Billing occurs as booked with the exception of early drop offs and late pick ups.

1. Early Drop off

AdaptAbilities bills for each 15 minute time slot. A participant 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 Pick-Up

A participant who is picked up later than scheduled 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.

11. Equipment, Resources and Facility Damages

Equipment, resources and facilities are important to successful programming, and so they must be cared for. It is understood that equipment and resources will need to be repaired and replaced over time. Damage to the facility, resources, or other property by a participant will be written up in an incident report and reported to parent/guardian at pick up. The Program Coordinator will review incident and may advise Parent/Guardian to pay for the replacement of broken item.

12. Cancellation Policy

1. Pre-booked System

AdaptAbilities operates on a pre-booked system. Once a program or respite booking is confirmed, AdaptAbilities will bill. We confirm all respite bookings with parents/guardians prior to completing our staff schedules then again at the beginning of the month or beginning of a program when parents/guardians are asked to sign timesheets.

Participants booked into a drop in respite program are given the opportunity to review any booking when signing the yellow timesheet at the beginning of the month. If there is an error, parents are requested to contact the office immediately to make the correction.

If a parent/guardian needs to cancel a booked shift after the timesheets have been signed, the entire shift will be billed to either the funding agency or the parent/guardian for all cancelled shifts regardless of notice.

AdaptAbilities functions much the same way as a recreation facility running a program. Once 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. 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.

2. Written Notice

Participants registered in a year round or 8-12 week program ie. Out of School Care, Teen Night, and/or Community Connect Program requires 30 days written notice to cancel the participant's spot and to avoid billing.

3. 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.

4. Parent/Guardian 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.

13. Returned Invoices

Invoices may be returned partially paid or not paid at all by a funding agency. Reasons may include addendum and/or invoice not signed, hours exhausted, description of services incorrect, etc.

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 however, a \$25 administration fee may apply.

14. Late Payment Fees

Respite and program fee costs are to be paid within 30 days of the invoice date. After 30 days, a late fee of \$5.00 will automatically 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.

15. Outstanding Invoices

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

16. Returned Cheques

Any non-sufficient funds (NSF) cheques will result in a \$25 penalty fee in addition to late fees for invoices outstanding after 30 days.

J: What to Bring

1. Meals and Snacks

Individuals participating in full day programs and/or hourly respite if booked during a meal time are required to bring a bag lunch daily. Individual food or drink purchases for our children are not permitted unless planned as a part of programming. Adult individuals are free to purchase any food items within their day. Microwave, hot water, etc. is only available at our respite homes and not during camps. Groups and individuals often participate in community outings over the lunch hour and therefore its always safest to pack a non-microwaveable lunch.

Parents/Guardians and/or individuals are responsible for providing nutritional meals and snacks for the duration of the booking request and/or program due to allergies and special diet requirements.

We occasionally provide an Essential Life Skills component where individuals participate in the preparation and enjoyment of a cooking activity. Do not count on this snack as nourishment for the day. In most programs, a light snack and refreshment are provided and the cost is covered through parent/guardian program fees.

It is optional for participants to bring a water bottle/drink container to help maintain adequate hydration.

2. Allergies and Special Dietary Requirements

Parents/Guardians are required to inform AdaptAbilities of any specialized dietary requirements or allergies. For the safety of all participants, **no nuts or nut products are allowed at programs operating out of the Centres.** The restriction also applies to products that may contain trace amounts of peanuts or nut residue.

3. Clothing

Participants should be dressed in clothes that are appropriate for physical activity and the weather. Participants must come with a pair of running shoes in order to participate in recreational activities. We ask that each participant have an extra set of clothing in their backpack just in case they get wet, soiled or excessively dirty. Please note we do not have extra clothing available at our Centres and due to limited space, we are not able to store an extra set of clothes for each participant.

*Note: If a participant is in need of a change of clothes and none has been provided, a phone call to parent/guardian will be made to drop off a clean set of clothes or alternatively, to pick their child up.

Participants should wear “old” or “play” clothes. We use non-toxic, washable paints and materials in most circumstances however the odd art activity may require materials that do not wash out and clothing can become stained.

We require participants to bring a backpack clearly labeled including its contents.

4. Personal Care

If a participant wears diapers or disposable training pants or requires feminine hygiene products, please send diapers, wipes, and appropriate feminine hygiene products in backpack. AdaptAbilities does not provide these items.

