



KidsAbility Recreation and Social Programs FAQ

We are committed to providing safe, inclusive and meaningful opportunities that will build your child's skills and confidence in group settings. Our programs are designed with KidsAbility Families in mind. We offer small groups that focus on skill development, positive social interactions and supportive staffing to meet your child's unique needs.

How Do I Ensure My Child Has a Positive Experience?

To ensure your child is safe and has fun, it's important to select the right program and support options. We are pleased to provide several options to meet your child's unique needs through our recreation groups, camps and respite program.

[Recreation Groups and Summer Camps](#)

a) Is My Child 'Group/Camp Ready'?

Our recreation groups and camps follow a structured curriculum and focus on skill development and social interaction with peers.

Consider whether your child is able to do the following with or without additional supports:

- Interact with peers in a group environment in a safe way for themselves and others
- Take direction and instruction from a Group Leaders and Volunteers
- Participation in programs is based on the child's individual needs; however participants need to demonstrate an ability to participate in at least 50% of the program activities

b) What level of support does my child require?

While our recreation groups are well supported with trained facilitators, we are not able to offer 1 to 1 support beyond general participation needs. If your child requires constant supervision to maintain their safety and/or to meet basic care needs, you have the option of sending a one to one support worker with your child.

If you plan to send a 1 to 1 worker, please contact the Supervisor of Recreation and Social Programs by email at recreation.supervisor@kidsability.ca.

Respite Program – Coming Soon!

If your child requires a higher level of support and requires a more individualized program, this is the right option for you. Our respite program provides a higher supervision ratio based on participant needs. Respite programming is less structured and offers a menu of activities based on your child's needs and interests.

If you need assistance with determining which program or support is right for your child, contact the Supervisor of Recreation and Social Programs by email at recreation.supervisor@kidsability.ca.

What is the Payment Policy?

Parents/Caregivers are required to register and pay for recreation programs using the online registration system one week prior to the program. Without a payment, a child/youth will not be considered registered for the program.

If the parent/caregiver is not able to pay online using a credit card, arrangements can be made for onsite payment using credit card, cash or e-transfer options.

Upon request, KidsAbility can provide receipts to enable reimbursement from third party payers.

What Is the Refund and Cancellation Policy?

Situation	Outcome
Program is cancelled by KidsAbility	You will receive a full refund
Parent/Guardian requests a withdrawal from the program prior to start	Provided 5 business days notice is given (2 weeks for summer camp), A refund or credit subject to a \$25.00 administration fee will be issued
In some circumstances, parents/caregivers or the KidsAbility Supervisor may determine the program is not an appropriate fit for the participant	If an alternative program is not available, a credit will be issued for the remainder of the sessions which can be applied to another recreation or respite program.
Participant misses a session	No refunds or credits will be provided for missed sessions
Sessions are cancelled by KidsAbility due to weather or staffing	No refunds will be provided for cancelled sessions, however every attempt will be made to make up sessions at a later date