



## Frequently Asked Questions—Service Offerings During the School Year

### CONDITIONS OF ANNUAL SERVICE OFFERINGS CHANGES TO PROCEDURES

Information document for parents from TUOI  
Updated May 2019

#### CONTEXT

In May 2019, as planned during its strategic planning exercise, our Board of Directors adopted a new service structure, and new procedures for registration and distribution of available spaces for activities. After consultations with families, staff and network partners, it was clear that these changes had become necessary. The increase in the number of families and diversity of needs were not met by our previous service structure, and were key factors in these decisions.

A more varied array of services will now be provided during the school year. Some services will focus on the needs of families for respite, while their children socialize and have fun. Other services will target social integration and learning.

To facilitate the registration process for both parents and TUOI, registration is held twice a year—in March for summer services and in August for services during the school year. At that time, parents can submit a request by choosing among the various services available according to their needs, and needs and interests of their child. Registration takes place online through a form available on the website.

A parent can indicate preferences for some priority activities or dates. This preference will be applied during the first distribution round, and additional services will be added when spaces are available. Distribution is done according to specific priority criteria (date and time of form submission, continuity of services, limited access to other day camps, natural family, etc.). Please note that this type of distribution method is already applied by other autism associations in Quebec. Its goal is to give everyone equitable access to services.

Please find more information below in an FAQ (Frequently Asked Questions) format, explaining changes to services and procedures, and what they mean.



**1. What changes are you making to services?**

The group approach (structured activities and outings) and *Formule Club* activities have been replaced by three distinct service types: Respite, Recreational and Learning.

*Respite services:* There are four types of respite services in different time slots to match the diverse needs of parents. During these services, participants are supervised by TUOI staff. Educator/child ratio varies from 1:1 to 1:6. During their time at TUOI, activities will be available to keep the kids busy, socializing and developing their independence in an informal setting. All activities take place at the point of service. No outings are organized during respite periods.

Service	Participants	Time slot	Frequency (Some exceptions apply)
Daytime respite <ul style="list-style-type: none"> <li>• Games</li> <li>• No outings except outdoor play</li> <li>• \$30/day</li> </ul>	Children (grade school age)	Sunday 10 a.m.–4 p.m.	2x/month
	Teenagers (high school age)	Saturday 10 a.m.–4 p.m.	2x/month
24h respite <ul style="list-style-type: none"> <li>• Games</li> <li>• No outings except outdoor play</li> <li>• \$75/24h</li> </ul>	Children (5 to 13)	Friday to Saturday	1x/month
		Saturday to Sunday	1x/month
Weekend respite <ul style="list-style-type: none"> <li>• Games</li> <li>• No outings except outdoor play</li> <li>• \$100/48h</li> </ul>	Teenagers (14 +)	Friday 6 p.m.–Sunday 3 p.m.	3x/month
Evening respite (RAVIS) <ul style="list-style-type: none"> <li>• Games</li> <li>• Theme nights on occasion</li> <li>• Siblings included</li> <li>• \$15 / family + \$5 / meal</li> </ul>	Children (3 to 13)	Friday 5–9 p.m.	3x/month
		Saturday 5–9 p.m.	1x/month



*Recreational activities:* These activities focus on community integration, and the leisure and socialization needs of participants. The activity is an outing in the community, after a group meal (packed lunch supplied by parent). This service is supervised by a coordinator. Educator/child ratio varies according to participants’ needs, from 1:1 to 1:4. Outings are planned in advance and outlined on the registration form. The interests and abilities of each child should be considered carefully when choosing the activities they will be attending.

Recreational activities <ul style="list-style-type: none"> <li>• Lunch at TUOI</li> <li>• Outings in the community</li> <li>• Preprogrammed schedule, registration according to participant’s interests</li> <li>• \$30/activity</li> </ul>	Children (grade school age)	Sunday 12–4 p.m.	3–4x/month
	Autistic teens (school age)	Saturday 12–4 p.m.	3–4x/month
	Teen Asperger profile (high school age)	Friday 5–9 p.m.	1x/month

**2. My child has never attended TUOI activities, what information and steps should I be aware of?**

First, ensure that you are a member of TUOI and that you have paid your current annual fee. Only current members can register their child in TUOI’s activities. To become a member, please see the Access section on our website for important information and to complete the online request form.

You can then access the website’s “Services for autistic individuals” section to get detailed information about programming and registration steps, and access the online registration form (which is only available during the registration period).

**3. What is the registration process for 2019–2020 services?**

Registration will take place online by completing a form on the TUOI website. Parents and tutors will have 8 days to complete the form and register their child.

