

Jacob's Chance Program Policies



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. Refer to [Code of Conduct](#) and [Interactions Out of Programs Policy](#) for information on Refusal of Service & Cause for Dismissal Policy, incident reporting, interactions outside of structured programming, and more.

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 (activities of daily living) not mentioned
2. Jacob's Chance staff, coach, contractor, or volunteer, are prohibited from assisting any participant with using the bathroom or changing, with no exceptions. Parents/guardians/caregivers must be relied upon for coordinating changing and bathroom use.
3. Jacob's Chance does not employ medically trained personnel to provide medical care. Basic first aid may be administered by staff as 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.

Late Pickups:

If a participant's ride has not arrived at the end of the program, Jacob's Chance staff will remain with the participant for up to 15 minutes after the program concludes. For participants using a rideshare service, staff will depart after the 15-minute waiting period and the participant will continue waiting independently. For participants awaiting a parent or caregiver, repeated late pick-ups (up to three occurrences) may result in the participant being unable to continue participating in the program.

Exceptions may be considered and all circumstances will be reviewed individually on a case-by-case basis.

Parent/Guardian/Caregiver Remaining Onsite

A parent, guardian, aid, or assistant must remain with the participant at all times if a participant:

- Is under the age of 13 (summer camp participants are excluded from this requirement)
- Has experienced a seizure in the past month
- Requires behavioral support
- Requires complex care including, but not limited to:
 - Assistance with feeding
 - Medications
 - Toileting
 - Wheelchair transfers
 - Other aspects of daily living

Jacob's Chance staff will determine, at their discretion, whether a participant falls under one or more of these categories. Exceptions may be considered and all circumstances will be reviewed individually on a case-by-case basis.

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.

Drug and Substance Use Policy

Jacob's Chance maintains a zero-tolerance policy regarding drug and substance use. This includes, but is not limited to, vaping, smoking, alcohol consumption, and the use of illicit substances before or during any program within the program space. Individuals should not arrive to any program under the influence of drugs or alcohol.

If an individual chooses to use legal substances such as tobacco or nicotine products during breaks, this must be done out of sight and outside of the designated program space. Use of any substances is strictly prohibited within program areas or during program activities.

This policy applies to all staff, volunteers, participants, and family members in attendance. Please refer to the Refusal of Service Policy above for further guidance.

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.

Jacob's Chance recognizes that people with disabilities have unique barriers and situations that can impact consistent on-time arrival and attendance at our programs. When families communicate consistently, we are willing to work with them and be flexible with our attendance policy.

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 at the discretion of Jacob's Chance staff.

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 participant exceeds this limit, their continued participation in the program is subject for review. As a result, their spot may be offered to someone on the waitlist.
 - ii. If a participant accumulates unexcused absences in three (3) separate programs or sessions across Jacob's Chance programming, they will be notified in writing and by phone that they are no longer eligible to register for future programs.

Reinstatement may be considered at the discretion of Jacob's Chance staff.

3. Notification and Review:

- If a participant exceeds the allowed number of unexcused absences, Jacob's Chance staff will reach out to the participant or their family to discuss enrollment
 - i. If the participant or family is not able to be reached, or if after conversation, the participant or 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 November 6th, 2025 and effective January 1st, 2026.