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| SECTION: Supports & Services DEPARTMENT Community Services | EFFECTIVE DATE: February 2011 DATE LAST REVISED: August 2024 | Approved by:  _____ Chief Executive Officer |
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POLICY STATEMENT:

Kerry's Place Autism Services (Kerry's Place) will ensure a fair and equitable, clearly defined, and uniformly administered cancellation policy, for cancellations and withdrawals from services and supports, including training and events.

Purpose:

To provide a consistent set of procedures for cancellations specific to individual circumstance(s).

Scope:

This policy applies to all parties accessing services and supports, including training and events, provided by Kerry's Place.

Roles and Responsibilities:**Person/Families Accessing Services:**

- Read, understand and agree to the terms set out in the policy, invoice, or service agreement.
- Follow the outlined expectations and provide notice, as required

Employee:

- Communicate and share Cancellation Policy in relation to services provided
- Follow and maintain consistent cancellation procedures

Manager/Director:

- Ensure cancellation procedures followed.
- Follow up with any parent/registrant concern.

Communication:

Managers will communicate the information in this policy to employees. Persons supported, registrants, and families accessing service will be notified of the information in this policy through signed service agreements, payment processes, and the Kerry's Place website.

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Standard/Procedure:

Participation in our programs is dependent upon the ability for Kerry's Place to meet the needs of the supported person. To ensure adequate support is in place at the start of a program, it is imperative that specific needs are shared prior to the start of the program. This will ensure a positive and successful experience for the participant at the program. If behaviour, actions, or medical conditions are not compatible with the program, Kerry's Place will assist in finding alternative options.

Cancelled by Kerry's Place:

If Kerry's Place cancels a service, the service will be rescheduled for the next available opportunity wherever possible and appropriate. Please review the [Purchased Services Terms and Conditions](#) for refund processes regarding paid services, as applicable.

Cancelled by Supported Person/Family:

Select services can be rescheduled if cancellation is provided one full business day prior to the scheduled appointment, at Manager's discretion. Service will not be extended to make up for missed time not previously rescheduled within the predetermined timeline for service. Due to the nature of groups/camp/workshop services, missed time will not be rescheduled. Please review the [Purchased Services Terms and Conditions](#) for refund information regarding paid services, as applicable.

Participants are not to attend in-person services if sick. Participants who become ill during the program will need to be picked up.

Notice: Non-attendance does not constitute notice of withdrawal/cancellation.

Evaluation

This policy will be reviewed every three years by the Community department in collaboration with the Executive Management team.