

Responsive Respite Services
Parent and Guardian Handbook

Responsive Children's Supports Ltd.

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1. Introduction

Welcome to Responsive Respite Services! Responsive Respite Services is provided through Responsive Children's Supports Ltd. for children with developmental disabilities who have FSCD funding and have been unable to access other respite services. We offer overnight and hourly respite at Kidz Hotel, as well as community based hourly respite, which takes place in the community. Your child will be paired with a respite specialist who will support your child one on one. Our goal is to ensure that children have a safe and fun visit while at Kidz Hotel and during community respite. Responsive Respite Services adheres to Council on Accreditation Standards.

This handbook has been compiled to ensure that parents and guardians have all the necessary information for their children's respite visits. Please contact supervisors if there are further questions or if clarification is needed.

2. Contacting Kidz Hotel

Kidz Hotel/ Responsive Respite Contact Information

The Kidz Hotel **home number is 403-338-1334**. This is the number used to reach the frontline staff and will be answered by any staff in the house at the time. Use this number to reach your child's staff during his or her visit, inform us if you are having problems getting to Kidz Hotel on time, and for emergencies when there is no one in the office. If you urgently need to speak to a supervisor, a staff will contact a supervisor and ask them to contact you. The frontline staff cannot take bookings or make any alterations to bookings.

The Kidz Hotel **office number is 403-338-1335**. This is the number to reach the supervisors during office hours, or to leave voicemail for the supervisors outside office house. Office hours will vary as it is based on operational needs. This is the number to use to make bookings or make changes to bookings, etc. This number has voicemail. Please note that the voicemail is not usually checked on the weekends, but we aim to return all voicemails within one business day.

The Kidz Hotel office **fax number is 587-350-7587**. This is the number to use if any required documents need to be faxed to Kidz Hotel (e.g. Doctor's orders, authorizations, etc.).

Who is who?

The Kidz Hotel has three supervisors, a full-time Respite Office Supervisor, a full-time Respite Home Supervisor, and a part-time Respite Home Supervisor; they can be reached at the office number or via email. The supervisors share many duties, and you may speak to any one of them regarding urgent information. The office hours of operation fluctuate based on operational needs as the Respite Office Supervisor generally does not work outside standard business hours (e.g. Monday-Friday 8-4/9-5) and both of the Home Supervisors also work directly with the children.

3. Profiles, Annual Authorizations, and Updates

Profiles

If you are intending for your child to access respite services regularly, a written profile will be created which staff will use as a guide to working with your child. This profile is created by supervisors in collaboration with the parents/guardians, and is reviewed by the agency's psychology team. The profiles will consist of: A face sheet (basic information such as name, date of birth, address, etc.), an introduction

to your child, communication information, medical information, emotional and behavioral support information, safety and emergency procedures, sexuality information, dietary considerations, personal care information including a bathing/showering procedure, daily routine information, supervision requirements, and likes and dislikes. This profile will be reviewed and updated annually (or as needed) and signed off on by the parent/guardian, the agency's psychologist, Respite Coordinator, and the Respite Office Supervisor.

Annual Authorizations

Parents/guardians will be required to sign annual authorizations for their child, which consists of the following documents:

- **A service agreement document** – this outlines the agency's responsibilities and the guardians' responsibilities with regards to providing services to your child
- **Annual Health Care Consent Form** - this grants the staff permission to administer medications and treatments prescribed by physicians to your child; as well as permission to seek out emergency medical treatment in the event of an emergency where the parents/guardians cannot be reached
- **Photographic/Audio/Visual Release** – this grants us permission to utilize your child's photograph to verify their identity in our medication administration procedure
- **Authorization for Outings** – this grants us permission to take your child on community based excursions and/or recreational/leisure/educational activities, as well as grants us permission to transport your child.
- **Confidentiality Within Shared Services** – this is acknowledgement that the agency will protect information relating to your child, it is also acknowledgement from guardians that they understand the methods of obtaining information and to respect the confidentiality of information of other clients that becomes known about another child
- **Release of Information** – this grants us the ability to share information with outside individuals involved in your child's life, such as school or their physician

