

# Jacob's Chance Program Policies



## Refusal of Service Policy

In order to maintain a high standard of service and provide a safe environment for its employees, volunteers, participants and participant families, Jacob's Chance reserves the right to refuse or discontinue service to participants or their family members. Service may be denied to any participant who acts inappropriately by disrupting the normal provision of services or if a participant's behavior threatens the safety of employees, volunteers, or client families. Cases are evaluated individually and attempts are made to reduce reasonable risks. As an organization with limited paid staff and utilizing uncertified volunteers, we are responsible for identifying and mitigating risks. We also have an obligation to provide protection for participants who have increased vulnerabilities due to their disabilities.

Inappropriate behavior includes, but is not limited to, the following:

- Unreasonable demands for service
- Disturbing the use of enjoyment of others including staff, volunteers, participants, and participant family members
- Threatening or erratic behavior
- Misrepresentation for the need for services
- Inappropriate physical contact
- Behavior that is personally threatening
- The use of offensive language
- Attending a program under the influence of drugs or alcohol

Any employee or volunteer can exercise the right to refuse service when confronted by a participant acting inappropriately or when facing an unsafe situation. They will notify their supervisor of the situation immediately. We have the right and responsibility to immediately require the removal of anyone who may be at risk for harming themselves or others. The guardian of the participant will be notified immediately of the participant's actions.

In the event of inappropriate behavior, the following actions will be taken:

- 1) The participant will immediately be removed from the situation and the parent/guardian will be contacted.
- 2) The Jacob's Chance Executive Director will schedule a meeting with the parent/guardian to discuss possible strategies Jacob's Chance staff /volunteers and parent/guardian can implement to make the participant's next experience more successful.
  - If we feel we can not facilitate a successful experience on our own, we reserve the right to request that the participants' parents/ guardians provide specially trained personnel to assist with participation for individuals with behavioral, physical, and/or medical needs that are outside the scope of knowledge for the average volunteer.
- 3) Once the incident has been discussed and strategies from the above mentioned meeting

are agreed upon by both parties, the ED will send a detailed email that outlines the strategies and next actions to take.

- 4) A signature of the strategy plan will be required to be able to return to Jacob's Chance programs, Try try again
- 5) If strategies prove to be unsuccessful and we feel that the individual's participation creates a negative experience for themselves, volunteers, or other participants, we reserve the right to refuse service and not allow the participant to return to Jacob's Chance programs.

Actions taken by Jacob's Chance will depend on the severity of the behavior and each incident will be reviewed individually, on a case by case basis.

### **Medication and Personal Hygiene Policy**

Jacob's Chance strives to make all of our programs accessible and accommodating to the community we serve. However, due to the level of training our volunteers and staff are given, Jacob's Chance is limited in the scope of assistance we can provide each participant.

1. We are unable to provide assistance with the following:
  - a. Administering any types of medication (with the exception of an EpiPen with pre-written consent from a parent/guardian)
  - b. Toileting
  - c. Wheelchair transfers
  - d. Feeding
  - e. Any other ADLs typically assisted with, not mentioned (activities of daily living)
2. Participants who are independent with toileting, will be escorted to the restroom by a minimum of two staff members/volunteers.
3. There are no medically trained personnel hired to administer medical care. Jacob's Chance can administer basic first aid if needed.

## **Drop off/Pickup Policy**

### **Arrival:**

Participants may enter the program space no earlier than 5 minutes before the program is scheduled to begin. If participants arrive early to a program, they must stay outside of the space until the program begins.

### **Signing In and Out:**

Participants are required to be signed in and out of programs. A parent, guardian, or caregiver must sign the participant in and out of each program, unless Jacob's Chance has received written consent from the caregiver allowing the participant to sign themselves in and out. (This policy does not apply to athletic programs, as a parent, guardian, or caregiver is required to stay onsite for the duration of the program.)

### **For All Athletic Programs:**

Due to the increased risk of injury and to ensure safety, a parent, guardian, or caregiver must remain onsite for the entire duration of all athletic programs. (This policy does not apply if the participant arranges their own transportation to and from the program.)

### **Parent/Guardian/Caregiver Remaining Onsite:**

If a participant is under the age of 13, requires behavioral support, complex care (including, but not limited to: assistance with feeding, medications, toileting, wheelchair transfers, other aspects of daily living), or has experienced a seizure in the past 6 months, a parent, guardian, aid, or assistant must remain with the participant at all times. (During summer camp, participants under the age of 13 are excluded from the age requirement.)

## **Financial Policy**

Jacob's Chance is able to process refunds up until a week prior to the event or start of the program, minus a 10% processing fee.

Jacob's Chance will not process refunds for fees below \$10.

Refund requests will be reviewed on a case by case basis.

No refunds will be given in cases of inclement weather.

## **Firearm Policy**

Jacob's Chance has a zero-tolerance policy for firearms. There are absolutely no firearms permitted at Jacob's Chance programs.

## **Attendance Policy**

### **Purpose:**

Access to programs is granted with the expectation that the participant registered will actively participate to the best of their abilities. In order to maintain fairness for our families, all participants must adhere to the following attendance guidelines. This policy is designed to promote individual commitment to their responsibilities while ensuring fairness, accessibility, and accountability in our programs.

### **Attendance Requirements:**

#### **1. Excused Absences:**

- Excused absences may be granted on a case-by-case basis for reasons such as illness, emergencies, or other valid circumstances. Documentation or prior notification may be required for an absence to be considered excused.
- Participants are required to notify a Jacob's Chance staff member via email in advance if they anticipate being absent.
- If advanced notice is unable to be provided, families must reach out to Jacob's Chance staff as soon as possible for the absence to be considered excused

#### **2. Unexcused Absences:**

- A participant may have no more than **two (2) unexcused absences** from the program or related activities within any given program session or season.
  - i. If a recipient exceeds two (2) unexcused absences, their participation in the program is subject for review. As a result, their spot may be offered to someone on the waitlist.

#### **3. Notification and Review:**

- If a participant exceeds the allowed number of unexcused absences, Jacob's Chance staff will reach out to family to discuss enrollment
  - i. If family is not able to be reached, or if after conversation, family reports being uninterested in attending remaining sessions, they will be notified that their spot is being opened to someone from the waitlist.
- A review process will be available to those who feel that the absences were justified or circumstances were not fully considered.

By adhering to these guidelines, we strive to maintain a supportive, accessible, and accountable environment for all participants.

### **Effective Date:**

Program policies last updated March 11th, 2025.