5. Label

Label all participants belongings with his/her first name (and last name initial, if necessary). In order to prevent lost or misplaced items, it is vital that everything be labeled: bags, drink container, lunch box, swimming suit, towel, extra clothes, etc.

Although our staff and volunteers will do our best to ensure each participant goes home with everything they came with, we suggest that parents/guardians check to ensure everything has been placed back in the backpack prior to leaving. AdaptAbilities assumes no responsibility for loss or damage to personal property.

6. Toys or Electronic Devices

We discourage participants from bringing toys or electronic devices from home as they often get lost or broken. AdaptAbilities assumes no responsibility for loss or damage to participants personal property.

7. Leisure Access Pass

To reduce field trip costs for community based activities we encourage parents/guardians to send their leisure access passes with their children. All adults who access our programs are required to bring their leisure access pass and our staff can facilitate the application and attainment of the card.

8. ETS Bus Pass/Leisure Access Pass

Community Connect will be accessing the community of Edmonton daily. All individuals are required to bring with them each day an ETS bus pass and Leisure Access Pass. An AISH health benefits card provides a subsidized rate for a monthly bus pass and is required to obtain the leisure Access Pass. Our staff are here to support attainment of both bus passes and a Leisure Access Pass if needed.

K: Program Details

1. Accessibility in the Community

Alberta AdaptAbilities Association operates within the communities of the families it serves. Participation in community programs is a priority and accessibility is researched prior to the implementation of all programs and activities.

2. Arrival and Departure

Parents/Guardians can drop-off and pick-up their child/youth five (5) minutes before and after programming/scheduled respite without cost.

Parents/Guardians who drop off earlier than scheduled can be accommodated only if a staff member is available. Do not rely on chance. Please arrive at the correct time or call to confirm a staff member is available and ratios are acceptable to accommodate an early arrival.

Drop off times for specific programs like Teen Night and Hearts In Action cannot happen after a scheduled start time. Due to programmed activities we are not able to stagger drop off times later than the start of the program.

3. Before and After Care

Parents/guardians can choose to arrange before and after care supervision for all programs at an additional hourly fee. Our program does not offer care before 7:00 AM. Special requests are required to offer care past 6:00 PM.

4. Late Pick Up Policy

Please be advised, AdaptAbilities will bill the funding agency at 15 minute increments for parents/guardians who are late picking up.

A parent/guardian will be billed all cost share relating to each 15 minute increment and a flat late fee.

5. Sign In/Out Procedures

In order to ensure each participant's protection and safety we ask that drop off occurs at doors designated by a Coordinator. Every parent/guardian **MUST** sign their child in and out of their program on the sign in/out form to account for safety and hours of attendance. Adult participants are able to choose to sign themselves in and out of programs.

6. Daily Schedule

At AdaptAbilities, a daily "schedule" is followed. Whether it is a day camp or scheduled respite, there is a plan for the time we will be spending with each participant. As outlined early in this parent handbook, we focus on planning activities around our three components; Recreation and Motor Development, Essential Life Skills and Expressive Arts.

With age, more choice from the participant is facilitated and when participants reach adulthood, daily schedules are planned based on individual interests and goals.

7. Washroom Policy

While in our respite centres, participants (if able) may go to the washroom independently. When away from the Centres, participants will be accompanied to the washroom.

If a participant needs prompting to flush toilet and/or wash hands or requires assistance in wiping or full personal care, parents/guardians must specify details of the routine and assistance required in the registration form. It is always good practice to pass on the information in person to the staff to reiterate the routine and expectations.

If a participant wears diapers, pull-ups, or is menstruating, parents/guardians are required to bring ample supplies. If possible, AdaptAbilities uses same sex staff to carry out toileting needs of child/youth however; it may not always be possible.

8. Additional Sibling Care

Families requiring child care for a sibling can book this care for an additional hourly rate, however; we cannot guarantee this care unless ratios and staff levels are appropriate. A health care number and brief description of any specific care requirements must be on hand for any additional siblings receiving care.

L: Transportation

1. Transportation Requests

Transportation to and from our programs is a parent/guardian responsibility.