Updates

Prior to each overnight respite visit at Kidz Hotel, a supervisor will call or email the parents/guardians to receive an update on their child. This information is gathered to ensure consistency between the home and respite, and to ensure the most successful visit for your child. Parents/guardians are asked to be prepared to provide the following information during the update:

- Pick up and drop off time for the upcoming visit
- Who is dropping off and picking up your child
- Any updates to contact information
- An emergency contact that is available if the parents/guardians will be away or can't be reached
- Medication and health update (e.g. changes to meds/ requiring new doctors' orders)
- Any changes to behaviors or routines for the child, as well as approaches being used
- Any other important information that parents/guardians would like staff to be made aware of

For hourly respite visits, updates will occur at the beginning of the visit by the staff working with your child, however parents/guardians can contact a supervisor ahead of time to advise them of any changes or concerns.

****NOTE (For overnight stays ONLY):** If we are unable to reach you and you do not respond to our calls and/or emails 24 hours or more prior to the scheduled drop off time of their overnight stay, your booking may be cancelled.**

4. Bookings

Kidz Hotel Overnights

Bookings are historically done on a first come, first served basis, however due to the pandemic and the current lack of resources, we strive to be as fair to all of our families as possible regardless of when the booking was made. Weekends fill up very quickly. We understand that it is frustrating when you cannot get your requested dates, and we do make every effort to accommodate everyone's needs but it is not always possible. If we cannot accommodate a requested date, we will put your child's name on a wait list in the event that a space opens up.

Booking for overnights at the Kidz Hotel begins at 7:00am on the 1st of the month prior to the month of the booking, regardless of whether that day is a weekend or a statutory holiday. For example, the booking for the entire month of February begins at 7:00am on January 1st. You are not required to call in at exactly 7:00am.

There is almost always space available on weekdays during the school year due to lower demand. Transportation to and from school is the parents'/guardians' responsibility to arrange, as Responsive Children's Supports Ltd. does not provide transportation. If your child has school during a scheduled respite visit and you are choosing not to send them, there is an additional charge of \$23.97 per hour for 6 hours (9:00AM to 3:00PM) to provide a staff for them here. An addendum may need to be added onto your FSCD contract to allow for this.

Long term visits of four (4) or more consecutive nights can be booked up to 3 months in advance (for example if you are looking to schedule four or more consecutive nights in April, you may book starting on January 1st). This procedure allows families additional time in planning ahead for vacations etc.

It is your responsibility to keep track of how many days are remaining on your FSCD contract. However, we are glad to help you by calculating how many days you have already used.

Kidz Hotel Booking steps:

- 1. Call the Kidz Hotel Office at 403-338-1335 or email a supervisor on the 1st of the month starting at 7:00am*
- 2. Leave a message stating your desired bookings for the following month*
- 3. Indicate your planned drop off and pick up times (if known) or an estimation*
- 4. If the bookings include weekdays, please indicate if your child has school (and if they will or will not be going) or if it is a PD day or other school holiday*
- 5. Please let us know if you are planning to be out of town during your child's visit*
- 6. Provide us with a second and third choice of booking dates in case your first date is unavailable and if there are certain dates that are a higher priority than others*
- 7. If you would like to book some hourly respite visits at Kidz Hotel, please include this in your message as well*

*****It is not mandatory to book respite (overnight and/or hourly) on the 1st of the month, this just ensures the greatest likelihood of getting the exact dates requested. Parents/Guardians may book respite at any time after the 1st of the month up until the day before respite is desired, however, late bookings cannot be guaranteed as space or staff may not always be available.*****

Hourly Respite (Kidz Hotel and Community based)

Community based hourly respite is typically booked with an ongoing, fixed schedule with the same staff. Please speak to a supervisor if you are interested in community based respite and we will work with you to determine what schedule works best for your family and begin looking for a staff. Once a supervisor has initiated the community based hourly respite with the staff and the family, the majority of the communication will occur between the family and the staff directly in terms of scheduling, cancelling visits, etc. The supervisors however can assist as needed with this process on an ongoing basis and are always available for support, questions, or concerns. Supervisors will periodically touch base with both the family and the staff to ensure the community based respite is still working well for everyone. Please be advised that sometimes we are unable to accommodate community based respite requests as many of the staff are not available for this type of respite support.

