



**CHIRS Adult Day Services
Registration Information**

Registration & Financial
Assistance Request
Deadline: Sept 8'16

Registration

Fall 2016, Winter 2017 and Spring 2017

Please see the Program Descriptions for more information,
including our refund policy.
This form will register you for three quarters: Fall, Winter, Spring.
If you wish to change your registration,
please use the CHANGES TO REGISTRATION form
to add or drop programs.

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CHIRS Registration for Fall 2016 through Spring 2017

As usual, our Fall registration form allows you to sign up for 3 quarters. So, we'll assume that you will be in the programs you sign up for here until Spring ends OR until we hear otherwise from you (please use our CHANGES to REGISTRATION form).

Want to know more?

Please refer to the Adult Day Services Program Description Booklets OR ask an Adult Day Services staff if you want to know more about a program. You may be able to try out a program before signing up. Please NOTE the policy for dropping programs—fees are **not** refunded after a certain date!

Need some financial assistance?

We try to keep the costs of programs low, but we understand that not everyone can afford it. You can apply for financial assistance--forms are available in Club Coverage.

Here are the quarterly dates for your reference:

You can drop a program without penalty by the quarterly deadlines listed below.

Fall '16 (October 3 to December 23rd)

- Registration and payment are due September 8th/16

Winter '17 (January 9th to March 31st)

***Please note that some programs may be affected by March Break. We'll let you know as soon as we are aware.*

- Change forms and payment are due December 8th/16

- Change forms and payment are due March 9th/17



Financial Assistance for accessing Adult Day Services Programs

How do I apply for a reduction in fees for ADS programs?

Contact your CHIRS Primary Worker OR the Service Coordinator of Adult Day Services, Marnie Russell at 416 240 8000, ext 259. They will fill out a request on your behalf. Note: only clients who qualify for subsidized services may apply.

What information is needed?

We'll be asking about your monthly income, and your expenses (for example, how much you spend on transportation and medication). We may ask for some verification (for example, a monthly income statement).

What happens to my request?

The request will be reviewed within one week after the Request Deadline. The Service Coordinator of Adult Day Services will notify either you or your Primary Worker of the decision.

How is the decision made?

The decisions will be made according to the following guidelines. Your basic expenses will be deducted from your income. Once the costs of programs is also considered, if the remaining amount is:

\$0 to \$100: eligible programs will be granted at NO COST (max \$200)

\$101 to \$250: partial fee reductions will be granted

\$250 +: request will be denied

Unfortunately, CHIRS is unable to reduce some program fees, and may not be able to accommodate everyone's request. Therefore, a **fee reduction is not guaranteed.**

How long is the decision for?

That depends. When you make the request, you'll be asked if you need assistance for the year, or just for one quarter. For example, you may need assistance just for this time since you have extra expenses. Everyone will be asked to redo their application every year for the Fall quarter, but if your original request was only for one quarter, you will have to reapply for the next quarter if your situation changes and you still need assistance.

What if I want to appeal the decision?

The decision can be appealed by notifying the Director of Operations, in writing, within 2 weeks of receiving notification of the decision.



CHIRS Adult Day Services Registration & Refund Process

Registration Process

CHIRS programs run in quarterly seasons. You only need to complete one registration form for Fall, Winter, Spring. Another form will be required for Summer. Payment for the first quarter will be due with the registration. Payment for subsequent quarters will be due two weeks before the end of the previous quarter. Should you wish to add or drop programs, please notify Adult Day Services in writing using the Change to Registration form.

If you have questions, or need assistance to fill out your registration form, please ask the Adult Day Services staff. Once your form is complete, please submit it to your Primary Worker, or to the staff in the Adult Day Services Club/Drop Day Services.

Please note: Space in the programs is limited and cannot be held without a completed registration form and payment. Cheques must be made payable to **Community Head Injury Resource Services (CHIRS)**. There is a \$10.00 surcharge for any cheque returned from the bank.

Refund Policy for Quarterly Programs

If you wish to cancel your participation in a program, you must notify us using the Change to Registration form. Refunds are based on the formula below:

- ☺ Notice received at least 2 weeks before the start of the quarter, 100% refund.
- ☺ Notice received prior to the second session, 65% refund.
- ☺ *No refunds will be issued after the second session of any program unless under extenuating circumstances (e.g. major illness)*
- ☺ To withdraw, we must receive a Change of Registration form.

Sometimes, CHIRS may need to cancel a program fully, or to cancel individual sessions. If the number of cancelled sessions is 3 or more, you will be refunded a pro-rated amount EXCEPT you will not be refunded for outdoor programs that are cancelled due to weather, or for programs that have been relocated to an alternate venue.

Cancellation and Refund Policy for Special Events

Special events require advance planning, and spending for supplies and facilities, so may cost CHIRS whether you attend or not. If you withdraw your registration for a special event, a full refund can only be granted if CHIRS is able to cover the cost of the event. We will consider all refund requests on an individual basis.