

Reach Recreation General FAQs



Q: I am new to Reach programs. What do I have to do to get involved with programming?

A: The first step to getting involved is finding a program that you are interested in and registering for that program online or by mail. Prior to the first program, you will receive an email with additional information about where to meet and who is working the event. If you have any, additional questions prior to then, feel free to contact us.

Q: I want to register for a program. Am I considered a resident or a non-resident?

A: If you live in Brooklyn Center, Brooklyn Park, Chanhassen, Golden Valley, Plymouth, Maple Grove, or St. Louis Park, then you can register as a *resident*. If you do not live in one of these cities, then you must register as a *non-resident*, which may come with additional fees. Member cities pay an annual contract fee to Reach to offer adaptive programming to their residents at a reduced cost.

Q: How do I register?

A: Reach offers online registration that accepts echeck and credit card payment here: <https://reach.recdesk.com/Community/Home>. If you are new to this site, you can watch [this brief video](#) about how to create an account. Our current newsletter with program offerings can be found here: <https://www.reachforresources.org/news/newsletters/>. You may also print and fax a registration form with credit card information, or mail in a registration form with cash or check. We are unable to accept registrations over the phone, but we can assist you with any issues you have.

Q: What types of payment are accepted?

A: Rec programs are mostly private pay. We can usually accept CDCS funding. We can bill typical waivers only for specialty programs run by CTRS staff, this will be noted on the program details.

Q: What are inclusion services?

A: Inclusion services are available at programs offered by our partners. Check out this site for full information: <https://www.reachforresources.org/services/inclusion/>.

Q: What are your Covid protocols for attending programs?

A: In short, please wear a mask at programs, social distance, sanitize often, and do not come if you are sick. For full details visit this page: <https://bit.ly/covidguidelines22>

Q: Do you offer transportation?

A: No, we are unable to provide transportation. [Click here](#) for some transportation resources.

Q: What ages do you provide programming for?

A: Ages accepted into programs are always listed on the newsletter. Most programs are primarily attended by adults of all ages, even if it is open to younger groups as well. Certain programs are designed for children such as Young Athletes (2-7) or Teen Explorers (13-21).

Q: Do you offer sports?

A: Yes! We offer bowling year-round at 2 different locations (Park Tavern in St. Louis Park and New Hope Bowl). We also offer seasonal sport leagues as well including basketball, soccer, and softball. These leagues are noncompetitive in nature and all abilities are welcome.

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Q: Do you offer virtual programming?

A: Yes! As we continue to take precautions with Covid, Reach for Resources offers virtual programming. Our virtual programs are for ages 18+ unless specified. Virtual programming takes place on online platforms such as WebEx, Zoom, Google Meet and YouTube. Virtual programming will continue to some extent even after Covid is over. It is a great way for people to connect without the hassle of transportation.

Q: I'm interested in registering for one of the social clubs (Teen Explorers, OTT, or Wednesday Night Social). What kinds of activities do they do?

A: The goal of all of our social clubs is to become more engaged in the community, to build social and coping skills, and practice flexibility. The clubs meet at a different location each week, and activities include going out to eat, seeing movies, playing bingo, going to sporting events, doing crafts, and much more!

Q: Do you have events that I *do not* need to pre-register for?

A: In our post-Covid era, all programs are pre-registration only unless otherwise noted. This may change in the future, but for now, this allows us to control the number of individuals attending to keep things safe.

Q: I can no longer attend a program I signed up for, do I get a refund?

A: A written request to withdraw from an activity at least two weeks prior to the activity is eligible to receive a refund (Weekend Ventures abides by a different policy). Participants will be charged a \$5 cancellation fee. Recurring program cancellations will be prorated for program dates not within the 2-week cancellation window. The \$5 cancellation fee will be assessed. Refunds are not awarded for ticketed events. For full details, [visit our policies and procedures page.](#)

Q: Does Reach ever cancel programs?

A: Yes, we may cancel a program due to weather, insufficient registrations, or other circumstances. You will be notified ASAP and a full refund will be issued for programs cancelled by Reach. You can always call the weather line for updates. 952-200-3030 Ext 8

Q: I want to register for On the Town. Do I need an intake?

A: Yes for On the Town, but no for On the Town All Abilities. If you are new to the program, you must complete an intake to become accepted into the program. On the Town has a 1:15 staff to participant ratio, so the intakes assess the individual's ability to be independent in the community (handling money, waiting for transportation, finding a restroom, etc.). Intakes are free of charge and take no more than 30 minutes and are completed in Reach's main office or can be done virtually. To set up an intake, please call our Assistant Director, Jesse Hartrick, at 952-393-4277 or email her at jhartrick@reachforresources.org.

Q: Do you offer Respite programs?

A: Yes, we typically offer community based respite 6 times per year for individuals ages 18 and up. [Click here](#) for more information on our Weekend Ventures respite program. This program has been temporarily paused due to Covid but will hopefully resume in 2022. We maintain a wait list of participants interested in joining Weekend Ventures when it available.

Q: What are your program and registration policies? (Includes cancellations, behavior policies, alcohol/drug/tobacco policies, infection control, medications, rides, attire, and more)

A: [Click here](#) for a full list of program policies.

Q: I will be attending a program as a support staff. Do I need to pay as well?

A: It depends. Generally, support staff do not need to pay to attend. However, for select programs/events (such as professional sporting events, Pizza & Bingo, boating events, concerts, etc.), support staff do need to pay. For these select programs, it will be noted on the newsletter and registration page that support staff must also pay to attend. Sometimes companions need to register to save their spot, but the fee is free. See each program details for more information.

Q: Do caregivers need to attend adaptive programming?

A: We welcome parents, staff and caregivers to our programs who act as active support for Reach for Resources participants. Reach staff and volunteers facilitate programs at a 1:15 ratio and therefore can provide some general support to participants. If an individual does not normally access the community independently, we ask that a parent, staff or caregiver participate in the program alongside the participant. We recognize that the amount of support a participant may need often changes from program to program, and it can be difficult to determine when to assist someone or when you should give them space to participate on their own. You can always ask Reach for Resources staff for clarification.

- **Plan on being an active support to participants in Reach for Resources programs if:**
 - Participant needs physical assistance to carry out an activity we are doing in our program
 - Participant tends to wander away from the group or gets distracted easily
 - It is necessary to provide support or supervision to keep participant safe during a program
 - Participant needs support with assistive technology
 - Participant can become physically or verbally aggressive with others
 - Participant needs assistance with socially appropriate interactions
 - If you do stay to support your participant, please remember to:
 - Encourage participation
 - Allow for independence while remaining a support
 - Assist participant with having safe and appropriate interactions with other participants
- **Plan on remaining in the program on the sidelines if:**
 - Participant can safely participate in the Reach for Resources program taking place with minimal support
 - Participant has a health condition, such as a seizure disorder, that could cause them to need medical intervention during a Reach for Resources program
 - Participant needs assistance using the bathroom
 - Participant needs medication administered to them during the program
 - Participant is unable to wait for their ride home independently
 - Participant requires assistance making purchases in the community (when applicable)
- **Plan on dropping participant off it:**
 - Participant is comfortable attending Reach for Resources program independently
 - Participant can safely participate in Reach for Resources program with a 1:15 staff ratio
 - Participant does not need assistance using the bathroom
 - Participant does not need assistance making purchases (if applicable)
 - Participant does not need medication administered to them during the program
 - Participant does not tend to be physically or verbally aggressive with others
 - Participant knows what to do if their ride is late and has the means to contact somebody if needed

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Q: I have additional questions. Who can I contact?

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Reach weather line

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General Reach Fax

952.229.4468