Kidz Hotel based hourly respite visits can be booked on an as needed basis (not requiring a set schedule) or they can be regularly scheduled visits recurring on a weekly basis. Often it is easier for us to find staff who are available to work with the children for hourly respite at Kidz Hotel rather than for community based hourly respite. Call or email to request the dates you would like as early as possible to ensure the greatest likelihood of us being able to provide staff.

All hourly respite, either community based or at Kidz Hotel, must be a minimum of three (3) hours in duration. Please note that we are unable to provide hourly respite (either at Kidz Hotel or community based) on statutory holidays.

It is your responsibility to keep track of how many hours are remaining on your FSCD contract. However, we are glad to help you by calculating how many hours you have already used.

*****Please note that parents and guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by FSCD contracts at the rate of \$243.59 per 24 hour period (overnights) and/or \$23.97 per hour (hourly respite)*****

5. Cancellations, Pick Up and Drop Off, Illness

Cancellations

We require 24 hours notice for cancellations. If cancellations for overnight respite visits are made with less than 24 hours notice your first night will be billed; this is due to the fact that we still have to pay the staff scheduled to work with your child. Please give us as much notice as possible so that we can offer your spot to another family and to avoid being billed for time you do not use.

The 24 hour notice policy is also the case for hourly respite (at Kidz Hotel or community based), in which the entire visit will be billed if less than 24 hours notice is provided.

If you are cancelling a visit you can do so by calling either number or by sending an email to a supervisor. However, if you send an email or leave a voicemail message you must hear back from someone in order to confirm the cancellation; a visit will not actually be considered cancelled until you have verbal confirmation from a supervisor or other staff, or a reply by email.

Families will be contacted in the event of natural disasters, severe weather, contagious illnesses, or other unforeseen situations, to discuss whether or not it is in the best interest of their child and/or the staff to provide respite (hourly or overnight).

Pick up and drop off

It is extremely important that you are on time when dropping off and picking up your child! If you drop your child off late, it does not mean you can pick them up late. We understand that unexpected situations do arise; if you are going to be more than 10 minutes late picking up your child we require a phone call to allow us to try to accommodate your child. If you will be late picking up your child do NOT email a supervisor or leave a voicemail message as either one may not be received in a timely manner. Because we provide one on one staff that is based on operational needs (the times parents/guardians request when they book or when the supervisor completes the visit update with a parent/guardian), a staff may be scheduled to finish their shift at the time your child is scheduled to be picked up. **Please call the house number at 403-338-1334** to notify the staff you are running late. You may be billed for the additional time that your child is staffed.

For a Kidz Hotel overnight visit the drop off time and pick up time should be the same (for example you drop off your child at 5pm Friday and pick them up at 5pm Sunday) as each night is billed as a flat rate for one full 24 hour period. If you wish to pick up your child later than the time you dropped them off you will be billed for the additional time at the hourly respite rate, therefore hourly respite must be in your child's FSCD contract (at the rate of \$23.97/hour) to accommodate this. This difference in time still needs to be requested ahead of time, you cannot just show up later than was scheduled. If you choose to have a pick up time that is earlier than the drop off time you will still be billed for the full 24 hour period as overnights are billed as a flat rate fee which cannot be adjusted.

Illness

If your child becomes seriously ill during their visit, we will contact you and ask you to come take them home. Over a weekend, there are as many as 30 staff and children who may come into contact with your child, and we need to minimize the risk of spreading illness. Generally, we will contact you if your child has unexplained vomiting and/or diarrhea, or if these occur for a prolonged period of time, but we reserve the right to contact you in other situations as well. **If you are going to be away for your child's visit, please make sure that your emergency contact is aware that your child is here, and is prepared to come get them in the event of an emergency.**

For serious injuries or illness we will call 9-1-1 and have EMS assess your child. Transportation via ambulance, at parents/guardians expense, may be necessary to ensure your child's health and safety. A respite staff member will be sent with your child (following the ambulance in their own vehicle) and the parent/guardian or emergency contact must be available to meet the staff at the hospital.

