

To ensure the safety and enjoyment of all participants, Reach for Resources, Inc. (Reach) has set the following participant guidelines. When registering for a program, you are demonstrating that you have read and understand these program guidelines, agree to agree to abide by these guidelines, and understand that actions may be taken if they are not followed. By registering for an activity, you and your heirs waive claims for damages you may have against Reach and its representatives, for any and all injuries from whatever cause suffered by the registered participant(s).

REGISTRATION

- All participants must be registered for a program in order to attend. Friends, housemates, etc. cannot attend with a registered participant without obtaining special permission from the Reach Recreation Department. If the activities are held at a community center, there are often common spaces where others can wait.
- Registrations are accepted online, in person, or by mail. Registrations are not taken at programs or over the phone.
- In order to maximize efficiency and organization please register at least two weeks prior to the beginning of a program. Some programs do fill up, and you may be placed on a waiting list if the program is full.
- If you register for a recurring program after it has started, Reach will welcome you to join and prorate the registration fee as long as there is space in the program.
- Online registration closes three days prior to each program.
- For Weekend Ventures registration policies, see the Weekend Ventures Policies and Procedures

REGISTRATION CONFIRMATION

- Registration confirmations will be sent to the email used during registration or the email provided on the email form. If you need a confirmation sent to a different email, please specify that during registration or contact the Assistant Director of Recreation at 952-393-4277.

PAYMENT METHODS

- Reach accepts all major credit cards, cash, checks, and money orders.
- CDCS waivers can be billed with guardian approval and proper paperwork.
- Traditional waivers are accepted only for Weekend Ventures, and only when authorizations are in place and an intake meeting has taken place. Reach is required to attend annual meetings and obtain many signatures for individuals billing their traditional waiver.

REACH CLASS CANCELLATIONS

- While rare, Reach reserves the right to cancel a program due to circumstances beyond our control including severe weather or due to a lack of staff and/or participants.
 - **Insufficient Registrations**
 - If there are not enough people registered for a program it will be cancelled a minimum of 3 days prior to the beginning of the program. Participants will be notified by phone and a refund will be processed for the full amount of the class.
 - **Inclement Weather**
 - If classes or recreation activities are canceled due to inclement weather Reach will schedule a make-up session. For a recorded message about activity cancellations call 952-200-3030.

PROGRAM WITHDRAWAL

- Participants that call or email to withdraw from an activity at least two weeks prior to the activity are eligible to receive a refund (except for Weekend Ventures, which abides by a separate cancellation policy). A \$5 cancellation fee will be charged per class. Refunds are not awarded with less than 2 weeks' notice or for ticketed events.
- There are no refunds for missed classes.
- WEEKEND VENTURES CLASS WITHDRAWAL
 - Cancellation made in writing with more than 30 days' notice will be eligible for a full deposit refund.
 - Cancellations that are made with less than 30 days' notice will surrender the program deposit, and this cannot be covered by the waiver.
 - For more information on the Weekend Ventures deposit, see the Weekend Ventures Program Policies.

STAFF RATIOS/SUPPORT STAFF/CAREGIVERS

- Support Staff and caregivers are welcome to attend all Reach Programming with the exception of Weekend Ventures and On The Town (they are welcome at On the Town All Abilities). Support Staff and Family can attend most activities free of charge but are required to pay for ticketed events that they wish to attend.
- Staff ratios are different for each program. If a participant requires more assistance than a program offers, please provide that support by sending along a caregiver.
- Due to the nature of our adaptive programs, Reach staff are unable to spend a lot of 1:1 time with participants. Individuals who need 1:1 support for toileting, eating, or behavior management should always have support staff with them at adaptive programs (except WV).

ARRIVING EARLY OR LATE

- Reach cannot be responsible for participants who arrive early or depart late from the scheduled program times. All participants who arrive early to a program must wait in the lobby or near the front entrance until staff arrives.
- If you plan to arrive late to Weekend Ventures please make arrangements with the Assistant Director of Recreation ahead of time when possible (952-393-4277).
- If you arrive late without prior communication, please call the floating program phone to find the group ((763) 377-3695).

ARRIVING LATE: LATE PICKUP FEE

- If a participant is not picked up immediately after the end of a program, a \$10 fee will be billed for every 15 minutes after the scheduled program ending time.

INTAKES

- Intake meetings are requested prior to joining Social Seekers, On the Town, or Weekend Ventures Programming. No other programs require an intake meeting prior to registration, including On the Town All Abilities.

