

## **Terms & Conditions for Autism Edmonton** **Occasio Program**

### **Terms of Service - Occasio**

By submitting an intake form for the Occasio Program, you agree to the following:

### **Medication Administration**

1. You will ensure that our staff knows of any medical conditions or medications needing administration during activity registration. (This includes an EpiPen, Advil, Tylenol, Pepto-Bismol, Etc.)
2. You will complete the “Medical Administration” form found in the participant’s profile.
3. Medications requiring administration on activity must follow strict safety guidelines:
  - a. All medication(s) will be presented and given to the Lead Social Architect at drop-off.
  - b. The medication(s) must be in their original and correctly labelled bottle and only be the exact dosage needed.
    - i. We will not accept any medication that arrives in a pill box, Ziploc bag, or a bottle that does not have the correct pharmacy prescription label.
4. Autism Edmonton and the Occasio Program require all medication to be stored safely by the Lead Social Architect and reserve the right to deny registration or administration to participants carrying their own medication or medication sent in large dosages or without the accompanying Medication Administration Form.

### **Communication**

1. Please communicate all relevant information regarding the participant to our staff (especially, but not limited to, aggressive behaviours, unique methods of communication, toileting support requirements, personal safety concerns, etc.) These can all be answered in the participant’s profile. The more information we have the better, this ensures success for our staff and the participants.

## **Cancellations**

1. Please communicate any cancellations by email to [occasio@autismedmonton.org](mailto:occasio@autismedmonton.org) or by phone call/text message to 780-446-1979. Our Cancellation Policy states that cancellations with less than 24 hours' notice will result in the forfeit of full respite fees and any other unrecoverable fees (pre-purchased tickets, pre-paid activity fees etc.) For more information about our Cancellation Policy, please click [here](#).

## **Payment of Fees**

1. By signing up to join the Occasio Program, you acknowledge that we charge an hourly respite fee for us to provide trained and well-equipped staff. This fee is in addition to the activity fees, transportation fees, or out-of-pocket expenses from us.
2. All the events will be invoiced for the entire time the event is scheduled for. If participants arrive late or leave early, they will be billed for the full number of scheduled hours. If a member arranges to arrive early or be picked up late, additional respite time will be invoiced (billed by the quarter-hour). Under rare circumstances, if the activity is ended early by the organization due to weather, major incident etc., the member will be billed only for the time spent at the event.
3. All respite fees not covered by FSCD or PDD must be paid within 30 days of invoice. I understand that program participation may be cut off after 91 days until the account is paid up to the current.
4. Provide all required activity fees as listed in each activity description (i.e., admission, lunch money, transportation fees, etc.)
5. Fully reimburse us or any community partner programs for any property damage caused by the member.

\*Note that account approval may take up to 3 business days.

\*\*Please note that our office is set up to direct bill for FSCD respite fees. However, we will require that you upload a copy of your contract to your account. Upon receipt of the FSCD contract with the correct rates attached, we will begin direct billing and you can begin registering for activities.

## CORE VALUES

### ACCEPTANCE

We welcome and embrace inclusivity and diversity of all people, ideas and perspectives in building community.

### INTEGRITY

We believe in mutual trust, honesty, transparency, and accountability amongst ourselves, allies and stakeholders.

### RESPECT

We treat one another and all people with empathy, courtesy and kindness.

## Terms & Conditions for Autism Edmonton Membership

### MEMBERSHIP

1. To be a Member of Autism Edmonton, you must:
  - a. Be an individual of 16 years or older;
  - b. Express an interest in furthering the work of Autism Edmonton;
  - c. Be an individual who has voluntarily signed up to become a Member of Autism Edmonton and is identified as such within Autism Edmonton's records.
2. Only Members have voting privileges.
3. The membership list for Autism Edmonton is kept updated annually or more frequently as required.

### FEES

1. Members are not required to pay any fees to maintain membership.

### RESIGNATION, SUSPENSION, AND REMOVAL

1. Any Member wishing to withdraw from membership may do so upon a notice in writing (hard copy or electronically) to Autism Edmonton.
2. Any Member whose actions have been deemed detrimental to Autism Edmonton may be expelled upon majority agreement of the Board

**AUTISM EDMONTON STAFF ARE HERE TO HELP AND WILL ALWAYS TREAT YOU WITH COURTESY AND RESPECT. WE ASK ALL THOSE WORKING WITH OUR STAFF MEMBERS TO TREAT THEM WITH COURTESY AND RESPECT.**

Autism Edmonton is committed to providing a safe and supportive workplace in which all individuals' diversity, dignity, and perspectives are valued and respected. Our staff come to work to serve the autistic community and provide exemplary client support, and it is important for all members of the public and our staff to be treated with courtesy and respect.

Autism Edmonton has implemented a Zero Tolerance Policy to treat all staff with dignity and respect. This means that abusive or aggressive language or violent behaviour towards our staff or any public member within our workplace will not be tolerated under any circumstances.

Anyone verbally abusing staff members, either in person, by email or over the telephone, will be sent a letter from the Executive Director advising that this behaviour will not be tolerated. Any future violation of this policy will result in our refusing to conduct business in person, by email or telephonically with the offender and only transacting with the offender in writing. Any instances of written abuse will be handled with the same level of severity correspondence received by our office will be retained for reference should the matter persist and need to be referred to the police.

## **CLIENT CODE OF CONDUCT**

Employees of Autism Edmonton have the right to be treated with respect. Zero tolerance of occupational aggression and violence is vital in providing a safe and healthy working environment. Aggressive and violent behaviour toward any staff member is unacceptable and will not be tolerated.

Occupational violence and aggression is any incident in which a worker is threatened, abused or assaulted in circumstances arising out of, or during the course of, their work and includes:

- Threats or other intimidating behaviours that causes a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health, or well-being.
- Abusive language and yelling
- Disrespectful or demeaning language/comments
- Remarks, jokes or innuendos that degrade, ridicule or offend
- Discriminatory remarks
- Bullying
- Physical attack, such as pushing, shoving, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting or any other type of direct physical contact.
- Aggravated assault, such as attacking with a weapon (knives, guns, clubs) or any other type of weapon (thrown object, furniture etc.)
- Sexual harassment and sexual assault.

**AUTISM EDMONTON RESERVES THE RIGHT TO REQUEST THAT AGGRESSIVE OR ABUSIVE PERSONS LEAVE OUR OFFICE. REFUSAL TO LEAVE UPON REQUEST MAY RESULT IN THE POLICE BEING CALLED.**

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