6. Medications

We have very strict medication administration policies that must be adhered to. Please understand that while it may seem excessive compared to what you do at home, we have a very large number of clients to keep track of, most of whom receive medications. Our policies are in place to ensure the health and safety of everyone, including your child.

Our medication administration involves a three check system, involving: a copy of the orders provided by your doctor or pharmacist that is signed by your doctor or pharmacist, the label on the medication from the pharmacy or provider, and a Medication Administration Record (MAR) sheet completed by us. All three of these documents must match in order for us to administer your child's medication.

Doctors Orders and Pill Bottles/Bubble Packs

Doctor's orders must be provided and it must be signed by your doctor or pharmacist; we strongly prefer a typed letter/note to handwritten orders in order to prevent confusion. If you have not provided us with

current doctor's orders that fulfill our requirements at the time of your child's drop off, you have several options. You can get proper doctor's orders or a signed pharmacy transcript by having them faxed to Kidz Hotel immediately (before you leave), you can agree to come and administer your child's medications at the proper times, or you can take your child home. In some cases, your child may be turned away from their visit if we do not have proper documentation.

The Doctors orders must include:

- *The child's name*
- *The date the letter was written or the pharmacy printout was requested and it must be current within one year (we will request a new one every year)*
- *Each prescription medication the child is prescribed*
- *The name of each vitamin or supplement the child is being given daily (includes multivitamins and supplements such as Melatonin) and any over the counter medications given on an as needed basis (Tylenol, allergy medication, etc.)*
- *The specific time of day that each medication, vitamin, or supplement is being given*
- *The dose of each medication that is being given*
- *The route in which each medication is being given (ie. By mouth)*
- *The reason for taking each medication (detailed reason required for PRN medications)*
- *If the medication is a PRN (as needed medication) the maximum amount that can be given per day must be stated*
- *If there are any special administration instructions (ie. Pill must be crushed, etc.)*
- *The Doctor or pharmacist's printed name and signature*
- *The contact information of the provider*

The prescription label or over the counter supplement/vitamin package for each medication must match the Doctor's orders or pharmacy print-out in all of the above regards.

Medications must be sent in their original bottles. Do not put meds in old bottles or other containers to send to Kidz Hotel. If you have a large supply at home and do not wish to send your entire stock, reserve a portion at home and send the amount needed for the visit in the original bottle. Bubble packs prepared by a pharmacy are also acceptable.

Please send a small amount of extra medication. Our medication policy states that if medications are dropped on the ground or become contaminated in other ways we cannot administer them. Therefore we request that you send at least a few extra of each medication than what is required for your child's visit. If you are concerned about wasting medications, we can keep the medications we are unable to administer and send them home for you. Please let us know if this is something you would like us to do.

Over the counter products and non prescription medication

Non-prescription medications still require proper documentation. Common types of medication that people forget about include pain killers, sleep aids such as melatonin, medicated creams, multivitamins, dietary supplements such as Ensure, homeopathic medications, laxatives, allergy medication, Halls cough candies or similar lozenges, and Afterbite. This list is not exhaustive. Any items that contain medicinal ingredients must come with a Dr.'s order. If you explain to your doctor the reason for this requirement, they should be happy to accommodate you. The only items we are allowed to administer without Dr.'s orders are non-medicated lotion, sunscreen, bug spray, and mouthwash.

Medication administration

Supervisors will create a medication administration guide which will outline how your child is prescribed to take their medication, as well as any preferences they have, for example, taking meds with a specific beverage. This procedure allows us to reduce any errors in administration and to ensure consistency.

This guide will be updated annually or when medications are added or changed, in collaboration with parents/guardians. A photograph of your child will be on the front of their respite profile binder for the purposes of identification, particularly in regards to medication administration.

