

The ADP program prides itself on being flexible, offering high quality activities and accommodating clients' needs as much as possible. Our team is always looking at ways to improve the program and activities that keep your loved one engaged, stimulated and safe. We have the ability to constantly tailor our program due to our low staff: client ratio.

We have made the following changes so that we offer the highest quality program possible.*

Pick up time. If you arrive before the program has finished for the day, we ask that you wait in the waiting room until the program is done. This will help us minimize disruptions to the activity in progress. This is important due to the unique needs of some of our clients.

Leaving before 2:45pm. If your loved one needs to leave during the day, for any reason, we ask that you give the lead facilitator 24 hours notice. We will also require an escort to come upstairs to pick up your loved one. Due to our low staff: client ratio, it is no longer possible for a team member to leave during the program.

Billing. Once a loved one has registered for an 8 week session, payment is due for the entire session irrespective of whether your loved one is able to attend or not. For client convenience, we charge at the end of the month and in monthly instalments. You are not charged if sessions are cancelled at the agency's discretion.

If you have an emergency. Let us know so that we can address your personal situation. Conflicting appointments are not considered emergencies and you will incur the total charge of the missed program.

Withdrawal: When you need to withdraw your loved one from the program or need us to hold their spot for an extended period of time, please contact the manager, Lisa Rossman at lrossman@jfsottawa.com or at 613-722-2225 ext. 392

*Please note that changes to these policies may occur at any time in order to reflect the most up to date information. Registered participants will be notified in writing.