



When You Visit KidsAbility

Scent-Free

KidsAbility is a scent-free environment. When you come to any of our sites, please do not wear perfume, cologne, scented lotions, beauty or hygiene products. This rule applies to anyone visiting our sites including families, clients, staff and volunteers. There are a number of people at KidsAbility that are allergic to scents and we need your help to reduce the risk of an allergic reaction to scented products.

Interpreters

Should you or a family member require an interpreter, please let us know. Interpreters are available, but advance notice is usually needed.

Parking

Free parking is available at all of our sites. If you are visiting KidsAbility's Waterloo site, all of the rows directly surrounding the building are reserved as Family Parking.

Fees

KidsAbility is funded through the Ministry of Children and Youth Services and other local funders and so there is no charge to you for KidsAbility's services.

Quiet Room

While at KidsAbility, there is a Quiet Room available. This space has been set aside for anyone that requires a quiet space for whatever reason. Look for this symbol or ask Reception who are happy to help direct you to this room.



Photos/Video

We take great care to protect the privacy of our clients, visitors, staff and volunteers. If you wish to photograph/video your child while they are involved in services at KidsAbility, you must discuss this first with your child's team. This is done to ensure that photos/videos will not interfere with therapy, and that the privacy of others, including staff, volunteers and visitors is protected. If your child's therapist/team has agreed that it is appropriate to take photos/video, unless consent has been provided, the images may only include your child and your family.

Symbols

While you are at one of our sites, you may notice a number of symbols around the building. This is what they mean:



Breastfeeding Friendly: KidsAbility welcomes you to breastfeed anywhere that you feel comfortable. Should you prefer a quiet or private space, a Quiet Room is also available.



Positive Space: This symbol signifies KidsAbility's commitment to provide a space that welcomes everyone, regardless of your sexual orientation or gender identity. The colours celebrate the diversity of the LGBTQ community.



Autism-Friendly Space: This symbol was developed locally to help businesses and organizations identify themselves as being autism-friendly to embrace, understand and include those in our community on the spectrum.

Safety at KidsAbility

There are a number of safety features at KidsAbility. For full details, please read [KidsAbility's Child Safety is No Accident brochure](#) (included in this package):

Sign-In/Out at Reception: When you come to KidsAbility, you will be required to sign yourself and anyone with you in at Reception. Please pick up a Visitor badge and wear it while you are here. After your visit, please return the badge to Reception and sign-out. This helps us to know who is in the building in the event of an emergency.

Name Badges: When you come to KidsAbility, you will wear a Visitor badge. Staff and volunteers will also be wearing badges with their name, position and photo on the badge. If you are not sure who is working with you, ask to see their badge.

Nut-Free, Scent-Free and Latex-Free: Please by our nut-free, smoke-free, scent-free and latex-free policy to help protect everyone. Please do not bring products to any of our sites that contain peanuts, nuts, foods containing nuts (almond milk, cashew milk, granola, baked goods), scents (perfume, cologne, scented lotions) and latex (gloves, balloons).

Smoke-Free: Please refrain from smoking on our property while at KidsAbility.

Hand Sanitizer: As you enter KidsAbility, hand sanitizer is provided to help reduce bacteria and infection at our sites. For more information, please read [KidsAbility's Infection Prevention and Control brochure](#) (included in this package).

Child Supervision: You are responsible for supervising all children in your care. KidsAbility does not have childcare services available for siblings while your child receives therapy.