7. Personal Belongings

We complete a personal effects record documenting all your child's belongings upon their arrival at the Kidz Hotel for overnight visits. We make every effort to make sure that all of their belongings are sent back home with them. We strongly recommend labeling their belongings, especially if your child is unable to identify their own things. **Valuable items are sent at your own risk. Again, we make every effort to keep these items safe, but due to the nature of the services we provide, objects are prone to being lost, damaged, or destroyed. The agency does not replace personal belongings under any circumstances.**

Clothing

When you are sending your child for overnight visits, please make sure you send a sufficient amount of clothing and supplies for the duration of their stay. In general, if it is a weekend visit, we ask you to send enough clothing for the entire weekend; if it is an extended visit we will wash their clothing regularly so an excessive amount does not need to be sent. We usually try to send your child's clothing home clean as a courtesy, but it is not always possible. If your child is prone to soiling their clothing, or getting very dirty, please send extra clothes as sometimes there is a lot of laundry and we may not be able to wash their clothing immediately.

If your child is coming for an hourly respite visit and is prone to soiling their clothing, at least one extra change of clothes must be sent to accommodate for this. Sending two extra sets of clothing is recommended in the event that the first extra set becomes soiled as well and to allow enough time for staff to complete laundry.

Please remember to send weather appropriate items with your child. Keep in mind that not all of our staff are able to drive, and it is often necessary for us to take transit. We need to ensure that the children are dressed appropriately for all types of weather before we can take them on outings.

Diapers

If your child is in diapers or pull-ups it is your responsibility to send enough for their entire stay. If your child runs out during their visit we will call you to bring in more, so we strongly recommend that you send extras.

Bedding and Towels

Bedding and towels are provided here, so you do not need to send these items. However, if you feel that having their own bedding from home would be best for your child, feel free to send it with them.

Hygiene Items

Please ensure that all necessary hygiene items are sent with your child, such as a toothbrush, toothpaste, shampoo, conditioner, body wash, bubble bath and deodorant. It is also recommended that you send your child with their own sunscreen and bug spray during the warmer months of the year.

Spending Money

You may choose to send some spending money with your child; this money is usually spent on food items during activities and outings, as the agency does not provide money for buying food outside the home (e.g. popcorn at the movies, ice cream at the splash park, etc.). Please let us know what your expectations

are for the spending money when you drop off your child. The money will be kept in a secure (locked) location and staff will be responsible for it when taking your child out to spend it.

Electronics

If you will be allowing your child to bring any of their personal electronic devices please be advised that there is a risk that the items could get damaged or broken and, should your child's electronic devices become damaged or broken, the agency will not be responsible for the cost of repair or replacement. We aim to minimize the risk of damage by having electronic usage be directly supervised by staff or for your child to use their electronic devices in their bedroom. Staff can also lock up your child's electronic devices when not in use if you or your child would like in order to decrease risk of damage. If electronics are sent, please inform staff of any limits you would like to be enforced for these items (e.g. length of time, take away at bedtime, no unsupervised use, no internet access, etc.) as well as any passwords required for accessing them.

Sports Equipment

Your child is more than welcome to bring their personal sporting equipment (bicycle, skateboard, ice skates, rollerblades, etc.) provided they already know how to use the equipment and they also come with the appropriate safety equipment. Children will not be permitted to use bicycles, skateboards, scooters, ice skates, rollerblades, etc. without a properly fitting helmet and Responsive Respite Services does not provide them. Ice skates should also come with blade guards in place and they will be kept in a locked closet except when in use. Swimming is one of our favourite activities to engage in with clients as many of them love it. Please remember to send a swim suit with your child for their visit (even for hourly respite visits) if it is something they enjoy or you would like for them to try. If your child wears diapers or pull-ups please send the appropriate protective items such as swim diapers and/or swim underwear to wear beneath their swim clothing. If your child requires a lifejacket please make sure staff are aware of this so they can be sure to obtain one at the swimming facility.

Prohibited Items

For the safety of all the children, do not send your child with any candles, incense, matches or fire-related paraphernalia. Please do not send any toys with your child that could be used or interpreted as weapons or violence-related.