ALCOHOL

- Reach does not condone the consumption of alcohol. However, we understand that our adult participants have the right to make their own choices. If you choose to drink, please consume in moderation while at outings in the community. In addition, please consider the following; 1.) any medications that interact negatively with alcohol, 2.) safe transportation home (not driving yourself after a drink), and 3.) the legal drinking age is 21. Individuals are advised to accept the guidance of their legal guardian and physician when deciding whether or

not to order an alcoholic beverage. If you choose to order an alcoholic beverage, please do not share it with anyone else. Please see behavior policy below.

- Alcohol consumption is not allowed at Weekend Ventures programs.

TOBACCO

- During Reach sponsored events, use of tobacco products will be allowed only at designated times and in designated areas to be determined by Reach staff so as not to interfere with other participants' health.

DRUGS

- Illegal activity, including but not limited to the possession or use of illegal substances, will not be allowed at any and all programs sponsored by Reach.

ATTIRE

- Participants in art and cooking classes should dress in old clothing and/or bring a paint shirt or apron. Reach will not be responsible for clothing that is damaged.

MEDICATIONS

- Medications may be administered by a Reach staff at Weekend Ventures, but at all other programs Prescription and non-prescription drugs are the sole responsibility of the participant. At no time can a Reach staff assume responsibility for or administer medications in any form .
- Reach staff can assist with lifesaving procedures (such as an epi-pen) as long as Reach staff are made aware of the potentiality.

ILLNESS/INJURY

- In the event that a participant becomes ill or sustains an injury, Reach staff will contact the family or caregivers immediately unless otherwise instructed.

INFECTION CONTROL

- In order to minimize exposure to other participants and staff, participants are requested to stay home if they have the following symptoms:
 - Fever of 100 degrees Fahrenheit or over within the past 24 hours. Individual must be fever free WITHOUT the use of Tylenol or other fever-reducers for at least 24 hours.
 - Vomiting within the past 24 hours.
 - Diarrhea within the past 24 hours.
 - Pink-eye (must be on eye-drops for at least 24 hours before attending).
 - Head lice
 - Strep-throat or any other illness that requires antibiotics. Individual must be on antibiotics for at least 24 hours before attending a program.
 - Upper respiratory infection such as bronchiolitis or influenza.
- If a person develops any of these symptoms while at a program, a caregiver will be notified immediately and expected to pick up the individual in a reasonable amount of time.

PROPERTY DAMAGE

Reach may seek compensation from participants and/or guardians for the replacement or repair of property damaged while attending the respite program

SAFETY AND BEHAVIOR POLICY

- To create a physically and emotionally safe environment, participants while at Reach programs may not:
 - Physically attempt to cause injury to themselves or others.
 - Physically attempt to cause destruction of property.
 - Verbally threaten, intimidate, or harass other participants, staff, or others.
 - Engage in inappropriate physical contact with other participants, staff, or others.
 - Use consistent unsafe behavior to themselves or others.

If the above policies are not followed, Reach reserves the right to immediately remove the participant from the program(s). At a later time, the following steps may be taken:

1. The supervisor will talk with the participant and caregiver to discuss a plan for success so that the participant can continue to come to program(s).
2. If behavior continues or the plan is unsuccessful and all reasonable possibilities have been exhausted, Reach reserves the right to implement one or more of the following consequences:
 - a. Discuss program adaptations that can be made to increase success and minimize behavior concerns.
 - b. Suspend participation for a time period as determined by a Reach supervisor and parent/guardian.
 - c. Establish a probationary period upon the participant's return from suspension. Agreed improvement must consistently be demonstrated within the probationary period. A second suspension could be implemented if participant does not follow set guidelines.
 - d. Adjust the types of program activity the participant is eligible to participate in.
 - e. Reach reserves the right to implement an immediate, indefinite, suspension from programs if the behavior is severe enough to put the participant themselves, other participants, staff, or community members in danger of harm.

ADDITIONAL POLICIES FOR INCLUSION PARTICIPANTS

- Please notify staff if the person receiving services is not able to attend programming for any reason. You may contact the Director of Adaptive Recreation & Inclusion at eorr@reachforresources.org or 952-393-5880. If notifying us of an attendance change the day of a program, please call rather than email.
- Each family is requested to complete an inclusion questionnaire before the start of the program so staff can be as prepared as possible to provide necessary supports for each child's unique needs. Reach staff will attempt to create the best possible environment for the person receiving services in order to ensure a successful experience for all.
- Reach inclusion services are designed to be individualized and support may differ across individuals and also across settings. Staff will do their best to encourage participation with the group as much as possible, but sometimes breaks and adaptations are given to help achieve success. If you have feedback about how you or your child is being supported in an inclusive, please inform the inclusion staff and/or The Director of Inclusion at 952-393-5880.