For families where transportation is a barrier, a transportation request can be made and AdaptAbilities will do its best to accommodate the request by coordinating with a taxi or private transportation company and/or provide transportation ourselves. Note the following guidelines for transportation requests.

- a. There will be a charge to parents/guardians for transportation requests.

- b. All transportation requests must accompany the initial booking program request.
- c. Transportation will be confirmed once service has been approved.
- d. Confirmation of transportation will then confirm registration in program.
- e. There is no guarantee that transportation will be provided and/or arranged by AdaptAbilities.
- f. Parents/guardians must be flexible in pick up and drop off times.

2. Field Trips

Edmonton Transit and/or an Edmonton contracted bus company will provide transportation for all off site field trips planned by Alberta AdaptAbilities Association.

3. Behaviour Guidelines and Expectations

The expectation for a participant's personal conduct while receiving transportation to and from our programs and/or during field trips is the same as outlined in Personal Rights and Conduct while in attendance at our programs.

4. Transportation Delays or Cancellation

In the event AdaptAbilities is delayed in transporting a participant, communication will occur immediately. In the event AdaptAbilities must cancel a transportation request due to unforeseen circumstances a parent/guardian is responsible for making alternate arrangements.

M: Health

1. Sick Participants

Sick participants should be kept at home. Participants are too sick to attend AdaptAbilities if they have any of the following symptoms:

- Fever of 38 degrees Celsius or higher
- Diarrhea or vomiting
- An obviously infected nasal discharge (thick or coloured, green or reddish brown)
- A persistent cough
- Persistent pain
- An undiagnosed rash or skin condition

If participant has a cold, the following needs to be taken into consideration before they attend:

- Discharge from their nose must be clear and manageable in a group setting.
- Coughing and sneezing must have subsided.
- Would you want your child/young adult to be exposed to another child/young adult displaying early to middle stages of a cold?

If a participant is too ill to participate then he/she is too sick to attend. If you hesitate about sending your child/young adult he/she is probably too ill to come. This way, all participants receive the benefit of the healthiest environment possible.

If a participant should become ill while at our program, staff will call parents/guardians at the numbers listed on the emergency contact list to come and pick them up. The staff will make the decision to call a parent/guardian based on the best interests of both the participant and the other participants in the program. For this reason and for true emergencies, it is important that your phone numbers and the alternate emergency contact information be kept up to date.

2. Medication

Staff can administer medications as long as:

- a medication form has been completed by the parent/guardian which includes the name of participant, name of medicine, dosage, date/time(s) to be given, and instructions for administration; and
- medicine is in its original container with the original labelling.

Medication will remain locked in a lock box and if staff and participants are going to be off site, medication will be transferred to a portable medication backpack.

N: Emergencies

1. Emergency Information

Each participant must fill out an application form upon entering our program and thereafter annually. This form including detailed health information must be completed before a participant can be left at one of our centres/programs. Medical information, emergency numbers, allergies, medications, etc. are to be listed. If information changes during the year (ie. contact information, allergies diagnosed), please contact the office to update the information.

2. Emergency Pick Up

Parents/guardians must be able to be reached and available to pick up their child/young adult immediately at anytime during an AdaptAbilities' program due to emergency situations, sickness, or behaviours.

3. First Aid Policy

In the event a participant has had a minor accident while at AdaptAbilities, staff will comfort the participant and provide first aid treatment. Staff will advise a parent/guardian only if it is necessary to come and take your child/young adult for professional medical treatment. Otherwise, staff will advise the parent/guardian at the end of the day.

4. Emergency Procedures

If a participant has an accident that requires immediate medical attention, an ambulance will be called. A staff person will go with the participant in the ambulance, taking the participant's medical information provided. Staff will contact a parent/guardian as soon as possible. Any expenses incurred for treatment, including ambulance fees, are the responsibility of the parent/guardian.

5. Incident Report Form

Within 24 hours of an incident or accident taking place, the staff involved will complete an Incident Report Form. A parent/guardian will be asked to review and sign the report. A supervisor will also review the report and may call a parent/guardian to follow-up. After a supervisor signs the report, it will be placed in the participants file.

O: Rights of Adult Individuals Receiving Service

The following rights are specific to Individuals who are eighteen years of age or older as they have reached the legal age of majority and should be treated in kind.