8. Food and drinks

When your child is booked for an overnight visit, all food costs are covered in the room and board fee of \$15.00 per 24 hour period, which you the parents/guardians pay at the time of dropping off your child. However, if your child has special foods due to diet or preference, feel free to send those items with them. We do keep gluten free foods and a non-dairy milk alternative (almond milk) stocked in the house due to a high number of clients requiring these items in their diet. If you give us advance notice (more than a week) we can try to stock additional foods required for your child for their visit.

If your child is booked for an hourly respite visit at the Kidz Hotel we do not provide food or beverages for them besides water. It is your responsibility to send meals, snacks, and beverages to provide for their entire visit, or send money for the staff to purchase your child food while out in the community. This is also the case for community based hourly respite visits, when a staff comes to your home and takes your child out. If you wish for your child to consume food at Kidz Hotel during an hourly respite visit you must pay \$4.00 per meal, given to staff when you drop off your child. Please let the staff who receives your child at drop off know that you are giving them money either to take your child out for their meal or to eat Kidz Hotel food.

We are a peanut free home, so please do not send peanuts or peanut products with your child. Several of our clients and staff have extremely serious allergies.

9. Activities and Outings

We want to ensure that your child has a great time while accessing Responsive Respite Services, and we endeavor to take them for outings in the community as much as possible. Outings may include activities such as visits to playgrounds, walks, swimming, museums, bowling, movies, bus rides, etc., and will take place within city limits-or just outside in the case of Calaway Park, Granary Road, Corn Maze, Cochrane, and potentially others. Outings will be dependent on weather conditions, staffing, transportation, child behaviors and other factors. Your child's likes and dislikes will be taken into consideration when planning activities, and as much as is possible staff will ask for their input. Please talk to supervisors if you have concerns about specific activities or if there are activity restrictions in place for your child.

For trips significantly out of the city (such as Bragg Creek, Banff, Drumheller, etc.), prior approval and written consent will be requested from parents/guardians and a detailed trip plan will be created by staff.

There is no cost to parents/guardians for activity admission fees; however, if your child has memberships, passes, or an Access 2 Entertainment card, you are welcome to send these for staff to use when taking your child out. If you would like for your child to purchase food, souvenirs, etc. while on outings please send your child with money for these things and advise staff what the money is intended to be spent on.

10. Transportation

Please note that at this time, we are unable to provide transportation to and from family's homes or to and from school for Kidz Hotel respite visits. Parents/guardians will have to pre-arrange transportation for their children if they will be attending hourly respite scheduled at Kidz Hotel or for attending school during their overnight respite visits.

When participating in outings during overnight or hourly respite at Kidz Hotel or community based hourly respite, children will be transported by staff in their personal vehicles or by city transit.

When a child is new to services we will not allow transport in staff vehicles for the first few respite visits (depending on duration of each visit); this allows the staff time to get to know your child and for your child to become familiar with our respite services. This procedure is in place for the safety of everyone, including your child, as it is possible that even though a child may have no history of concerning behaviours in a vehicle they may present new behaviours when in new situations with unfamiliar people. At the discretion of a supervisor, once a child has accessed our respite services a few times and staff are comfortable with transporting him or her in their vehicle, we will do a few trial vehicle trips (2 or 3) where a second staff will be present in the vehicle and the journey will be short in duration (up to 15 minutes one way). Once we have determined that your child can be safely transported in a staff vehicle we will allow unrestricted vehicle use by staff for the purpose of taking your child out for activities. If at any time an incident occurs in the vehicle, transport by staff in their vehicles will be suspended and reassessed at a later time. Again, this procedure is in place for the safety of everyone, including your child.

Booster seats and other safety devices

If your child requires a booster seat you may send theirs with them or we can use one of ours during their visit. For community hourly respite you will need to provide the staff with the booster seat unless that staff indicates otherwise. If your child has any other special safety devices required for vehicle transport such as an angel guard, a five-point harness, etc., please send these items with your child.

There is no cost to parents/guardians for transportation on city transit or in staff vehicles.

11. Summary of Stay

Your child will be sent home from an overnight respite visit with a summary of stay document, which will briefly summarize your child's visit including information on what activities they participated in and their general behavior, health, and well-being. If you would like information on specific topics, please do not hesitate to let a supervisor know ahead of time and we will advise the staff to include that information in the summary.

