

# Policy Acknowledgement & Liability Waiver



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).

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## Policies & Procedures

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### **REGISTRATION**

- ALL PARTICIPANTS MUST BE REGISTERED FOR A PROGRAM 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.
- TO MAXIMIZE EFFICIENCY AND ORGANIZATION PLEASE REGISTER AT LEAST TWO WEEKS BEFORE 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 BEFORE EACH PROGRAM.

### **REGISTRATION INVOICES**

REGISTRATION INVOICES 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 ONLY ACCEPTED FOR ILS THERAPY PROGRAMS (ART THERAPY AND REC THERAPY)

### **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.

- **LOW ENROLLMENT** - If there are not enough people registered for a program will be canceled a minimum of 3 days before the beginning of the program. Participants will be notified by phone and a refund will be processed for the full amount of the class.
- **WEATHER OR OTHER** - If classes or recreation activities are canceled due to inclement weather or other circumstances beyond our control, Reach will schedule a make-up session or provide a refund. 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 14 DAYS BEFORE THE ACTIVITY ARE ELIGIBLE TO RECEIVE A REFUND LESS A \$5 CANCELLATION FEE (PER CLASS).
- REFUNDS ARE NOT AWARDED WITH FEWER THAN 2 WEEKS' NOTICE OR FOR TICKETED EVENTS.
- THERE ARE NO REFUNDS FOR MISSED CLASSES.
- ILS THERAPIES CLASSES ABIDE BY A SEPARATE CANCELLATION POLICY.

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## **STAFF RATIOS/SUPPORT STAFF/CAREGIVERS**

- CAREGIVERS ARE WELCOME TO ATTEND ALL REACH PROGRAMMING EXCEPT FOR INDEPENDENT ADULT PROGRAMS (THEY ARE WELCOME AT ON THE TOWN ALL ABILITIES).
- SUPPORT STAFF OR FAMILY CAN ATTEND MOST ACTIVITIES FREE OF CHARGE UNLESS OTHERWISE SPECIFIED IN THE NEWSLETTER AND ON THE REGISTRATION FORM. THE NUMBER OF CAREGIVERS WHO CAN ATTEND FREE OF CHARGE IS LIMITED TO THE NUMBER NECESSARY FOR THE PERSON'S SUCCESSFUL PARTICIPATION IN THE PROGRAM.
- 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 FINE MOTOR TASKS, TOILETING, EATING, OR BEHAVIOR MANAGEMENT SHOULD ALWAYS HAVE SUPPORT STAFF WITH THEM AT ADAPTIVE PROGRAMS..

## **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 THE START OF A PROGRAM.
- PLEASE ARRIVE ON TIME. FOR COMMUNITY BASED ACTIVITY, IF YOU ARRIVE LATE THE GROUP MAY HAVE ALREADY DEPARTED. THERE IS NOT ALWAYS A TEAM MEMBER AVAILABLE TO TAKE CALLS TO DIRECT YOU (UNLESS LISTED IN THE PROGRAM EMAIL).
- 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 IF THEY REQUIRE A TEAM MEMBER TO WAIT WITH THEM. INDIVIDUALS WHO TAKE METRO MOBILITY WILL BE EXPECTED TO WAIT INDEPENDENTLY FOR THEIR RIDE.

## **INTAKES**

- INTAKE MEETINGS ARE REQUESTED BEFORE JOINING SOCIAL SEEKERS OR INDEPENDENT ADULT PROGRAMS. INTAKE PAPERWORK IS ALSO REQUIRED ANY PROGRAMS UTILIZING WAIVER BILLING. NO OTHER PROGRAMS REQUIRE AN INTAKE MEETING BEFORE REGISTRATION.

## **ALCOHOL & CANNABIS**

- REACH DOES NOT CONDONE THE CONSUMPTION OF ALCOHOL OR CANNABIS. HOWEVER, WE UNDERSTAND THAT OUR ADULT PARTICIPANTS HAVE THE RIGHT TO MAKE THEIR OWN CHOICES. IF YOU CHOOSE TO USE ALCOHOL OR CANNABIS, 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 AGE FOR CONSUMPTION IS 21. INDIVIDUALS ARE ADVISED TO ACCEPT THE GUIDANCE OF THEIR LEGAL GUARDIAN AND PHYSICIAN WHEN DECIDING WHETHER OR NOT TO ORDER AN ALCOHOLIC OR CANNABIS PRODUCT. IF YOU CHOOSE TO ORDER AN ALCOHOLIC OR CANNABIS PRODUCT, PLEASE DO NOT SHARE IT WITH ANYONE ELSE. PLEASE SEE THE BEHAVIOR POLICY BELOW.