As an adult with special needs and as a client 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 staff
 - Not be labelled
3. Access the laws that protect me
 - Not to be discriminated against because of gender, the country my family comes from, my skin colour, my beliefs, my friends, or my disability
 - Have the same rights as everyone else
 - Access legal help or advice
4. Make informed choices
 - Make decisions based on my feelings, beliefs and what is important to me
 - Takes risks once I know what might happen
 - Change my mind
 - Decide what I do with my own things
 - Get help from staff or parents/guardians with making decisions
5. Feel safe and protected
 - Learn to take care of myself
 - Feel safe when I use services
 - Feel safe out in the community
 - Not be threatened, ridiculed, hurt, attacked or have my things taken from me
6. Speak for myself and be heard
 - Speak my mind and give my opinion
 - Show my feelings
 - Make complaints if I am not happy
 - Say 'no'
 - Disagree with people
 - Have people try to understand me
 - Have people listen when I talk
7. To Privacy

- Privacy of my personal space and belonging
 - Have people get my OK before they go into my belongings
 - Use the phone without someone listening to what I am saying
 - In the bathroom (unless assistance is requested/required)
 - Sexuality
8. 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 (e.g. 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 individual needs
 - Make a complaint or lodge a grievance when I think I am being treated unfairly or my rights are not protected
13. Obtain support and advocacy
- Have support that helps me grow succeed and belong
 - Get a referral to information or a professional that can support me
 - Know that my service provider advocates for me in the community
14. To have the least restrictive methods of intervention
- 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 Individuals with developmental disabilities at the 1994 *Open Doors* conference (VRRRI) and the *Rights of Individuals Receiving Service – South Region Document* (ARRC).

P: Informed Consent

The following informed consent guidelines are specific to Individuals who are eighteen years of age or older as they have reached the legal age of majority and should be treated in kind.

AdaptAbilities believes that you have the right to make your own decisions about your life and daily matters. At times making a decision involves giving your informed consent.

Staff will explain and demonstrate all options and choices in order to assist Individuals in making good, informed decisions to any activity or aspect of programming.

1. Informal Consent

Informed consent is not always given in a written form. Informed consent is a daily process that gives Individuals autonomy and protects their individual rights. For example an Individual should be informed of and be able to give their verbal/ physical consent to any activities planned within a program.

Gaining an Individual's views and desires can require staff to use creative ways of providing information and alternative means for them to express their thoughts. Informed consent should be a component of every program plan.

Staff can use the following to assist Individuals with making informed decisions:

- Inform Individuals about their options and the implications (risks, benefits) of each option in a simple manner that is easily understood.
- To ensure understanding, ask the Individual to repeat the options in their own words.
- Look for signs that the Individual is agreeing out of fear or perceived social pressure and take action to amend the situation.
- Support the Individual to uphold their rights and express their autonomy.
- Ensure that they understand that it is O.K. to say 'no'.
- Give the Individual time to consider their options and give or deny consent.

2. Formal Consent

In many cases, written consent is required.

- Program registration forms have numerous waivers that must be signed before an Individual may attend our programs;
- Photo disclosure, audio-visual material and advertising purposes;
- Personal information;
- and/or assessments.

Individuals and their parents/guardians should be involved in the consent process in proportion to the Individual's competence to weigh the risks and benefits.

AdaptAbilities understands that Individuals may need additional time to process information prior to giving consent.

If the Individual's parent or guardian is giving consent, the Individual should also indicate in some manner that they do not object to the activity or process.

Q: Abuse Prevention and Response Protocol

The Abuse Prevention and Response Protocol is a PDD Provincial policy that addresses both the prevention of abuse and the response to any form of mistreatment toward an individual supported by PDD (Persons with Developmental Disabilities).

The purpose of the protocol is to provide a policy framework that identifies processes and accountability measures related to abuse prevention and response. Everyone has a role and through a focus on education and corrective action together we can make a difference.

AdaptAbilities has mandated that this protocol be used for all individuals using our services. The protocol is divided into three sections:

1. Context for Addressing Abuse

The approach to addressing abuse is founded on a strong value base of citizenship and self-determination.

2. Focus on Prevention

Focus on prevention supports inclusion and the belief in the capacity of communities to include individuals with developmental disabilities. The inherent vulnerabilities of individuals with developmental disabilities are addressed along with strategies for reducing risks.