To facilitate the registration process for both parents and TUOI, registration is held twice a year—in March for summer services and in August for services during the school year. At that time, parents can submit a request by choosing among the various services available according to their needs, and needs and interests of their child.

**5. How can I register my child if I don't have Internet access?**

If you do not have access to the Internet, you can book an appointment with our office to complete the form either by telephone or on-site during office hours within the registration period. In either case, to book an appointment (mandatory), please call us at 819-595-1290, extension 21.

**6. When will registration take place for winter and spring sessions?**

There is now only one registration period for services during the school year (September to June).

A second registration period will be held in March for summer services.

**7. What if I become a member during the school year and want to register for an activity, or am already a member and wish to register during the school year?**

It is always possible to make this type of request by writing an email to [camp@traitdunionoutaouais.com](mailto:camp@traitdunionoutaouais.com). Space will then be allotted according to availability.

**8. How many different services and how often can I register my child for, and how often can they go?**

Parents can request registration for all services they desire. However, a maximum of one activity per weekend is allotted per participant.

In the online registration form, the parent or tutor can choose all activities for which they wish to register their child. If desired, they can also indicate preference rankings for all, or a selection of, activities.

Activities are independent from each other, so no minimum participation is required for any activity. This means the parent can request registration for activities and time slots that match their needs and those of their child, without being obligated to do so at a specific frequency. For example, one parent may request one service day per month, while another may request a service every week.

Because of the ever-increasing number of registration requests, and limited availability in some activities, we may not be able to supply all services requested or follow the preferences outlined on the calendar during registration. For services requested but not obtained, you will be placed on a waiting list. If a space becomes available for your child, we will contact you, according to the terms of the group availability management policy.



### **9. Will my child have access to a service every week if I ask for it?**

The registration procedure is intended to provide an equitable distribution of access to available spaces among all TUOI member families. As we receive an ever-increasing number of registration requests, and availability is limited for some activities, it is possible that parents will not get all the services they requested.

### **10. Can I register my child for part-time attendance?**

Activities are independent from each other, so no minimum participation is required for any activity. This means the parent can request registration for activities and time slots that match their needs and those of their child, without being obligated to do so at a specific frequency. For example, one parent may request one service day per month, while another may request a service every week.

As we have done for a number of years now, once the registration period is over, TUOI's team analyzes all requests received and applies our internal procedure for the distribution of available spaces.

Our new procedure states that during the first round, priority will be given for two activities per month (with a maximum of one per week) for each child or teen, among all registration requests received. This approach aims for an equitable distribution of available spaces among all TUOI member families. It also helps avoid situations where parents who register first obtain all available spaces, when the needs of other member families are just as important.

Subsequently, and depending on the number of available spaces remaining, if any, activities will be added one at a time (up to one per week), using additional criteria from the space distribution procedure:

- Priority Level 1: Children living in their natural or adoptive family, families with more than one autistic child, parents who face additional challenges.
- Priority Level 2: Children and teens living in substitute environments.
- Priority Level 3: Requests received after the end of the registration period.

It should be noted that having priority does not guarantee a slot automatically. It only means that your child's name will be higher in the list with others who share their priority, using additional criteria from the space distribution procedure. We cannot guarantee that everyone who makes a request will obtain attendance for 2 activities per month.



### **11. Can I change my registration after I submit the form?**

Please alert the team at TUOI as soon as possible if you need to change the registration of your child. This will allow us to offer spaces to parents on the waiting list.

Please note that contrary to cancellation, adding or moving activities can be more difficult to accommodate and is not guaranteed.

### **12. How can I cancel services?**

Please alert the team at TUOI as soon as possible if you wish to cancel registration for your child (partially or completely). This will allow us to offer spaces to parents on the waiting list.

A parent, tutor or other designated representative can cancel the registration of a participant at any time.

If activities have begun, TUOI will request the amount due for previous activity days where the participant was registered, plus a penalty equal to the lowest of the following: \$50 or 10% of the cost of services remaining for the period.

To cancel the registration of a participant, the parent or legal representative is required to submit the cancellation form provided with their contract, or any other written notice, to TUOI. The contract is cancelled as soon as the form is received and TUOI will issue a refund within 10 days, if applicable.

No refund will be given for activities where a participant did not attend while registered.

### **13. When will services be confirmed?**

Services will be confirmed 30 working days at the latest after the end of the registration period. At this time, parents will receive their contract and the corresponding invoice.

Parents on the waiting list who did not get spaces will be informed at the same time during service confirmation.

During the year, if additional spaces become available, parents on the waiting list will be advised and an invoice will be sent as required.