12. Fees and Payments for Respite Services

Kidz Hotel overnight clients will be charged a \$15.00 per night room and board fee; this fee is expected to be paid at the time your child is being dropped off and can be made by cheque, cash, or Interact e-transfer.

If you are writing a cheque, please ensure that it is made out to “**Responsive Children’s Supports**”. If you are paying by cash, please ensure that you have exact change as the staff do not have the ability to make change. Please do not ‘over pay’ for a visit as we do not have accounting records at Kidz Hotel so keeping track of balances can be difficult and is not the responsibility of the frontline staff. If you do not have exact change at the time of drop off please be prepared with it when you come to pick up your child. If paying by e-transfer, you may choose to email any supervisors at Kidz Hotel, ensure that the password is “**support**”. **Unpaid room and board fees may result in suspension of services until payment has been made.**

Please note that parents/ guardians are responsible to pay for any service utilization above and beyond the hours and overnights covered by their FSCD contracts at the rate of \$243.59 per 24 hour period or \$23.97 per hour. It is your responsibility to keep track of how many hours and/or overnights are remaining on your FSCD contract, however, a supervisor would be glad to help you by calculating how many days and/or hours you have already used if you request this information from us.

13. Usage Confirmation

For billing purposes FSCD has requested that the agency provides confirmation of the hourly respite utilized each month by having the parents/guardians confirm the days/hours that will be billed. Near the beginning of each month you will be provided with a list of days and hours used in the previous month via email. Please review the information and ensure that the days and hours used are accurate, once you determined that the information is accurate, reply to the email to confirm.

14. Damage to Kidz Hotel or Staff Personal Property

If excessive damage is caused to Kidz Hotel property by your child during their visit, parents/guardians may be responsible for covering the costs of repairs for these items. The agency may also assist staff in requesting reimbursement by parents/guardians for damage to certain personal items of staff, such as eye glasses, if the damage was caused directly by your child (for example your child removes and stomps on the staff's eye glasses). If your child is likely to engage in behaviours that can cause excessive damage to Kidz Hotel property or staff personal property please let us know ahead of time so we can take precautions to minimize this risk and to prevent you as parents/guardians from being held financially accountable.

15. Surveys and Feedback

All parents/guardians will be contacted once per year to complete our annual satisfaction survey; the feedback provided helps us to ensure that we are continually improving our services and meeting our client's needs. It is a requirement of our contract to conduct a satisfaction survey annually.

We welcome feedback and suggestions at any time, please contact a supervisor if you have suggestions or feedback that you would like to share.

16. What Children at Kidz Hotel Can Do and Have the Right To

All children at Kidz Hotel are able to and have a right to the following:

- A respectful and enjoyable environment
- To be accompanied by a staff to visit the office to see and greet whoever may be working in the office at that time
- To enter a housemate's bedroom (during awake hours) with permission from the housemate currently assigned to stay in that room. Some children may need to be accompanied by a staff, as outlined in the child's profile and a child will never be left unsupervised with another child
- The Kidz Hotel kitchen is generally locked. Children may ask to enter the kitchen and can enter the kitchen when accompanied by a staff
- The home phone is locked in the kitchen. Should a child wish to use the phone, a staff will accompany the child into the kitchen, or get the phone from the kitchen, and allow the child to call whomever has been approved by their parents/guardians
- If a child has any concerns with their medication they can speak to a staff
- Children can use their personal electronic devices at Kidz Hotel. The amount of time allowed to be spent using electronics and any other guidelines will be decided by the parents/guardians and will be outlined in the child's respite profile

****MOST IMPORTANTLY: CHILDREN SHOULD FEEL SAFE AND HAVE FUN!!!****

17. Abuse Policy

All agency personnel, including employees, volunteers, and practicum students must comply with the requirements of the Child Youth and Family Enhancement Act, Residential Facilities Licensing Regulation, and required standards.

You may view this policy at:

http://www.supportedlifestyles.com/uploads/Archive_Grey/Policies/Policy_Number_1010_Client_Abuse_Prevention_and_Response.pdf