3. Reporting and Response Considerations

AdaptAbilities will share the ethical responsibility to take reasonable action to reduce the risk of mistreatment and will follow the protocol identifying what needs to be reported, when and to whom.

R: Procedures Supporting Challenging Behaviours

AdaptAbilities is aware that some individuals can experience challenging behaviours as a means of coping with their environment and/or stress. Some challenging behaviours can pose as a hazard to the individual's safety, safety of others around and/or property. Some other challenging behaviors can impinge 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 around.

Whenever a person places themselves or others at risk of immediate physical harm or engages in significantly inappropriate, socially unacceptable, illegal or socially risky behaviour that may limit their ability to safely participate in the community or engages in actions that may cause significant property damage.

Adaptabilities identifies that challenging behaviours do not occur without a reason and can be:

- triggered and maintained by something in the person's environment.
- a way of the person communicating their wishes and/or unmet needs.
- an expression of frustration due to lack of certain skills, ineffective communication etc.
- the only way the person knows of how to deal with the situation (ex. feeling crowded and pushing people to create space etc).
- a side effect from the medication taken of mental or physiological origin.

Adaptabilities does not promote the uses of Restrictive Procedures, as we first concentrate on the use of planned positive approaches, logical and natural consequences based on positive reinforcement, respect and dignity. However, if the person's behavior:

- meets the criteria of a challenging behavior and,
- does not cease after the use of natural and logical consequences, and positive approaches,

behavioral support to help the person manage their challenging behavior will be considered and developed.

AdaptAbilities permits the use of restrictive procedures as means of:

- **Crisis intervention:** where the person's challenging behaviour poses a threat to their immediate safety, the immediate safety of others around and/or the property.
- **Planned approach:** a last resort, where the person's challenging behavior is significantly inappropriate, socially unacceptable, illegal or socially risky and impedes on their ability to safely participate in the community as well as impinging on their quality of life.

The use of any restrictive procedures by staff must be carried out as a last resort. Any Restrictive Procedure must not be derogatory or harmful to the person's health and well being. All staff will use the least restrictive, unobtrusive procedures to reduce the behavior and risks associated with it.

All staff are strictly forbidden from using Corporal Punishment and Prohibited Procedures under any circumstances. It is abusive, cruel, illegal and inappropriate as per PPC Act and PDD Abuse Protocol. Any employee that does not abide by this rule will be terminated immediately and prosecuted accordingly.

Prohibited Procedures include:

- Forced hand over hand guidance: applying physical force to make someone complete a task against their will: forcing to eat etc;
- Locked confinement: physically locking someone in a room as a result of behavior;
- Corporal Punishment: any action meant to humiliate, exploit, infringe on person's human and legal rights (not providing necessities of life) or pose as a hazard to their health and safety;
- Use of mechanical restraints: handcuffs, straight jackets, tying someone up;
- Use of any mechanical restraints for other than safety reasons;
- Body searches: patting someone down, physically searching the person;
- Extended Isolation;
- Any action which purposely causes pain;
- Food deprivation; and/or
- Presentation of noxious substances.

1. Restrictive Procedures

Restrictive procedures are **only used when required for the protection of the client, employee or any bystander that has been physically threatened.** Any action or physical or chemical restraint that limits the rights or freedom of an individual is a restrictive procedure.

Restrictive procedures are defined as any action in response to a situation or behaviour of concern that:

- restricts a client's rights, freedoms and choices;
- restrains a client's normal range of movement;
- involves the use of medication, such as PRN or ongoing sedation – medication that is used to address a client's behaviour which is not required to treat the client's medical or psychiatric diagnosis; and/or,
- limits a client'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 and only in high risk cases should a planned restrictive procedure stand alone.

2. 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 behaviour or interim safety concerns must be addressed, restrictive procedures, which may include verbal or physical interventions, or consequences for behaviour, may be considered as part of a planned response.

Where the use of restrictive procedures is permitted, it is essential that staff 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 staff 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 develop appropriate behaviour?
- Are restrictive procedures limited and only used when absolutely necessary.

The following documents should be considered when developing the plan

- Client profile
- Medical history
- Service Plans and/or IPP
- Incident reports
- Contact Notes

3. 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 staff in their efforts to provide quality service.

