

Jacob's Chance Code of Conduct



Jacob's Chance requires participants, family members, caregivers, staff, board members, and volunteers to conduct themselves in a safe and respectful manner to help maintain a comfortable, safe, and fun environment. The Code of Conduct is intended to help provide a positive experience for everyone. Going forward in the Code of Conduct, participants, family members, caregivers, staff, board members, and volunteers will be referred to as "representatives".

General Expectations

- Representatives of Jacob's Chance will exhibit a respectful demeanor and conduct themselves in a manner consistent with the spirit of inclusion, empowerment, and responsible conduct at all times and all places.
- Representatives are expected to attend all programs and meetings they have committed to, or communicate with as much advance notice as possible with the appropriate leaders/staff members/volunteers when scheduling conflicts occur.
- Representatives will respect all equipment and materials belonging to Jacob's Chance, affiliates, or peers.
- Representatives will show respect for the physical environment of program/event facilities by assisting to maintain a clean and safe environment.

Volunteer Background Check Policy

All adult volunteers (age 18 and older) who will be working one-on-one with participants are required to complete and maintain an up-to-date background check prior to volunteering in any Jacob's Chance program. Volunteers must have a cleared background check on file before engaging in direct, individual support with participants.

- Any representative can be removed from their affiliation with Jacob's Chance at any time if their background check returns a criminal offense involving minors and/or a violent crime deemed inappropriate for participation. This decision will be determined by Jacob's Chance leadership and shared with the representative.

Interactions Outside of Programs Policy

Refer to [Interactions Out of Programs Policy](#) for information.

Abuse & Harassment

- All representatives will respect other participants, family members, caregivers, staff, board members, and volunteers and engage in no form of discriminatory behavior or any form of verbal, emotional, physical, or sexual harassment or abuse.
- Abuse is physical, sexual, verbal, emotional, economic or psychological actions or threats of actions that influence another person. This includes any behaviors that frighten, intimidate, terrorize, manipulate, hurt, humiliate, blame, injure, or wound someone.
- Harassment is unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history) or other factors protected by law.
- Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, unwanted touching, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, stalking or obscene phone calls, texts, emails, or gestures which lead to interference with participation.

Reporting

- All representatives will inform program staff, instructor, or coach in real time of any injury or aggravating condition that occurs during a Jacob's Chance program or event.
- Safety is a collective responsibility. If you see something, say something. All representatives will report any problems or concerns between representatives. Problems or concerns can include any situation that endangers the health, safety, or well-being of yourself or fellow representatives and any violation of the Code of Conduct.
- Reports can be made in several ways including:
 - [Online Jacob's Chance Incident Report form](#) (anonymous reporting is available)
 - Verbally or in writing to Jacob's Chance staff

Refusal of Service & Cause for Dismissal Policy

Going forward in the Code of Conduct, the parent/guardian/responsible party of a participant (or participant, if not under guardianship) will be referred to as "responsible party".

In order to maintain a high standard of service and provide a safe environment for its representatives, 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 any Jacob's Chance representative. Cases are evaluated individually and attempts are made to reduce reasonable risks. As an organization with limited staff that relies heavily on 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 other representatives
- 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 responsible party will be notified immediately of the participant's actions, if applicable.

In the event of inappropriate behavior, the following actions will immediately be taken based on the situation and/or nature and severity of the behavior, with each situation reviewed on a case-by-case basis:

1)

a) Staff, coach, or instructor will communicate with the participant first in order to address and correct the behavior.

OR

b) The participant will immediately be removed from the situation and the responsible party will be contacted.

2) A Jacob's Chance staff member will schedule a meeting with the responsible party to discuss possible strategies Jacob's Chance staff/volunteers and the responsible party can implement to make the participant's next experience more successful (ex: contract agreement)

- If we feel we can not facilitate a successful experience on our own, we reserve the right to request that the responsible party provide specially trained personnel to assist with participation for individuals with complex behavioral, physical, and/or medical needs.

3) Once the incident has been discussed and strategies from the above mentioned meeting are agreed upon by both parties, Jacob's Chance 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.

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.

- Any representative can be dismissed from their affiliation with Jacob's Chance at any time for any violation of the Code of Conduct.
- 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.

Effective Date:

Code of Conduct policies last updated November 6th, 2025 and effective January 1st, 2026.