## **TOBACCO**

- DURING REACH SPONSORED EVENTS, THE 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, USE OF ILLEGAL SUBSTANCES, OR ILLEGAL USE OF PRESCRIPTION DRUGS, WILL NOT BE ALLOWED AT ANY 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**

- 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 POTENTIAL NEED FOR THIS PROCEDURE AND PROVIDED WITH THE NECESSARY SUPPLIES.

### **ILLNESS/INJURY**

- IF A PARTICIPANT BECOMES ILL OR SUSTAINS AN INJURY, REACH STAFF WILL CONTACT THE EMERGENCY CONTACT IMMEDIATELY UNLESS OTHERWISE INSTRUCTED. REACH WILL CONTACT MEDICAL PERSONNEL, UP TO CALLING 911, IF EMERGENCY CONTACT CANNOT BE REACHED.

### **INFECTION CONTROL**

TO MINIMIZE EXPOSURE TO OTHER PARTICIPANTS AND STAFF, PARTICIPANTS ARE REQUESTED TO STAY HOME IF THEY HAVE THE FOLLOWING SYMPTOMS/DIAGNOSES:

- COVID-19. IF YOU ARE DIAGNOSED WITH COVID-19 OR SUSPECT YOU MAY HAVE COVID-19, PLEASE FOLLOW CDC GUIDELINES FOR QUARANTINE AND ISOLATION.
- AN UPPER RESPIRATORY INFECTION SUCH AS BRONCHIOLITIS OR INFLUENZA.
- FEVER OF 100 DEGREES FAHRENHEIT OR OVER WITHIN THE PAST 24 HOURS. INDIVIDUALS 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. INDIVIDUALS MUST BE ON ANTIBIOTICS FOR AT LEAST 24 HOURS BEFORE ATTENDING A PROGRAM.

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 A 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 (INCLUDING PARTICIPANTS, STAFF, OR COMMUNITY MEMBERS).
- PHYSICALLY ATTEMPT TO OR SUCCESSFULLY DESTROY PROPERTY.
- VERBALLY THREATEN, INTIMIDATE, OR HARASS OTHERS.
- ENGAGE IN INAPPROPRIATE PHYSICAL CONTACT WITH 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:

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).

If the 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:

1. DISCUSS PROGRAM ADAPTATIONS THAT CAN BE MADE TO INCREASE THE SUCCESS AND MINIMIZE BEHAVIOR CONCERNS.
2. SUSPEND PARTICIPATION FOR A TIME PERIOD AS DETERMINED BY A REACH SUPERVISOR AND PARENT/GUARDIAN.
3. 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 A PARTICIPANT DOES NOT FOLLOW SET GUIDELINES.
4. ADJUST THE TYPES OF PROGRAM ACTIVITIES IN WHICH THE PARTICIPANT IS ELIGIBLE TO PARTICIPATE.
5. 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.

## Registration Liability Clause

I understand that participation in this activity is completely voluntary, and the activity is being offered for the benefit of the participant. Reach for Resources, Inc. along with its agents and employees shall not be liable for any claims, injuries, or damages of whatever nature incurred by the participant arising out of, or connected with, recreational activities. All participants must be registered for a program to attend. Please register at least 2 weeks before the beginning of a program. If there are not enough people registered for a program it will be canceled a minimum of 3 days before the beginning of the program. Participants will be notified by email and a refund will be processed. If classes or recreation activities are canceled by Reach for another reason, Reach will schedule a make-up session or offer a refund when possible. For a recorded message about activity cancellations, call 952-200-3030 or check our social media pages. Participants can be refunded for registration fees when cancellations are made 14+ days before a program, but these refunds are subject to a \$5 processing fee. Refunds are not awarded for ticketed events. Caregivers are welcome to attend all Reach Programming except for Independent Adult Programs. Support staff and family can attend most activities free of charge but are required to pay for ticketed events that they wish to attend or other programs where we pay per person. Caregivers are asked to provide any 1:1 support that the individual they are supporting may need. Reach cannot be responsible for participants who arrive early or depart late from the scheduled program times. If a participant is more than 5 minutes late at a community-based event, staff may no longer be waiting for your arrival. 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 if the participant requires a person to wait with them. Individuals who take Metro Mobility will be required to wait independently for their rides. 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. Prescription and non-prescription drugs are the sole responsibility of the participant. Please visit the Reach website for further information on these policies as well as a full description of our drug, alcohol, cannabis, tobacco, and behavior policies.

Please select an option \*

- ☐ I accept all policies and the liability waiver
- ☐ I choose not to accept the policies and liability waiver and will not attend programs.

Date

mm/dd/yyyy

Please sign here electronically stating that you agree to all above terms, conditions, waivers, and policies.