The Review of planned restrictive procedures takes place after 6 months and thereafter yearly . Three main areas are evaluated:

- Impact
- Effectiveness
- Implementation

Three courses of action are considered:

- Continue
- Discontinue
- Change

The Review Process for Restrictive Procedures involves the Executive Director and Program Coordinator to carry out 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 staff; and,
- Identify needs as they relate to behavioural interventions, i.e. training and resources.

Restrictive procedures should also be reviewed for their effectiveness, and whether or not they should be continued, or changed.

S: Personal Rights and Conduct

Please review this section with your child/young adult prior to attending any AdaptAbilities' program. Staff are familiar with the rights and responsibilities of both staff and participants.

1. Rights and Responsibilities

- a. Participants and staff shall treat other participants and staff with dignity, respect, and fairness.
- b. Participants shall be provided with an environment that is free from physical, emotional, and social abuse.
- c. Participants and parents/guardians shall be informed of the program expectations for participant behaviour within the program, the program grounds, and during program activities.
- d. Participants shall exercise their responsibilities to:
 - Use their abilities and talents to gain maximum benefits from their program experiences;
 - Contribute to a climate of mutual trust and respect conducive to effective learning, personal development, and social living; and
 - Attend programs regularly and punctually.
- e. In the event of participant misbehavior, participants and parents shall have the right to offer an explanation, and will be informed of consequences of misbehavior.
- f. Appropriate opportunities for participant consultation and involvement in participant related matters shall be provided.

2. 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 or origin, family status, source of income, family status, source of income and sexual orientation.

3. Complaint Policy

If you have a complaint regarding harassment, bullying, discrimination, or the general conduct of a person involved in our programs (staff or client) please inform the Program Coordinator or the Executive Director and complete and return a Complaints, Grievance and Appeal form.

4. Participant Behaviour and Conduct

Alberta AdaptAbilities Association supports the endeavours of staff, 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. In addition, parents/guardians and participants must recognize their responsibility in developing participant self-discipline.

a. Accountability

Participants shall be responsible and accountable for their behaviour and conduct. Participants will show respect for:

- Program property, rules and regulation;
- Ethnic, racial, religious and gender differences of staff and other camp participants

b. Parental Role

Parents/guardians play a vital role in developing participant behavior and conduct. It is expected that parents/guardians:

- Will be called and asked to pick up their child/young adult if behavior is destructive and beyond the capabilities of staff interventions. Behaviours of this nature include, but are not limited to, hurting themselves or other participants and staff, destruction of property and severe defiance.
- Work with the program to resolve participant behavioural issues when they affect their child/young adult; and
- Co-operate with the Alberta AdaptAbilities Association recommended course of action prior to re-admission of the participant following a participant suspension.

c. Consequences

Failure to meet the expectations for behaviour and conduct shall result in some or all of the following consequences:

- Problem solving, monitoring or reviewing behaviour expectations with participant and reprimand;
- Parental involvement;
- Behaviour contract with participant;
- Suspension;
- Expulsion from a program and/or all Alberta AdaptAbilities Association programs for severe behaviours or activities; and,
- Involvement of police if warranted (carried out as a last resort).

5. Suspension

a. One Day Suspension

A participant who displays an extreme behavior will be given a one day suspension from our program and parents/guardians may be asked to pick up participant early. The one day suspension is done as a cooling off period and allows both the participant and staff to reflect on the incident and better prepare for a successful return. The supervisor will discuss the behavior and its circumstances with a parent/guardian immediately.

b. Multiple Suspension

A participant who continues to display extreme behavior may be given a longer suspension from our program. This is done to accommodate the time required to meet with the parents/guardians, liaison with social worker, and develop a behavior contract and/or Support and Safety Plan for participant.

6. Alleged Criminal Conduct

Any behaviour that results in spitting, assault, and/or attempting to destroy property is considered a criminal offence and results in an immediate suspension as explained above. In addition to the suspension:

- The parent/guardian will be contacted to pick up child/young adult immediately;
- 911 may be called if staff or participant's safety is at risk;
- Police Witness Statement form will be completed by staff involved; and,
- Staff may choose to submit a Witness Statement form to the nearest police station.

7. Expulsion

In extreme cases where Alberta AdaptAbilities Association has exhausted every other remedy to manage the participants' behavior and conduct, we reserve the right to terminate services to any participant for a determined or undetermined amount of time.

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